

# Service Description

Registers.app and Open Registers hosting

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# Registers.app

## What is Registers.app?

Registers.app is a powerful online data management tool designed to support organisational teams to get the most out of their data. It enables teams to access, manage and share data easily across an organisation.

It combines ease-of-use with powerful collaboration and data sharing capabilities alongside state-of-the-art data cleaning, linked data and data management technology.

This feature-rich reference data management platform was developed to empower organisations to harness data to its fullest.

## Background

The Government Digital Service (GDS) established Open Registers as the UK Government standard for reference data, code lists and data dictionaries.

Their unit of measurement – the Register – is a canonical list encoding an authoritative source. Registers are flexible and can contain any kind of data, but behind the scenes they are powered by modern cryptographic data technology that gives them all the properties important for reference data management – they're linkable, version-controlled, auditable and distributable.

Use of Registers and reference data management in general have come to be seen as best practice data governance for organisations. Multiple Government departments now practice data management using Registers.

Now with Registers.app, anyone can make the most of their important authoritative data by creating, adapting and sharing Registers on a SaaS platform. They can then use APIs to draw on their data from apps, services and websites – confident that their data won't go out of date.

## Features

### Data creation and storage

Registers.app enables you and your organisation to manage all of your data in one place. Through our easy-to-access hub and carefully developed tools, you can make data available and easy to use across your entire organisation. Our data creation and storage tools include:

- Data importer – which enables easy uploading and importing of data from various file formats and sources

- Registers builder – a simple tool for creating new registers and modelling new data instantly
- Intelligent data processor – our automatic data cleaning and validation system designed to keep data quality at its highest and to minimise errors
- Unlimited storage – for all of your data so that you never have to worry about running out of space

## Data sharing and harnessing

Empower your staff to manage and share data responsibly by giving them the tools to better maintain and use their data. Enable them to maintain high standards in data quality across your organisation via these various tools:

- Sharing permissions – allow you to control how your data is shared and who can access it. Share it with specific teams, across the organisation, make it public or keep it private depending on your needs
- Data interpreter – allows you to view and interpret your data in a multitude of ways. Automatically switch between different types of data options, views and transformations. Join and visualise links and connections between different datasets and harness this insight for your projects.
- Test environments – enable you to understand the full impact of any updates and changes to your data. Set up test environments to test different versions of the data and to control which changes to release in your services and applications.
- Widgets – are a collection of powerful tools that enable you to embed your data in forms, spreadsheets and across your services to help improve data quality, enhance usability, prevent errors and save time.
- Register API – offer you a way to download any dataset easily to be used offline. Retain your own local copies and keep them all up to date with a click of a button.

## Data discovery and analytics

Access data analytics that will enable your teams and your organisation gain the insight they need to help shape the future. Explore our range of data discovery and analytics tools within the Registers.app platform:

- Deep search – our intuitive deep search tool helps you to mine data easily and find the data you need. Draw connections between different datasets across the organisation and discover new insights.
- Analytics – explore key metrics to help you fully understand your data and how it's being used across your organisation. Access reports easily online and gain a comprehensive overview of what's happening with key datasets whenever you need it.

- Collections – are groups of similar and related datasets that when grouped together, make them easier for everyone to use. They also contain documentation related to the collection, which allows you and your staff to interpret the data with confidence.
- Team View - browse all datasets by team and know what different teams across the organisation are working on. Gain insight into how they use and manage their data and uncover connections across multiple datasets.
- Change forecasting – this tool enables you to measure and model the impact of potential changes to your organisation's data. Evaluate and trial multiple scenarios to determine the right one to move forwards with.

## Team collaboration

Registers.app has been designed to support your organisation's team to work better together. It offers an easy way for teams to communicate, collaborate on and to share data and knowledge. Give your staff the tools they need to succeed:

- Team Dashboard - create teams, team registers, team leads and set permissions for different team members. Monitor and review all activities across a team.
- Drafts - use draft mode to experiment with changes to a register. Review and share changes with other team members before applying them.
- Project Workflow - For data projects requiring greater collaboration, project workflow helps teams to work together more effectively. Review and approve changes, communicate via chat, comment on and track changes and use notifications to stay in the loop.
- Admin Dashboard - Keep an overview of all team dashboards and projects. Keep track of what each team is up to. View history, conversations, data updates and usage and more.

