

G-CLOUD 15

Service Definition

DataSpace Live Cloud Based Systems.

Head Office

Resolution Data Management Ltd
28 Tesla Court
Innovation Way
Peterborough PE2 6FL

Tel. 01242 260505
Email office@resolutiondm.com
Web www.resolutiondm.com

DataSpace Live Office

(Incorporating Building Control and Development Control)

Service Definition

This service is relevant to Local Authorities responsible for the provision of Building Control Services or Development Control Services within the United Kingdom. It is provided by Resolution Data Management Ltd, the company behind national portal Submitaplan.

Service Overview

The service is Provided for two main sectors

Building Control – A complete back office solution from initial Form submission, Plan-checking, Site Inspections, Consultation and Certificate Issuing, including technical document Management. The system has extensive workflow and team management facilities, along with interactive plan viewing and contact management.

Functionality Listing

All Online forms – Including Full Plans/ Building Notice/ Regularisation/ Replacement Doors and Windows, Initial Notice*, Dangerous Structures*, Pre-App Enquiry*, Demolition*, Reversion*, unlimited at further cost.

2 way Portal

Submission Plan Upload and Update

Workflow Management

Full Plan-checking system including online viewing/markup and measuring

Integrated Correspondence Handling

Automatic Customer Updates

Extensive Document Management

Consultation and Document Sharing Services

Extensive Interactive Site-inspection Planning and delivery including Smartphone Apps

Inbuilt regulatory reporting

Unlimited User Defined Fields

Optional integration to Geospatial services

Payment system management and integration

Development Control/Planning – A full featured system used by award winning planning departments, to handle day to day management of Development control information and documentation, using either Planning Portal Submissions or Council Branded forms. Covering workflow management, consultation, public access, document control, site visits, templated documents and letters.

Functionality listing

Planning Portal Integration/Online forms

Comprehensive and Seamless Intelligent Public Access system

Intelligent Officer Report Creation Suite

Optional CIL/Section 106 Monitoring

Workflow Management

Full viewing system including online viewing/markup and measuring and redaction.

Integrated Correspondence Handling

Automatic Customer Updates when used with online forms

Extensive Document Management

Consultation and Document Sharing Services

Extensive Interactive Site-visit Planning and delivery including Smartphone Apps

Inbuilt regulatory reporting

Unlimited User Defined Fields

Configurable GIS Integration, Constraints and Neighbour Extraction

Payment system management and integration

2 Way Portal when used with forms

DataSpace Live Office is available as a secure hosted solution, including support, updates, storage, backup and all transactional Database functionality. A modern web-browser is all that is required for access. It is hosted with multiple redundancies across multiple UK data centres to ISO27001.

Continuity Planning

Our finely tuned continuity plan means the service is hosted on multiple load balanced virtual servers across multiple data centres all to ISO27001 standards. All servers have redundancy, but the virtual environment means resilience is not dependent on any single hardware device. This provides class-leading uptime as the loss of any server has minimal/no effect on service provision. In addition to that the servers are then backed up onto servers in another data environment overnight.

Disaster Recovery

The above ensures a complete disaster is extremely remote, however our own tests suggest a minimal service will be available within minutes and complete rebuild from back-ups should be available within 8 hours. The virtual nature of the servers means rebuild times are minimal.

On-boarding and off-boarding processes

On-boarding

All on-boarding can be project managed after a scoping study carried out in relation to costs on the SFIA rate card. Extensive projects already carried out mean most systems have already been established for configuration, reducing on-boarding final costs. Transitional on-boarding is usually planned to allow timely migration and training. Where possible semi-integration with the outgoing system has been achieved to reduce the size of migration stages.

Off-Boarding

Basic Off boarding can be done through facilities provided within the system. A sophisticated package can be created after a scoping study is carried out in line with rates based on the SFIA card.

Service and Support Management

The RDM support team will be responsible for providing front line support and issue escalation, as well as pinpointing training needs as and when they are diagnosed. Support is included in the service provision and training is available as either live online sessions, on-site tailored sessions and backed up by extensive online training materials. All on site and on-line training is inline with the SFIA card.

Service Constraints

Where possible all planned maintenance will be carried out outside of office hours. In the event this is not possible then at least 24 hours' notice will be given for planned unavailability.

Emergency Maintenance

If emergency maintenance should be required, our service management team attempt to carry this out, outside office hours. In rare circumstances a director may authorise daytime downtime but only where data is at risk.

Availability

The service is available 24/7 except for planned and emergency maintenance, with a target uptime in excess of 99%.

Support Hours

The help desk is available during normal office hours of 9am to 5pm Monday to Friday, with support often available between 8am and 6pm but not guaranteed. Urgent support matters should be logged via phone on 01242 260505, and non-urgent either by phone or via email helpdesk@resolutiondm.com

Issue Definitions

The help desk will prioritise a case in accordance with the level of the support request.

Critical

1. Loss of general service
2. A fault that creates bad data.

High

1. Issues which prevent an important function with no workaround
2. Issues preventing quality storage/creation of data.
3. Issues preventing a complete Customer from working.

Medium

1. Issues preventing a single user working.
2. Issues with workarounds affecting all users.

Low

1. Issues with workarounds affecting single users.
2. Customer change requests
3. General help and advice

Technical Requirements

The customer will be required to access the system through a modern web-browser (HTML 5 compatible), with pop-up blocking switched off for the service provision sites. General guidance is for at least an HD monitor and where Plan-checking or plan-viewing is required a Full-HD or higher required, although lower is supported.

Where geo-based inspection route planning is carried out, a twin screen setup is advised for optimum functionality.

Customers Main responsibilities

To enable unrestricted access to the site

To enable ample bandwidth for the viewing of large-format plans

To assign High Level Administrators who maintain users' levels and privileges, and relay requirements with RDM consultants.

To ensure responsible behaviour is adhered to when accessing the site, including not sharing user names and passwords and other credential.

To identify any unusual behaviour, as soon as it is noticed.