



**G-CLOUD 15
SERVICE DEFINITION**

**CASE MANAGER FOR GOVERNMENT, LOCAL
GOVERNMENT, LEGAL AND REGULATORY TEAMS**

**IIZUKA SOFTWARE TECHNOLOGY LTD
LOT 2B SOFTWARE AS A SERVICE**

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1. INTRODUCTION

Company Overview

IIZUKA was set up in 2002 and remains privately owned by its founders. The company specialises in case management software; it's all we do. Initially set up to service a request from local authorities for a comprehensive digital system to deal with welfare and benefits advice, Case Manager has developed into a leading solution across the public and third sectors, providing a secure, comprehensive solution for all types of case management.

IIZUKA is based in the historic Jewellery Quarter in the centre of Birmingham, UK. We supply a wide range of customers across Government, local government and public and third sectors, as well as an increasing number of private sector clients.

Value Proposition

Government and regulatory investigation and casework is becoming more complex, and data security is always vital. Managing casework via hard copy is no longer a viable option and everyone is looking for a cost-effective, efficient and secure digital solution.

Case Manager provides an easy way to manage complex, often long-term cases, where data needs to be shared both within and outside of the organisation, but security is paramount. Our software mirrors your processes, so there's no need to change the way you work to fit pre-determined workflows.

With a public API to facilitate integration with other Government and commercial software and built-in integrations with common software like Microsoft Office and Sharepoint Case Manager fits seamlessly into your operations.

What the Service Provides

Case Manager is a flexible, enterprise-ready case management service; a cloud-based, no-code software solution, accessed securely through a browser. It can be used on any internet-capable device with the latest versions of all major web browsers. IIZUKA securely holds information classified to Official (Sensitive), so it's ideal for Government departments and agencies.

Case Manager captures, manages and tracks all client case interactions, manages workflow and reporting and tracks action plans, progress and outcomes. It is highly configurable and can be used for any type of case management. Case Manager integrates with other software, such as MS Office, Google, SMS services, e-forms and portals and has a public API which allows for other integrations, such as public-facing portals to enable self-referral.

Current and previous Government and regulatory clients include the Foreign Commonwealth and Development Office, which used Case Manager to manage all consular casework globally, the Care Quality Commission who use the system to manage FOI requests and casework and also MSNi, who use it to manage investigations into patient safety in maternity care.

As well as these examples, Case Manager is widely used in the UK public and third sectors, including for the following uses:

- Legal case management
- Regulatory investigations
- Complaints, DPA, FOI and GDPR case management
- International consular services
- Police emergency and non-emergency incident handling
- Ombudsman services
- Housing support
- Home improvement and adaptation agencies
- Student support
- Money advice (Money Advice Trust Standard Financial Statement compliant)
- Care and support charities
- Social care
- Welfare and benefits

Case Manager is charged for via a licence fee per user. In 2021 we adopted a new pricing model which means that all configuration and implementation costs are included in the licence fee.

Social Value

IIZUKA is committed to delivering social value across our business. We operate in a way which supports our employees, local community and the wider environment and all activities are embedded in our 'business as usual' policies and procedures. We support all the social value themes and detail our activities below, along with which themes they relate to.

Breaking down barriers to opportunity

Our policy of recruiting the best people for our roles has currently resulted in a workforce that reflects the diversity of our local community, including 25% non-white/non-British, more than 20% female and 12.5% with a disability.

All staff employed by IIZUKA are paid a salary which equates to more than the national living wage, including our apprentices. We can confirm that any subcontractors pay their staff above the national living wage too.

We provide in-work training and support to all staff, from short skills-based courses to supporting staff through degree programmes and apprenticeships.

More than 10% of our workforce consider themselves to have a form of disability. We discuss an individual's requirements with them and provide specialist equipment, for example standing desks, and flexible working practices, and we promote awareness throughout our workforce. We also provide any training or skills development identified.

