

KIM Software Solutions Ltd – Service Description

Multi Agency Victim Support Platform and Victim/Witness incidents and events journal for generating files for courts, police and third parties

The platform comprises of a case management database that allows for data to be shared across multiple agencies for a co-ordinated approach to risk assessment, actions and cross party communications to provide a coordinated approach to victim support e.g. MARAC processes

A case management system that allows support and statutory agencies to create and manage cases for Victims and Witness that meets Victims Code and provides for data sharing between agencies and with 2 way communications

A support web site for victims to access resources, records and communications providing a victim centred approach

A referral website for self-referral or by a third party where assistance is necessary

A victim/witness app that contains a timeline of events and incidents to include evidence together with a file building export for court and other official documents, impact statements, correspondence and reports for third parties saved as formatted and templated files

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About KIM

KIM Software Solutions, established in 1999, is a developer of a suite of applications used primarily in Public Sector. In addition to the supply of COTS products, KIM has extensive experience in bespoke fitting of solutions by tailoring products to meet individual client needs.

The KIM client base includes UK and International Police, Home Office (Border Force) NCA, Regulatory Bodies (HMRC, FCA) Local Authorities, NHS and Higher Education.

KIM offers a full range of Project deliverables including Project Management, Test Platforms, Data Migration from legacy systems, Training and Post Live Hypercare services.

Service Description

The support platform has been designed through collaboration with victims of crime including domestic abuse to incorporate an effective case management database through which supporting agencies, both within and organisation and external to that, may elect to share data for risk assessments and actions. In addition to the case management, the platform also provides a victim portal comprising of file upload, secured video and text communications, resources and help lines. A web referral portal is also available for self or third party referrals. Victims may use the My Case app that provides for evidence based incident or event journals, templated file building for courts and other support e.g. IDVA, housing, social services, police etc.

Case Management

The central case management database provides for a comprehensive management application that allows for

- Victim cases to be triaged against risk assessment
- Data shared across authorised agencies – both internal and external to the case manager owning agency
- Allocation and re-assignment of the case to the appropriate work stream and agencies allowed to see that work stream
- Management escalation for Policy endorsement
- The ability to keep some data as confidential to the case owner
- Sharing of data to the victim
- Secure communication between the parties including video calls, texts and emails
- Cross agency dashboards for messaging
- Automated reviews, user alerts and best practice prompts

- Audit and PSD reporting
- KPI for performance management
- Application Programming Interfaces (API) into legacy systems

Victim support portal

Victims of crime, including domestic abuse, will have access to their own personalised case file that is securely held and provides

- Access to real time and online resources e.g. help and guidance, web support sites
- Secure communications including video, texts and emails – all communications are held within the application to remove concerns about perpetrators accessing devices and messages
- The ability to maintain files, uploaded material against timelines

Referral portal

Those with concerns about someone needing help or those wishing to self-refer for assistance may raise a case, either as a named or anonymous referee which creates that case and places it in the triage workflow. The portal provides

- A confidential way for concerns and requests for assistance to be raised simply and easily through a 24/7 facility
- The option to request feedback from a referral via the portal
- Useful help and guidance resources

Victim/Witness app

A personalised journal to retain details of incidents and events, including the ability to upload related evidence and use that information to generate official court, police, and support agencies files as required using templated forms. The journal entries are held securely and are encrypted. Journal data is saved using appropriate meta tags to allow for ease of file build and allows for repeating patterns to be identified where coercive control or threats are being seen.

The service addresses the challenges faced when managing complex and resource hungry cases involving multiple agencies where appropriate data may be securely shared and is visible to meet risk assessments and provide a victim centred approach for achieving best outcomes

Solution Overview

All solutions are available as either connected or standalone systems and are deployed as a managed service either to public or private cloud i.e. to the clients Cloud platform or through the KIM provided cloud platform where Microsoft Azure is used

All systems are developed using industry standard code incorporating C #, dot net, MVC applications and Microsoft SQL Server databases

Features

- Single Sign On (SSO) available
- Easy to use and intuitive application interface
- Multiple configuration options to allow for best fit with working practices
- In depth auditing
- Management reporting
- Automated workflows to reduce time spent by system users
- Device and platform agnostic
- Comprehensive management dashboards
- APIs for integration with other legacy systems
- Role based access based on least privilege usage

Benefits

- Increased case hours available for proactive management by utilising automated workflows
 - Secured video calling for client meetings to reduce time spent on face to face visits where these may be achieved from a smart phone.
 - The option to share information securely with agencies that need to work together to provide the right support at the right time
 - Resource management to reduce time taken when handling cases
 - All content securely held within the system reducing the risk of personal data being compromised
 - A full life cycle of interventions, actions and management through shared data between agencies for better risk assessments and outcomes
 - Reduced physical IT infrastructure requirement – Browser delivered
 - Integration with other systems to reduce double data management.
 - Ensures compliance with legislation and policy guidelines e.g. Victims code
 - Improved data quality and making processes more efficient by removing redundancies and leading to better victim support and outcomes
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- Empowering and supporting Victims and Witnesses throughout the process
 - Meets the Victim's Code

