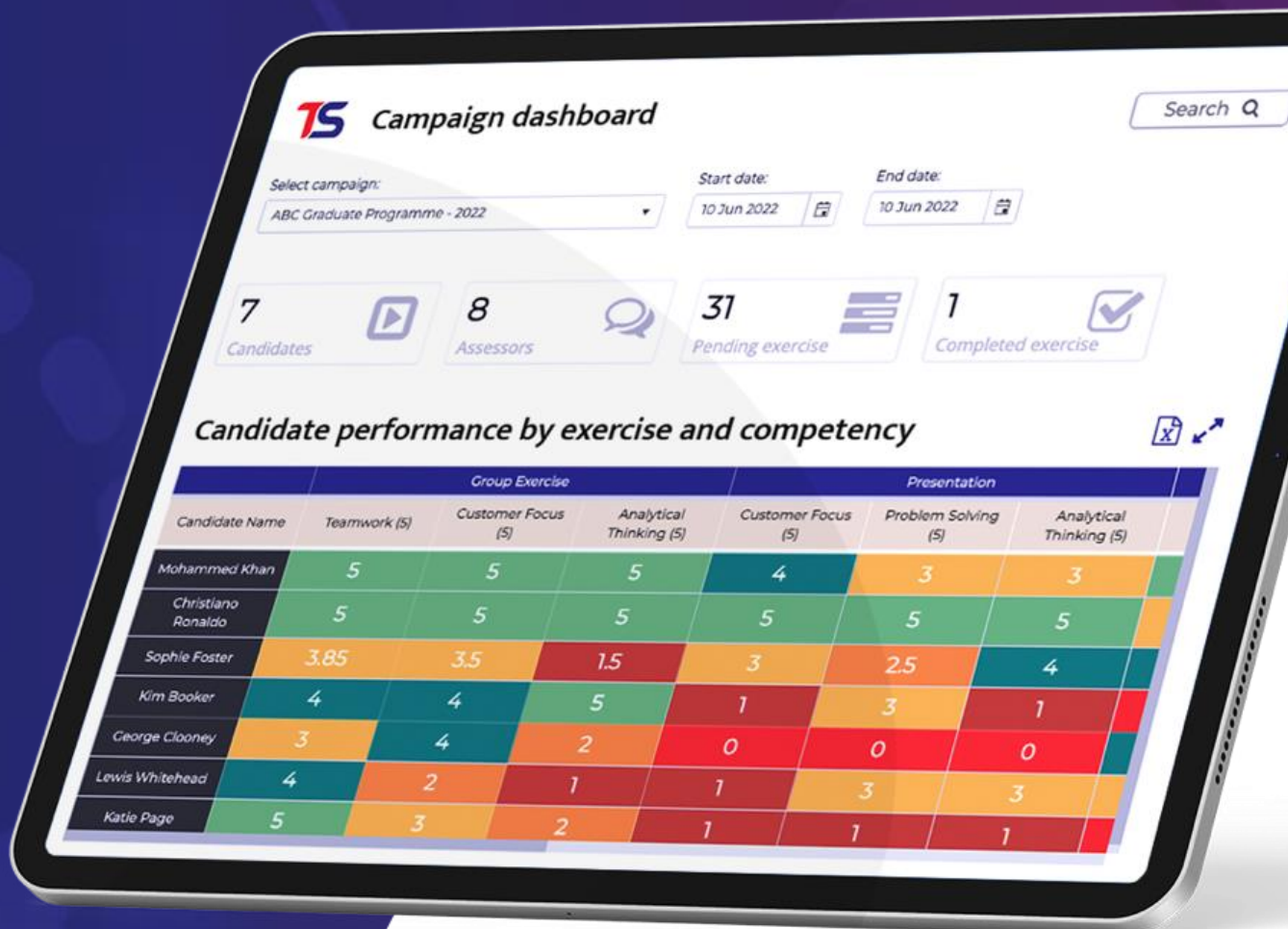


# TopScore

## Service Definition Document

Digital Assessment  
Centre Platform



## TopScore Technologies: Service Definition Document

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## The Service

TopScore is a Digital Assessment Centre Platform that powers simple, streamlined and sustainable assessment centres and interviews.