We provide flexible working opportunities to all staff, including hybrid working to allow for working from home for up to three days per week. We have provided specialist equipment to facilitate working from home for those staff with specific needs. We also provide childcare vouchers as part of our benefits package to support those of our team with young children.

IIZUKA has published policies on Equal Opportunities and Disability and Modern Slavery which can be found on our website at www.iizuka.co.uk. Staff who are involved in recruitment, management and appraisals are also trained in how to identify and tackle signs of modern slavery and human trafficking. For our workforce, we have Grievance and Whistleblowing policies and procedures available via the company intranet (and shared with all new starters as part of their onboarding process), which also provide contact details of our independent human resources contractor, who is available to all staff for advice and support.

Build an NHS fit for the future

In addition to providing Case Manager to customers in the NHS and related services, we operate in a way to protect the NHS by supporting the general health and wellbeing of our entire workforce.

We have hosted wellbeing sessions for our team with specialists and offer all of our workforce free (and anonymous) access to counselling services if they want them. All staff are also offered the opportunity to opt in to private healthcare as part of our benefits package.

We also provide cycle facilities in the office, to facilitate staff cycling to work – around 25% of staff regularly cycle into work.

We accommodate staff with particular needs, for example we have standing desks to support physical wellbeing and engagement plans to support staff with mental health needs.

Kickstart economic growth

Since 2021 we have appointed four apprentices, all from our local community. We have offered roles to 'mature' apprentices (27+) allowing people a real opportunity to change track in their careers. Two of our apprentices have come from a hospitality background, where their chances of progression were limited and impacted by Covid 19.

We have also offered to sponsor apprentices for our larger customers, supporting them to employ young people in their local communities who can work on implementing or using our software.

In our wider community, we are partnered with St Basils, a local charity which supports young (aged 16-25) homeless people across Birmingham and the West Midlands into housing and work. We have donated around £26,000 to the charity over the last two years and are currently working on a programme of volunteering to support their 'You Can' programme which helps young people get into work by providing mentors and advice on work applications, CVs and careers in software development. We have also volunteered to help them decorate a new facility which offers low-cost accommodation to young people in Birmingham City Centre, allowing them to thrive.

Many of our suppliers are local SMEs. We pay our suppliers promptly, many within one week of receiving an invoice.

Make Britain a clean energy superpower

We use only green electricity and have modified our offices to be energy efficient, for example installing an MVHR rather than costly heating and air conditioning.

Our small fleet of company vehicles are all electric. We encourage staff to use public transport to commute and we only use public transport to attend any business meetings (preferably the train.)

We recycle all appropriate business waste and have recently been awarded a First Mile Silver award.

Overview of the G-Cloud Service

Case Manager is packed with features to suit all kinds of users. Some are standard features, increasing the efficiency and effectiveness of a wide range of services, while others are specific to the different sectors we work with, for example document bundling capabilities for legal teams.

When you purchase Case Manager, we will work with your team to configure the software to do exactly what you need it to do – and the initial configuration work is included in the annual subscription fee. Staff in our Development and Client Services teams are SC cleared, ideal for working on Government contracts and implementations with highly sensitive data. All staff are DBS checked as a minimum.

All purchases come with the standard features and optional features can be enabled to suit your needs. Most of these optional features are free of charge, where there is a cost involved, this is generally due to third party costs, for example for data warehousing or creating a customer portal.

Case Manager is cloud-based, so there's no need to install software, all you need is an internet connection.

Above all, Case Manager is secure, reliable, flexible and simple to use.

