



Atlas: Service Definition Document

2026

Service Overview

1. Summary

Atlas is a complete digital planning system for Local Planning Authorities. It includes the award-winning Atlas front end planning register used by The Royal Borough of Kensington & Chelsea, and an optional back-office planning system based on proven Government, Open Digital Planning, open source technology – Back Office Planning System (BOPs).

The entire solution is delivered, adapted, supported and maintained by Tytl. All components integrate natively and can be deployed as a front end only solution or as a full stack solution.

2. Key Capabilities

Atlas provides a seamless end to end planning workflow that includes registration, validation, consultation, report writing, decision notices, planning obligations, appeal handling and document management. The public register presents live planning data through an interactive map with advanced search tools, contextual layers and instant document access that improves transparency and citizen engagement.

Atlas is also capable of handling Building Control and Licencing applications.

3. Offering Structure

Authorities choose between:

Atlas Planning Register Only: the advanced planning register and interactive map used by Local Planning Authorities to deliver transparent digital planning services.

Atlas Full Stack System: the complete end-to-end digital planning system which includes the Atlas Planning Register front end and an integrated back-office planning system based on the Government open source, Back Office Planning System (BOPs).

Service Scope

1. Full Stack System

Atlas can operate as a complete frontend planning register alongside the back office planning system that supports every stage of the statutory planning process from reception to appeal, including full document management and officer workflow.

2. Modular and Flexible Deployment

Atlas is modular and offers total flexibility. Authorities can choose:

- Atlas planning register integrated with a legacy system such as Acolaid or Uniform.
- Full stack deployment where Atlas provides both the front end planning register and the entire back office system.
- A hybrid model that integrates Atlas with any existing custom back end if required.

3. Hosting

Tytl's hosting architecture leverages multiple AWS accounts with a central network account hosting VPCs shared to dev, UAT, production, and data engineering accounts via AWS RAM (resource access manager)

Our infrastructure is primarily consolidated within the EU-West-2 (London) region. For critical services, including RDS, Aurora, ECS, EC2, and Lambda, we deploy across a minimum of three Availability Zones within this region. This multi-AZ strategy ensures maximum redundancy, high availability, and resilience for our systems. The design provides a secure, segmented, and robust foundation for all environments.

4. Customer Environments

Each Local Planning Authority receives its own isolated environment including application, database and document storage.

5. Data Location

All data is stored securely within UK and Europe AWS regions.

Technical Features

1. Front End Planning Register

- Advanced application search
- Interactive map
- Advanced filters
- Contextual map layers
- Instant document viewing

2. Full Stack Back Office System

A complete officer workflow system that supports:

- **Reception** – Receipt of applications from Planning Portal or from Atlas via the optional application module.
- **Validation** – Officers verify applications and publish them directly to the public register.
- **Consultation** – Management of statutory notices, neighbour notifications, comment intake and publication.
- **Report & Recommendation** – Production of officer reports and decision notices.
- **Planning Obligations** – Management of conditions, obligations and requirements under local policy and the Town and Country Act.
- **Appeal Management** – Full case record for Planning Inspectorate appeals.
- **Document Management System** – Secure storage, organisation and publication of all planning documents. Integrated seamlessly with the Atlas front end register.

Security

Atlas operates in line with the data protection, cybersecurity and continuity standards defined in the Addland Limited Data Protection, Cybersecurity and Business Continuity Policy 2026. This policy sets out the controls, procedures and technical safeguards that govern how we process data, protect systems, manage risk and maintain service availability. It covers secure development practices, access control, encryption, monitoring, incident response, backup and recovery processes. All Atlas operations, infrastructure and support activities follow these standards to ensure consistent protection of customer data and a resilient, secure service.

1. Data Protection

All personal and application data is stored in encrypted AWS RDS databases and accessed only through secure TLS connections. Access is strictly limited to authorised personnel who must use multi factor authentication. Role based permissions, audit logging and regular reviews ensure that data is protected at all times and handled in accordance with security best practice.

