

Service Definition Document, UK G-Cloud

D-CETR: High-Performance SaaS for CETR Reviews

Document Reference: D-CETR-SDD-2026

Version: 1.0

Document Status: Final

Effective Date: January 2026

1. Executive Summary

D-CETR is a high-performance SaaS platform designed to streamline the delivery and management of Care (Education) and Treatment Reviews (CETR). This document outlines the functional capabilities, security posture, and operational standards that ensure a reliable and scalable experience for enterprise clients.

2. Onboarding and Implementation

Our goal is to move D-CETR from "signed contract" to "active value" within a rapid deployment window of 10 working days.

2.1 The Onboarding Journey

- **Kick-off:** A dedicated Account Manager outlines the set-up roadmap and **identifies** key contacts.
- **Environment Provisioning:** Deployment of the D-CETR instance, including custom sub-domains and, where agreed, SSO integration.
- **User Set-up: Addition** of client user accounts and authentication.
- **Training:** User demonstration and training workshop.
- **User Acceptance Testing (UAT):** A sandbox period for client validation of service.
- **Go-Live:** Transition to production with 48 hours of "Hypercare" support.

3. Service Levels and Support

3.1 Availability & Support Hours

- **Uptime SLA:** 99.99% (excluding scheduled maintenance).
- **Support Channels:** Email, Live Chat, and Phone.
- **Support Hours:** 09:00 – 17:00 GMT, Monday to Friday.

3.2 Response Times

Severity	Description	Response Goal
Critical	Service is down for all users	< 1 Hour
High	Major functionality is impaired	< 4 Hours
Normal	Minor bugs or "how-to" questions	< 24 Hours

4. Information Assurance and Security

4.1 Data Infrastructure & Encryption

- **Hosting:** Hosted on MS Azure, using physically isolated availability zones.
- **In Transit:** Encrypted via TLS 1.2 or higher.
- **At Rest:** Databases encrypted using AES-256.

4.2 Identity & Access Management (IAM)

- **SSO:** Supports SAML 2.0 and OpenID Connect (Azure AD, Okta, etc.).
- **MFA:** Mandatory for administrative accounts.
- **Audit Logging:** Comprehensive logs of all user actions for forensic auditing.

5. Governance and Compliance

5.1 Regulatory Alignment

- **UK GDPR / DPA 2018:** D-CETR acts as a Data Processor with built-in tools for DSARs and data retention.
- **ISO/IEC 27001:** Internal processes aligned with global ISMS standards.

- **Data Sovereignty:** All data **held** within the UK.

5.2 Vulnerability Management

- **Penetration Testing:** Annual "white-box" testing by CREST-accredited firms.
 - **Personnel Screening:** Mandatory background checks for all staff with production access.
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6. Service Constraints and Maintenance

6.1 Maintenance Windows

- **Scheduled:** Monthly updates on the 1st Sunday, 01:00–06:00 GMT. 5-day notice provided.
- **Emergency:** Critical security patching; notice provided as soon as possible.

6.2 Technical Limits

- **File Uploads:** Maximum [50MB] per file.
 - **Branding:** Limited to logo and custom sub-domains.
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7. Offboarding and Data Extraction

- **Extraction:** Users can export data in CSV, JSON, or SQL formats at any time.
- **Deletion:** Upon contract termination, data is purged from all primary and backup systems within 90 days.