



ICT REVOLUTIONS

REVAULT

SERVICE DEFINITION

G-CLOUD 15



1. Introduction

This is a service definition document for our G-Cloud Products and 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 product REVAULT, including SLAs, indicative implementation plans and pricing. For information on our Services, please refer to...

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.



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2. Service Information



2.1. REVAULT - Overview and Assurance

REVAULT – is a flexible archiving solution for legacy systems and data with a configurable user interface. We can archive data from any legacy system and provide controlled access to users. REVAULT can archive multiple systems simultaneously and provides the functionality for cases to be purged in line with your retention policy. Our software provides a means by which organisations can decommission old, unsupported systems, generating savings in support and licensing, and manage the data within a modern user interface.

Our target audience is primarily System Managers within public entities such as local councils and hospital trusts. They often encounter the challenge of having to maintain outdated software systems, even after the deployment of new ones, to have access to archived/old records when they need it. REVAULT provides easy storage for legacy case files, and a simple process for accessing them for end users via a web-based tool.

REVAULT can be configured to meet your retention rules and your access privileges, which ensures GDPR compliance. Our software was developed to support social care case management systems which are among the most sophisticated with regard to retention rules and access controls.

REVAULT can be configured to mimic the structure of the legacy system, which is extremely helpful in transitioning to a new system – staff will understand this structure and feel comfortable accessing data within it.

REVAULT can be extended to support multiple legacy systems within the organisation. Given that it is an archive for any given legacy system, REVAULT acts as a snapshot in time.





Features and Benefits:

REVAULT allows the customer to decommission their legacy Case Management System installation, generating both infrastructure capacity and software licensing savings.

REVAULT acts as a Data quality dashboard for live operational sites – including the ability to see exception reports by creation date and which user created the error.

REVAULT supports the organisation in meeting its GDPR obligations through sophisticated support for retention rules and access controls. REVAULT was originally designed to support social care case management systems, which demand a high degree of control over these parameters.

REVAULT enables legacy system archives to be decommissioned, which can be a significant cost and resource saving.

REVAULT provides a single source of legacy data to support identification, management, and disposal of historic records.





System Access:

All system access by end users is audited, and security policy is configurable. Users can be granted discrete access to archived systems independently. Access to user records can be controlled as required by the customer, offering flexibility depending on the age and nature of the data, and the frequency of access required:

- **No restrictions** – all users with access to the system can view all records.
- **Restricted only** – users can access all cases except those flagged as restricted. Restrictions can be managed within REVAULT, but also created by ICT Revolutions at implementation to meet customer requirements.
- **Full restrictions** – viewing any record requires permission before and end user can view it.

Access to records can be controlled within the application – for example by sending an email to a systems or information governance team; or outside it by advising users to contact those team(s) directly.

Within the application, users can see which cases they have access to or must request access for:

Historical data	Documents	Request for access
 Get data	 Get Docs	 Approved
 Get data	 Get Docs	 Request

And also which requests are pending:

 Get data	 Get Docs	 Pending
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Case information such as Forms, Assessments, Plans or Case Notes are presented as interactive drill-through records. The presentation of this can be customised to reflect the source data, for example by adding headings for Contacts, Assessments, Case Notes etc.

Person ID	Person Name	DOB
Personal Details		
Title	First Name	Last Name
Gender	Contact	
Date Of Birth	Date Of Death	First Language
Ethnicity	Sub Ethnicity	Fluency In English
Religion	Practising?	Mental status
Nationality	Country Of Birth	Email Address
Address Details		
Address Type	Address	StartDate
EndDate	Contact Address?	Display Address?
Main / Home Address		



Attached documents can be downloaded and saved locally by the users, and optionally attached to new case management system records.

Id	Description	CreatedOn	Category	SubCategory	FileType	Select All
		2005-09-19 00:00:00.0000000			PDF	☐
		2013-08-23 14:03:26.0000000			pdf	☐
		2013-11-19 11:39:37.0000000			pdf	☐

Showing 1 to 4 of 4 entries

[Download Selected](#) [Cancel](#)

REVAULT - Controlled Data Archiving

Many aspects of REVAULT can be locally configured, such as:

- the presentation & display of data types
- security settings
- the period for which an approval to access a record last.

Data can be exported easily, either for loading to a current system or to support a subject access request.

Data from linked systems can be added and access controlled independently, for example where a finance system is linked to case management, finance data can be presented alongside person data for authorised users only.

