



ICT REVOLUTIONS

RETAIN, REVIEW

SERVICE DEFINITION

G-CLOUD 15



1. Introduction

This is a service definition document for our G-Cloud IT services. Below you will find information about how to use this document and what the document contains. It is important you read this introduction section to get the best experience from this document and ensure you find the information you need quickly and easily.

Contained herein are details of ICT Revolutions Products – RETAIN, REVIEW - including SLAs, indicative implementation plans and pricing.

1.1. Document Sections

This document has the following sections:

Section 1: [Service Information](#) contains essential information about our services, including their features, functionality, security measures, and a brief overview of pricing.

Section 2: [G-Cloud Alignment Information](#) details how our services and company align with the G-Cloud buying process and provides typical information to help you understand how to buy, configure and consume our services, and how to leave our services should the need arise.

Section 3: [About Our Company and Our Services](#) provides information specific to our company and how we can solve the problems faced by customers in the public sector.





Table of Contents

1. Introduction	2
1.1. Document Sections.....	2
2. Service Information	4
2.1. Section Introduction	4
2.2. RETAIN - Overview and Assurance	5
2.3. REVIEW - Overview and Assurance	11
2.4. Security	17
2.5. Pricing	19
3. G-Cloud Alignment Information.....	20
3.1. Invoicing Process	20
3.2. Termination Terms	21
3.3. Customer Responsibilities	21
4. About Us.....	23
4.1. Why Choose Us?	24
4.2. Why Choose Our Services?	24
4.3. How to Buy Our Services	25





2. Service Information

2.1. Section Introduction

Overview of the G-Cloud Products



RETAIN – is a suite of e-learning for Social Care and Education systems. We provide a range of solutions, including:

- **Quick Start** – bitesize courses for each system to enable users to safely access case files, and arrive at instructor-led training with basic skills in place
- **Workflow** – courses to support each process in the system workflows, either to support or replace instructor-led training, or as a refresher for infrequently-used processes
- **Bespoke** – courses that are entirely customised to local processes and procedures.



REVIEW – is a suite of dashboards and supporting data layer for key information about team and user performance across Adults' and Children's social care, Early Help and associated Finance. REVIEW provides a fully documented data layer that expands upon the CMS data warehouse content, as well as a series of visualisations to deliver insights into your data. REVIEW is configurable, so that local key performance indicators and configuration options can



be included. As part of implementation, full training and support is given to allow customers to review and update visualisations, as well as create their own – acting as a shortcut to developing high-quality customised visualisations for operational and strategic management users.

2.2. RETAIN - Overview and Assurance

Overview

RETAIN is a suite of eLearning courses and supporting exercises for Social Care and Education case management systems. These courses cover all core aspects of the application workflows and are designed to allow users to 'hit the ground running' with these applications when they join a new team.

There are three key products:

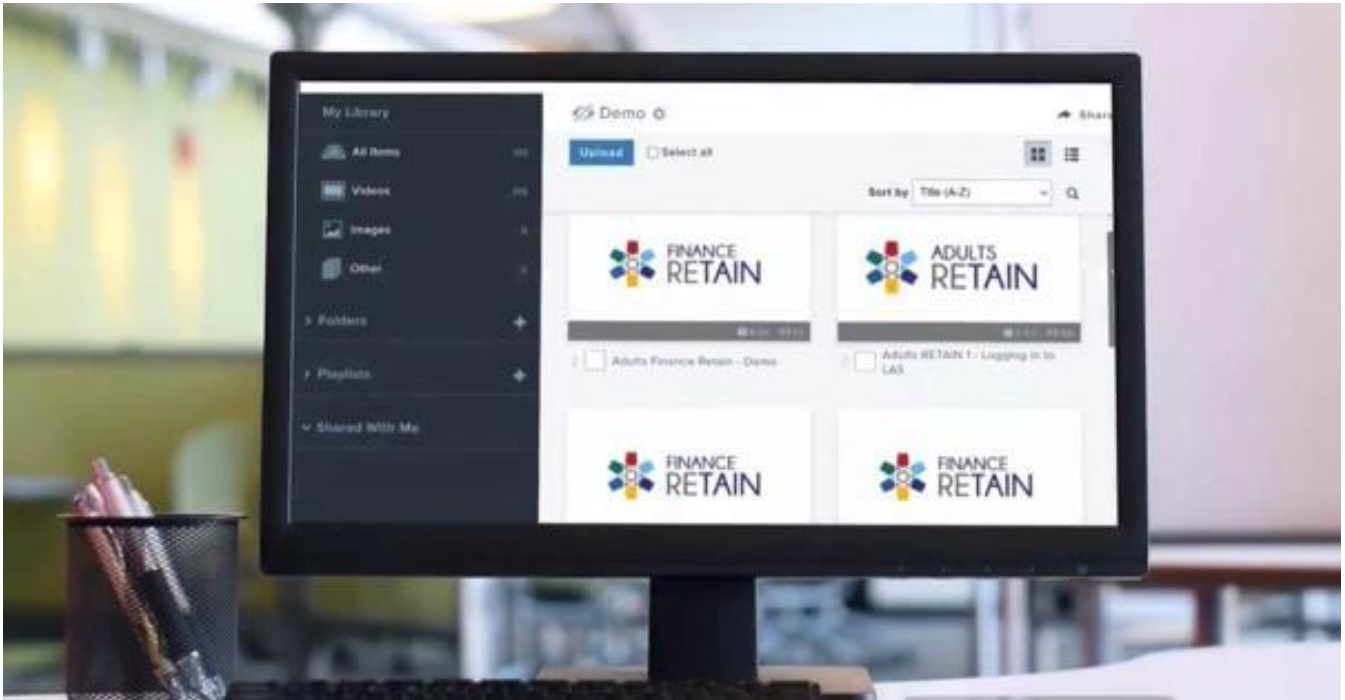
- **RETAIN Quick Start** – a suite of 10 short courses for each application. Quick Start includes a series of exercises to allow trainees to practice what they've learned. Each course is roughly 5 minutes and covers all aspects from logging in to working with forms.
- **RETAIN Workflow** – a suite of courses that cover system processes such as: Contacts & Front Door, Assessments, Adoption etc. These courses are based on generic system processes but can include an element of local customisation where required.
- **RETAIN Bespoke** – In addition to these core modules, ICT Revolutions can provide high-quality eLearning tailored to any subject or system, as well as bespoke courses to your local processes and procedures. Examples of these that we have produced recently include a course to support users of a public facing Discharge to Assessment portal, and Early Years providers via an Early Years Portal.





Features and Benefits:

- RETAIN Quick Start allows customers to reduce their requirement for in-person training.
- By completing the course, users can access the systems safely, and may be granted read-only access to their case load. This allows new starters to start working on day one, without waiting for a scheduled training slot.
- RETAIN Quick Start enables delegates to attend training already able to use the system, reducing the in-person training time by at least half a day and avoiding common issues with logging in etc.
- RETAIN Quick Start enables local authorities to manage staff turnover more smartly, by focusing resources on training in-depth or specific local processes.
- RETAIN Workflow enables local authorities to purchase modules to help with specific circumstances – for example where a certain process is done rarely and needs refresher training. Modules can be purchased individually to meet these needs.
- RETAIN can be hosted by us, or delivered as SCORM-compliant content for you own Learning Management System (LMS), along with supporting materials.
- If hosted by us, we provide analytics identifying viewers and completion for each course. Training can be accessed from any device.



Implementation

RETAIN Quick Start – implementing this is as simple as choosing one or more modules

(Adults', Children's etc.) and deciding whether to use your own LMS or our hosting. We'll provide you with access and all materials straight away.

RETAIN Workflow – the customer can choose from the modules required and agree any local informational content that needs to be included.

RETAIN Bespoke – producing bespoke content tailored to your needs is more in-depth. Our pricing is based upon each, approximately 10-minute, video session, and producing these requires:

- Meeting with the customer to understand content requirements
- Drafting of a script by ICT Revolutions
- Sign-off by the customer
- Capturing of video content and audio recording
- Editing and completion of the video session
- Sign-off by the customer
- Release to the customer

Support

ICT Revolutions don't offer an ongoing support and maintenance contract for RETAIN. This is because much of the content in courses doesn't change on a regular basis. However, we do update courses as the systems develop and change and offer updated courses to existing customers at a discounted rate.





