



Ideagen Workplace Training and Regulatory Intelligence Platform

Service Definition Document

G-Cloud 15

Lot 2b Software as a Service (SaaS)

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Company Overview

Ideagen brings clarity and confidence to those businesses that put resilience at the heart of their operations.

Trusted by over 18,000 organisations worldwide – including over 1000 government agencies, more than 2000 hospitals and healthcare settings, as well as education, blue light services, life science and not-for-profit – our AI enabled solutions are proven to keep people, products and processes safe, increase efficiencies and streamline operations.

By unifying decades of deep regulatory expertise and innovation with affordable, best-in-class software we provide trusted, meaningful intelligence to support regulated and high-compliance industries with their audit, risk, health and safety, quality and compliance needs.

We are committed to continually improving the quality of our solutions, the environmental impact of our operations, and the security of the information that we safeguard. This commitment is demonstrated by our company certifications to ISO 9001, ISO 14001, ISO 27001 and ISO 45001. Ideagen also follows the guidance provided by ISO 26000.

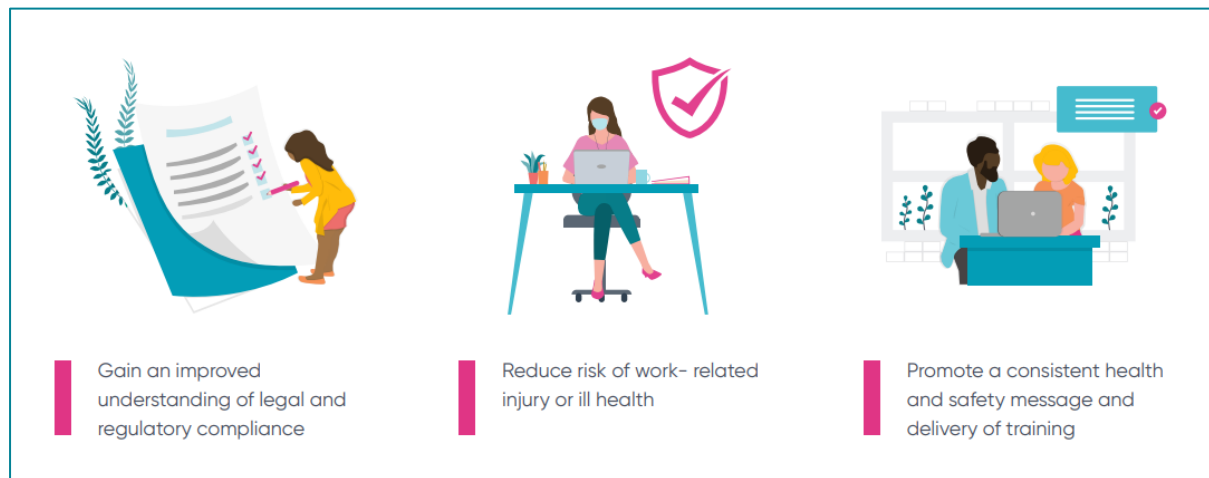
Service Overview

Overview of the Service

Ideagen Workplace Training is a Health and Safety e-Learning Management System that lets everyone understand how they can help create a safe and healthy workplace.

Ideagen Regulatory Intelligence is a cutting-edge compliance management solution designed to help organizations navigate complex regulatory landscapes with ease. Ideagen Workplace Training and Ideagen Regulatory Intelligence provide everyone with the information they need on HSE Training and

Assessments allowing you to:



Ideagen Workplace Training is a e-learning management system with a suite of courses designed to ensure regulatory compliance. Courses can be tailored to meet business requirements ensuring consistent health and safety message and delivery of training.

The product aims to automate training processes as well enabling you to:

- Reduce the risk or work-related injuries or ill health.
- Obtain clear visibility of training compliance across your workforce and reduce absenteeism.
- Automate progress tracking and reminders, improving your efficiency and ensuring that you remain compliant with H&S regulations
- Integrate with third-party platforms and SCORM AICC compliant LMS platforms

The service delivers:

- Assessment analysis to help identify high risk areas
- Compliance training for workforce
- Effective e-learning course configuration
- Increased employee wellbeing while keeping your workforce protected
- Display Screen Equipment (DSE) training and assessments
- Hybrid working training and assessments
- Self-authoring Course Builder Tool
- Deliver content to the workforce on the move

