

Service Definition Document

Glioma AI

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1. Service Overview

Service name: Glioma AI

Glioma AI is a Software-as-a-Service (SaaS) solution for the evaluation of brain tumours using MRI scans. The service supports non-invasive, imaging-based prediction of genetic mutations associated with brain tumours through advanced AI and computer vision techniques. Outputs are provided as **hybrid reports**, combining AI-generated predictive insights with clinician oversight, supporting safe and interpretable clinical decision-making.

The service is designed for use by healthcare organisations, including public sector and NHS environments, and is deployed within a secure UK-based private cloud.

2. What the Service Does

Glioma AI enables users to:

- Upload MRI brain scans (DICOM format) via a secure web-based platform
- Process imaging data using validated AI models
- Generate non-invasive predictions of genetic features of brain tumours
- Receive hybrid reports incorporating AI outputs with physician-in-the-loop interpretation

The service can be used as a **standalone platform** or as an **add-on** to related imaging-based services, including MRI-based differentiation of tumour progression versus pseudo-progression.

3. Service Scope and Constraints

- **Deployment model:** Private cloud
- **Multi-cloud support:** Yes
- **Customisation:** Not available (standardised service to ensure safety and consistency)
- **Constraints:** Large imaging studies may require additional time for secure upload and processing

4. Hosting, Data Storage and Processing

- **Hosting location:** United Kingdom
- **Data storage and processing:** UK-based secure cloud infrastructure
- **User control over data location:** Yes
- **Resource isolation:** Each customer is provided with dedicated cloud processing and storage resources to ensure performance isolation

5. Data Backup, Restore and Disaster Recovery

Glioma AI is designed with resilience and continuity in line with Government Cloud Security Principles.

Backup and Recovery

- Regular automated backups
- Encrypted data replication across geographically separate locations
- Defined Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) aligned with NHS service expectations

Disaster Recovery and Business Continuity

- Multi-availability zone deployment
- Automated failover for critical components
- Documented and tested Disaster Recovery (DR) plan
- Continuous monitoring and alerting

6. Service Availability and Performance

- **Guaranteed availability:** 97% monthly uptime (excluding planned maintenance)
- **Planned maintenance:** Communicated at least 48 hours in advance and scheduled outside core business hours where possible

Incident Resolution Targets

- **Critical incidents (P1):** < 8 hours
- **Non-critical incidents (P2):** < 3 business days

Service credits or refunds may apply if availability targets are not met.

7. Outage and Maintenance Management

- Planned maintenance notifications via email
- Outage alerts communicated via email
- Real-time system monitoring with proactive alerting

8. Onboarding and Offboarding

Onboarding

- Online training
- User documentation (HTML and PDF formats)
- Documentation compliant with WCAG 2.2 AA accessibility standards

Offboarding and Exit Management

- Contract end notifications at 90, 60, and 30 days
- Users may request export of their data (e.g. hybrid reports)
- Data export formats include PDF and Excel
- If data migration is not completed, data is securely deleted in accordance with GDPR

9. Data Importing and Exporting

- **Data import formats:** DICOM
- **Data export formats:** PDF, Excel
- Data exports provided upon request, including near end-of-contract

10. Access to Data Upon Exit

Users retain the right to access and export their data prior to contract termination. Following confirmed exit and completion of any agreed migration, data is securely erased using recognised data sanitisation methods.

11. Security

Governance and Standards

- Named board-level individual responsible for service security
- Cyber Essentials certified
- NHS DSPT compliant
- Aligned with the UK Government Cyber Governance Code of Practice
- ISMS aligned with ISO/IEC 27001:2022

Data Protection

- **Data in transit:** TLS v1.2 or above
- **Data at rest:** Encrypted with physical and logical access controls
- **Data sanitisation:** Secure erase and explicit overwriting
- **Penetration testing:** At least annually (in-house)

Identity and Access Management

- User authentication required
- Multi-Factor Authentication (MFA)
- Role-Based Access Control (RBAC)
- Management access restricted via dedicated networks and VPNs

Monitoring and Incident Management

- Centralised logging and monitoring aligned with CSA CCM v4.0
- Defined incident management process aligned with ISO/IEC 27035
- Incident reports shared with users as appropriate

12. Support and After-Sales Service

- **Support channel:** Email
 - **Response time:** Within 3 working days
 - **On-site support:** Available in exceptional cases if issues cannot be resolved remotely
 - **Support availability:** Direct to customers only (not third parties)
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13. Technical Requirements

- PACS access for MRI data
 - Supported browsers: Edge, Chrome, Firefox, Safari, Opera
 - Supported operating systems: Windows, macOS, Linux/Unix
 - Not designed for mobile use
 - No public API
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14. Audit and Logging

- User and supplier activity logs retained for at least 12 months
 - Audit information available upon request
 - Log retention configurable by user agreement
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15. Pricing and Commercial Information

- Discounts available for educational organisations
 - No free or trial version available
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16. Compliance Summary

Glioma AI is designed to meet public sector security, resilience and governance expectations, supporting safe deployment within UK healthcare environments while enabling non-invasive, AI-supported evaluation of brain tumours.