Technical Specifications

The service provides single sign-on access for all of the organisation's systems from a single window by interfacing with client active directory authentication. Where single sign is not available, system users may be populated from an appropriate HR database with SQL authentication using encrypted passwords and multi factor authentication

Applications are developed using industry standard and up to date coding

Data is stored in Microsoft SQL Server and Azure cloud blob stores

The Microsoft Azure cloud is used which conforms to the UK Official Architecture blueprint

The service may be deployed to a client's private cloud

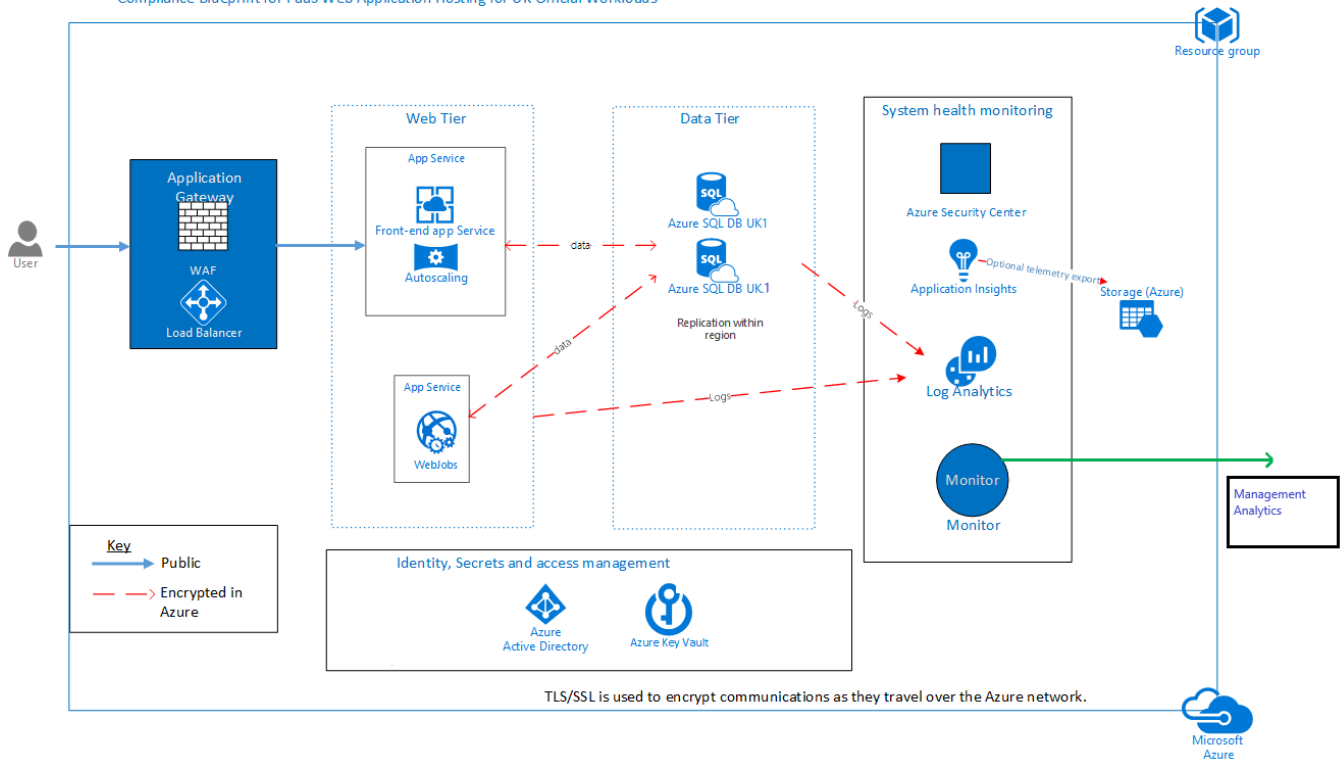
Security is provided through 256 bit Advanced Encryption Standard (AES) encryption with strong authentication and role-based authorisation.

The service may be single or multi-tenant based on requirements

The system is accessed using Edge and Chrome Browsers

Deployment

The deployment will meet the UK Official blueprint



Network Connections

Network connections are not offered as part of this services. The client will need to provide the required connectivity for data transfer using encryption based secured tokens that KIM will supply on a one time basis.

Where outbound web connections are used the client may utilise IP whitelists for which IP address ranges will need to be provided

Application Programming Interfaces

APIs are developed using industry standard C# components and are designed to GET and POST for full data exchange between systems

Clients will be responsible for arranging to provide the corresponding system API as a licensed service and should have fully documented schema and endpoints. The cost of these responsibilities will be client side

Information and Security Principles

The Information Principles for the UK Public Sector are supported in the solution which complies with National Cyber Crime Security principles.