- Tailor e-learning content to reflect business policies and processes
- Boost employee engagement with easily accessible online training

Key features include of the solution include:

- Manage Trainee data
- Comprehensive training records
- Create custom courses via Course Builder Tool
- SSO integration
- Follow an audit trail of actions required and actions taken
- Create and view training reports
- Interactive tests to cement knowledge and identify gaps
- Automatic reminders of training requirements and past assessment actions
- Automated tracking and reminders
- Assign responsibility to specific users
- Web-based and accessed via internet connection

Some of our most popular courses include:

➤ Hybrid Working (DSE)	➤ Fire Awareness
➤ First Aid Awareness	➤ Manual Handling
➤ OHSA (Office H&S Awareness)	➤ Risk Assessment
➤ Slips, Trips, and Falls	➤ Working at Height
➤ Conflict Resolution	➤ Equality and Diversity
➤ GDPR	➤ Mental Health Awareness at Work
➤ Mindfulness	➤ New and Expectant Mothers
➤ Workplace Stress Awareness	➤ Environmental Awareness
➤ Energy Awareness	➤ Energy Reduction
➤ Confined Spaces	➤ Emergency Spill Response
➤ Spill Prevention	➤ Lone Working
➤ High Voltage	➤ Anti-Bribery
➤ Anti-Money Laundering	➤ Asbestos
➤ COSHH	➤ Driver Awareness
➤ Food Safety	➤ Workplace Wellbeing

Ideagen Regulatory Intelligence provides centralized access to legal requirements and enabling proactive risk management, ensuring that your organization stays ahead in achieving compliance excellence.

This solution enables you to:

- Consolidate and access all jurisdiction-specific legal and regulatory requirements in one secure platform.
- Stay informed with real-time updates on changes to laws and regulations, tailored to your industry and location.
- Streamline processes with customizable workflows that align with your organization's unique compliance needs.
- Enable cross-departmental collaboration to foster a culture of compliance and accountability.
- Generate detailed reports to demonstrate compliance and improve audit readiness.

See Ideagen Workplace Training in action

<https://play.goconsensus.com/ab2d6a7db>

Features and Benefits

Ideagen Workplace Training

- DSE training, assessment and issue resolution
- Hybrid working training and assessment, return to work assessments
- Configurable automation workflows and alerts, progress tracking and reminders
- Automated notifications, reminders and escalations provides risk resolution management
- Complete visibility across your organisation with real-time risk monitoring
- Single sign on (SSO) and automated user management
- In built course authoring tools, e-learning content creation

Reduce risk of work-related injury or ill health:

Identify and respond quickly to issues with DSE Training and Assessments to provide support where required, allowing you to focus time and resources on higher risk actions.

- Automatic notification of issues and email reminders sent to the relevant individuals
- Complete audit trail of Health and Safety Training to ensure compliance with legislation and regulations

Promote a consistent health and safety message and delivery of:

Improve organisation wide understanding of how to create a safe and healthy workplace by delivering training to employees, suppliers, contractors, and visitors. Provide everyone with the tools needed to protect their health, safety, and well-being, wherever they work.

- Create courses from your Health and Safety Policies with the course Builder Tool.
- Interactive guidance on posture, ergonomics, safe use of equipment and best practices
- Specify training and assessment requirements and renewals, for greater consistency and continuity.

Ideagen Regulatory Intelligence

Features

- Centralized legal database
- Automated updates
- Custom compliance workflows
- Collaboration tools
- Comprehensive reporting

Benefits

Efficiency: Reduce the time and effort spent on tracking and managing compliance obligations.

Risk mitigation: Identify and address compliance risks before they escalate, protecting your organization from legal and reputational harm.

Global coverage: Support compliance requirements across multiple jurisdictions, ensuring global operational consistency.

Scalability: Designed for organizations of all sizes, Ideagen Regulatory Intelligence grows with your business needs.

Outcomes and Deliverables

Implementing Ideagen Workplace Training and Ideagen Regulatory Intelligence empower customers to track progress, ensure compliance, and create a safe and healthy workplace. These systems help boost employee engagement with easily accessible online training while customers can confidently meet health and safety regulations.