Purge and Destroy

REVAULT provides a retention & archiving removal process to allow the purging of records as appropriate. This identifies records for purging based upon your retention criteria and presents them within the application where a decision to purge them, or to defer purging, can be made.

Local reports are available to be developed, and ICT Revolutions support customers to develop their own reports if required.

Accreditations Held

Cyber Essentials

Cyber Essentials Plus

ICO – Reference ZB327846





Implementation

ICT Revolutions follow a structured process for implementation of REVAULT with a dedicated project manager. Implementations typically take 3-9 months but vary based on the size and complexity of the legacy system(s). Implementation comprises the following stages:

Pre-Contract – we will discuss the outline scope of systems and data to be included to define the cost of the services required for implementation.

Initiation and Configuration – we will work with the customer to define the scope of the project, defining the cohorts of data to be included, any data that should be disaggregated, and identifying which areas of the system were or were not used by the customer. During this initial configuration session, we will also agree initial configuration options with the customer and define the language, look, and feel of the solution.

Data Migration – we extract all data from the legacy systems, including any attached documents and metadata if required. No data is excluded from in-scope systems, even if it is not to be represented to end users. This means that if, in future, there is a requirement to display additional data in the application, this can be accommodated.

Development – in the development phase, ICT Revolutions extract and present the data within the application. This development is ongoing throughout the implementation and is linked to customer testing.

User Acceptance Testing – the customer must test the data in REVAULT regularly by comparing it against their legacy system(s). To facilitate this, ICT Revolutions deliver data in stages – e.g. Demographics, Plans etc., and we also provide testing materials to allow customers to demonstrate their acceptance of the data delivered. Any issues identified in testing are fed into development for fixing and re-testing until resolved. For a typical implementation, three testing periods, each lasting one week, are necessary.

Training – once tested and signed off, ICT Revolutions will supply training materials (user guides and eLearning) to the customer and train their trainers. For a large rollout to many users, ICT Revolutions can provide end-user training if required – as the system is simple to use, these sessions are brief. Training for system administrators is also offered.

Go-Live – ICT Revolutions will support go-live by assisting with internal communications, providing a priority service desk, and setting up all end users as required.

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.





Implementation Plan: Outline

The below table provides an example of a typical implementation plan:

Week	Customer Activities			ICT Revolutions Activities	
	Activity	Customer Resource Requirements	Outputs	Activity	Outputs
Pre-Requisites	Setup of infrastructure (Databases, Admin Access etc)	ICT	Sign-Off of Installation		
1	On-Site Initial Scoping Workshop	Performance / Reporting Systems Admin / Support Business lead	Sign-Off of Scope		Production of Data Scope Agreement
2 - 14				Extract and Load of Data	Populated Solution
14 - 16	Customer User Acceptance Testing	Testers – A range of users from both performance/ reporting, systems support and end user operation staff	Identify cohort of records for testing Complete UAT using ICTR scripts and local resources. Feedback issues to ICTR Support		
16 - 20	Resolution of Issues	Project Lead		Resolve issues Liaise with Customer	Completed Issue Log
20	Agree resolution of issues	Project Lead		Agree resolution of issues	
	Sign off for Live Release	Project Lead			
21	Training	Training Lead		Deliver Training to Trainers / End Users	





2.2. 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)

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.

2.3. Pricing

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





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.

Availability of Trial Service

We advise all customers to take advantage of our free on-site / remote consultation service. We are happy to spend up to two days with prospective customers discussing their requirements and offering genuine, unbiased advice. This service requires no further commitment from the Customer.

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

The REVAULT Data Archive operates on MS SQL Server & Reporting Services. It consists of a database engine that extracts data from a copy of your legacy system's data, which is then presented in the application front end using Apache.

Minimum Infrastructure Requirements

- Operating System: Windows Server 2008 onwards.
- Virtual Machines: Virtual machine with SQL server database with Reporting services installed.
- Browser: Google chrome, Windows Internet Explorer version > 11.1, Microsoft Edge.
- Memory: 32 GB RAM (shared across the cluster)
- Processor: 8 Core

Database Server

- Compatibility: SQL Server 2008 R2, SQL Server 2012, SQL Server 2014, SQL Server 2016
- Server Language: British English
- Software Required: Microsoft SQL Server Management Studio with the ability to maintain and manage the databases identified below. Microsoft Visual Studio (BIDS / SSDT) with permissions to manage, maintain and deploy objects to Reporting Services.
- Space Required: Must be able to host a copy of the Legacy System's Live database(s) and a Live version of the Archive Database with space to grow. Exact required can be scaled on a site basis (It depends on the size of live database(s)), with size to be estimated from final copy of CMS database + 50% additional.
- RAM: 32Gb

Application Server

- Compatibility: Apache tomcat version 9 & Java version 8 or later





Database Required

- A copy of the legacy system's database is required to populate the Archive database.
- REVAULT Live – REVAULT Data Archive instance. ICTR will load the database objects into this environment.