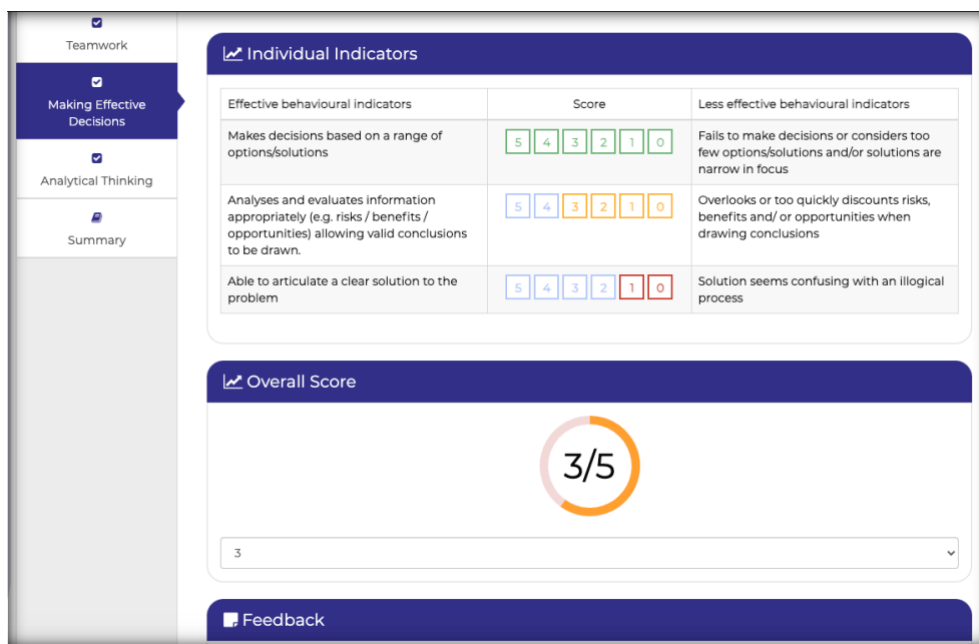
Built by recruitment and assessment experts, TopScore's automated features reduce admin and cost while enhancing candidate experience, data security, user accessibility and overall assessment fairness.

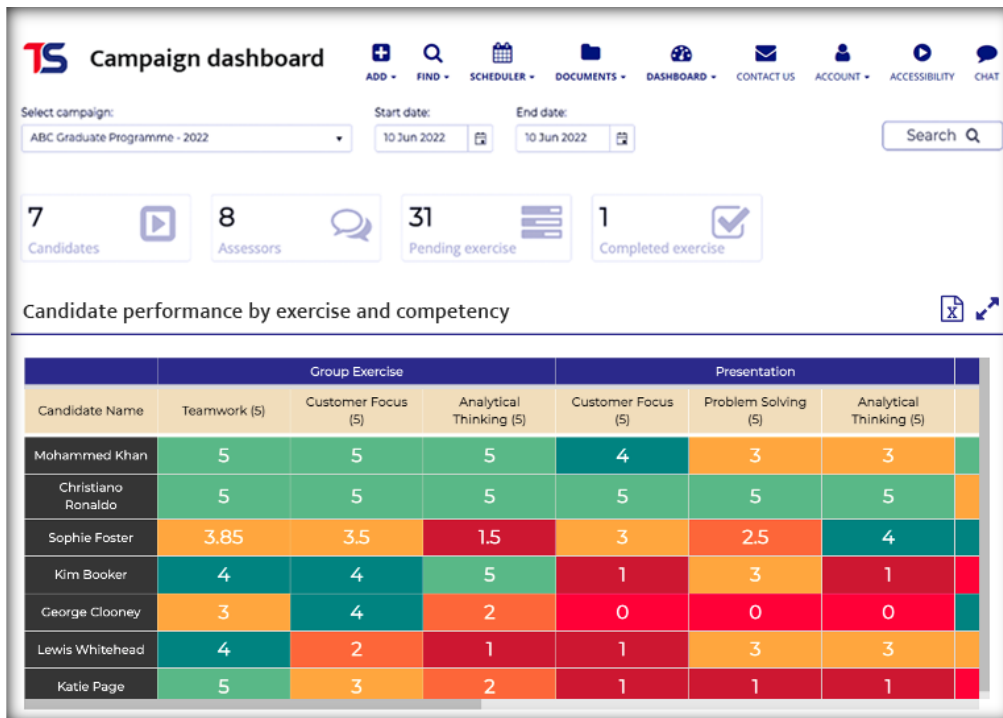
The TopScore platform enables both virtual and paperless in-person assessment centres and interviews for employers tasked with volume recruitment.

