

G-Cloud 15 Service Definition

UNIT-e CEDAR

UNIT-e

part of
ParentPayGroup

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CEDAR Service description

Overview of the Service

CEDAR is a cloud native student engagement solution that complements any student management information system. It captures and maintains data that educators need to support their students' success along their academic journey and shares data in common with the student MIS as required.

CEDAR provides a front of house collaborative solution for staff at the point of teaching delivery and those responsible for student health, wellbeing, and pastoral management. CEDAR allows staff to interact with one another to pinpoint student issues – for example attendance problems or any other such student or course/subject based criterion to work effectively together for the benefit of students.

The CEDAR solution provides multi-way collaboration between the College, Students and where applicable the student's parents/guardians and workplace partners to maximise engagement, improve student outcomes and offer a positive student experience from initial recruitment and on-boarding right the way through their student journey with your college.

CEDAR provides a complementary solution that consumes data from the College's MIS system and writes a sub-set of data back to the MIS system where appropriate to do so.

CEDAR Overview

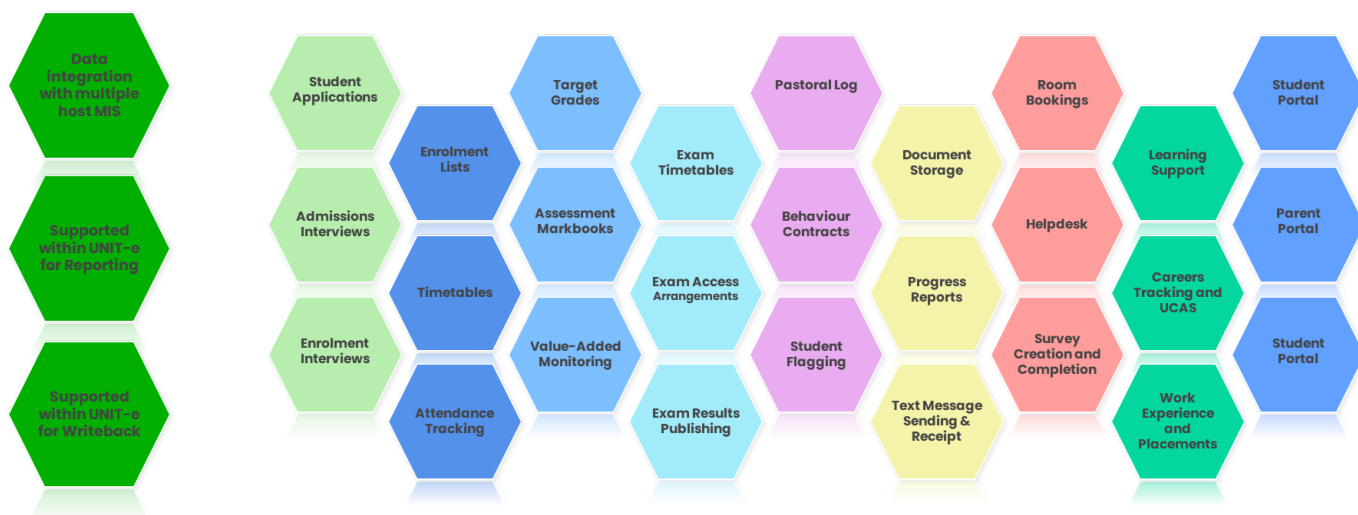


Figure 1 – CEDAR Modules.

CEDAR Key Features

CEDAR is a user-friendly and intuitive solution with streamlined information input. CEDAR provides effective learning support tools for teachers and other support staff that provide straightforward access to class lists and support tools, making it easy for staff to find and use the information they need to effectively support student progress.

CEDAR Teacher Portal

- Personalised and targeted information for every teacher.
- Access rights control visibility of features and data, including allowing restricting access to own learners only.
- A wide range of tools to monitor and support engagement and learning.
- Track all key aspects of a student's progress in a single place:
 - Attendance
 - Markbook
 - Value-added
 - Progress reviews
 - Pastoral
 - Wellbeing
 - Learning Support
 - Placements
 - Communication
 - Progression

CEDAR Student Portal

Encouraging students to take responsibility for their own progress:

- Learning Agreement
- On-Entry Screening
- Apply for work experience & industrial placements.
- Record absences.
- Maintain their own ILP, including volunteering, targets & action plans.
- UCAS applications
- View and engage with their pastoral log.
- Complete surveys

CEDAR Key Benefits

For Teachers

- Wide-ranging functionality to manage and track the full student journey.
- Empowers teachers.
- Add documents and evidence throughout the system – exactly where you need it.
- Support standards via behaviour and improvement contracts.

For Students:

CEDAR facilitates student accessibility and engagement – for example by granting access to critical features like the Markbook and allowing them to be actively aware of and engaged with their progress, reducing the need for staff to maintain separate records.