2. Cyber Essentials

Tytl is certified under Cyber Essentials, demonstrating that our systems and processes meet recognised standards for safeguarding data and defending against common cyber threats. This certification provides assurance that we follow robust security practices across our platform and operations, supporting a secure and resilient service for all users.

3. Monitoring and Protection

We maintain continuous real time monitoring through AWS managed Grafana, Web Application Firewalls and comprehensive network logs. Automated alerts notify our engineering team of any irregular activity, allowing rapid investigation and response. This approach ensures a proactive security posture and ongoing protection of our platform and its data.

4. Incident Response

Incidents are assessed, contained, mitigated and resolved following our internal processes. We classify incidents, isolate affected systems and deploy patches rapidly. Full restoration procedures and root cause reviews are completed after every incident.

5. Backups and Recovery

We use daily encrypted backups, point in time recovery for core databases, regular server snapshots and redundant S3 storage. These measures provide strong resilience and allow rapid restoration in the event of data loss or disruption. Our approach ensures continuity of service and safeguards critical information at all times.

Onboarding, Offboarding and Support

1. Onboarding

We work closely with each authority during the integration and deployment phase. The service is configured to the authority's needs, data is synchronised and testing is carried out in a private environment. If the full stack solution is chosen, we also migrate existing workflows and document stores.

2. Documentation

Documentation is provided as part of onboarding and ongoing support.

3. End of Contract Data Extraction

All data can be exported at any time in raw formats suitable for migration to another supplier. This includes applications, documents, consultations, comments, workflow history and register content.

4. End of Contract Process

If an authority leaves the service, we extract all data, support any transition requirements and remove integration points. Additional support for setting up a new supplier can be provided at cost if requested.

5. Support

We provide full support for all aspects of the service including front end, back office, integrations, data flows and document management. Support includes standard operating hours with emergency out of hours coverage for critical issues.

- Email support: **Yes**
- Phone support: **Yes**
- Web chat support: **No**
- Onsite support: **Yes, at extra cost**

Support response times

- Email and ticketing queries receive a response within 24 hours, including weekends.
- Phone support is available weekdays between 9am and 6pm.

Support levels

We offer telephone support during business hours. Email and ticketing requests are answered within 24 hours. Technical fixes follow defined timeframes:

- within 24 hours for Severe issues
- within 48 hours for Moderate issues
- within one week for Minor issues

Onsite support is available where required. For issues not caused by our service, travel costs and an hourly rate of £100 apply. Issues caused by us are resolved at no cost. Every customer has a dedicated account manager.

Implementation

1. Deployment Times

Deployment times vary depending on whether the authority requires only the Atlas front end or the full stack solution, and also on the complexity of the authority's existing systems.

- A front end deployment typically takes between 4 and 12 weeks.
- A full stack deployment usually requires 12 to 16 weeks.

These timelines are indicative and may adjust based on data quality, integration work, internal approvals and testing cycles. Throughout the implementation period, we work closely with IT and planning teams to ensure a smooth configuration, migration and launch.

2. Training

Training requirements depend on the solution selected. For authorities using the Atlas front end only, no formal training is required, since the public interface and officer tools are designed to be intuitive and simple to use. Clear guidance is embedded throughout the platform.

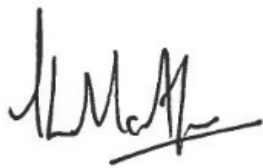
For authorities adopting the full stack solution, comprehensive training is provided for planning officers, administrative staff and IT teams. Sessions cover workflow management, validation, document handling, application processing, reporting, map tools and system administration. Training can be delivered remotely or onsite and is tailored to user groups to ensure confident and effective use of all back office features.

Service Options

1. Planning Terminology

Atlas uses the correct statutory planning language across all workflows, document types, notices and decision structures to ensure full alignment with national legislation and local authority requirements. Terminology is drawn directly from established planning practice, which supports accuracy, consistency and compliance throughout the end to end process and reduces the risk of administrative error.

This Atlas: Service Definition Document is **approved and signed by** Thomas McAlpine (Director)

A handwritten signature in black ink, appearing to read 'T McAlpine', with a horizontal line extending from the end of the signature.

4th December 2025