At the same time, we can adapt content to suit changing local content efficiently, minimising the cost to customers. This allows customers control over their eLearning, and the ability to update parts of it due to changing needs.





2.3. REVIEW - Overview and Assurance

Overview

REVIEW is a suite of dashboards and supporting data layer for key information about team and user performance across Adults' and Children's social care, Early Help and associated Finance.

REVIEW consists of three main components:

1. A fully documented data layer that expands upon the CMS data warehouse content, as shown below:



REVIEW Children's Data Dictionary



This document describes all of the data items within REVIEW:

Table Name: The name of the table within the HDM_LOCAL database

Filters / Parameters: Details of any criteria used to filter the data

Field Description: The name of the field in the table

Data Source: Where in the Data Warehouse this data is returned from

Criteria: Any criteria used to filter the data

Configurable & Default Value: Identifies whether a field is configurable, and if so, what the default value is.

Index

Tables

Name	Table Name	Notes
Configuration	LCSREPORT_INCLUSION_CRITERIA	
Person Summary - LCS	REVIEW_PERSON_LCS	This table complements DIM_PERSON and provides information about the child / young person. This includes a series of flags to indicate the case status, and recent dates. This includes all records, regardless of whether they have had a referral or not.
Person Summary - EHM	REVIEW_PERSON_EHM	As for the LCS Person Summary, this table provides similar data for families receiving Early Help. This includes all people who have had an Early Help Episode, or a locally configurable Form Type open, or a configurable Custom Workflow.

Dashboards

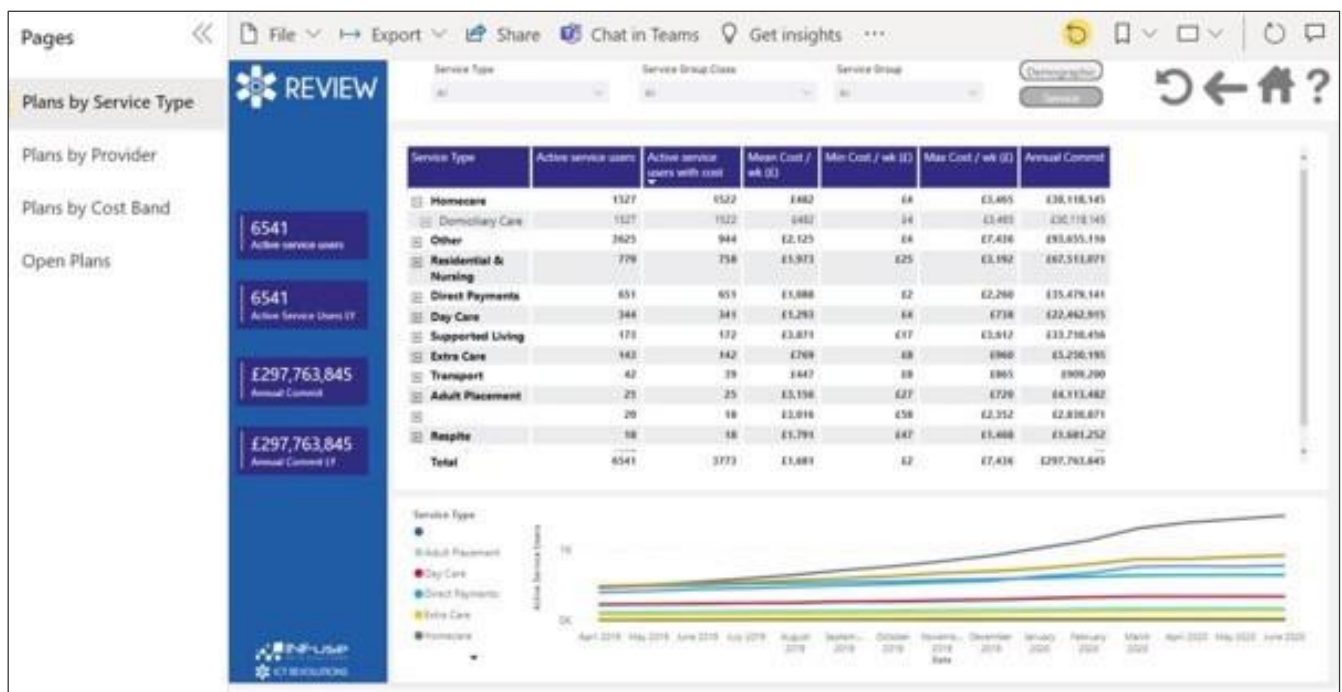
Name	Notes
CLA CP	This section defines the specification for the default CLA Dashboard