- Gain an improved understanding of legal and regulatory compliance
- Reduce risk of work – related injury or ill health
- Promote a consistent health and safety message and delivery of training

Case Studies

The Barnet Group

How The Barnet Group are diminishing MSK conditions and prioritising employee wellbeing with digital DSE training

*We have already seen a 50% decrease in reported MSK diseases
this year alone since the integration of Ideagen Workplace
Training*

Who are The Barnet Group?

Working on behalf of Barnet Council, The Barnet Group work to provide Social Housing to prevent homelessness and run a Social Care Service for those most vulnerable. Employing over 500 people, it is vital that their employees remain healthy so they can provide the best support and customer experience to their service users. This is essential in Social Care where employees must remain

vigilant and focused when providing care to adults in care homes, or those with disabilities and additional needs.

We spoke to Ben Wildman, Health Safety and Compliance Manager, who has worked for The Barnet Group for over 10 years. He touched more on the goals and values within The Barnet Group.

"We are part of the Public Sector, so we need to provide the best service for our customers. In the same breath, we also take a lot of actions around prioritising the mental and physical wellbeing of our staff, especially given the struggles of the past few years during the pandemic."

With the pandemic creating huge obstacles when it came to assessing employees DSE needs, the organisation needed a solution which would allow them to continue operating out of an office environment, seamlessly and efficiently.

What were the Struggles they Faced?

"Before Ideagen Workplace Training, the way we trained employees was quite mundane, and a lot harder when the assessment itself was based on people being in the office", Ben explained. "It was a basic, on-the-shelf assessment and we had a lot of our staff asking for a more interactive solution."

Plus, it made Ben's job a lot harder too. *"With our sites being scattered around the borough, it was near impossible to get round to all sites, just to witness employees doing an assessment."*

The Barnet Group were amongst dozens of other companies, across the globe, who struggled to provide adequate DSE training when the pandemic first hit. Ben highlighted the impact this had on his Team. *"The first 6 weeks of the pandemic were exceptionally difficult, especially when everyone was turning to us for guidance; truth be told, we were just as in the dark as they were. Plus, being a small team, answering the same questions repeatedly wasn't time efficient. We needed to find a way to automate this process to make our workload more manageable."*

Working from home can cause a variety of problems, such as seeing an increase in the diagnosis of MSK conditions. Finding a way to conduct regular risk assessments was essential to remain complaint and ensure staff could continue to work efficiently. It's vital for us to keep staff healthy from ergonomic risks, not only for their wellbeing, but also as this could lead to further direct and indirect costs for the Company, such as medical costs and agency fees to cover requiring jobs all add up."

When it came to looking for a digital DSE Training Solution, our hand was kind of pushed, due to the pandemic. Homeworking meant we had to quickly come up with another way to train our employees that were forced to work from home', Ben stated. "That's when one of our trusted source's recommended Ideagen's Workplace Training."

How does The Barnet Group use Ideagen Workplace Training?

When looking for a solution, The Barnet Group knew what they wanted to get out of the system. *"It was important to us that we could cater for different working scenarios, regardless of whether our staff were working at a desk in their home office, from a laptop on their dining tables or even for those remaining in the office," Ben explains.*

With the system being web based and accessible on various devices, Ideagen Workplace Training makes training remotely, simple.

Now it is easy for Ben to download reports and get their latest compliance figures too. *"If I were to get a request from a Manager asking how his staff are doing, I can run a specialised, filtered report, so I don't have to give him information on the whole organisation.*

What's more, we can now message multiple people in one hit. If I have 10 members of staff who I need to relay the same message to, the system allows me

to send it all in one go using the email templates. Tons of issues and actions can now be closed off in a matter of minutes."

Ben also makes use of the systems ability to add hyperlinks to external sources of information. *"We love the fact we can add links to our websites with policies and procedures, so we don't have to keep emailing the same information repeatedly. The action rarely comes back to me and, instead, once they have answered the question, the system will tell our employees where they can find the relevant information, based on their answer."*

The Results

Simply put, Ideagen Workplace Training has revolutionised the way The Barnet Group conduct their DSE Training and Assessments. It is now easier for Ben and his Team to get specialised equipment, such as new chairs and footrests, to those who need it, decreasing MSK conditions by around 50%.

"Not only is Ideagen Workplace Training brilliant value for money, but the time savings we've seen, now everyone has access to online DSE training, has been monumental."

Using Ideagen Workplace Training for my DSE actions and needs helps me save up to 15 hours a week.