- Empowers students, helping them take responsibility for their progress.
- You have control over how much or how little students can see – including different profiles for different types of students.
- Save valuable time on key processes such as learning agreements, surveys, placements and UCAS.

For Institutions:

- Ensures data management and GDPR compliance, secure data storage, and easy access to historical records. Handles sensitive information securely and efficiently, with clear protocols for third-party mandates and data sharing.
- Integration and consistency – superior integration capabilities with other systems (e.g., Moodle, UNIT-e) and its consistency in data handling and terminology across different modules.
- Reduces duplicated work – ensuring a cohesive and streamlined experience for staff and students.
- Positive feedback and monitoring – CEDAR facilitates tracking issues or challenges and recognising positive student progress. CEDAR provides features that encourage collaborative support and monitoring across teams to enhance student outcomes.
- Longevity and scalability – CEDAR is designed to adapt to future educational practices and technology changes without losing effectiveness or requiring constant significant adjustments.
- Divisional curriculum monitoring and oversight – gain a top down and bottom up view of course performance.

CEDAR Market Specific Packages

CEDAR is made up of modules that can be selected according to an institution's individual requirements. We also provide packages that are based on an escalating series of modules spanning Bronze, Silver and Gold and also a volume metric by Student Full Time Equivalent bandings.

CEDAR is designed for the following specific markets as follows:

- English Further Education
- Scottish Further Education
- Welsh Further Education
- Adult and Community Learning
- Other Markets

CEDAR Licence packages are detailed in the Cloud service offering below.

CEDAR Cloud Service Offering

As discussed above CEDAR provides functionality that supports Student Engagement packaged Bronze, Silver and Gold as follows:

CEDAR Packages	Bronze	Silver	Gold
Student Management			
Attendance	Y	Y	Y
Student Access (ILP view)			
Markbook			
Exams	N	Y	Y
Learner Screening Test			
Room Booking			
Helpdesk			
Applicant Portal			
Workflow			
Surveys			
SMS Texting	N	N	Y
Monitoring Reduced			
File Document Control			
Work Placement			
Room Scanner (software only)			

In the table above

“Y” means yes, it is included package.

“N” means not included in the package.

Other Third Party products are available at additional cost on demand and are outside of scope of this service.

CEDAR Cloud Hosting

- ParentPay Group operations and infrastructure is fully resilient and prepared to handle a comprehensive set of serious failures. These are exercised regularly through various mechanisms
- All critical systems are replicated between data centres and backups are encrypted and replicated to cloud storage in our UK Data Centres
- Our RTO for all unscheduled service outages is 4 hours and RPO is near real-time
- Office locations have redundant internet connectivity to ensure continued service for telephony and SaaS systems used for the delivery of the service
- Telephony and Support systems are cloud based and are resilient to failure, with Disaster Recovery capability
- ParentPay Group operates a secondary datacentre for use in a disaster scenario
- All staff without ParentPay Group are able to work from any location, with all systems enabled for remote access. This ensures that all functions of the company can operate without the risk of a physical location being lost.

Service Availability

Service availability target is 99.5% for all applications and services. Service availability is provided as per service levels defined in the Customer Service Agreement. This is 24/7/365, with documented maintenance windows agreed with the customer. These maintenance windows take place outside of normal school hours.

System availability is monitored and reported on a monthly basis and can be reported to the customer as required.

Onboarding support

CEDAR is provided with a comprehensive Training and Support onboarding plan, which ensures a smooth, college-wide rollout.

Ongoing support is also provided beyond the initial implementation, which ensures all staff are confident and competent in using the system.

To assist Customer transition to CEDAR the migration process may involve both system familiarisation and specific functionality training. This ensures fast adoption and best use of the system itself and importantly the data within it.

ESS provides services for data conversion, installation and setting up CEDAR, along with training and consultancy.

The process is co-ordinated by a dedicated Project Manager to ensure that the journey can be completed smoothly and efficiently, and the Institution can embark on effective use of CEDAR.

Customers will need to engage in a requirements' gathering exercise, the main inputs to this will be the review of technical prerequisites.

A customer may also need to participate in more detailed activities for the system to integrate with the Customer's existing business processes.

Offboarding support

ESS will look to develop an exit strategy with each customer to ensure smooth transitioning to a new supplier. We would work with any new contractor at the end of the Contract to provide information required for the necessary transfer of data during an exit strategy.

Data security and privacy are critical, and the exit strategy should provide for the following:

- Clearly defined roles and responsibilities of parties and timescales involved.
- Documentation of all key service inputs.
- Transfer of all data belonging to the Institution.
- Determine an acceptable method by which proprietary information will be removed.

Data Transfer

The method of transferring data will be established with the Institution and the new supplier. If required, ESS will work with the new supplier to extract data from CEDAR for import into the new system, for which ESS reserve the right to charge for such services on a time and materials basis.

