



Clew
G-Cloud 15
Service Definition Document

1. SERVICE DESCRIPTION

Clew provides a cloud-based software platform which enables management of risk and assurance in a way that is resolutely focused on decisions and outcomes. It provides a golden thread connecting objectives to actions, allowing organisations to act with confidence. Users span public, private and third-sector organisations in 70+ countries.

Service includes provision of the product, implementation services, support services, and product upgrade and maintenance.

2. PRODUCT

Product capability can be further explored at Clew's website where demonstrations can also be requested.

3. HOSTING AND TECHNICAL REQUIREMENTS

Clew uses AWS as our cloud infrastructure. This accommodates global customer base by allowing flexibility of data processing location. For UK customers we use UK-based AWS data centres. Clew does not offer the product on-premises, including customers' own cloud environments. Clew supports a wide range of UK government customers, up to central government level, for whom AWS infrastructure is acceptable.

As such, Clew's product is accessible via any mainstream supported web browser. Single Sign On can be supported from mainstream IDAM platforms such as Azure Active Directory. Clew's mobile app can be accessed through the standard app store – it is also available as a white-listed app accessible and manageable through MS Intune.

4. SECURITY

At the cloud network level, AWS brings an array of global and region-specific security certifications as described at this link: <https://aws.amazon.com/compliance/programs/>). At the application level, security is underpinned with ISO27001 certification and supported with twice-annual penetration testing for the web and mobile applications. Clew is also certified to the UK Cyber Essentials and Cyber Essentials Plus standards. Specific security data is available within Clew's G-Cloud entry and not repeated here. However, we would wish interested parties to note the following general points:

- 4.1. User Access.** Access can be achieved through username and password, backup up with Multi-Factor Authentication, or through Single Sign-On via Azure Active

Directory. The latter can be augmented with user-provisioning, whereby user accounts are auto-generated and activated/de-activated based on Active Directory entries.

- 4.2. Permissions.** The product supports full Role Based Access Control (RBAC), allowing system admin users to determine user permissions precisely in terms of the system modules they can access (eg actions, risks, audits etc) at what level (ie Create, Read, Update, Delete) and where (ie the system registers/files). The product also supports Attribute Based Access Control (ABAC) where access is based on assignment only, such that a user can access an assigned record in a given register and be unable to see or access other unassigned records of the same type in the same location. These approaches can work in parallel – eg RBAC for a management layer and ABAC for standard users. This is augmented by the ability to operate up to 4 classification levels that also take precedence over RBAC and ABAC, such that a user can only access a record subject to RBAC/ABAC settings and it has been assigned a classification level that aligns with the classification level allocated to the user. In summary, the application allows an array of options that cater for all kinds of requirements in relation to control of access and confidentiality.
- 4.3. Mobile App.** The mobile app can be accessed using a QR code available from a user's web account, reinforced with Multi-Factor Authentication. There is also a Single Sign On access option. Additionally, the mobile app is compatible with MS Intune if clients use that application to manage their mobile device fleet.

5. IMPLEMENTATION SERVICE

Clew delivers implementation of the product through Professional Services. The key stages are identified below:

- 5.1. Pre-Contract Requirements Capture.** Clew will engage with the prospective customer to capture the scope of product capability and the Professional Services effort required to deliver configuration to customer requirements. This will be the basis of the Implementation pricing – as identified in the separate pricing document, every implementation is unique to a specific customer's requirements.
- 5.2. Post-Contract Configuration Scoping.** On the basis of requirements captured in contract, Clew will then produce a Configuration Scoping Document (CSD) which will capture in significant detail (by individual specified forms, fields, workflows, email notifications etc). This is a collaborative endeavour, supported

with shared access to tools such as a drawing board where Clew can provide start-points for workflows (eg typical actions, risks, incidents etc) and work dynamically with the customer to tailor local requirements. This will culminate in the customer signing the agreed CSD and Clew commencing configuration of settings – all on a no-code basis.

- 5.3. Workshops and Testing.** Configuration will be explored in customer workshops, then subject to customer-led User Acceptance Testing. Following any amendments, Clew will then seek customer sign-off for configuration.
- 5.4. Data Import.** Data import will then commence, based on data sets being provided in a csv template provided by Clew aligned to agreed and approved configuration.
- 5.5. Training.** This will be provided for standard users and system admin users. It is supported with an in-system manual that is sensitive to a user's navigation and therefore displays targeted and relevant information supported by screenshots and videos. Customer system admin users can augment the content of this generic manual with content specific to the customer's processes and configuration settings. Customers can record their own training videos and link them to the Clew application.
- 5.6. Go Live.** Go-Live will be coordinated with the customer, allowing for customer internal communication and cut-over from any previous system (allowing for final data extraction and import to Clew).
- 5.7. Project Control.** At the kick-off meeting Clew will propose a project plan which will be adapted and agreed with the customer. This will be mapped into Clew's project management software where collaborative access is provided to designated customer staff. This shows the breakdown of tasks and the allocation of Clew time to each. It will be updated to show burn-down through implementation, and the assignment of actions for Clew and customer. This is a fully collaborative and transparent approach.

