



Service Definition Document

Storyteller Platform

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Service Provider: Dylogic Management Services Ltd trading as After Cloud

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Introduction

Storyteller digitises life story work so children in care can safely record and carry their memories, identity and relationships wherever they go. Accessible on any device, it transforms fragmented, paper-based records into a secure, evolving narrative that strengthens safeguarding, supports placement transitions, and improves outcomes for the children you support.

Service scope

Storyteller is delivered as a fully managed SaaS solution and cannot be deployed on-premises or within buyer-hosted infrastructure. A stable internet connection and a modern supported browser are required. Access is role-based and controlled through customer-managed user permissions. Integrations operate via approved APIs within agreed rate limits. Storage, media uploads and retention policies follow contracted parameters. Planned maintenance occurs outside core UK business hours with advance notice; emergency updates may occur at shorter notice. Service availability, backup and disaster-recovery targets follow our published SLA and depend on underlying cloud provider performance.

Support

Support is included as part of the standard SaaS subscription with no additional cost. The service operates on secure, resilient cloud infrastructure with continuous monitoring. We use reasonable endeavours to maintain 99.5% availability, excluding planned maintenance. Scheduled maintenance is notified in advance to minimise disruption. We provide structured support during UK business hours (Monday–Friday). All support queries are acknowledged within four business hours. Incidents are prioritised by severity, with critical service-impacting issues targeted for resolution within 48 hours where possible. Non-critical issues and service requests follow agreed priority levels based on impact and complexity. Each organisation is assigned a dedicated account manager as their primary point of contact. They coordinate onboarding, configuration guidance, service reviews and ongoing support, and liaise with our technical team to progress issues efficiently. Technical support is delivered by experienced cloud support engineers, ensuring customers have both a consistent relationship and access to specialist expertise. Enhanced support options can be provided where required.

Service interface

Users access the service through a secure, browser-based interface on desktop and mobile devices. The interface provides role-based access, guided workflows, multimedia upload tools, and dashboards for reviewing and managing life-story content. No software installation is required.

Supported browsers

- Microsoft Edge
- Firefox
- Chrome
- Safari
- Opera
- Other

Accessibility testing

Our approach to accessibility has been grounded in real world use rather than isolated lab testing. The Storyteller platform has been used in therapeutic settings including care environments and supported living, where users rely on assistive technologies as part of their daily interaction with digital tools. We have observed and incorporated feedback from users with severe restrictive mobility who navigate the platform using alternative input methods such as an Apple Pencil rather than traditional touch gestures. This has informed interface decisions around button sizing, spacing, gesture tolerance and reduced reliance on complex multi touch actions. In therapeutic contexts, practitioners have supported users who depend on simplified workflows, clear visual hierarchy and minimal cognitive load. Feedback from these settings has directly shaped refinements to navigation, content creation flows and error handling to ensure tasks can be completed without fine motor precision or rapid interaction. The platform is designed to work effectively with native device accessibility features, including screen readers, voice control and system level input adaptations. Ongoing testing is carried out through continued use in care, therapeutic and home environments, allowing us to validate accessibility in practical, meaningful conditions and iterate based on lived experience rather than theoretical compliance.

Customisation

Storyteller is designed to be configurable at an organisational level, allowing administrators and story managers to tailor the service to their specific context, language and audience. Organisational administrators can customise naming conventions across the platform, including how roles, stories, contributors and sections are labelled. This enables the service to align with internal terminology used by local authorities, care providers, therapeutic services or families, reducing confusion and improving adoption. Customisable fields allow organisations to adapt data capture to their own processes, for example adjusting prompts, section titles or contributor descriptions to reflect safeguarding frameworks, care plans or therapeutic goals. Story managers can control which fields are visible or required, ensuring only relevant information is presented to end users. Access levels and permissions can also be configured to suit different organisational structures, allowing organisations to define who can view, contribute to or manage a story. This ensures flexibility while maintaining appropriate oversight. By enabling organisations to shape language, structure and access, Storyteller supports a wide range of use cases without forcing users into rigid or unfamiliar models, helping the platform feel intuitive, respectful and relevant to each setting.

Getting started

We help users start using the Storyteller service quickly and confidently through a structured onboarding and support process. Each organisation receives assisted setup, including account configuration, user access, permissions and initial content structure. Our team works with nominated administrators to ensure the service is aligned to organisational needs, policies and working practices from the outset. We provide guided onboarding sessions delivered remotely, introducing users to key features, workflows and best practice for creating and managing digital life stories. These sessions are designed for both administrators and frontline users, ensuring everyone understands how to use the service effectively. Online training resources are available to support different learning styles and roles. This includes recorded demonstrations, step by step guidance and practical examples that users can follow at their own pace. Comprehensive user documentation is provided, covering everyday tasks, administration, security and data management. Ongoing support is available during UK business hours, with access to our support team for questions, troubleshooting and advice. This combination of assisted setup, onboarding, training and documentation enables users to adopt the Storyteller service quickly, reduce disruption to existing workflows and begin delivering value immediately.