Here is a summary of the TopScore platform's features:

### Digital scoring, notetaking and feedback reporting

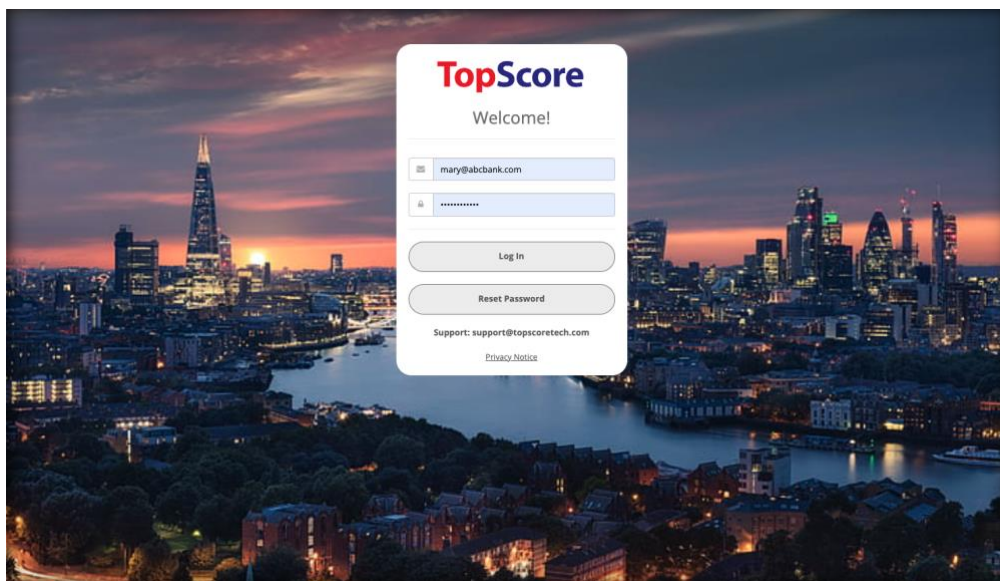
Assessors have the capability to score candidates based on specific capabilities/behaviours, make notes, and automatically generate feedback comments, which are editable once created. A scoring dashboard is available for administrators, and feedback reports in both qualitative and quantitative formats are generated in real-time for candidates. Additionally, administrators have the ability to conduct quality assurance on assessor scoring, feedback, and notetaking, and can override any data as necessary.

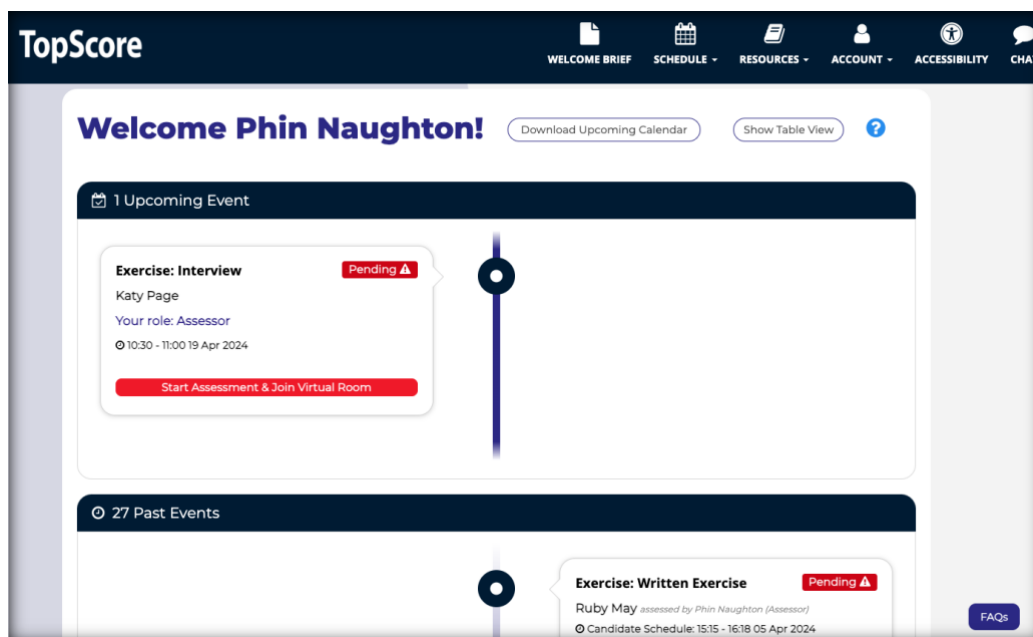




## Personalisation & branding

Customers will have their own dedicated branded portal, showcasing logos, image assets, videos, and a colour scheme throughout the platform to demonstrate their employer branding.





