



Healthcare Guardian Performance, Projects and Risks

(formerly known as InPhase)

Service Definition Document

G-Cloud 15

Lot 2b Software as a Service (SaaS)

Table of Contents

Company Overview.....	3
Service Overview	3
Overview of the Service	3
Features and Benefits	4
Outcomes and Deliverables	6
Technical Requirements	7
Hosting Options and Locations	7
Data Back-Up and Restoration.....	7
Security	8
Information Assurance	8
Privacy by Design	8
Development Life Cycle	9
Buyer Responsibilities.....	9
Onboarding and Offboarding.....	10
Project Management Services.....	10
Training	12
Service Constraints	12
Outage and Maintenance Management	12
Service Levels	13
After Sales Support	13
Access to Data (upon exit).....	14
Contact Details.....	14

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

This is for Local Authority, Social Care, Housing, Healthcare and Regulated Bodies looking for a solution to manage and improve performance management, project management and risk management and outcomes.

This is a suite of modular apps and a no-code application development and app customisation toolset.

This provides pre-built, ready-to-use, best practice apps for performance management of all your plans, objectives, risks, actions and projects.

This is the latest generation of easy to use and manage continuous improvement performance management solutions.

Apps are

- **Beautiful and intuitive to use for end users** – saving staff time and improving understanding of priority goals and objectives, current performance and trends, collaboration on actions
- **Easy to manage** – with as much attention paid to the admins user interface, configure and customise your own local content, goals, outcomes, plans, risks, risk matrix, policy, controls, projects, milestones, impacts, questions and workflows quickly and easily
- **Brilliant for reports** – with easy-to-understand reports at every level for every combination of org unit, theme, purpose and with built-in learning and action management, and triangulation reports for each priority. Outcome – showing performance and supporting plan objectives, projects actions and risks
- **Triangulated** – bringing together relevant information into a single view, dashboard or report, saving money by consolidating systems, and saving time wasted when staff need to collate from numerous sources before they can see what they need
- **Improvement Action oriented**, with actions integrated into each application area and collectively, with Plan-Do-Check-Act built in for each aspect, reducing duplication and making sure that what needs doing gets done
- **Excel eliminator**, reducing crashes, versioning errors, formulae errors, complex formulae maintenance, delayed reporting, arguments over which report is right!

Features and Benefits

Pre-built Apps are ready to go out of the box. However, it is also a fully customisable platform using the No-Code Designer Toolsets for dashboards, forms and questions, reports and apps. Customisation can be undertaken by your own Trained Internal Teams or by Ideagen Consultants.

Module Apps and Tools Options available include:

- Plan and Outcomes
- Project Management Office (PMO)
- Enterprise Risk Management

Compatible with

- Policy Management
- Feedback, Complaints, Compliments
- Audits, Forms and Workflow Management
- Freedom of Information and SAR Case Management
- Action Plan Assurance
- Citizen Portal
- Decision Tracker
- My oversight

Options

- Report Designer
- App Designer
- Live Connect APIs
- Data Mart
- Microsoft Office 365 Word Report App

Mobile

It has been designed to be accessible from any browser device, desktop, tablet and smart phone.

Report Building Capabilities

In an ideal world all information would be shared or communicated digitally, pulling the latest statistics from real-time connections so all decisions are made upon the facts right now. At Ideagen we understand that this is not always possible and that 'static' reports are still an important part many performance management environments.

To simplify this process Ideagen has standard connectivity into the Microsoft 360 suite to provide automated data transfer for report writing capabilities in Microsoft Word.

Outcomes and Deliverables

The Plan Performance Project and Risk Apps have been designed to enable you to easily see where you are today and, more importantly, to provide a view of where you aspire to be tomorrow and to provide a framework for how the organisation as a whole is going to make that journey together.

"We had no performance culture at all before the product, people didn't understand data, they didn't know where to find data, they didn't know how to use data, and so it was a total finger in the air when we were setting our metric etc. Now that we have implemented it there is more transparency feeling across the business, everyone knows where they are, work their performances, and what they need to improve upon." – Rebecca Taylor, Business Improvement Manager – MHS Homes

"With this solution we have seen individuals and service areas utilise the system more effectively in decision making, using the system to manage risk and being more proactive in terms of managing that risk." – Paul Flint, Senior Risk and Performance Management Officer – Newport Council

"What we found is that the implementation of the system has almost shifted organically the Leadership Culture within the Organisation, so it's become much more distributed, where Team Leaders and Service Leads own this data, they own their own data in a way that they never did before, because it's so visible to them." – Paula Simpson, Director of Nursing & Quality Improvement

<https://www.inphase.com/resources/brochures-case-studies>

Technical Requirements

Ideagen Healthcare Guardian is accessible through modern browser—such as Microsoft Edge, Chrome, or Safari on iOS—across devices including PCs, laptops, tablets, and smartphones.