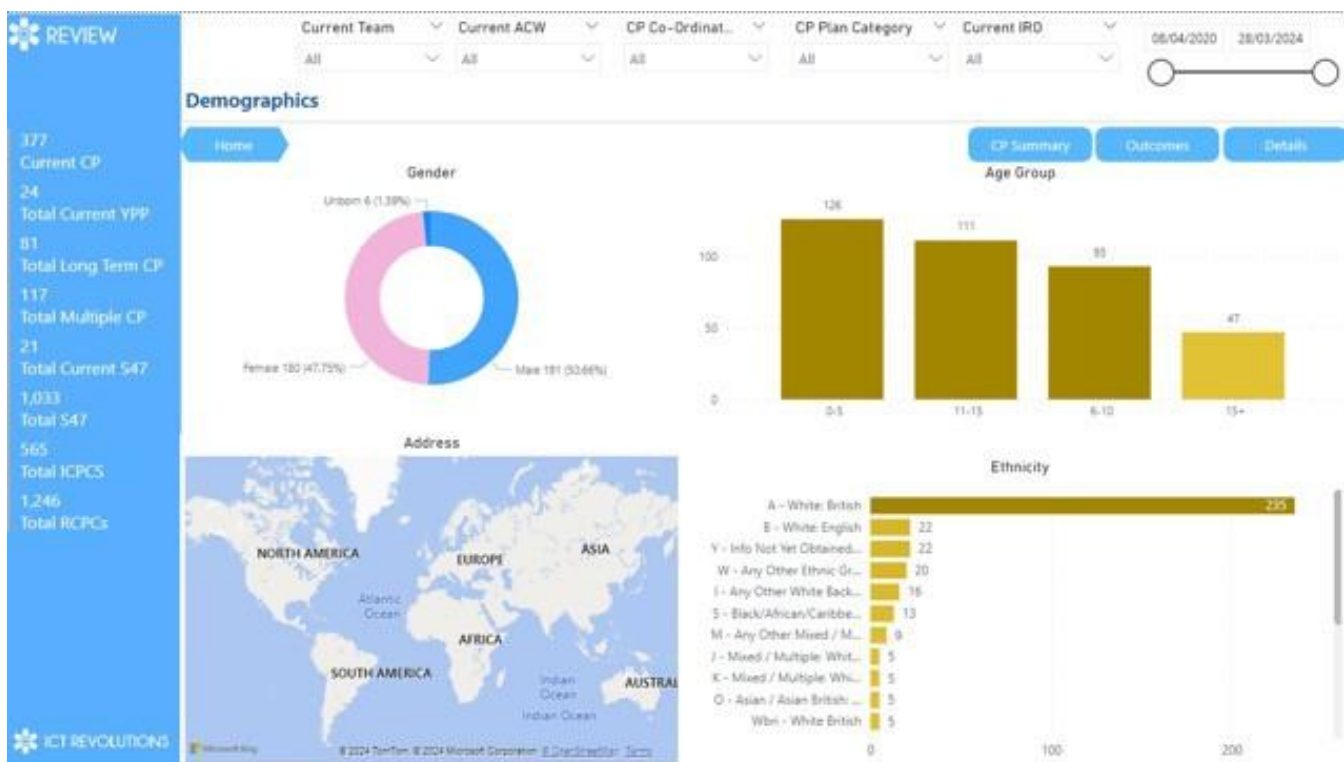
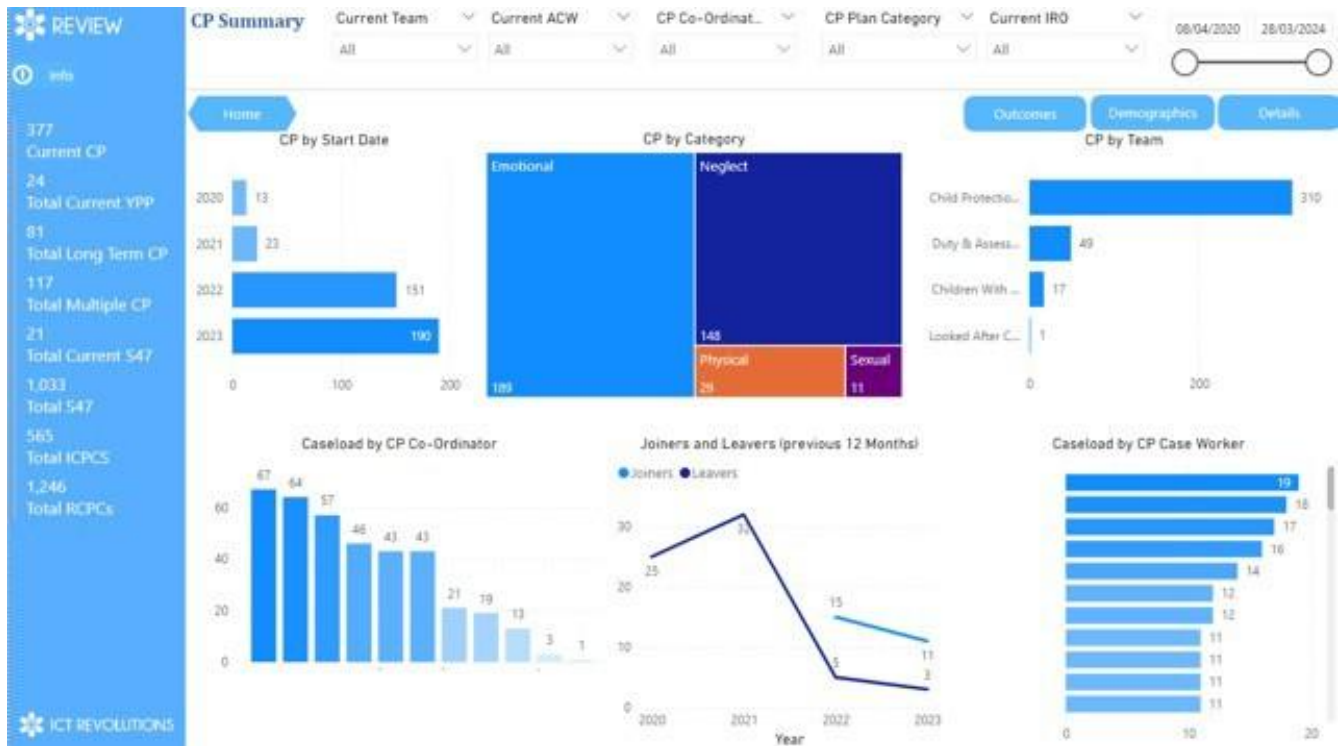
Version: 2.0
Date: Mar-24
Applies to: LCS DW v12