## Integrated video conferencing

The platform has integrated browser-based videoconferencing to enable an all-in-one virtual assessment experience, complete with instant chat, screensharing, whiteboard and breakout rooms. Automated virtual meeting room generation provides enhanced efficiency for organisers/administrators.



## Customisable assessment content

The platform's framework is customisable to a customer's chosen assessment exercises and capability/behavioural scoring framework. Customer Administrators can add and modify exercises at any time. There can be multiple versions of exercises for administrators to choose from. Exercises can include but are not limited to, group exercises, 1 to 1 exercises, role-plays, interviews, case-studies and written exercises. The content delivered to candidates is versatile, incorporating elements such as images, videos, graphs, tables, and maps.

**Exercise - Interview** [SAVE] [SAVE & ADD NEW EXERCISE] [PREVIEW] [REPLICATE] [?]

Exercise Competencies Questions Briefs Documents

**Competencies**

Competency Title: Motivation Total Score: 5 [Remove Competency] [↓]

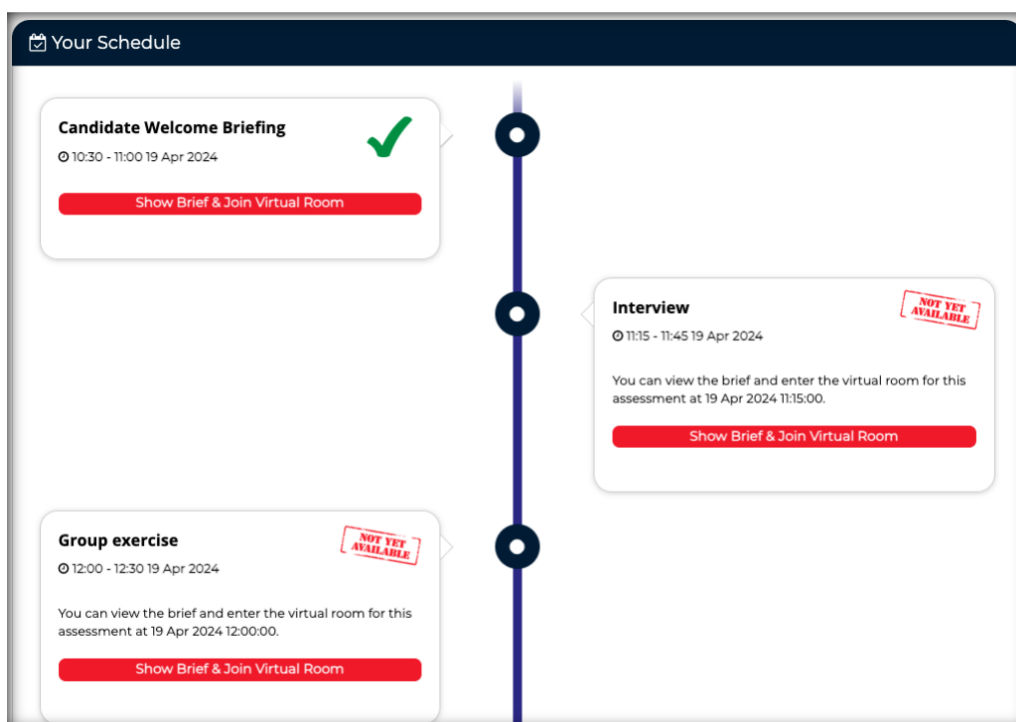
[Add competency feedback] [Add behavioural indicator]

Competency Title: Customer Focus Total Score: 5 [Remove Competency] [↑] [↓]

[Add competency feedback]