## Security and compliance

Keep your organisation's data safe and secure with Registers.app. Use a platform you can trust and rely on to safeguard your organisation's data. Control exactly who accesses your data and be confident that Registers.app is fully standards compliant. These are our key security and compliance features:

- Identity management - manage exactly who gets access to your organisation's data via our single-sign on (SSO) login solution. Know who's doing what with your data and be confident that your data is secure at all times.
- Privacy options - control who can access your data via our configurable sharing tools. Manage multiple levels of access including team access, organisation-wide access, fully public registers and private registers.
- Data audit logs - all changes are tracked and logged so that you can review and monitor how your organisation's data evolves. Using Google's Certificate

Transparency capabilities, our audit logs enable you to view and trace back all changes made to any dataset at any time.

- Standards compliance - Registers.app is fully standards compliant with the UK Government standard for GDS (Government Digital Service) Open Registers. This is the leading government standard in managing linked reference data.
- Platform security - Registers.app protects your data at every layer and fully complies with industry-accepted security standards and regulations such as the ISO/IEC 27001 (Information Security Management System) and CCMV3 (Cloud Security Alliance Cloud Controls Matrix).

## Environments

Registers.app supports ***asynchronous change management*** – an advanced feature of reference data management that streamlines the data update process and removes human burdens of scheduling changes and co-ordinating amongst many stakeholders.

System owners can make use of **environments**. An environment is a collection of Registers pinned to a specific version and referred to by a label. Downstream systems using the Registers API or SDK refer to a specific environment and only use the versions of the Registers in that environment.

When the upstream data changes, environments stay the same until a service team has approved that the change won't have any adverse effect on their system. Teams can use multiple environments to test upstream changes – firstly applying the changes in a test environment before pushing them to a production environment. This allows teams to keep control of their system whilst keeping custodians free to make changes to source data.

## Software Development Kit (SDK)

Registers.app comes with a Software Development Kit that makes it easy for system integrators to author and consume Register data with tool-assisted or automated processes.

The SDK includes command-line tools and libraries for connecting directly to Registers, using data, making and pushing changes, and handling updates. It also includes drop-in user interface components for making use of Register data in services.

## Business Benefits

### Organisational alignment

To achieve organisational alignment in data, one needs a centralised system with organisation-wide adoption. Such a system ensures greater consistency in how data is

stored, accessed and used and offers a central place for all teams to work with and from.

Registers.app Business offers a centralised data management solution that combines ease of use with powerful collaboration tools and data handling capabilities.

Enable your teams to publish and share their data easily and flexibly, and offer them the chance to collaborate and share their data without barriers.

Gain visibility over your organisation's data, support those who need and use it, and eliminate data silos by making data more accessible to everyone.

## Track progress on data standards

Registers.app Business gives you the power to see exactly what is happening with all of your data across the organisation.

Gain access to powerful analytics that will help you to understand who's sharing what data with who, which data is being used the most, and where everything is.

Gain transparency around how people are using and engaging with organisational data and have the analytics you need to review, react and respond accordingly.

## Use and re-use data more efficiently through data interoperability

Within the Registers.app data management platform there are a range of carefully designed in-built tools that help standardise the data collection process and help to ensure that there is a greater ability to find, understand, use and interpret the data easily.

These tools enable you and your teams to:

- Store, publish and share data more efficiently
- Discover and re-use data more confidently
- Develop a culture of knowledge sharing

## Uncover new opportunities and innovation

Good data underpins and drives innovation. With greater access to high quality data comes opportunities to make new discoveries and to explore new ideas.

By embracing the tools that Registers.app Business has to offer, you can:

- Become a clean data organisation – i.e. keep your data consistently clean, re-usable, and linked and be ready for the next data-driven innovation.
- Lead through innovation – i.e. cultivate an ecosystem of useful, accessible data and tackle new challenges at the cutting edge of your field.
- Gain a competitive edge – i.e. use your data to explore new opportunities and gain new insights before your competitors can.