2. A series of dashboards with visualisations to provide valuable insights into all aspects of social care and finance, as shown below (and next page):





- Full training on the existing Data Warehouses and the additional REVIEW data is provided at implementation, and training in PowerBI is available. As new data items and visualisations are added, these are offered to customers and included in the documentation. Training materials for end users is also included, to support those unfamiliar with self-service visualisation tools.



Features and Benefits:

- REVIEW provides a complete shortcut to a full suite of report dashboards to monitor the service across Adults' and Children's Social Care and Early Help.
- This includes all key performance indicators, and operational staff can generate their own reports and insights.
- This frees up the performance team and allows them to focus on local measures.
- On-line help is provided, explaining to end users what the data they are viewing means, and where it is recorded in the systems.
- REVIEW is configurable to suit local business processes and configuration. This configurability is built into the data tables that support REVIEW, allowing customers to make changes to support their local way of working and KPIs, without needing to edit any visualisations. Configuration is updated via an app.
- Visualisations are provided in Microsoft PowerBI, and customers are free to develop, edit or amend these as they choose, and to integrate into existing reporting platforms.
- Customers can use the data provided to streamline the creation of local reports.
- Visualisations are provided in PowerBI – however other platforms can be supported.





Implementation:

ICT Revolutions follow a structured process for the implementation of REVIEW, with a dedicated project manager. Implementation comprises of the following stages:

Initiation and Configuration – we will work with the customer to identify which configuration options are appropriate, and which report elements are required.

User Acceptance Testing – the customer will complete testing to validate the content of reports provided by REVIEW.

Training - Working with the customer performance team, we will transfer knowledge of the data warehouse(s) and REVIEW data to enable them to begin developing local reports and editing REVIEW visualisations. We will provide in-depth training materials to support this process, and materials aimed at end users to facilitate accessing self-service dashboards.

Support

All ICT Revolutions products contain an element of support and maintenance should something cease to work. Additional support can be purchased at the quoted day rates.

2.4. Security

Information Assurance

ICT Revolutions' information assurance methodologies support both our internal company requirements, for example GDPR, The Data Protection Act 2018, and we adopt the information governance and security policies of every one of our customers. Our track record and experience of successfully delivering projects means that we have extensive experience in working with information and systems at all impact levels (from RESTRICTED to TOP SECRET, IL0 to IL6+). We are certified against the Cyber Essentials scheme. All staff are screened to BS7858:2012 and we have all held DBS certificates which, if necessary, can be transferred to the Customer's site/locality.

Data Back-Up and Restoration

Any client specific requirements are discussed as part of the ordering process. We require our customers to take back-ups of our work and allocate servers that are within the policy of their DR scope.



At ICT Revolutions Ltd we provide bespoke consultancy services and products to the public sector to support case management systems and associated services.

The purpose of this plan is to provide a flexible response so that ICT Revolutions can:

- Respond to a disruptive incident (incident management)
- Maintain delivery of critical activities/services during an incident (business continuity)
- Return to 'business as usual' (resumption and recovery)

Plan Remit

The following activities/services/functions are covered by this Plan:

- All products and services provided by ICT Revolutions

Privacy by Design

ICT Revolutions are compliant with the General Data Protection Regulation (GDPR) which came into effect 25th May 2018.

ICT Revolutions have always adopted comprehensive data security principles. Zero customer data is removed from a customer site at any time, the security and information governance policies of each of our customers is adhered to. We do not create, hold, or retain any data, including the code we write to Extract and Transform customer data outside of the firewalls of the customer's data centres.

Accreditations

Cyber Essentials

Cyber Essentials Plus

ICO – Reference ZB327846





2.5. Pricing

Please refer to our Pricing Document for a detailed, comprehensive outline of our pricing structure.

On-going/License/Subscription Costs

REVIEW is a licensed product.

Training

We offer Training both physical and virtual. Where the training is part of a service, it carries a day rate cost as described above. We also offer virtual training via our RETAIN product, prices also outlined within our Pricing document.

Support

All ICT Revolutions products contain an element of support and maintenance should something cease to work. However, we also offer three levels of ongoing annual support that contain additional development days, a helpdesk service and additional services depending on the product selected.

These are dependent on the needs of the end user and as such are finalised at the point of contract signature.



3. G-Cloud Alignment Information

3.1. Invoicing Process

Ordering and Invoicing

- Client to email request to discuss requirements to jon.goldie@ictrevolutions.com or via contact us page at www.ictrevolutions.com.
- Client/ICT Revolutions to arrange a telephone conference for initial discussion.
- Client/ICT Revolutions to arrange initial site visit (if required).
- Client to provide scoping of requirements.
- ICT Revolutions to provide formal proposal.
- Client/ICT Revolutions to discuss, agree proposal, costs, start dates.
- ICT Revolutions to provide relevant supplier information.
- Client to set up ICT Revolutions as a direct supplier/provide detail of alternative methodology (e.g. Matrix/Bloom etc.) and provide PO.
- ICT Revolutions/Client to agree payment profile/milestones/acceptance certificate process.
- ICT Revolutions to submit monthly/milestone invoices and acceptance certificates if required.
- Client to pay within 30 days via BACS.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

ICT Revolutions agrees a specific on and off boarding process for all contracted work packages. The processes are always tailored to the individual Customer requirements for the scope of work. The requirements are clearly defined and embedded within a scope of work document produced in partnership with the Customer stakeholders to ensure the effective transition of individuals and teams alongside the management of data and assets.