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. 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

Ideagen uses Azure Backup to protect the Healthcare Guardian service infrastructure. Azure Backup is Microsoft's native cloud backup solution that provides automated, encrypted backup operations with both full VM and file-level recovery capabilities.

Backups are stored in immutable offsite locations, and restoration can occur on failover hardware or alternate servers at alternate locations. Transaction Log backups are taken every 5-10 minutes, differential backups every 12-24 hours, and full backups are performed nightly and held for 14 days, with multiple backup copies maintained at the data centre for up to 30 days. Ideagen's Disaster Recovery Procedures allow restoration from offsite DR backups and re-instancing on alternate hardware within defined SLAs.

The Healthcare Guardian Service maintains a documented Business Continuity and Disaster Recovery (BCDR) Plan, tested 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.

Ideagen Healthcare Guardian developers follow OWASP guidelines. There are Lead Developers who ensure that our Development Processes are followed, such as peer reviews, testing against the OWASP top 10, etc.

The Cyber Security Unit (CSU) actively undertakes regular penetration testing and vulnerability scans to discover any potential vulnerabilities within Ideagen software.

Our Software Development Lifecycle (SDLC) document forms part of our ISO27001 and ISO 9001 Frameworks and is reviewed by the Document Owner and our Risk & Audit Team at least annually or in the 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

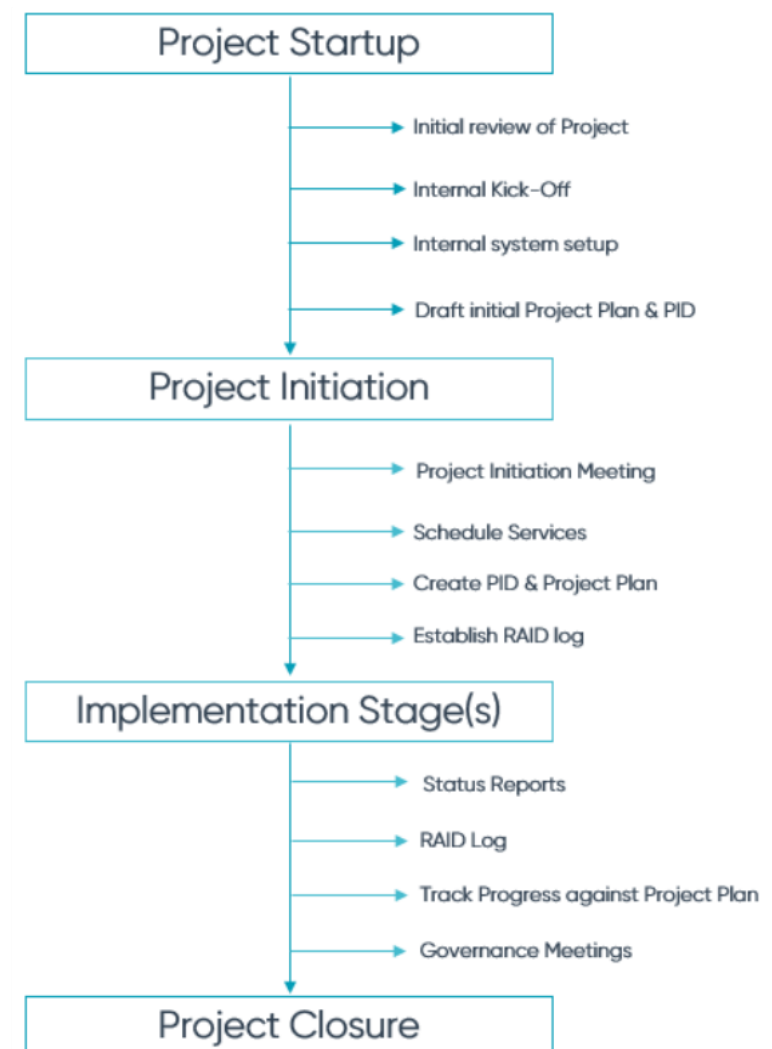
Project Management Services

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.

Service Constraints

A modern browser is required to access Healthcare Guardian.

We plan to deliver monthly updates, each requiring no more than 30 minutes of scheduled downtime.

Outage and Maintenance Management

All Buyer's are informed of any updates via Customer Success Managers and often via email campaigns from our Help Centre (Get notified of solution events, product updates and news).

We aim to release monthly updates that typically require no more than 30 minutes of downtime.

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.

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.

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

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 Luminate](#)

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 contact you to gather any additional information.