Case Manager includes the following core functionality:

- Secure log-in
- Client and case management
- Detailed case note recording
- Case history and diary management
- Appointment/calendar booking
- Multi agency referrals and signposting
- Workflow, tasking and assignment
- Service Level Agreement compliance and Key Performance Indicators
- Document, email and letter generation
- File upload and storage with version control
- Comprehensive RBAC fine-grained security
- Customisable dashboards
 - Management overviews
 - Personal case and task lists
 - Team case and task lists
- Management information reporting
- Alerts and notifications
- Case linking
- Relationships between clients and third parties
- Search, navigation and filtering
- Multi-user, multi-team and multi-organisation operational structures
- Integrates with Office 365, Sharepoint, and Googlemaps
- Open API to facilitate integration with other software
- Offline functionality – use while out and about

Optional features (free of charge) can be enabled to support specific activities, including:

- Money advice – captures all the information needed for the Standard Financial Statement
- Welfare benefits – captures information needed to claim benefits. Mirrors the Department of Work and Pensions' processes and information needed to claim Universal Credit
- Support planning – supports needs and risks assessments, personalised plans to achieve desired outcomes. Allows sharing of data with partners and progress reporting.

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- Grants – captures information needed to assess and apply for relevant grants for your clients.
 - Education – supports education to provide effective advice and advocacy services – online and face to face.
 - Home improvements – supporting Home Improvement Agencies across the UK.

Configuration

Case Manager is fully configurable. Our team will work with you to set the system up to do exactly what you need it to do. Once implemented, customers are able to fully configure the system through a wide range of secure tools, all accessed through the browser. These include:

- Audit and access logs
- User, team and role management
- Types of cases
- Fields, records and forms
- Workflow processes, tasks and actions
- Document and letter templates
- Security and user roles
- On-screen guidance for users
- Dashboards, widgets and charts
- Report templates
- Record retention, automatic expiry and deletion
- Data import and export

Full training will be provided to your Case Manager administrators to ensure they can manage the system, but our support team is also available to support customers in this area. Significant configuration changes after implementation will incur additional costs, charged on the basis of the day rates and prices detailed in the pricing documentation.

Associated Services

Extra services offered by IIZUKA but not included in this G-Cloud offering will be charged according to the pricing and day rates included in the pricing documentation. These include:

- Data warehousing option
- Data migration into the Case Manager system
- Any costs involved with Integration with other systems
- Creation of customer portals and e-forms

Case Manager has a public API which can drive any of its functions and allows your development teams to integrate Case Manager with other systems, subject to our fair usage policy. The API is a modern JSON over HTTPS REST API built to the Open API standard and with published documentation.

2. DATA PROTECTION

Information Assurance

IIZUKA Case Manager is assured for holding information classified to Official (Sensitive). All staff who might come into contact with customer data are SC cleared. The service is protected by intrusion detection systems and is actively monitored for signs of suspicious activity and active threats.

IIZUKA are ISO:27001, ISO:9001, Cyber Essentials and Cyber Essentials Plus accredited.

Data Back-Up and Restoration

Case Manager includes automatic, continuous offsite backups with a resilient infrastructure and a disaster recovery environment.

We guarantee system availability at 99.5%.

Case Manager offers a 1 hour recovery point objective and 4 hour recovery time objective i.e. in the case of an adverse event affecting application availability or data integrity, the system will lose no more than 1 hour worth of data from immediately prior to the event and will be restored to operation within 4 hours of the event occurring.

The following describes the measures currently taken to satisfy these requirements. IIZUKA reserves the right to modify these measures as it sees fit, without the need to consult with customers, providing the updated measures support the above objectives.

Geo-redundancy: At least 2 copies of all persistent customer data will be retained in geographically separate data centres within the same hosting region. Under normal circumstances data is replicated from the primary source to the backup within 5 minutes. The primary database can be restored to any point in the period from the last 30 days to within a minimum of 1 hour of the event.

High Availability server configuration: The system is able to survive the failure of a single component without adversely affecting the availability or integrity of the data through the use of multiple instances of that component spread across multiple geographically separate data centres.

Self-healing resources: The system can identify degraded resources and automatically replace them without human intervention.

Cold-standby server configuration: For system components that are unable to support high availability, a pre-configured standby server in an alternate data centre can be brought online rapidly in the event of failure.