End of Contract

Storyteller supports secure and transparent data extraction in line with UK GDPR requirements. Users can request access to their data through a Subject Access Request. Upon receipt of a valid request, After Cloud will provide a structured export of all relevant data associated with the requesting organisation or individual. Data is supplied in commonly used, machine readable formats and includes digital life story content, metadata and associated records where applicable. The process is supported by our team to ensure accuracy, completeness and timely delivery within statutory timescales. Where Storyteller is used within children's services, the platform is intentionally designed to preserve the child's digital life story over time. By definition, Storyteller supports long term continuity, ensuring content is retained securely so it remains available to the child until they reach adulthood. This reflects the purpose of life story work and the importance of safeguarding identity, memory and personal history. Data retention and access are governed by agreed contractual terms and data protection policies. Where lawful and appropriate, access can transition to the young person as they reach adulthood. Data deletion or transfer is carried out only in accordance with legal obligations, safeguarding considerations and the rights of the individual.

End-of-contract process

At the end of the contract, organisations can choose to either renew, transition, or end their use of the Storyteller service. Standard contract closure includes continued access to the platform until the official end date, ongoing support for data export, and secure retention of content in line with safeguarding requirements, particularly for children's digital life stories. The standard SaaS price includes full access to the Storyteller platform, system hosting and maintenance, user administration, security and compliance features, standard support during business hours, onboarding, online training, and user documentation. All updates and feature enhancements released during the contract period are included at no extra cost. Any additional services, such as bespoke reporting, complex data extraction, or technical consultancy beyond the standard support scope, are treated as optional extras. Following a valid Subject Access Request at contract end, After Cloud conducts a technical analysis of the data held and the reporting requirements of the organisation. A personalised quote is then provided for any work required to prepare, extract or transfer that data securely. This ap-

proach ensures organisations retain control of their information, comply with legal and safeguarding obligations, and can plan for any additional technical work with clear, transparent costs.

Data Export

Storyteller is a closed group service governed at an organisational admin level. Users cannot export their data directly from the system. They will first be required to apply a subject access request to After Cloud, after which the requested data is securely transferred to the originating organisation.

Analytics

The platform captures and analyses user engagement patterns, enabling clients to understand how their users interact with the service. This includes session tracking, user journey mapping, and behavioural cohort analysis. We also provide real time monitoring of system performance metrics ensuring optimal service delivery. Clients are provided with access to intuitive reports that present key metrics and insights in an accessible, visual format. Outputs can be customised to display the most relevant information for different stakeholder groups. Upon request, analytics data can be exported in standard formats (CSV, JSON) to support integration with existing business intelligence tools and reporting workflows.

Scaling

We guarantee consistent performance for all users by using dynamic load balancing and resource allocation across multiple servers. Requests are queued and processed efficiently, ensuring one user's activity does not slow another's. Our scalable cloud infrastructure automatically adjusts capacity based on demand, and dedicated compute resources handle high-priority tasks. Combined with real-time monitoring, this ensures every user experiences fast, reliable service regardless of overall system load.

Availability and resilience

Storyteller is hosted on AWS, leveraging resilient cloud infrastructure to ensure reliability and continuity. We provide a guaranteed system availability of 99.5%, excluding scheduled maintenance, which is communicated in advance to minimise disruption. If availability falls below this level, users can submit a claim for service credits. Credits are calculated proportionally based on downtime relative to the subscription cost and applied to future invoices. No direct cash refunds are provided. This SLA, supported by AWS's enterprise-grade hosting, ensures predictable service performance, operational continuity, and accountability. Users can rely on secure, accessible digital life story services with a clear, fair mechanism to address any service interruptions. This SLA framework, underpinned by AWS infrastructure, ensures predictable service performance, accountability, and operational continuity. Users benefit from both enterprise-grade hosting and a clear, fair mechanism for addressing service interruptions, supporting confidence in the platform's reliability for critical digital life story work.