The applications are routinely Penetration tested to CREST standards

Microsoft Azure holds full accreditation to meet UK and International security requirements and meets UK Government requirements

All data is held in UK datacentres and is GDPR compliant

KIM updates security offering using Risk Ledger <https://riskledger.com/> widely used within Public Sector

KIM are ISO 27001 and Cyber Essential Plus accredited

Implementation

On-boarding Process

The on-boarding process includes the following steps:

1. KIM will provide Initial consultancy to scope the project deliverable
2. Based on the above understanding, KIM will provide the project plan
3. Client to give formal approval to go-ahead and issue purchase orders
4. Implementation project will commence
5. On successful sign-off or when service is agreed to be ready for live, invoices will be settled

Support Arrangements

Support Level Agreements (SLA)

There will be an expectation that first line support for user queries and issues will be managed by the client who will raise a support ticket if the internal resource are unable to resolve. Tickets may be raised through email support@kimsp.com where they will be managed in accordance with the SLA to cover

- Problem management – the service is not working as required
- Configuration management – elements of the system need to be reconfigured potentially following an upgrade

Software support for the licensed product and platform availability will be provided on the following basis:

Support will provided for KIM products during office hours 09.00 – 17.15 weekdays and excluding bank holidays

Category	Priority	Initial Response	Diagnosis and Resolution
Critical – unable to access or use the system	Level 1	Within 30 minutes of registering the issue	Diagnosis of the problem leading to resolution will be provided within 4 hours
Medium Users are unable to access some functionality but a workaround is available	Level 2	Within 1 hour of registering the fault	Diagnosis of the problem will be provided within 24 hours if possible and if essential a fix will be provided within 48 hours (see note below)

Low – cosmetic	Level 3	Within 4 hours of registering the fault	Diagnosis of the problem within 1 working week and the fix included in the next release of software

KIM will provide quarterly performance data through account management meetings for the duration of the contract

2.4 Escalation Procedures

In the event that, at the expiration of any of the periods specified of, KIM shall have failed to remedy a Material Fault (Severity 2), the Material Fault shall, without prejudice to any other rights and remedies of the Client, be deemed to be a Critical Fault (Severity 1) and shall be remedied by KIM in accordance with the provisions of this Schedule.

In the event that, at the expiration of the period specified of this Schedule, the Supplier shall have failed to remedy a Cosmetic Fault (Severity 3) in accordance with the provisions of this Schedule, the Cosmetic Fault shall, without prejudice to any other rights and remedies of the Client, be deemed to be a Material Fault

If KIM fails to comply with any of the above Service Levels, the Client ,at its option will be entitled to:

- (a) promptly receive a credit of the pro rata portion of the subscription charges for the month of such non-compliance ;or
- (b) terminate the subscription services and receive a refund of the pro-rata portion of any prepaid unearned subscription charges.

2.5 Service availability

Microsoft Azure shall provide at least a 99.95% uptime service availability level (Uptime Service Level). . Availability does not include outages or disruptions to *force majeure* events

2.6 KIM will utilise Azure monitoring and analytics tools and will monitor and report on all incidents that affect security of data or performance degradation that impacts on the user experience

Maintenance and planned works

Planned works are any activities undertaken by KIM as part of routine maintenance and preventative actions to support the continued running of the service. All patches and upgrades will be released to a test environment for user acceptance prior to any works applied to the live environment. Emergency fixes to restore Live in the event of a denial of service will be agreed with the client under the SLA

KIM will ensure that we give at least 10 Working Days' notice of any planned works affecting Customers and will be agreed to be completed at a time that is least disruptive to the business

Change requests

KIM will be happy to consider change requests and these will form part of a separate statement of works for which orders will be needed. Any charges for these will be agreed using the rate card and purchase orders will be required prior to works being undertaken

Training

System training will be agreed and will carry charges in accordance with the rate card. Training services include;

Formal classroom based training

Webinars and remote sessions

Training videos and materials

Post live hyper care sessions – on site with users or delivered as Teams sessions

Off Boarding

KIM will provide a data extract for all records through a CSV file. We will require 6 months notice of the termination of the service. Volumes of data will determine whether multiple CSV files will be needed. The file[s] may be downloaded from the deployment storage using a secured FTP

Alternative data delivery methods will be available e.g. via API although this work will require additional consultancy and will require a formal change notice for which consultancy will be charged at the rate card prices.

Account Management

A dedicated Account Manager and Service Delivery Manager will be appointed to discuss and manage issues, changes and enhancements to the service.

Regular (typically quarterly) account management meetings will be held either in person or using Teams (or similar technology)

Contact KIM

Please visit our website www.kimsp.com

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Email kim@kimsp.com