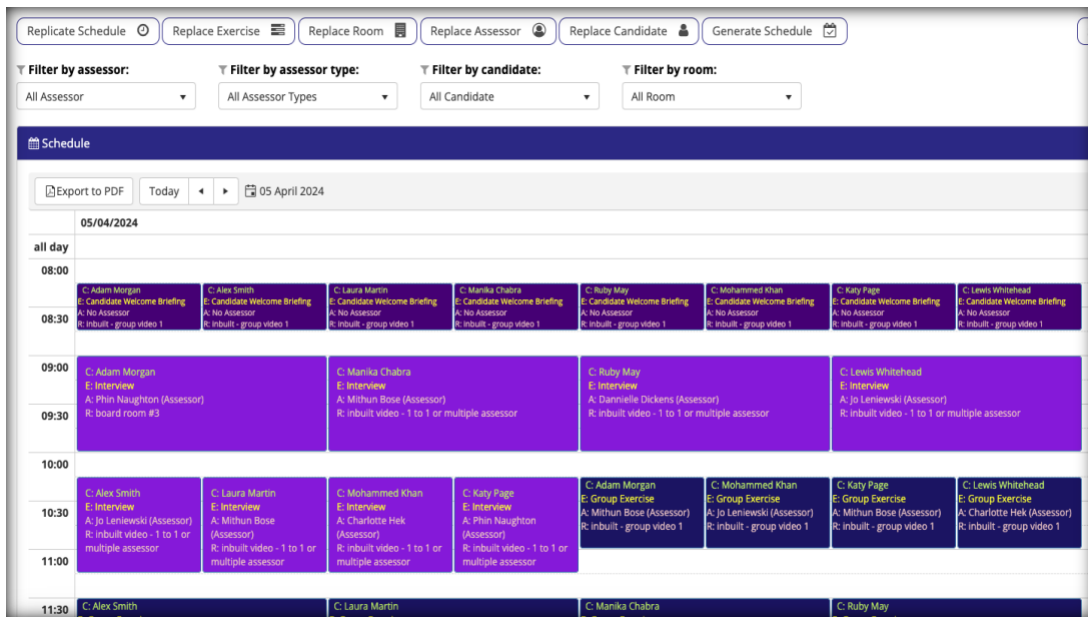
## Candidate restricted access

Candidates can access materials only during their scheduled assessment exercises, ensuring they cannot access content before or after the designated times. The platform maintains the security of the accessed materials, preventing candidates from downloading or copying and pasting content.



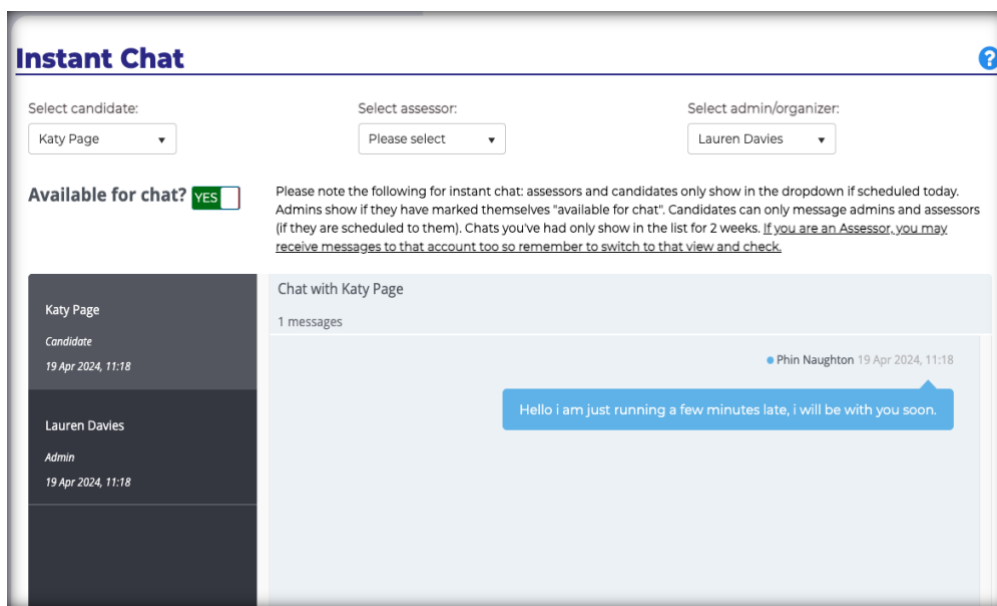
## Automated scheduling

Our automated schedule generator allows admins to view availability for given dates and promptly schedule participants for all the necessary activities at an assessment centre. Candidates and assessors can be scheduled for numerous activities, including assessed and non-assessed exercises, welcome meetings, breakout rooms, Q&A sessions, and feedback surveys. The scheduler is flexible and can dynamically adapt to changes—such as attendance variations, delays, and reasonable adjustments for candidates (e.g., extra time).