All critical data for the operation of our Hosted and SaaS solutions resides within the RDBMS within the solution. The data within the solution remains the property of the Customer.

CEDAR provides a set of data extraction tools (Report Generator) that enable users to extract data they wish to retain at the end of the Contract. This can be done at any time prior to the Contract end date.

At the end of Contract, the system will no longer be accessible for operational use. We can however provide read-only access to the database server along with a report generator licence to allow for data access or extraction beyond the Contract period subject to an additional annual reoccurring cost.

ESS does not enter a contract expecting to or anticipating an offboarding situation and the expectation would be that CEDAR would be used for many years to come.

Service constraints

Service constraints are based on the following:

- Constraints as identified in the hosting and support service level agreements.
- The type of CEDAR package selected by a customer relative to their business and the corresponding CEDAR modules supplied, some of which could be mitigated by purchasing additional ad-hoc modules on demand.
- The standard functionality available in each CEDAR module at the point of contract award is deemed to be the defined functionality to be provided, unless otherwise stated in a response to a functional statement of requirements.
- Accurate information provided by the customer in terms of size, scale and scope of their requirements, having regard to CEDAR hosting requirements to ensure optimum load-balancing based on the pricing metrics – for example the customer identifies the correct Student Full-Time equivalent population.
- A provision of implementation services estimated on a time and materials basis at the point of contract award.

Additional Constraints may apply depending on the requirements which an Institution may define, which may be an unknown until they do.

Customisation

CEDAR is a solution that provides tools that allow customers to customise the solution – for example changing the standard out of the box templates.

Service availability.

Service availability target is 99.5% for all applications and services. Service availability is provided as per service levels defined in the Customer Service Agreement. This is 24/7/365, with documented maintenance windows agreed with the customer. These maintenance windows take place outside of normal business hours.

System availability is monitored and reported monthly and can be reported to the customer as required. System availability will meet the prescribed 99.5% availability target.

Support Services

ESS provides support services for CEDAR including the provision of Service Level Agreements, the details of which can be provided to new or existing customers on demand as part of the G-Cloud Service contract.

ESS will provide a Software Maintenance service for each of its provided products, for the purpose of diagnosis and resolution of problems arising in the operation of those products.

Support Services Cover:

CEDAR Application Support

- Covers problems with the operation of each of the Application Software modules that may be preventing the Customer from achieving the functionality expected of that module.

CEDAR Technical Managed Services

- A tailored managed service arrangement for CEDAR that is intended to provide an extra level of support for managing CEDAR and the required operating infrastructure on which to run it. The service is available only to customers with active CEDAR software licenses and is additional service level to the standard application support services provided by the CEDAR support desk.

CEDAR Hosting Services

- Our CEDAR hosting services are provided with a service level agreement that sets out the hosting service offering including disaster recovery and all hosting related matters. These are provided as part of the G Cloud service contract to new or existing customers at the point of contract award.

After sales support

In addition to the implementation support, training and use of the support helpdesk, we offer an online knowledgebase which includes technical details of our systems, FAQs, details of version updates and a portal to submit and manage ticket requests.

Account Management

Customers using CEDAR are provided with both an Account Manager and Customer Success Manager where the mix of interaction is based on commercial and product/support matters as required.

Technical requirements

CEDAR technical requirements are regularly updated as product changes occur. Technical pre-requisite information is provided to customers who can access this documentation through the customer success resource hub.

The CEDAR G-Cloud service takes account of the size, scale and scope of customer requirements to ensure that ESS provide the technical pre-requisite service that will ensure the smooth operation of the service to a new or existing customer.

Hosting options and locations

Our platforms are hosted solely within the UK. A few sub-processors process data from within the EEA. All such transfers are fully safeguarded as required by the EU GDPR and UK Data Protection Law.

All data centre locations are managed by dedicated specialist third party data centre operators. All data centre locations are certified by specialist third parties, independent to the datacentre provider. All locations are subject to PCI-DSS (where applicable) and ISO 27001 Standards.

Access to data (upon exit)

Please see details discussed in the off-boarding section.

Security

- ParentPay Group has a dedicated team of qualified security experts
- ParentPay Group is fully ISO27001 Certified
- ParentPay Group is PCI-DSS Level 1 Certified (the highest level of compliance available), we were the first UK school payments provider to achieve this level of certification
- ParentPay Group is also Cyber Essentials Plus certified, at time of writing, we are one of just a few (if not the only) CE+ certified supplier across UK EdTech
- ParentPay Group undertakes a comprehensive suite of penetration tests (approx. 80 tests per year); each product is tested at least once per year
- We operate industry leading network and host-based intrusion detection systems and best in class endpoint security technologies – including 24x7x365 Managed Detection and Response (MDR) with unlimited incident response support from highly regarded global cyber security specialists



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