# Deceased Online

## Cloud Support Service Definition

## G-Cloud 15



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## 1. Service Overview

We provide Deceased Online, a cloud-hosted service that enables secure public access to historic burial and cremation records through a centralised online search platform. The service supports local authorities and burial authorities by improving access to statutory register information for members of the public, genealogists and family researchers, while reducing routine administrative enquiries.

Deceased Online is delivered as a managed cloud service and supported under a Cloud Support model. It is a public-facing access platform rather than an operational records management system.

## 2. Functional Modules Overview

- Centralised Record Search – online search of burial and cremation records by name, date range and location.
- Public Access Interface – browser-based interface designed for public and genealogical research.
- Registered User Accounts – optional user registration to enable enhanced search functionality.
- Paid Content Access – pay-per-view or subscription access to scanned register pages and grave details where available.
- Record Imagery Display – viewing of photographed register pages and related imagery supplied by authorities.

## 3. Scope of Cloud Support Services

- Application hosting support and service availability monitoring.
- Support for user registration, access and account queries.
- Assistance with search functionality and record display issues.
- Incident management and service issue resolution.
- Ongoing maintenance and support of the hosted platform.

## 4. Service Delivery and Operation

Deceased Online operates as a centrally managed platform. Burial and cremation authorities supply historic register data for publication, which is then made searchable through the service. The platform is accessed via standard web browsers and does not require local software installation.


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## 5. Security, Standards and Assurance

We operate Deceased Online in line with UK data protection requirements and public sector good practice. The service is hosted within UK-based infrastructure, supporting data residency and compliance with UK law.

Records made available through Deceased Online are historic and are published in accordance with age thresholds and publication rules set by the contributing authority. Sensitive or restricted records are not made publicly accessible.

Secure web access controls are applied, including HTTPS encryption for data in transit. Access to paid or enhanced content is controlled through registered user accounts.

## 6. Customer Responsibilities

Contributing authorities are responsible for determining which records are supplied for publication and ensuring publication aligns with statutory and local policy requirements. End users are responsible for lawful and appropriate use of information accessed via the platform.

## 7. Benefits of the Cloud Support Model

- Improved public and genealogical access to historic burial and cremation records.
- Reduced administrative burden on bereavement services.
- Centrally managed, low-overhead public access platform.
- Secure, browser-based access without local infrastructure requirements.


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