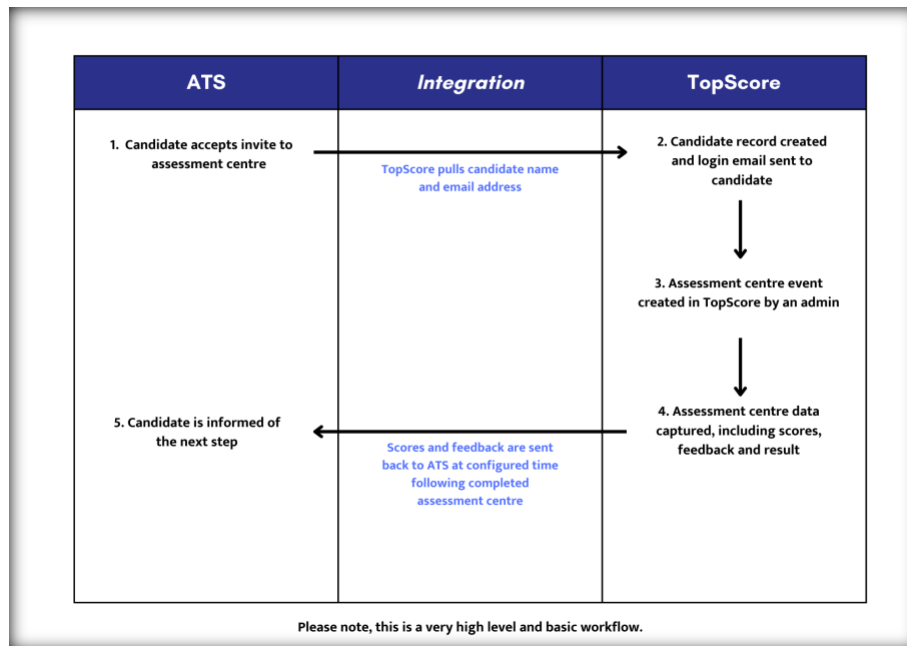
## Instant chat for users

This feature allows users to communicate directly with each other in real-time. This tool is designed to enhance candidate interaction with the organiser and assessor, and to provide a reliable means for exchanging important information quickly. Whether someone is running late, facing an unexpected issue, or has questions, the Instant Chat feature ensures assessors, candidates and organisers can stay connected when it matters most during assessment centres.



## ATS integration or stand-alone

TopScore features an open API to enable integration with third-party ATS systems. Several possible integrations include receiving candidate and assessor details and returning candidate scores, notes, and feedback. If Top Score is not integrated with an ATS or 3<sup>rd</sup> party recruitment system, it can be used as a standalone platform. Admin users have the capability to bulk upload candidates using a downloadable CSV file template, without any limits on the number of entries. Similarly, assessors are provided with unique login details that remain valid for all subsequent assessment centres and interviews.



## User Access

TopScore's platform grants tailored access to three user roles: Admins, Assessors, and Candidates.

Admins, nominated by customers, receive initial access via a temporary password and manage platform activities until their specified end date, with automatic deactivation following 90 days of inactivity.

Assessors, created by Admins, also receive a temporary password and must actively use the platform within 45 days to maintain access.

Candidates gain entry to the platform shortly before their assessments and have limited viewing times for assessment content.

All users are required to set up Multi-Factor Authentication (MFA) and adhere to a strict password policy for robust security. The platform prompts monthly password updates and provides Single Sign-On (SSO) capabilities, integrating seamlessly with organisational login systems.

## User Accessibility

The TopScore platform has been built to ensure it is compliant with WCAG 2.1 level AA accessibility standards, in our endeavours to champion Equality, Diversity and Inclusion.

The platform has been externally assessed including inspections for visual issues and HTML, CSS, and ARIA mark-up against the WCAG 2.1 Guidelines Level A & AA using the WCAG-EM approach.

Examples of guidelines we adhere to:

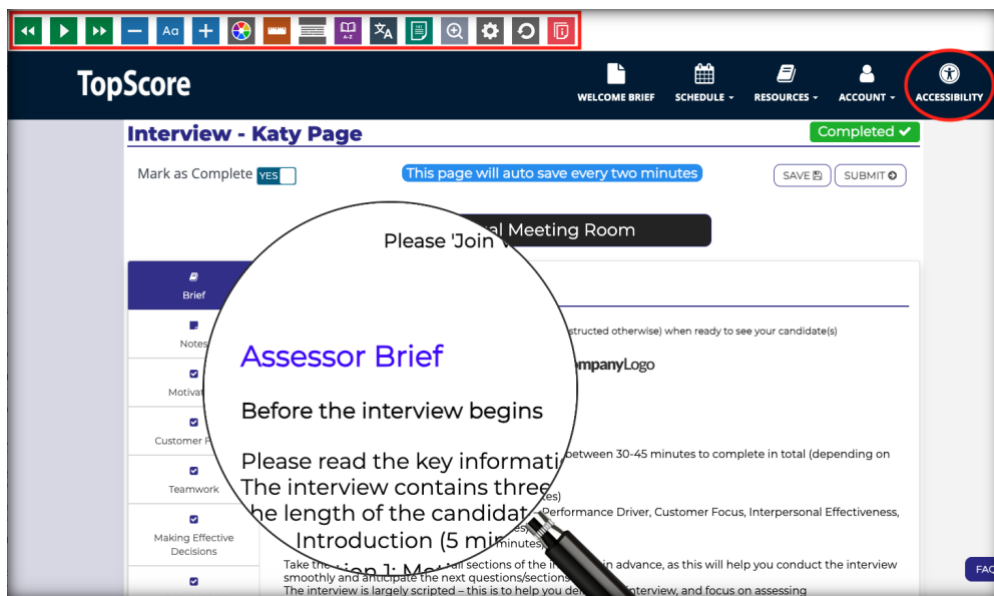
- Information is available in a form that can be perceived by all users, for example, spoken aloud, or presented in a simpler visual layout.
- Designed the default presentation to be as easy to perceive as possible for people with disabilities.
- Ensure that users are able to complete the tasks required in their own individual response times.