What's more, the system has boosted DSE training and assessment completion rates.

Before Workplace Training, our completion rate was only at 60%. It is now at 95%.

The weekly actions that arose from Risk Assessments and Training were almost unmanageable before Ideagen Workplace Training. 150 actions were condensed down to 40, making Ben's life easier and the Team's workload more manageable.

Now he can concentrate on the people that really need it, without reiterating information dozens of times.

"Staff have been very receptive of it, taking a lot of stress off myself and my small team," Ben shared. 'Even our CEO did the course as well and was very complementary on the training content. This was a huge tick in the box for us to continue to renew our service contract."

For further insight into how we deliver results, explore our [Resources](#)

Trial Service

Trial access is offered to all potential customers, allowing you to fully test and review all courses. Access it through the following hyperlink:

<https://app.workrite.co.uk/WebUI/Registration.aspx>

Technical Requirements

Internet connection.

Ideagen Workplace Training supported browsers are:

- Microsoft Edge
- Mozilla Firefox
- Google Chrome
- Safari 9+

The latest version of Ideagen Workplace Training requires browsers that support HTML5.

Hosting Options and Locations

For UK users of the service, all data is stored in the Microsoft Azure Cloud in the UK South (London) region, however the solution is available from a range of international locations. UK West (Cardiff) is regional pair for DR and high availability. All data storage is geo redundant and will never leave the specified regions.

Data Back-Up and Restoration

The Azure App Service is defined in code and hosts no user data, and in the event of service disruption, the service would automatically redeploy without human interaction. The SQL databases used to store the data are backed up at several points during the day ensuring that the databases can be restored to a point in time – with a 31-day retention period on the backups.

Virtual machines used to support the service are also backed up using Azure VM backup. The backup is a full VM backup allowing us to quickly restore the entire machine should any issues occur, but it is also possible to utilize file recovery with the backups allowing us to restore individual files that may have become corrupt or deleted. The Databases are backed up at various points throughout the working day to ensure that the database can be rolled back to a point in time should this be required.

Transaction log backups are taken every 30 mins. Full Backups are taken on a weekly basis of the database with Differential backups taken every 24 hours.

There is a documented BCDR Plan for the service which is tested at least annually, with all findings tracked through to corrective action. Testing scenarios cover critical situations including Availability Zone failures and Azure service disruptions that could impact service availability. Cross-functional business teams participate in testing exercises to ensure realistic validation of recovery procedures. Further details are available to Buyers upon request.

Security

Information Assurance

Ideagen maintains a suite of Corporate Security Policies cover the management of security for both its internal operations as well as the services Ideagen provides to its Buyers, and applicable to all Ideagen Employees as well as any relevant Third Parties and Stakeholders. These policies, which are aligned with the ISO/IEC 27001:2022 standard to which Ideagen is externally Certified, govern all areas of security applicable to the services. All Policies are formally reviewed and signed off by Management at least annually or on significant change, in line with our ISO 27001 Certification.

Additionally, Ideagen is certified under both Cyber Essentials and Cyber Essentials Plus. A comprehensive overview of Ideagen Policies, Standards, and Procedures, can be supplied upon request.

The information security of the business is currently overseen by our VP Global Cyber Security, who works closely with our IT Teams, our Product Managers and our Group DPO to ensure that all Technical and Organisational Measures are in place and maintained. Ideagen utilises the Microsoft Azure, M365 product suite and AWS cloud services and therefore has the benefit of the Microsoft and Amazon infrastructure and controls.

Privacy by Design

Ideagen has embedded privacy by design principles throughout its product and development lifecycle, prioritising the protection of User data throughout all processing activities. The service implements core privacy principles including data minimization, purpose limitation, and privacy by default, ensuring Users benefit from the highest privacy settings without additional configuration.

The service employs strong encryption and granular access controls to ensure Buyer Data remains secure. Privacy safeguards are integrated from initial design

through to data deletion, with regular privacy reviews conducted as features evolve.

Ideagen has appointed a qualified and certified Data Protection Officer who oversees data protection compliance across the organisation and is registered with the Information Commissioner's Office in the UK.

Full details are available in [Data Protection Policy | Safeguarding your privacy](#)

Development Life Cycle

Ideagen delivers its software through Agile methodologies and has adopted the core principles of the Scrum framework, as defined in the Scrum Guide at Scrum.org, to achieve this.