## Plan for the future and go beyond your data strategy

With Registers.app, you can be confident in your data and therefore in your decision-making. You can plan ahead and make data-led predictions with ease. By embracing the Registers.app data management platform you can:

- Evaluate and analyse your data – i.e. access organisational data any time you want, and use it to draw strategic insights for future projects.
- Plan for the future – i.e. be ready for the next evolution in machine learning and A.I. Know what's coming and be prepared for it.
- Lead with confidence – i.e. make informed strategic decisions backed by insights and evidence and become the leading experts in your industry.

## Support Services

### Data preparation and enrichment services

Transform and enrich your organisation's data through our data preparation and enhancement services now:

- Data and strategy healthcheck – have your organisation's data and data strategy thoroughly reviewed and assessed by our team. Gain an in-depth overview of the key challenges, priorities and opportunities for improvement and growth, and get recommendations to enhance and support your strategic goals.
- Data cleansing and organisation - get well-structured, validated and clean data that is ready and easy to use across multiple applications. Standardise and transform your data to be fully interoperable and future-ready.
- Data standards and metadata management – if your organisation is struggling with different terminology and a lack of standardisation across different datasets, we can help. Let us support you to better understand where your data is coming from, what it means, who uses it and to agree on what the 'best-in-class' standards should be. Set consistent definitions for key metadata and have authoritative lists for all to use.
- Data migration - get expert support as you transfer your data into Registers.app. Our custom support team will ensure that the right data is

extracted, that high quality is maintained throughout the process and that your data is enriched and enhanced to its fullest.

## Data integration services

Experience the ease and flexibility of accessing your data when connecting Registers.app with your organisation:

- Connect with business intelligence tools – such as Microsoft Power BI and Tableau, and create custom dashboards and modern visualisations to analyse your data in new ways.
- Integration with single sign-on – so that users can log-in using the same set of credentials to access the platform as they would for other applications across the organisation. Increase convenience and efficiency whilst keeping your data 100% secure.
- Integration with Registers.app API - to connect your on-premises databases, existing APIs and other flat files such as Excel, CSV and/or Google files to our custom-built Registers.app API so that you can transfer data easily and automatically between them.
- Integration with enterprise applications – so that you can ensure seamless communications between Registers.app and your mission-critical services and applications.

## Online and virtual training

Helping you and your organisation get the most out of your data is our top priority. That is why our Registers.app experts are on hand to offer both onsite and virtual training depending on your needs. We can help your teams to get:

- Confidently set up on the platform
- Collaborating right away
- Fully up to speed with all the key features and tool

For onsite training - a dedicated Registers.app expert will come to your premises, and we will help you and your data managers with everything from set-up, best practise through to in-depth advice, consultancy and technical tips – all tailored specifically to you and your business.

For virtual training – we will deliver a tailored experience through a series of online sessions, online content and support tools. Training will be delivered to work with your team's specific pace and learning style.

## Customisation services

Registers.app can be customised to your specific needs and requirements including:

- Customising specific fields, objects and data types within the tool
- Creating bespoke forms and flexible data entry methods
- Enhancing ways to find and display your data e.g. via custom filters, display options and search options
- Automating and embedding organisation and team-specific workflows e.g. to support your organisation's key processes and to automate daily and recurring tasks
- Bespoke data extraction and visualisation options to ensure that your data can be accessed, utilised and visualised in the most effective ways for your organisation

## Private cloud hosting

We provide Registers.app as a Software-as-a-Service cloud hosted platform. By using the SaaS offering, you get access to the latest features and security updates with no overhead for your organisation.

As a customer, you can customise the branding, livery and web address that you use when accessing Registers.app for a personalised service. Our data centres are hosted in secure cloud tenancies and we use best practice information security governance that aligns with CSA CCM v3.0.

If you have specific organisational requirements around personalisation or data security, please contact us to discuss. We are always looking for ways to enhance our service offering for our users.

You may wish to instead deploy Registers.app into a private cloud tenancy controlled by your organisation. We are able to provide this capability and are able to work remotely or on-site to help you achieve this. Please contact us to discuss this.

## GOV.UK Open Registers hosting

Open Registers (Java) is software written by GDS to host their Open Registers. For example, <https://country.register.gov.uk/records>.