- Avoids the types of flash that are most likely to cause seizure when viewed even for a second or two.
- Allow text content to be read by users and by assistive technology, and to ensure that information necessary for understanding it is available.
- Help users with disabilities by presenting content in a predictable order from web page to web page and by making the behaviour of functional and interactive components predictable.

Whilst the platform can be used with external accessibility tools, we have also embedded our own utilising the technology of Recite Me. The Accessibility Toolbar adds text-to-speech, reading, and translation support to the web-based TopScore platform, providing users with instant access to accessibility features and helping to reduce barriers between digital content and diverse online audiences.

Features include:

- **Text-to-Speech** - reads on-screen text out loud with read along highlighting.
- **Translation** - quickly and easily translates web content into over 100 languages, including 35 text-to-speech voices.
- **Picture Dictionary** - displays word meaning through illustration.
- **Styling** - supports people who are dyslexic, visually impaired or have a learning disability to change the way a page looks.
- **Reading Support** - includes a ruler, reading mask, magnifier.
- **Screen Mask** - with reading pane reduces visual stress and improves focus.
- **Text Magnifier** - magnifies text and reads it out loud. This increases accessibility of even the smallest web text.



## On-boarding Support

At TopScore, success is at the heart of what we do, and customer satisfaction is a top priority. Our Customer Success Team, known for their positive and proactive approach, goes above and beyond to assist our customers from onboarding through to renewal.

Your journey with TopScore's onboarding process is designed around five essential milestones: Kick-off, Share, Build, Demo, and Test & Check. During this journey, your dedicated Customer Success Manager (CSM) will provide expert guidance and support through emails, video calls, and telephone, ensuring a seamless experience at every stage.

## **Kick-off**

This initial meeting with your Customer Success Manager sets the stage. You'll outline your plans and goals for upcoming Assessment Centres/Interviews, establish timelines, and discuss functionalities while gaining insights from current market trends. Our Customer Success Managers, with their backgrounds as ex-recruiters who have managed large-scale recruitment cycles, bring a deep understanding of the challenges you might face and an excellent grasp of the market.

## **Share**

After setting timelines, you'll share your materials with your CSM for review via our file-sharing system. Any questions will be addressed before moving on to the Build stage, where your exercises will be integrated into the platform.

## **Build**

During this phase, your CSM will handle the technical setup, customizing your exercises, schedule templates, and branding to your specifications. This stage includes internal quality assurance checks to ensure everything is accurate and functional. Typically, this process takes four weeks from the receipt of materials to completion.

## **Demo**

Before the demonstration, you'll receive login details to become acquainted with the platform. Your CSM will lead a thorough admin training session, exploring platform functionalities and resolving any queries. This interactive session usually lasts about an hour and a half and includes an overview of the candidate, assessor, and administrator perspectives, as well as administrative duties before the first day.

## **Test and Check**

After training, we recommend a pilot session/day to confirm that everything is functioning correctly. Your CSM will be available for support, or you can make simple adjustments yourself, with changes instantly reflected on the platform.

Throughout your contract with TopScore, your CSM is readily available for any questions, support, and ideas. You also have access to our support email and telephone line from Monday to Friday, 8:30 am to 5:30 pm, managed by the Customer Success Support team. There is a Resources Hub packed with specific user guides and video tutorials for all users, especially admins as they get acquainted with the functionality during on-boarding.

Regular check-ins during the recruitment cycle ensure smooth operations, and a comprehensive review at the end of the cycle helps gather feedback, discuss ideas for the upcoming year, and consider any desired changes.

