MiDoS

Service Definition Document

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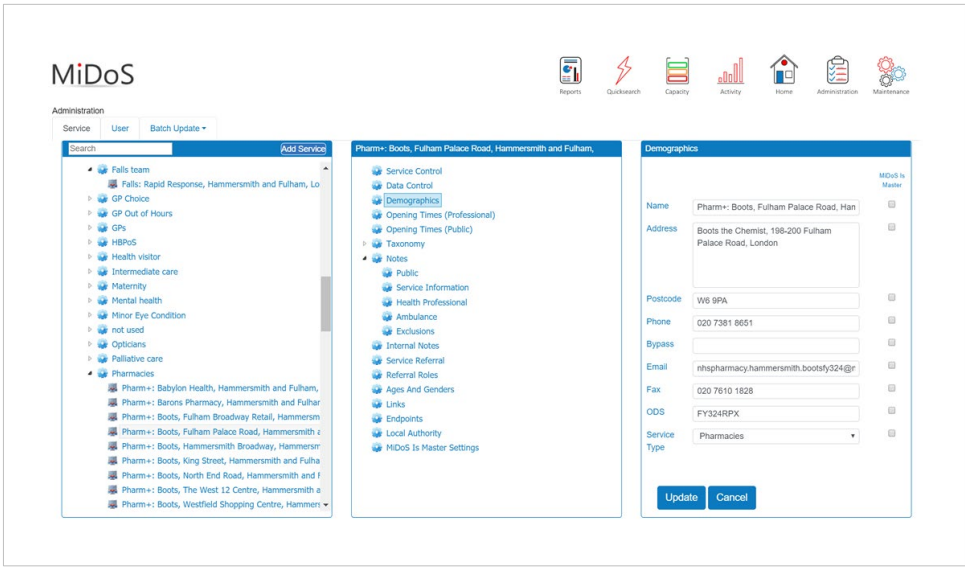
The service

The MiDoS platform provides a comprehensive and sophisticated directory platform, allowing the capture, maintenance, and searching of, detailed service information, including clinical capabilities by various taxonomies. It has been designed in collaboration with professionals from the health, social and voluntary sectors, and provides a highly tailored user experience based on local operational requirements.

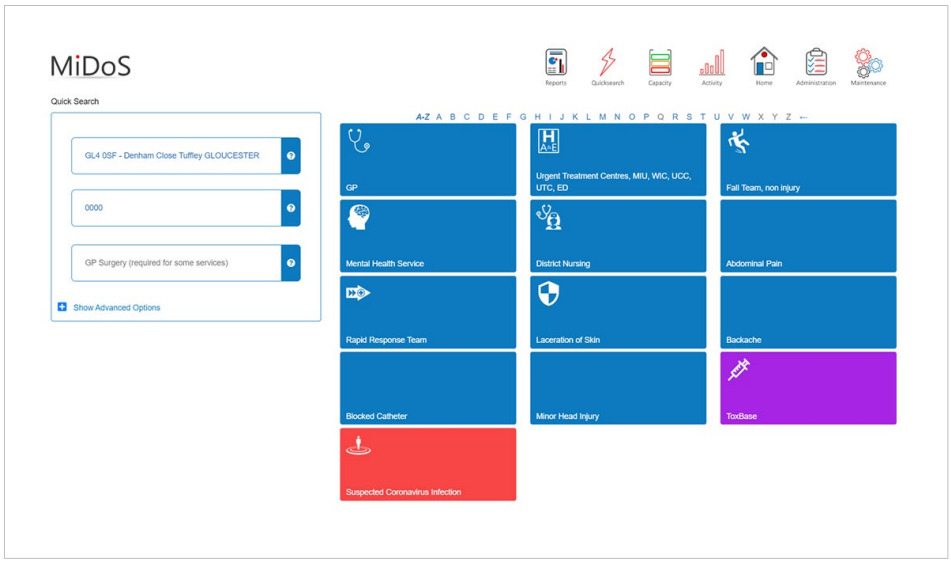
MiDoS also provides (and fully integrates) customised capacity capture, management, and reporting functionality.

The system is cloud-based (in Microsoft Azure) and accessed through any fully supported web browser.

The MiDoS platform is DCB0129 compliant.



Managing Service Information in MiDoS



Typical search page in MiDoS

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System Resilience

MiDoS is fully hosted in the Microsoft Azure platform, based in the UK South data cloud.

Backups from the live managed instance are taken daily to provide an additional level of disaster recovery should Microsoft's Azure platform ever be compromised.

Onboarding and offboarding support

Training documentation, project plans and hand holding are all available alongside physical and virtual meetings to start and deliver a successful project.

We will carry out an audit of currently available data in your locality and advise what steps are required to achieve the aims of your local or regional deployment.

The use of the system is so simple that it usually takes a matter of hours to go from commissioning to initial live deployment. However, all new contracts are offered full face-to-face training on the system, with additional training available via Teams if required.

Customisation

MiDoS facilitates customised data through the built-in management of bespoke taxonomies. Various data fields can be customised to suit local requirements.

MiDoS allows field level permissions to be set per service per user. This provides total control over who can see/edit which data fields down to a service by service level. This enables a user to be allocated specific edit rights to certain elements of certain services yet have read-only access to a different range of services, for example.

The user interface can also be tailored in terms of functionality and key style elements – such as logos and colours.

Interfacing

Intuiti will provide bespoke API connections based on specific needs. Our standard interface is a RESTful API using JSON. Direct connections to data are also possible and will be customised to meet requirements.

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Service levels & Responses

During normal business hours (Mon-Fri 0830-1700) our normal responses are as follows:

• Respond to query: 1 working day

• Acknowledgement of minor fault: 1 working day

• Response to minor fault: 1 working day

• First time fix ratio (on current version): 75%

Reports of major issues (E.g. full or partial system unavailability) will be addressed within the same day.

Client account managers are available for site visits as required and telephone, Teams and email support is available to support clients. A national user group meets regularly with local user groups available if required.

Telephone and email support is available during Business Hours 08.30 to 17.00 Monday to Friday.

Technical requirements

Browser compatibility:

- Microsoft Edge
- Firefox
- Chrome

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