

Service Definition Document – Track Record Engage

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Service attributes

Service type

Lot 2b: Software as a Service (SaaS)

Service name

Service name

Track Record Engage

About your service

Service description

Jacobs' stakeholder and land management tool provides a digitised, single source of truth to manage engagement and relationships and demonstrate compliance with statutory planning requirements. Gain greater analysis and insight into stakeholder, sentiment, and trends. The result, an agile stakeholder management process delivered at lower cost with a better experience.

Service categories

- Application Development and Deployment
 - Data management
 - Database management systems
 - Relational Database Management Systems

Multi cloud support

No

Service features and benefits

Service features and benefits

Service features

- Bulk upload stakeholder and land datasets using project-specific terminology
 - Link stakeholders to land interests, forming a comprehensive relationship map
 - Generate bespoke long-form reports supporting critical project milestones
 - Automatically produce statutory lands schedules from live system data
 - Apply sentiment analysis to understand stakeholder alignment across project phases
-

- Manage site-survey tasks for the full duration of a programme
- Integrate with web GIS platforms to visualise associated geospatial data
- Real-time reporting to track progress against project goals and objectives
- Integrate with web GIS platforms to visualise associated geospatial data
- Provides complete transparency of stakeholder updates throughout programme lifecycle

Service benefits

- Speeds data integration and significantly reduces manual entry errors
- Improves visibility of associated data, improving project decision-making
- Supports bespoke documentation generation to meet reporting requirements
- Ensures accuracy and saves time in legal land processes
- Identifies consensus and risks to enhance engagement strategies
- Keeps survey activities on track for timely project delivery
- Socialises spatial information across wider project teams for better collaboration
- Supports proactive stakeholder management and quick response to emerging issues
- Protects sensitive information and supports compliance with security standards
- Tracks and logs all stakeholder modifications with real-time audit capability

Service scope

Add-ons and extensions

Software add-on or extension

No

Cloud deployment model

- Public cloud
- Private cloud

Service constraints

Planned maintenance is carried outside of standard business hours and will generally be transparent to users.

System requirements

- Web Connection
- Browser option Google Chrome
- Browser option Microsoft Edge
- Browser option Firefox
- Browser option Safari

- Emailed addresses for individual user accounts
-

Reselling

Supplier type

Supplier type

I'm not a reseller

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

General enquiries (new users/unable to login, etc) will be responded to within 8 business hours (Mon-Fri). For document upload and action management, this will be within 24 business hours.

User can manage status and priority of support tickets

No

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

Yes

Web chat support availability

9 to 5 (UK time), Monday to Friday

AI chatbot

No

Web chat support accessibility standard

WCAG 2.2 AA

Web chat accessibility testing

Web chat conforms to both WCAG 2.2 AA and EN 301 549. The following screen readers have been tested within our support platform to support assistive technology users: - JAWS - Freedom Scientific - NVDA - NV Access - Talkback - Google - VoiceOver – Apple - ZoomText Magnifier/Reader - Freedom Scientific

Onsite support

Yes, at extra cost

Support levels

Level 1 represents the initial point of contact for end-users seeking support. Level 1, triage's requests additional information and resolves the service request. If the request cannot be resolved it is escalated to Level 2. Level 2 offers more comprehensive and specialised knowledge relating to specific service request. Level 3 represents the highest tier of technical expertise when incidents demand the utmost proficiency or when level 2 personnel are unable to resolve an issue satisfactorily. Support Level time is charged in line with your support arrangement and agreed staff rates. All client accounts are automatically allocated a Client Lead, who acts as a senior representative on behalf of the Track Record team to support our client in their day-to-day account management. The Client Lead is responsible for several key duties relative to the size and complexity of the account.

Support available to third parties

Yes

How users work with your service

Browsers

Web browser interface

Yes

Supported browsers

- Microsoft Edge
- Firefox
- Chrome
- Safari

Installation

Application to install

No

Mobile

Designed for use on mobile devices

Yes

Differences between the mobile and desktop service

Track Record is built as a responsive web application and will dynamically reposition the UI to suit desktop, tablet and phone resolutions.

Service interface

Service interface

Yes

Description of service interface

The user interface is accessible through a supported browser via handheld and desktop devices.

Accessibility standards

WCAG 2.2 AA

Accessibility testing

No testing undertaken with users of assistive technology.

User support

User support accessibility

WCAG 2.2 AA

API

API

Yes

What users can and can't do using the API

Track Record provides a dedicated Data Transfer API that enables seamless import and export of datasets across different systems. It facilitates interoperability by allowing structured data exchange, improving efficiencies and integration with external platforms.