Approach to resilience

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Storyteller is designed to be a highly resilient platform, ensuring continuous availability and reliability for users. The service is hosted on AWS cloud infrastructure, which provides multiple layers of redundancy, automated failover, and geographically distributed data centres. This ensures that services remain operational even in the event of hardware failures, network issues, or localised disruptions. Data is stored across multiple availability zones, with automated replication to protect against single points of failure. Backups are performed regularly, and recovery processes are tested to maintain data integrity and minimise potential downtime. System monitoring and alerting are active 24/7, enabling rapid detection and response to operational issues. The architecture of Storyteller is built for scalability and fault tolerance, with load balancing and redundant components that allow the platform to continue operating during high demand or partial system outages. Routine maintenance is planned and communicated in advance, ensuring minimal impact to users. Combined, these measures ensure that Storyteller can deliver reliable, secure, and continuous access to digital life story services. Users benefit from a platform that is robust against failures, preserves data integrity, and supports uninterrupted delivery of critical services for children, families, and professionals.

Outage reporting

Storyteller reports service outages through multiple channels to ensure users are informed promptly. While we do not currently operate a public status dashboard, users receive email alerts in the event of planned maintenance, service interruptions, or significant outages. These alerts provide clear information on the nature of the issue, expected resolution times, and any actions required by users. For organisations with technical integrations, outage notifications can also be delivered via an API (when in place), enabling automated monitoring or internal alerting systems to track service availability in real time. We also plan to include the information on organisational dashboards for transparent visibility at an organisational admin level. All incidents are recorded and communicated in line with our operational policies. Users are kept informed throughout the lifecycle of an outage, from detection to resolution, ensuring transparency and enabling teams to plan accordingly. This approach ensures that users have timely visibility of service performance, can respond to interruptions effectively, and maintain continuity in delivering digital life story services. By combining proactive alerts via email with optional API integration, Storyteller supports both operational oversight and automated monitoring for critical workflows.

Information security

After Cloud is Cyber Essentials certified and follows a structured set of information security policies and processes to protect user data and platform integrity. They cover access control, data protection, secure development, incident management, and acceptable use, ensuring compliance with relevant regulatory and industry standards. All policies are formally documented, reviewed regularly, and communicated to staff. Staff are trained on security responsibilities, including recognising and reporting potential threats, managing user credentials, and handling sensitive information appropriately. Compliance is monitored through regular audits, system checks, and internal reporting. Our reporting structure ensures accountability:

Our CPTO oversees technical security, while the Data Protection Officer and senior management monitor policy adherence, incident response, and continuous improvement. Any breaches or suspected incidents are escalated immediately through defined channels, with clear procedures for containment, investigation, and notification where required. We enforce policy compliance through access controls, multi-factor authentication, encrypted storage, and monitoring of system activity. Regular reviews and audits confirm adherence and identify opportunities for improvement. By combining CE certification, robust policies, staff training, and a clear reporting structure, After Cloud ensures that information security is embedded in

both operational practices and organisational culture, providing users with confidence that their data is managed securely.

Operational Security

Our configuration and change management processes ensure all service components are identified, documented, and tracked throughout their full lifecycle using controlled inventories and version management. Any proposed change follows a formal change process, including risk and impact assessment, to evaluate potential security implications before approval. Changes are reviewed, tested, and authorised by appropriate personnel, with segregation of duties applied where possible. All changes are logged and auditable, ensuring continued security, integrity, and availability of the service.

Vulnerability Management

Our vulnerability management process continuously assesses potential threats through regular vulnerability scanning, risk assessments, and security reviews of our services. Identified vulnerabilities are prioritised based on severity and potential impact. Security patches are deployed promptly in line with defined SLAs, with critical patches applied as soon as possible following validation and testing. Information about potential threats is obtained from trusted sources including vendor security advisories, industry alerting services, and recognised security bodies such as NCSC and CVE databases.

Protective Monitoring

Our protective monitoring processes use continuous logging, alerting, and automated monitoring to identify potential compromises such as unusual activity, unauthorised access, or system anomalies. Alerts are reviewed by trained personnel and correlated to assess severity and impact. When a potential compromise is identified, incident response procedures are initiated to contain, investigate, and remediate the issue. Incidents are prioritised by risk, with critical incidents responded to immediately and in line with defined response time objectives.

Incident Management

We maintain formal incident management processes. Pre-defined response procedures exist for common events such as service degradation, security alerts, and availability issues. Users report incidents through designated support channels, including email and via the designated customer account manager. Incidents are logged, prioritised, investigated, and resolved by our operations team following documented escalation paths. Post-incident reports are provided to affected users as appropriate, summarizing the root cause, impact, remediation actions, and any preventive measures implemented.

Identity and authentication

Administrative interfaces are restricted to authorised users through authenticated accounts and permission levels aligned to assigned roles. Access to management functions is logged and monitored. Support channels are similarly controlled, with requests accepted only from verified organisational contacts and handled in accordance with least-privilege principles,

ensuring only approved After Cloud personnel can access customer environments when required.