Database Configuration

The REVAULT Databases must be set up as follows:

- Collation: Latin1_General_CI_AS
- Recovery Model: Simple
- Default Language: British English

Remote Desktop / VPN Access into the customer network

In order to provide support and development to REVAULT, 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.

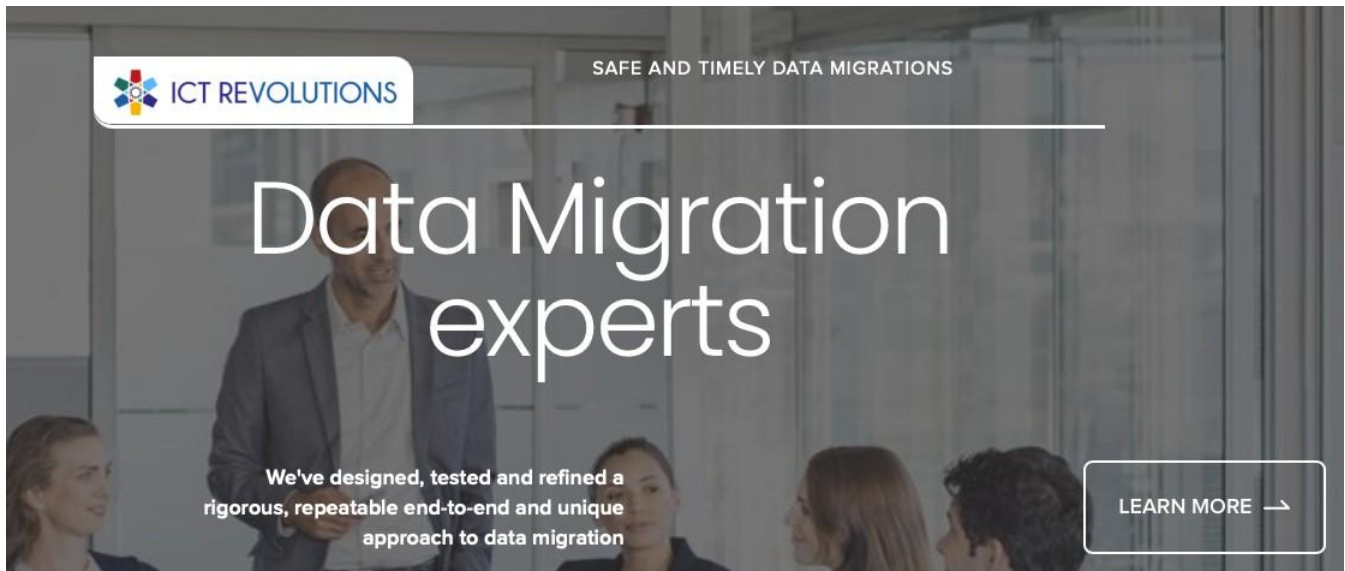
Implementation Database Copy

ICT Revolutions will need to copy the customer's legacy case management or finance system databases to SQL server. Depending on the source infrastructure, additional tools may be required – for example SSMA for Oracle or SSMA for Access is needed to complete this data transfer from Oracle or MS Access to SQL server.

- The customer will facilitate access (including remote access) to their network for ICT Revolutions to carry out all the above activities.
- The customer will ensure that a copy of the legacy application database(s) is available for the Archive to use as a data source. They will also ensure that the data in this database is refreshed as often as they require during development.
- The customer will ensure that all pre-requisites identified above will be met for ICT Revolutions to install and support the Archiving Solution. ICT Revolutions are happy to assist with and support this process.
- The customer will be responsible for controlling user access to the reports. We recommend the use of AD groups for this activity.
- The customer will be responsible for supporting all related Windows Infrastructure, Local Internet Explorer Settings, SQL Server and Reporting Services.



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:

- Core Logic
- Frameworks
- ContrOCC
- Mosaic
- Liquidlogic LCS, EHM, EYES and LAS
- OLM Carefirst/Eclipse
- Northgate Swift
- CareWorks

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.
- Client/ICT Revolutions to arrange initial site visit (if required).
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