API documentation

Yes

API documentation formats

- Open API (also known as Swagger)
- HTML

API sandbox or test environment

Yes

Customisation

Customisation available

Yes

Description of customisation

The client will be provided with a unique, named URL, associated to their programme. A kick off meeting is held to discuss your configuration requirements which will be implemented as part of mobilisation to ensure data is aligned to known fields, and appropriate terminology is used to ensure users experience a seamless transition from any legacy platform. Homepage customisation is also possible, including contact details, client/programme logo, key documentation and background to the programme may be included. This will be undertaken as part of mobilisation and may be amended further during delivery through your Client Lead. Users may customise their own Favourites, setting up quick links to frequently used sections of Track Record Engage, or configuring views of data registers based on their requirements. Depending on your Customer Success package, a standard or bespoke dashboard will be created allowing you to visualize key project data and latest statuses via an integrated Power BI dashboard report. Account types to manage these capabilities, based on expected user personas will be agreed as part of mobilisation. We provide the option of Two Factor Authentication (2FA) or Single Sign On (SSO).

Onboarding and offboarding

Getting started

A Project kick off meeting will be held to discuss configuration requirements, key milestones, users and access requirements and existing data for import. Online training will be provided as part of the mobilisation of Track Record Engage and, onsite can be provided subject to being included in scope and costs. This will be supported by our extensive Knowledge Base of training materials, including user guides, articles, and videos accessible through your Track Record Engage site.

Documentation

Service documentation

Yes

Documentation formats

- PDF
- Other

Other documentation formats

- Excel
- MP4
- Word

Documentation accessibility standard

None or don't know

How the documentation is accessible

Offline and online documents are screen readable. Knowledge Base Articles in MP4 format include audio and subtitles.

End-of-contract data extraction

All user inputted data, including uploaded files, can be exported from the system in XML, HTML, JSON and Excel formats.

End-of-contract process

All client data is provided at the end of contract in agreed formats. With client agreement, data will be retained for period after contract termination to ensure no data is lost in transfer.

Data importing and exporting

Data export approach

Using standard functionality users can download data in bulk from Track Record in XLSX (Excel) format. User account permissions may be configured to determine whether this is allowed, based on user personas. Geospatial data may be exported in shapefile format.

Data export formats

Data export formats

- CSV
- Other

Other data export formats

- XLSX / Excel
- JSON
- HTML
- XML
- Shapefile
- PDF
- Word

Data import formats

Data import formats

- CSV
- Other

Other data import formats

- XLSX/Excel
- Shapefile
- Word
- PDF

Analytics

Metrics

Service usage metrics

Yes

Metrics types

User login details are available, with further bespoke reporting possible to demonstrate entity or report access through additional configuration time.

Reporting types

- Through an API
- Real-time dashboards
- Regular reports
- Reports on request

Resource tagging

No

FOCUS resource tagging

No

Scaling

Independence of resources

The server platform is automatically and continually monitored to ensure performance standards are maintained for all users/clients.

Public sector networks

Public sector networks

Connection to public sector networks

No

Data-in-transit protection

Protection between networks

Data protection between buyer and supplier networks

TLS (Version 1.2 or above)

Protection within your network

Data protection within supplier network

TLS (Version 1.2 or above)

Asset protection

Data storage and processing locations

Knowledge of data storage and processing locations

Yes

Data storage and processing locations

United Kingdom

User control over data storage and processing locations

No

Datacentre security standards

Managed by a third party

Penetration testing

Penetration testing frequency

At least once a year

Penetration testing approach

Another external penetration testing organisation

Protection of data at rest

Protecting data at rest

Encryption of all physical media

Data sanitisation process

Data sanitisation process

Yes

Data sanitisation type

Deleted data can't be directly accessed / Cryptographic Erasure

Equipment disposal approach

A third-party destruction service

Availability and resilience

Guaranteed availability

The Track Record service is operated under a "best effort" SLA and we do not provide specific guarantees. Track Record historically has very good uptime performance of 99.98% over the previous 12 months.

Approach to resilience

Our approach to resilience is fully based on Azure hosting, ensuring high availability and security. Nightly backups are taken and stored within different availability zones, Option to retore to a secondary datacentre to maintain continuity in the event of a major outage.

Outage reporting

We use 3rd party automated monitoring services which continually check if our services are available. If downtime is ever detected system administrators are immediately notified via email and SMS. A public dashboard page is also available.

Governance

Named board-level person responsible for service security

Yes

Security governance

Software Security Code of Practice

Yes

Security governance certified

No

Security governance approach

Jacobs takes all aspects of security very seriously and we provide the top level of service support. Hosted solutions provided by Jacobs Digital have undergone regular penetration testing by an independent 3rd party security consultancy. Our SaaS (Software as a Service) platforms are available as fully managed hosted solutions on the internet, or we also offer heightened security hosting options including hosting within our client's network and bespoke secure network solutions.