Functionality

1. Purpose

After Cloud: Storyteller is a cross-platform app that provides a safe system for social workers and children to work collaboratively on recording memories in the form of digital Chapters. This functional specification outlines the features, user interface, and technical requirements for the app, including the Organisation Dashboard and Story management features.

1.2 Scope

This remainder of this document covers the app's core functionality, including user authentication, organisation management, story creation and management, timeline creation and content management.

1.3 Definitions

Organisation Dashboard: A separate interface for managing users and stories at the organisation level.

Story: A workspace containing one or more Chapters for a specific child.

Chapter: A collection of dates and associated content that tells a child's personal narrative.

Date: A specific point in time within a timeline, containing various types of content.

Content: Information associated with a date, which can be in the form of text, photos, videos, or audio.

Content Modal: A pop-up window that previews content without leaving the current page.

2. System Overview

2.1 System Description

After Cloud: Storyteller consists of two main components:

Organisation Dashboard for managing users and stories at the organisation level.

Story Interface For creating and managing Chapters, dates, and content within stories.

The system is structured as follows:

Organisations create and manage admin users and stories through the Organisation Dashboard.

Within each story, a story user can create multiple Chapters.

Within each Chapter, a story user can add moments as date entries to mark specific points in the child's life.

For each date, a story user can add various types of content (text, photos, videos, audio) to provide rich, multimedia information about that moment.

2.2 User Roles

Role Description

Organisation Admin - Has full access to the Organisation Dashboard, including organisation user management and story management. They cannot view stories directly.

Story Admin - Typically a social worker, has limited access to the Organisation Dashboard (stories only) and can only view, manage and access stories that they are assigned to.

Story Editor - Typically a child or secondary caregiver, has access to create and edit their own content within a story they are assigned to.

Super Admin - After Cloud team members with moderation and technical support capabilities. They cannot view content within stories.

2.3 System Architecture

The app operates using a client-server model, with two main frontend interfaces:

Organisation Dashboard: A web-based interface for organisation-level management.

Story Interface: A mobile and web application for story, timeline, and content management.

The backend handles data storage, user authentication, and content delivery. The system supports multimedia content management and ensures a seamless experience across platforms.

Further information about platform design and technology can be found here: [Read more](#)

3. Functional Requirements

3.1 Organisation Dashboard

3.1.1 User Management

Organisation Admins can:

Add new users to the organisation.

Assign roles to those users (Organisation Admin or Story Admin).

Set user details: name, email address, and custom title (e.g., 'Social worker', 'Foster carer').

Edit existing user information.

Deactivate user accounts.

3.1.2 Story Management

The dashboard provides:

A list of all stories within the organisation.

Search functionality to find stories by title.

Options to create, edit, and delete stories.

Story creation/editing fields: Story title, Notes, Owner(s) selection.

A separate tab for managing Story Users.

3.2 User Authentication

3.2.1 Organisation Admin and Story Admin Registration

When a Organisation Admin or Story Admin is created through the Organisation Dashboard:

An email is sent to the provided address with a registration link.

The link directs to a screen for password creation and confirmation.

Upon submission, the account is created and the user is logged into the Organisation Dashboard.

3.2.2 Story Editor Registration

When a Story Editor is created:

A username is generated based on their name.

A temporary passcode is generated and displayed to the creating admin.

On first login, the user enters the temporary passcode and then sets their own password.

3.2.3 Login

Users can log in using their username/email and password. The system will:

Validate input fields for correct format.

Authenticate credentials against the database.

Present a generic error message for failed attempts without specifying the reason.

Redirect successful logins to the appropriate interface (Organisation Dashboard or Story Interface).

3.2.4 Password Reset

For Organisation Admins and Story Admins:

Users can request a password reset via email.

A secure link with an access token is sent to their email.

The link directs to a screen for setting a new password.

For Story Editors:

Users enter their username to request a password reset.

Their account is locked, and a new temporary passcode is generated.

The Story Admin is notified via email and can access the new passcode in the Story Edit / Users screen.

3.3 Story Management

3.3.1 Story Creation and Editing

Organisation Admins can create or edit a story by providing:

Story title (required, character input).

Notes (optional, text field).

Owner(s) (s(required, picker field to select one or more Story Admin or Organisation Admin users). Optional, story-level titles can also be added for owners here. If this field is left blank, the user's organisation-level title will be used instead.

Story Admins can edit a story that they're assigned to.

3.3.2 Story User Management

In the Story Users tab, admins can:

Add new users by entering a name and title.

Assign the Story Editor role (default for this section).