6. AFTER SALES SUPPORT

- 6.1. Overview.** The Clew product is designed to enable high-levels of in-house help, which experience tells us is often preferred – no matter how responsive a vendor is. To that end, Client System Admin Users can:

- 6.1.1. Manage the administration of regular user accounts – including licence allocation/re-allocation (within the contracted licence band) and changes to access permissions.
- 6.1.2. Manage straightforward modifications to the initial configuration based on evolving client requirements over time (such as changes to forms, fields, and workflows).

6.2. Service Levels. This is covered comprehensively in the Service Level Agreement element of our Terms and Conditions document. Key elements are covered here:

- 6.2.1. **Technical Faults.** This relates to system faults and errors where the system is not functioning correctly. Once reported these are assessed as being one of three severity levels, addressed within the licence fee for no additional charge. Clew commitment is fully tracked in our Terms and Conditions document – starting at Severity Level 1 with initial response within 1 business hour and target resolution of < 6 business hours.
- 6.2.2. **Non-Technical Queries.** Non-technical Level 3 queries may relate to questions about system capability or reminders about functionality covered during training; guidance in these areas is available on the in-system manual. Response times are in accordance with normal business practice, normally within 1-2 business days. Response and any associated support will depend on the nature of the question. At Clew's absolute discretion, very small support tasks may be discharged with no fee; where support tasks are larger, Clew will notify the client that a fee would be incurred and reach agreement with the client before commencing work; this fee may be drawn down from any approved Post Go Live Support Packages (see 6.3 below). Significant configuration change requests will be handled in accordance with the approach outlined for Implementation Services in accordance with Section 5 above.

6.3. Post Go Live Support Packages.

6.4. Uptime. Clew commits to a 99.9% uptime, excluding downtime associated with upgrades as identified at section 6.4 below.

6.5. Upgrades. Upgrades are provided every 3-4 months within the licence fee cost. Upgrades provide a combination of new capability and enhancements to existing capability. They are identified in a Change Log document that goes to all

clients, available through a web page and supported with video demonstrations of key new features. Clew provides advance notification of upgrades, with customer staging servers being upgraded first for new features and UI to be explored. The vast majority of upgrades are delivered with no downtime. Where any downtime is required, which is the exception, this downtime will be agreed with the client in advance and will be conducted outside UK business hours.

6.6. Business Continuity (Backup, Restore, Disaster Recovery)

Clew maintains a Business Continuity Plan and Disaster Recovery Plan (with the latter tested annually). Clew can make these available on request. Key points are highlighted below:

- 6.6.1. Recovery Point Objective (RPO).** RPO is based on a database full backup scheduled of 6 hours with a restore point in time of 5 minutes, with application source-interpreted code stored in version control and ephemeral containers.
- 6.6.2. Recovery Time Objective (RTO).** The expected RTO is 4 hours. End-to-end RTO is a maximum of 24 hours for a single client failure; however, this is dependent on the scale of the failure and will likely be less than this value. In the event of a restoration being unsuccessful due to hosting provider (ie AWS) failure, an alternative hosting provider will be selected and Clew software-as-a-service migrated. End-to-end RTO is a maximum of 5 days.

7. EXIT

Clew values our relationship with clients and hopes that clients will continue with us for the long-term. Our client retention rate is significant above the industry average. However, we fully accept that clients may wish to move on for various reasons and our high standards of customer service extend to this scenario too.

- 7.1. Access to Data.** Within the timeframe established in the Terms and Conditions of any call-off contract, Clew will (at its cost) return all client data to the client in a form that means the data is readily usable without the software or other non-generic application. Typically, this will be in csv or sql format.
- 7.2. Destruction of Customer Application Data.** Clew will then initiate termination of the client server which permanently destroys all data contained within it.

- 7.3. Return of Confidential (Non-System) Documentation.** Clew will ensure that all client documentation provided during implementation of Business as Usual is returned to the client and/or destroyed, with written confirmation that Clew has done so.

Clew Software

ABN: 16 148 000 980

Level 2, 267 St Georges Terrace, Perth

Western Australia 6000

Telephone: +61 8 9384 7000

www.clew.io

Clew

Company No: 09098835

Office 1, 3rd Floor, The Blade,

Reading, Berkshire, RG1 3BE

Telephone: +44 118 205 9378

www.clew.io

Clew

Corporation Number: 1236934-6

102-99 Holland Avenue

Ottawa, Ontario, Canada K1Y 0Y1

Telephone: +1 613 297 8717

www.clew.io