Information security policies and processes

Jacobs offer integrated and truly secure enterprise- capable solutions that span the cybersecurity lifecycle. We are a market leader in cyber security offering the full breadth of security services. We offer a complete suite of cyber capabilities that range from holistic enterprise lifecycle security and secure business transformation, to threat assessment, risk management, security architecture, audit, review & penetrating testing, SOC and incident response (CIR). Because our services are engineered to align with the cybersecurity standards of our clients and market regulations (from the National Institute of Standards and Technology (NIST) to the Office of Nuclear Regulation and Ministry of Defence), the client is completely free choose the engagement model and service level that aligns with their needs. In particular, the Jacobs Cybernet secure network solution has been certified for use up to UK Official Sensitive and the highest Defence Cyber Protection Partnership level (usually reserved only for Secret). We also have a number of certified Secret networks across the UK.

Operational security

Configuration and change management standard

Supplier-defined controls

Configuration and change management approach

Jacobs employs a robust Configuration and Change Management Standard to ensure consistency, traceability, and control over its projects and systems. This standard is crucial for maintaining the integrity of our operations and delivering high-quality services to our clients. Key aspects of the standard include: Configuration Management, Change Management, Version Control, Documentation, Approval Processes, Risk Assessment, Auditing and Compliance, and Training This standard helps Jacobs maintain consistency across projects, reduce errors, improve efficiency, and ensure that changes are implemented in a controlled and traceable manner, ultimately contributing to the success of our projects and client satisfaction.

Vulnerability management type

Supplier-defined controls

Vulnerability management approach

Jacobs ensures robust security through a multi-layered approach: frequent vulnerability scans (daily for development, weekly for networks, monthly for production, quarterly for infrastructure), comprehensive penetration testing (annual internal, bi-annual external, continuous via bug bounty), and structured patch management (critical within 24 hours, high-risk in 7 days). Third-party software risks are mitigated through inventory control, automated vulnerability monitoring, strict version policies, and vendor communication. Specialized tools like Software Composition Analysis streamline these processes. This proactive strategy enables Jacobs to identify and remediate vulnerabilities quickly, maintain compliance, and minimize risk for both the organization and its clients.

Protective monitoring type

Supplier-defined controls

Protective monitoring approach

Jacobs' protective monitoring processes employ advanced threat detection systems, regular vulnerability scans, and 24/7 SOC monitoring to identify potential compromises. When a threat is detected, we initiate a structured response plan including immediate containment, in-depth investigation, and swift remediation. Our incident response time is prioritized based on severity, with critical incidents addressed within 15-30 minutes. A dedicated team is available round-the-clock for urgent matters, supported by automated systems for quick isolation of affected areas. Regular drills ensure our team maintains rapid response capabilities, adapting to evolving cybersecurity challenges.

Incident management type

Supplier-defined controls

Post-quantum cryptography secure

No

Incident management approach

In the event of an incident the Track Record Support Team will often be the first point of contact. They will go through a pre-defined check list and determine if they can resolve the issue, if not they will contact the technical support team to follow up with the user. For a serious issue, such as a prolonged server outage, the Track Record disaster plan will come in effect. After the incident is resolved a downtime post-mortem will be carried out to establish the exact cause and what can be done in future to avoid a repeat situation.

Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Baseline Personnel Security Standard (BPSS)

Secure development

Approach to secure software development best practice

Supplier-defined process

Identity and authentication

User authentication

User authentication needed

Yes

User authentication

- Multi-Factor Authentication (MFA)
- Identity federation with existing provider (for example Google apps)
- Username or password
- Other

Other user authentication

Single Sign-On (SSO) via Azure MS Entra may be applied by buyer's IT team, with guidance provided by supplier.

Access restrictions in management interfaces and support channels

Track Record has an admin interface accessed by the Track Record Support Team that enables full control of user and user team access to modules and user rights (e.g. ability to edit or delete). User access can be locked upon request by the client or if there is no user activity for a specified period (6 months) then the user account is automatically locked. New user account and registration e-mails are valid for a 48hr period, before the request must be made again.

Access restriction testing frequency

At least every 6 months

Management access

Management access authentication

- Multi-Factor Authentication (MFA)
 - Identity federation with existing provider (for example Google apps)
 - Username or password
-

- Other

Description of management access authentication

Single Sign-On (SSO) via Azure MS Entra may be applied by buyer's IT team, with guidance provided by supplier.

Audit information for users

Audit for buyers' users' actions

Access to user activity audit information

Users have access to real-time audit information

How long user audit data is stored for

User-defined

Audit for suppliers' users' actions

Access to supplier activity audit information

Users have access to real-time audit information

How long supplier audit data is stored for

User-defined

How long system logs are stored for

User-defined

Pricing

Discount for educational organisations

No

Free or trial versions

Free trial available

Yes

Description of free trial

We can provide a time-limited tailored demo site with some basic configuration to demonstrate to a client that our tools are capable of delivering client requirements. We also have existing non-client specific demo sites that potential clients can be invited to access upon request.