Within Ideagen, we test all our products against the OWASP Top 10. There are lead developers who ensure that our development processes are followed, such as peer reviews, testing against the OWASP top 10, etc.

Our Software Development Lifecycle Process (SDLC) Document forms part of our ISO27001 and ISO 9001 Frameworks and is reviewed by our Risk and Audit Team and document owner at least annually or on event of a change.

Buyer Responsibilities

Working Together for Success

To ensure you get the most from our Services, we'll need you to designate a primary contact person before we begin. This person will be our go-to for important updates like maintenance notifications and service requests, and should have the authority to handle matters such as data releases, restorations, and configuration changes. Just share their name and email address with us, and we'll make sure they stay informed on everything that matters.

Your Role in Managing the Solution

To help you maintain control and get the best results from our Software and Services, you'll take care of:

- Managing user security and permissions within the Software
- Setting up and maintaining your user desktops and network access
- Implementing, testing, and configuring your database as your needs evolve
- Providing us with accurate information as outlined in our guidance
- Keeping us updated on any operational changes that might affect the Services
- Creating and configuring user accounts
- Meeting your obligations on time and in line with applicable laws

Access and Collaboration

To deliver great service, we may occasionally need access to your equipment, information, data, personnel, or systems. We'll always keep our requests reasonable and work around your schedule. If our Team visits your premises, we ask that you help us maintain a safe and secure working environment, we'll do the same if you visit us!

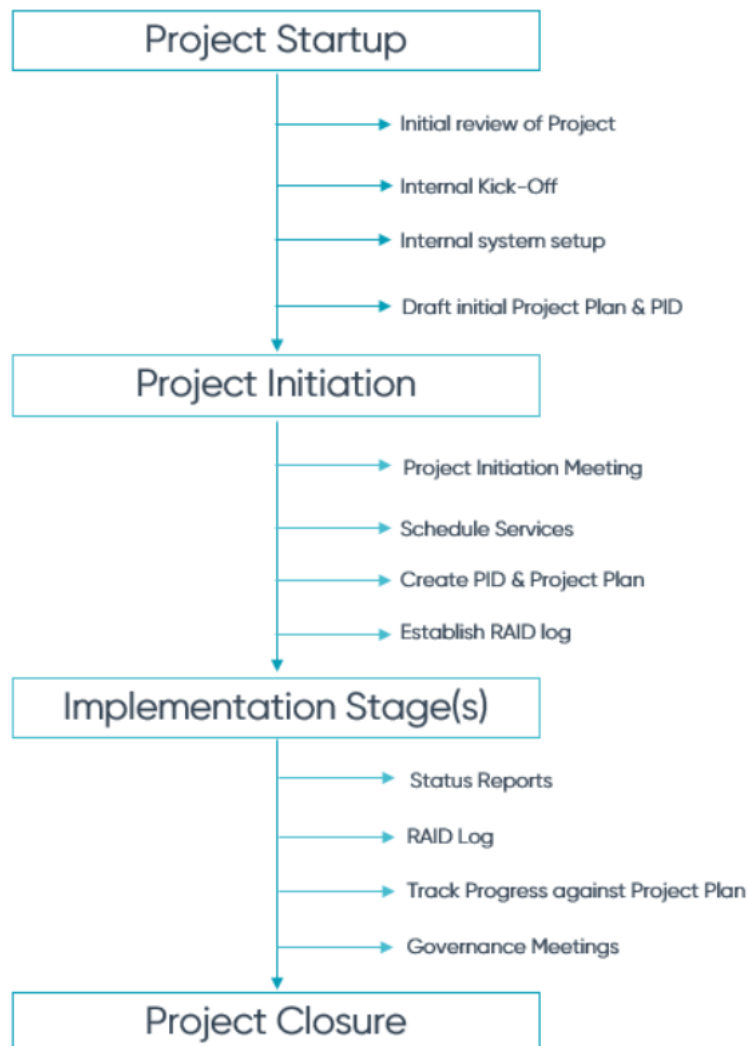
Onboarding and Offboarding

Project Management Services

At Ideagen, we work with some of the biggest names across key industries, supporting them to integrate their new software products into their business and acting as a mentor throughout the process. That's why we have a mature, well established Project Management Framework and Prince2 qualified Project Managers to help guide you through the stages of the software delivery process and ensure your requirements are realised.