Each Customer is assigned an ICT Revolutions company director as their named point of contact who remains available to the Customer for the duration of the programme. ICT Revolutions offer a free initial discussion and a broad analysis of a customer's requirements. This is typically restricted to two days of onsite work with key stakeholders.

Off boarding typically occurs when the replacement systems are fully live, and any post go-live change requirements have been documented.





3.2. Termination Terms

The customer acknowledges that it has purchased the Services for the Minimum Period and any Renewal Term(s), as defined in the Certificate or Order Summary.

Termination Process

ICT Revolutions standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier. Termination can be served by the Customer at 14 days' notice or by ICT revolutions at 1 month notice. The Customer also has immediate termination rights with respect to contractual breaches by ICT Revolutions.

3.3. Customer Responsibilities

Customer Responsibilities - RETAIN

Minimum Infrastructure Requirements

- A SCORM-compliant Learning Management System is required if RETAIN is to be customer-hosted.
- External internet access for trainee devices where ICT Revolutions are to host the content.

Minimum Infrastructure Requirements

- Where bespoke RETAIN content is required, ICT Revolutions will require remote access to the customer network, and access to training environments for any applications that are in scope for content delivery. This access should be sufficient to:
 - Create new user accounts
 - Create the relevant cases and data to capture the relevant processes.

Customer Responsibilities - REVIEW

Database Server

- Compatibility: SQL Server 2008 R2, SQL Server 2012, SQL Server 2014, SQL Server 2016
- REVIEW will usually be hosted on the existing reporting server where the data warehouses are located. Storage space equivalent to 1.5 times the existing warehouse database size is recommended.

End-User Software requirements

End users will require a PowerBI Pro license, or equivalent for other visualisation tools





Remote Desktop / VPN Access into the customer network

In order to provide support and development to REVIEW, ICT Revolutions will require VPN and Remote Desktop access to a server with SQL Server Management Studio and access to the copy of the Databases. ICT Revolutions will also require access to manage and maintain the application and databases.

ICT Revolutions will also require access to a file location on the client network in which to transfer application files from where they can be deployed.

Customer Responsibilities - REVIEW

The ICT Revolutions File Converter will require its own SQL Server database and access to SQL Server Agent in order to process and transform the targeted data files. This database can be hosted in an existing SQL Server instance and should be secured and backed up in accordance with the customers own policies for production systems.

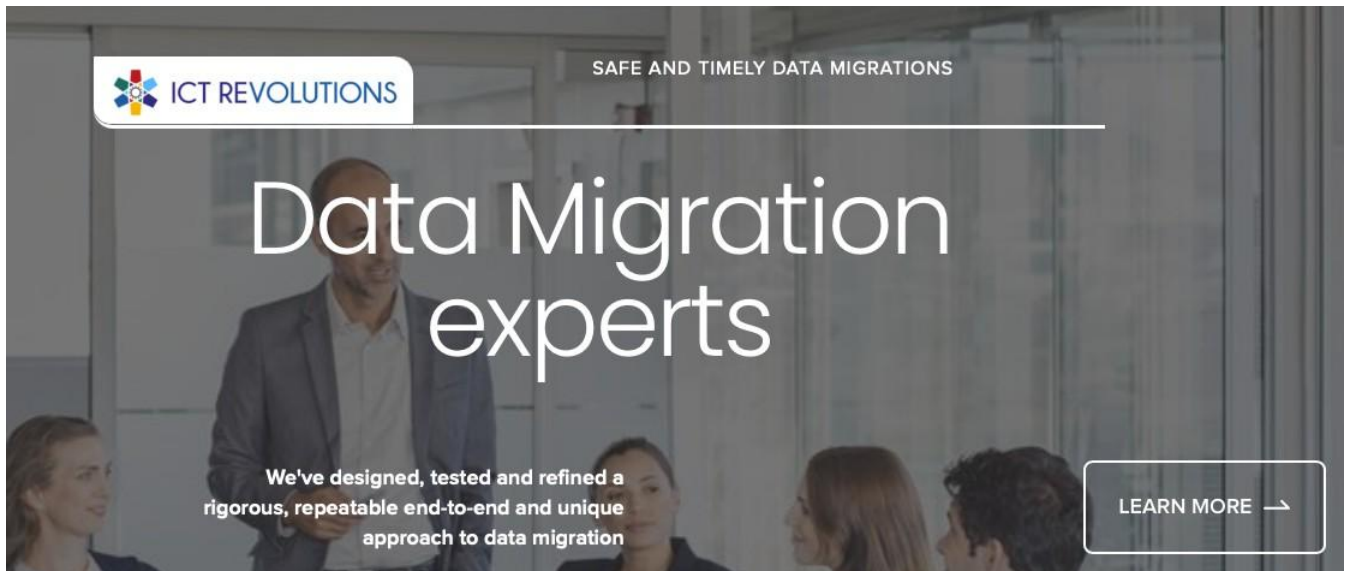
The File Converter application is designed to work for both TEST and LIVE using a single database, but can be deployed using separate and dedicated databases for each environment if required, and hosted as appropriate by the customer to suit their implementation.