For organisations with existing Registers, we can host and run this software for you so that you can run your own Open Register on your own domain. This service is ideal if you have already built services on top of the GOV.UK Registers platform – you can now use this platform to host Registers that use the GOV.UK Registers API and have full control of how your platform is used and what is hosted on it.

Any services that use the existing API can be easily migrated to point to your personal platform.

- Host your existing, open, register.gov.uk Register.
- API access conformant with the GDS specification.

- Audit every change to data with complete, transparent verifiable logs.
- Choice of GOV.UK or GOV.UK-style branding (depending on domain name).

## Service Level Agreements

### Service Desk and Incident Response

For all customers, we provide support within standard business hours (Mon-Fri 8:00am-6:00pm, excluding English public holidays). We provide agreed resolution times depending on the priority of the support request. SLA resolution times run from the client's request time.

Support outside of standard business hours or with agreed shorter resolution time is available as a paid add-on. Please contact your Technical Account Manager to discuss this.

| Pri | Applies when                                                                                                                                               | Examples (not exhaustive)                                                                    | Response time | Resolution time* | Comms. frequency |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|---------------|------------------|------------------|
| P1  | Users and systems are unable to read data for the application using the user interface or APIs, and no workarounds exist.                                  | Accessing page or API results in refused connection, timeout or error page.                  | 2 hours       | 4 hours          | 30 mins          |
| P2  | Users and systems are unable to write data to the application, or written data is not visible, using the user interface or APIs, and no workarounds exist. | Actions writing data via user interface or API result in an error code or are not available. | 2 hours       | 8 hours          | 30 mins          |
| P3  | Users have a degraded experience using the user interface or APIs but can continue to use the application.                                                 | User interface does not behave as expected.                                                  | 4 hours       | 2 business days  | 1 hour           |

|    |                                                                                                                                         |                                                                               |                |                 |                 |
|----|-----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|----------------|-----------------|-----------------|
| P4 | Users are unable to use the application due to lack of training or support materials, or require manual intervention for configuration. | Users are unclear how to use the application, or need a manual account reset. | 1 business day | 4 business days | 2 business days |
|----|-----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|----------------|-----------------|-----------------|

**Note:** resolution times are subject to our terms and conditions. Please see our Terms and Conditions documentation for more information

## Maintenance Windows

Maintenance windows are necessary to allow us to perform essential upgrades that means we can provide you with the best service.

Where an upgrade can be deployed without any visible downtime or loss of service, we will perform the maintenance automatically. In rare cases where maintenance cannot be performed without downtime, we will aim to apply the update outside of business hours and provide at least 24 hours notice of the window.

In exceptionally rare emergency cases, such as security incidents or immediate threat thereof, it may be necessary to perform emergency maintenance to keep your data secure. In these cases, we reserve the right to do maintenance with a minimum of four hours notice.

## Ordering

Please use the contact details below to start a conversation with us about procuring our services!

We bill on a monthly basis at the start of a month, and will generate invoices to be e-mailed to an address of your choice. We have a three month minimum term and include an on-boarding charge for all new customers with contracts of less than 12 months. Please see our Pricing document for more information.

## Contact Information

For more information on this or any of our G-Cloud services please contact us at [hello@register-dynamics.co.uk](mailto:hello@register-dynamics.co.uk).

We can also be reached on:

- Andy Bennett: [andyjpb@register-dynamics.co.uk](mailto:andyjpb@register-dynamics.co.uk)
- Simon Worthington: [simon@register-dynamics.co.uk](mailto:simon@register-dynamics.co.uk)

# About Us

Registers.app Business is a product of Register Dynamics.

Register Dynamics develops new technology, frameworks and models to support better use of data. Founded by Simon Worthington and Andy Bennett, we are a team of data strategists and technologists supporting organisations in the public and private sectors to embed best practises in data.

We specialise in emerging technologies and in harnessing the power of linked reference data.

We created Registers.app Business as a powerful data management solution, to help organisations to get the most out of their data.

Visit us at: [www.registers.app](http://www.registers.app) and [www.register-dynamics.co.uk](http://www.register-dynamics.co.uk)