Our Project Management Services can include an adapted Prince2 Methodology tailored to the most suitable delivery approach for each project. Including a thorough Project Initiation Stage, the provision of core documentation, progress and governance calls, stage boundary processes, extensive reporting and a risk management strategy with a managed RAID log.

There are 4 key stages to the Project Management Approach at Ideagen. They are shown in the chart below.



Training

Ideagen collaborates closely with Buyers throughout the Implementation Phase, providing a tailored end-to-end "Train the Trainer" approach. Our services include software deployment, user documentation, and e-learning resources. We emphasize the development of clear and measurable learning outcomes, offering consultation to achieve your objectives. Training is conducted by experienced Consultants to ensure effective software adoption aligned with defined learning outcomes.

Buyer Service Constraints

Ideagen Workplace Training releases new builds on a continuous deployment basis. These are four weekly deployments which ensure all customers are using the latest version of the product.

Outage and Maintenance Management

Ideagen is notified of vulnerabilities through our own internal testing along with independent external assessments and system patch monitoring. Each vulnerability is reviewed to determine if it is applicable to Ideagen's hosting environment and its potential impact. If a zero-day vulnerability is discovered, we will assess its impact to the system and if required patch at the earliest opportunity.

New Releases are published via our Ideagen customer portal and marketing communications; the releases are always completed outside of working hours. If there is an unexpected downtime this will be communicated out to our customers.

A new version of the solution is deployed every four weeks. Most bug fixes therefore become available through this standard release procedure.

In the rare event that a critical bug is discovered in production a patch release is produced and made available using a blue/green deployment strategy to minimise downtime.

All products are monitored using a managed SIEM/UEBA parsing. If any thresholds are met, alerts are presented via our ticketing system to our Cloud and Cyber Operations Team with automatic escalation procedures. Ideagen operate a formal Incident Management Policy and confidential processes that form part of our ISO 27001:2022 programme and as such is reviewed and externally audited at least annually. This area is further evidenced through the Ideagen ISO 27001:2022 Certificate and the Statement of Applicability.

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Transaction log backups are taken every 30 mins. Full Backups are taken on a weekly basis of the database with Differential backups taken every 24 hours.

Service Levels

Ideagen is committed to delivering high-quality service. Sometimes, routine system maintenance, patching, and updates require occasional planned downtime. Our Cloud Operations Team continuously monitors the solution and allocates resources as needed. When performance issues arise, our Support Team reviews and performs the necessary remediation work.

For all Support service level information, please refer to: [Ideagen Workplace Training Support Service Level Agreement \(SLA\) – Ideagen Workplace Training | Help | Ideagen Luminate](#)

The link above outlines priority classification, response times, and gives details of how to contact Ideagen Support.

Ideagen offer three levels of Customer Success Plans which can be purchased offering three levels of support; Premier, Standard and Essential, full information can be found at: [Plan comparisons – Ideagen Customer Excellence \(Standard\)](#)

After Sales Support

You will be assigned a designated Account Manager who will be the primary contact point for any questions post implementation. The Premier Success Plan also provides access to an in-region Buyer Success Manager as well as a dedicated phone number for directly contacting the Support Team.

The Account Manager / CSM will actively seek to contact you to establish monthly and quarterly reviews at a mutually convenient time to ensure that you are maintaining value from your solution, and happy with the service provided by Ideagen.

For all service level information, please refer to: [Ideagen Support Service Level Agreement \(SLA\) – Help | Ideagen Luminare](#)

Access to Data (upon exit)

We want to make sure you have everything you need when our Contract comes to an end. Please remember to download and save any of your data from the Software before the termination date, this is important because your data will be permanently deleted from our systems after that point.

Once the Contract ends, and unless otherwise agreed, we won't be able to maintain your data or other information you've submitted and we'll proceed with deleting all copies from our systems (unless we're required by law to keep them).

If you'd like our assistance extracting your data from the Software, just let us know at least 30 days before your termination date, we'll do our best to help. Please note that any assistance we provide will be subject to our standard professional services rates to cover our time and costs.

Contact Details

Please email g-cloud@ideagen.com with a brief description of your requirements and include the following contact details:

- Name
- Role
- Contact e-mail
- Telephone number
- The solution you are interested in

Ideagen will pass your enquiry to the most appropriate Team Member who will contact you to gather any additional information.