Infrastructure As Code: The entire hosting configuration is described as executable code which can be used to rapidly rebuild all or part of the hosting environment in the event of failure with minimal human input.

Testing: Components of the hosting environment are routinely created/restored, configured, destroyed and tested as part of normal operation of the environment satisfying all requirements for BC/DR testing.

Business continuity statement/plan

IIZUKA plans for continuity in the event of unplanned disruption to the business to ensure all SLAs and contractual requirements continue to be met.

- The plans provide for an equivalent level of information security for affected assets during a business continuity event as during normal operation.
- As part of any external agreement, service providers are required to provide adequate continuity arrangements.
- Testing and maintenance of the business continuity plan takes place in accordance with our internal policies.
- We have fully documented and tested business continuity plans, which are summarised in information provided to customers to provide confidence in our ability to mitigate disasters and significant incidents.
- It is a requirement of our Change Request Process that changes to business processes, assets and systems should be reflected in the business continuity plans. Specifically, changes to personnel, addresses or telephone numbers, locations, equipment, systems, facilities, contracts or key customers, must be incorporated into updated versions of the business continuity plan as required.
- Changes in business strategy, legislation, and risk (either financial or operational) are notified to the Infrastructure Manager by the Head of IT as and when they occur, and the business continuity plans – and their test program – are updated to take account of these changes. This updating might require a new risk assessment.

Procedure

- Each of the critical outward and inward facing business processes is identified and listed, in order of criticality, in IIZUKA's Business Continuity Plan.
- The risk assessment procedure is applied to identify the risks to these business-critical processes.
- Possible business continuity impacts are identified for each of the risks and these possible impacts assessed, taking into account time aspects, scale of damage and period of time required for recovery.
- IIZUKA will then prioritise its business continuity planning activities in the light of the assessment of risks, tackling first those risks whose significance is considered greatest.
- IIZUKA's Business Continuity Plan is drafted by the Infrastructure Manager and reflects considered plans from all teams that ensure business continuity in the event of any of the occurrences identified in the risk assessment process.

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- The critical information assets that are involved in each process are identified and cross-referenced to the asset registers.
 - Employees are assigned responsibilities for the restoration of service in the event of a continuity event, are trained in their roles, and are involved in testing of the plans.

A more detailed plan can be provided to the buyer on request.

Privacy by Design

GDPR

Confidentiality, Integrity and Availability

Following the principle of data protection by design, IIZUKA Case Manager is designed to include comprehensive, class-leading confidentiality, integrity and availability features from the ground up.

All application network traffic transmitted over untrusted networks is encrypted using TLSv1.2+ or IPSEC, configured to current industry recommendations for key and cipher strength.

All network traffic is restricted to those ports and protocols required for the correct operation of the system and monitored by an intrusion detection system for signs of malicious activity. All user traffic passes through a web application firewall / DDoS mitigation service.

Customer data is encrypted at rest using AES.

All data processing activities take place in ISO27001 certified facilities with robust physical and environmental security.

All application data is continuously replicated across multiple geographically separated hosting facilities to ensure continuity in the event of significant disruption to one facility. Our Recovery Time Objective is 4 hours and our Recovery Point Objective is 90 minutes. Our backup restoration process is automatically tested monthly to ensure we can meet this. Backups are retained for 30 days.

Within the application, a comprehensive configurable RBAC and record level data security model enforces the need-to-know principle between users.

Case Manager supports single sign on through standards compliant mechanisms with a range of identity providers including Google Workspace and Microsoft Entra ID.

Lawful Basis For Processing

IIZUKA processes your personal data under contract. Only data directly entered by the customer, by IIZUKA support staff under the direction of the customer, or required to ensure the security of the platform (under the 'legitimate need' basis) will be stored.

All customer data is destroyed upon contract termination and is not shared with any third parties except for those sub-contractors directly responsible, under contract, for hosting the application.

Individual Rights

Case Manager provides a flexible case action and metadata system for client and case records that allows modelling of client consent and other data protection rights and restrictions in line with the customer organisation's internal standards.