## **Platform Hosting Overview**

TopScore ensures secure and compliant data hosting through a single-tenant system tailored to each customer, leveraging Microsoft Azure's Software as a Service (SaaS). The platform utilizes load balanced web services and geo-replicated databases, providing a dedicated Azure SQL server for every customer. Data hosting is primarily in the EU, with options for UK-based hosting for government contracts, ensuring regional compliance and data sovereignty. TopScore have an availability uptime of 99.95%.

Each customer's data and infrastructure are securely isolated in dedicated resource groups, allowing for bespoke configurations and deletions without affecting others. This segregation supports custom development per customer requirements. TopScore mandates hosting in at least two physically separate Azure regions for enhanced resilience and disaster recovery.

Data processed includes personal identifiers and assessment information, with strict retention policies ensuring data is held only during the license term, with routine deletions every 12 months pending customer approval. On termination, data is returned to the customer, reinforcing data ownership and privacy.

All hosting practices adhere to our ISO 27001 and Cyber Essentials certifications, reflecting our commitment to maintaining the highest standards of information security and data protection. These certifications ensure that we consistently manage risks and secure information to protect and reassure our customers.

## Platform Security Overview

TopScore upholds the highest platform security standards guided by our ISO 27001 certification, ensuring robust protection of customer data and our internal processes. Here's a detailed look at our platform security framework:

### Access Control

We manage user roles including Admins, Assessors, and Candidates with specific access rights to ensure that only authorized personnel can access sensitive information. Admins have a controlled access period, with inactivity leading to automatic revocation, while Assessors and Candidates have access tied to specific operational needs. Strict login and password policies are enforced to maintain security integrity.

### Data Security

Our platform utilizes Microsoft Azure's cloud services to ensure data integrity and security. The architecture is designed so there is no data overlap between customers, with dedicated resources for each. All data is encrypted both in transit and at rest, adhering to the highest standards of data protection.

### Multi-Factor Authentication and Single Sign-On (SSO)

MFA is mandatory for all platform users, adding an extra layer of security beyond traditional password protection. This ensures that unauthorized access is prevented, even if password information is compromised. Additionally, we support Single Sign-On (SSO) through OpenID Connect (OAuth), allowing customers to use their organization's standard login credentials, which simplifies the authentication process while enhancing security.

### Comprehensive Logging and Monitoring

All activities are meticulously logged and monitored to ensure a traceable audit trail of data access and changes. This includes detailed records of user activities and system interactions, which are crucial for compliance and security reviews.

### Employee Security Training

All employees undergo regular, mandatory training on security best practices and the latest in cybersecurity threats. This proactive approach equips staff with the necessary skills to recognize and mitigate potential security risks, reinforcing their role in maintaining our security posture.

## **Incident Response and Change Management**

We have established robust procedures for rapidly responding to security incidents and managing changes in our systems. These measures ensure that any potential security vulnerabilities are addressed promptly and effectively, maintaining a secure operational environment.

## **GDPR**

TopScore is fully compliant with GDPR regulations, serving as a data processor for our customers. We ensure that data is retained only as long as necessary or until the conclusion of a contract. Customers have the flexibility to set their own data retention periods, which we adhere to strictly. Once the retention period concludes, we promptly and securely delete the data in accordance with GDPR guidelines. This approach underscores our commitment to safeguarding customer data and upholding the highest privacy standards.

## **Data Backup and Restore, and Disaster Recovery Provision**

We host our data in Azure SQL (Microsoft) and backups are done automatically as a part of the service. SQL Database uses SQL Server technology to create full, differential, and transaction log backups for the purposes of Point-in-Time Restore (PITR). The transaction log backups occur every 5 - 10 minutes and differential backups occur every 24 hours. We have configured to retain backups for 35 days. We can retain backup for a longer period or shorter period as per customer requirements.

Our data resilience on Azure is ensured through robust backup and disaster recovery capabilities. We utilise Azure's geographically distributed data centres to enable data replication and failover processes, ensuring our data remains accessible and secure even in the event of system failures or other disruptions. This setup helps us maintain high availability and business continuity consistently.

We have a detailed Business Continuity & Disaster Recovery Policy available on request, which is reviewed and tested at least once a year to ensure it remains fit for purpose. This policy is also audited annually as part of our ISO27001 certification.

## **Supported Browsers**

Users may use may access the platform using the latest version of the following browsers:

- Chrome
- Firefox
- Opera
- Vivaldi
- Edge
- Safari