The following assumes a single database will be deployed to support both test and live environments.

- A file location on the agreed customer server for the ICTR SQL & SSIS routines.
- Permissions to create the required folder structure.
- Permissions to Create Database, Create & Administer SQL Agent Jobs, Maintenance Plans, Backup & Restore database.
- Server Spec – SQL Server, SQL Agent (set to auto start) & VS.
- Permissions (including any required firewall rules) for the SQL Server Agent to local file system and to the EYES EDI drop file location.
- DB Mail configured on the SQL Server (including firewall rules) and setup with the credentials for the customer mail server for outgoing mail.
- RDP Access to the agreed server for ICT Revolutions staff for deployment and support purposes.



4. About Us



ICT Revolutions is a specialist in social care, finance and education case management system implementation and review. We are a developer of a range of products to support new and existing customers across social care, education, and health. We provide end to end case management system implementation services including programme management, data migration services, configuration and end user training for Adults' and Children's social care, education and health.

Jon Goldie is the founding director of ICT Revolutions Ltd and has over 15 years of social work front line practice and management experience. He is both an experienced social worker and business and IT transformation specialist.

The ICT Revolutions core team has worked together for over 10 years and is comprised of the UK leading experts with individual disciplines covering:

- Project/Programme Management
- Change Management
- System procurement
- Business Process Re-Engineering
- Agile and mobile working
- Staff Engagement and Training
- Technical Deployment
- Data Cleansing, ETL Migration and Transfer
- Integration with Existing Systems
- Performance management and Intelligence Reporting
- End to End Testing





4.1. Why Choose Us?

The ICT Revolutions team is comprised of the UK's leading experts in the delivery of a wide range of Adults' and Children's services for education, finance and social care systems including:

- Access Group / Corelogic Mosaic
- ContrOCC
- System C / Liquidlogic LCS, EHM, EYES and LAS
- OLM Carefirst/Eclipse
- Northgate Swift
- Advanced Care Director

ICT Revolutions is staffed almost exclusively with people who have worked in local government and health; the company has a strong public service ethos and attracts the brightest talent in the sector with good working conditions, advanced technical challenges and high levels of job satisfaction.

4.2. Why Choose Our Services?

Case Studies

Please see <https://ictrevolutions.com/case-studies> for details of relevant case studies, our past work and achievements.

ICT Revolutions are proud to have worked with

ICT Revolutions have been delivering safe and timely systems implementations for over 10 years' in the adults and children's social care, early help, finance and education sectors. In that time we have worked with dozens of local authorities and other public sector organisations. Here are just a few that we are proud to have worked with:





4.3. How to Buy Our Services

- Client to email request to discuss requirements to jon.goldie@ictrevolutions.com or via contact us page at www.ictrevolutions.com.
- Client/ICT Revolutions to arrange a telephone conference for initial discussion.
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