

Service Definition: eVisit

1. Service Overview

eVisit is a secure, cloud-based software service designed to support the planning, approval and management of outdoor educational visits. The service enables education and public sector organisations to manage visits efficiently, consistently and in line with national guidance.

eVisit provides a streamlined and configurable visit planning process, integrated with Outdoor Education Advisers' Panel (OEAP) guidance. It supports flexible approval workflows, dynamic risk assessments, parental consent, and real-time reporting dashboards.

The service is designed to operate at scale and is suitable for use across single organisations, multi-agency partnerships and multi-establishment environments.

Intended users include: - Local Authorities - Multi-Academy Trusts (MATs) - Schools, Colleges and Universities - Other educational providers - Independent educational advisers

2. Service Scope

What the service includes

- Software provided as a **Software as a Service (SaaS)** solution
- Full hosting of the service
- Ongoing system maintenance
- Technical and user support
- Unlimited user licences within the licensed organisation or geographic area
- Access to all core eVisit functionality

What the service does not include

- Provision of end-user devices
 - Provision of internet connectivity or network infrastructure
 - On-site delivery, configuration or training
 - Bespoke software development unless explicitly agreed as a paid change
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3. Service Delivery and Onboarding

Delivery model

- The service is delivered **remotely**
- Initial rollout is completed within **3 weeks of contract sign-off**

Onboarding and setup

- Remote administrator training is provided
- Full user guides and training videos are available via the customer portal
- Training and guidance are tailored to specific user roles

Configuration

The following configuration activities are included as part of onboarding: - Configuration of additional or custom fields within the visit planning form - Configuration of approval workflows per establishment - Setup of staff and user accounts - Initial system configuration to meet organisational requirements

4. Service Management and Support

Account management

- Each customer is assigned a named **Account Manager**

Support services

- Access to the QES Customer Care Service Desk
- Support requests can be raised via phone or email
- All requests are logged within a ticketing portal where customers can track progress

Support availability

- Support is provided during **Normal Business Hours**

Incident management

- Incidents are categorised by severity
- Response and resolution times are defined within the Service Level Agreement (SLA)

Change management

- Change requests are logged and reviewed by a Change Review Board
 - Requests are assessed for feasibility, impact and priority
 - Approved priority changes are scheduled into product evolution sprints
 - Some changes may incur additional fees, depending on scope and complexity
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5. Service Levels

Support is provided in line with the agreed Service Level Agreement, which includes: - Defined severity levels - Acknowledgement times - Update frequencies - Resolution targets

6. Security and Data Protection

Compliance and standards

QES is compliant with the following standards and frameworks: - UK GDPR (QES acts as a Data Processor) - ISO 27001 – Information Security Management - ISO 9001 – Quality Management - Cyber Essentials Plus - NHS Data Security and Protection Toolkit

Hosting and data residency

- The service is hosted on **Microsoft Azure**
- Primary data centre: Cardiff, UK
- Secondary (paired) data centre: London, UK
- All customer data is stored and processed within the UK at all times

Security controls

- Encryption of data at rest and in transit
- Two-factor authentication (or customer-managed MFA where Single Sign-On is used)
- Role-based access controls
- Full audit logging available to system administrators
- Regular independent penetration testing
- Backup, redundancy and disaster recovery arrangements in place

Business continuity and disaster recovery

- Regular automated backups
- Geographically redundant storage
- Recovery Point Objective (RPO): up to 5 minutes
- Recovery Time Objective (RTO): under 1 hour

7. Onboarding and Offboarding

Onboarding

Onboarding is delivered remotely and includes: - Administrator training - System configuration - Access to documentation and training resources

Offboarding and data exit

At the end of the contract: - User access is removed - The customer system is decommissioned - Customers can extract their data at any time using the built-in data extract report - Backup data is retained for 30 days - After 30 days, all backup data is permanently deleted and full decommissioning is completed

8. Pricing

Pricing model

- Annual licence fee
- Pricing varies by customer type (e.g. Local Authority, school or MAT)
- Licences include unlimited users, establishments and partner organisations within the licensed area

What pricing includes

- Initial setup and configuration
- Administrator training
- Access to the Customer Care Service Desk
- Dedicated Customer Success Manager

Additional charges

- Optional change requests or enhancements may incur additional fees, subject to agreement

Billing

- Invoiced annually in advance
 - Prices are exclusive of VAT
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9. Customer Responsibilities

Customers are responsible for: - Working collaboratively with QES during onboarding - Assisting with configuration where required - Providing data for import (if applicable) - Ensuring relevant staff attend training sessions - Communicating the rollout of the system to their users

10. Service Constraints and Dependencies

Known limitations

- Requires a reliable internet connection
- Requires use of current Microsoft-supported web browsers

Device compatibility

- Accessible via laptop, tablet and mobile devices
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11. Accessibility

eVisit is designed and tested to meet **WCAG 2.2 AA** accessibility standards. Accessibility considerations are incorporated into the design, development and ongoing improvement of the service.

12. Public Sector Suitability

eVisit is designed for use across the public sector and is suitable for multi-agency and multi-establishment environments, including education and local government organisations.