Generate usernames and temporary passcodes for new Story Editors.

3.4 Story Timeline Management

3.4.1 Timeline List

The system will provide a view that:

Displays all Chapters within a selected story.

Shows a thumbnail image, title, start date, and action buttons for each timeline.

Provides options to view, edit, or add dates to each timeline.

3.4.2 Timeline Creation and Editing

Story Users can create or edit a timeline by providing:

Name/title (required, max 100 characters).

Start date (required, date picker).

Cover image (optional, file upload, max 5MB, formats: jpg, png).

Timeline introduction (optional, text field, max 500 characters).

3.5 Story Date Management

3.5.1 Date List

The system will provide a view that:

Displays all dates within a selected Chapter.

Groups dates by year in collapsible accordions.

Shows a thumbnail image, title, date, and action buttons for each date.

Provides options to view, edit, or add content to each date.

Order the result list in an ascending or descending order. The user's preference will be stored against their account record for convenience.

3.5.2 Date Creation and Editing

Users can create or edit a date by providing:

Title (required, max 100 characters).

Date (required, date picker).

Cover image (optional, file upload, max 5MB, formats: jpg, png).

Date introduction (optional, text field, max 300 characters).

3.6 Story Content Management

3.6.1 Content Types

The system will support four types of content:

Text: Written content.

Photo: Image content.

Video: Video content.

Audio: Audio content.

3.6.2 Content Creation and Editing

Content creation and editing is initiated from the Date Detail view. For each content item, users can provide:

Title (required, max 100 characters).

Caption (for media content, optional, max 300 characters).

Content specific fields include:

Field	Description
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Text	Rich text editor (max 2000 characters). This will replace captions for this content type.
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Photo	Image upload (max 10MB, formats: jpg, png).
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Video	Video upload (max 60MB, formats: mp4, mov).
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Audio	Audio upload or recording (max 50MB, formats: mp3, wav).
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Uploaded video and audio will be optimised and converted to a globally supported codec.

3.7 Story Circle Screen

A screen accessible via the bottom menu bar that lists all users assigned to the active story, including their names, roles and titles.

3.8 Story Switching

Story Admins will have a button in the bottom menu bar to easily return to the dashboard's Story List and switch between multiple stories.

4. User Permissions

Organisation Admin- Full access to the Organisation Dashboard

- Can manage all users and stories within the organisation

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Story Admin - Limited access to the Organisation Dashboard (story section only)

- Can view and manage stories they are assigned to as owners
- Full access to assigned stories' features

Story Editor - Access to assigned story only

- Can view all content within a story.
- Can create and edit their own content within a story.
- Cannot delete or edit content created by a Story Admins or other Story Editors.

5. Non-Functional Requirements

5.1 Security

All data transmission will be encrypted using HTTPS.

User passwords will be hashed and salted before storage.

The system will implement rate limiting to prevent brute force attacks.

No public access or sharing features will be implemented to ensure data privacy.

5.2 Usability

The UI will follow child-friendly design principles, using appropriate colours and iconography that are aligned to Coram's brand guidelines.

The app will be responsive, supporting both mobile and desktop views.

The app will undergo usability testing with social workers, children, and other stakeholders to ensure intuitive use.

5.3 Compatibility

The mobile app will support iOS 13+ and Android 8+.

The web interface will be compatible with the latest versions of Chrome, Firefox, Safari, and Edge.

6. Data Management and Privacy

The app will comply with GDPR and relevant child data protection regulations.

Personal data storage will be limited to necessary information (name, role, organisation).

Regular data backups will be performed to prevent data loss.

Future Considerations

While not part of the initial release, the following features may be considered for future updates:

Expanded role options for Story Users, such as 'Viewer' who can only see content that has been shared with them, and 'Contributor' who can add content with a moderation flow.

Draft/Published states for content within a Story.

Private states and targeted sharing of content. This could include future posting and reveals at a later date (as per Journals).

Circle comments on shared content within a story (as per Journals) with moderation controls.

UI improvements to attribute content to its author.

Content tagging and improved UI for search/filtering of content.

An archive for deleted items that would allow Story Admins to recover content if required.

Integration with case management systems used by children's services or content exports in a compatible format.

Advanced analytics for social workers to track engagement and progress.

Generative AI for assisted content creation (if it can be done in a privacy-conscious way)

2FA or SSO on organisation-level accounts.

Linked/connected Chapters

Highlight selected dates as milestones within the date list.

Story limits to align with licensed offering.

Cobranding of organisation dashboard

Drawing content type

Chunked media uploads (upload progress bars)

Child could report inappropriate content in-app

In app AI Mentor/service buddy

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