Authorised users have access to record deletion functions, which allow compliance with individuals' rights to erasure, where applicable, and the fully configurable and automatic data expiry features allow historical data to be removed in line with the customer's data retention policies.

Configurable reports allow client and case history to be extracted in a variety of formats to satisfy data portability and disclosure requirements. At the end of contract, the entire database can be provided in a standard machine-readable format for input into an alternative system.

Transfers Outside EU

Application data processing and storage is primarily located within the UK however some supporting functions may be remotely performed from outside of the EU. In these cases, written data processing agreements exist that meet the requirements of the GDPR with respect to transfers outside of the EU.

Data Processing Auditing

The application maintains a searchable, filterable audit trail of all data manipulation performed by users allowing all actions to be attributable.

Certifications

IIZUKA maintains independently audited certifications in several standards that demonstrate our commitment to the development and operation of a secure service. Our Quality and Information Security Management System ensures our compliance with ISO 27001 and 9001 and describes our organisational policies, procedures and controls around data security including physical security, secure development practices and security vetting of employees. Both of these standards require us to implement a process for continual monitoring and improvement of our security and quality.

We also hold the Cyber Essentials Plus certification which shows that we have the controls in place to detect and prevent the most common cyber attacks against our infrastructure.

At least annually, a penetration test is performed against our application by a CREST certified organisation to detect vulnerabilities that may be present. Automated penetration testing also continually operates to ensure that forthcoming new versions and updates do not introduce vulnerabilities.

3. USING THE SERVICE

Ordering and Invoicing

Customers interested in purchasing Case Manager should email info@iizuka.co.uk with a brief overview of their service and requirements. We will be happy to offer you a demonstration of Case Manager and answer any queries you may have about the system. We are also happy to provide references from existing customers, or put you in touch with customers with similar requirements who are happy to share their experiences.

Once the decision to purchase has been made, we will issue a work order, outlining the service to be provided and requesting information from you, such as the roleholder responsible for sign off and contact for invoicing.

Availability of Trial Service

Given that Case Manager is configured for your organisation, to reflect your internal processes and procedures, it is not possible to provide a trial version. However, we will provide detailed demonstrations of the software to satisfy potential customers that the software will fulfil their requirements.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

All customers are allocated an account manager who will liaise with them throughout the initial procurement and implementation process and subsequently throughout the life of the relationship. At a minimum, quarterly service management meetings will be held with each customer, although contact will be far more frequent during the implementation and launch phases.

Implementation

We understand that the process of change can be challenging and changing or introducing a new data management system is no exception. That's why, irrespective of the size of or complexity of your business, we have devised a project implementation process with the customer at its centre.

We'll spend time listening to you and understanding your business process from back to front and inside out. We invite all stakeholders to join in the process whether they are in the organisation, partners, third party organisations involved in the case management process or suppliers. We provide free access to collaborative applications so that we can keep channels of communication open and documentation accessible. This limits the risk of project drift and ensures that all activities and decisions are documented and trackable.

We'll jointly identify a project team which includes end users, champions/trainers, experts on your process, a single point of liaison/contact and representatives from the IIZUKA client services team, including a project lead.

We pride ourselves in building and maintaining rapport from the start. We'll try to avoid technical language where possible. We'll use a variety of communications

tools to deep dive into your systems and processes, such as structured workshops, video calls, one on one meetings etc.

We'll conduct detailed business analysis to break down and understand your workflow and activities. This is interpreted and translated into simple-to-follow illustrations so that all parties can see how your Case Manager product will be constructed.

We also offer early access to previews of the customer's configured solution to ensure meaningful understanding of the Case Manager approach. We'll make sure there's a fully supported testing period during which your team will experiment with your Case Manager solution and identify any gaps in the requirements and improvements to processes.

At IIZUKA, customer requirements feed product development so that each product customisation that we undertake ultimately improves Case Manager for existing and future customers.

Included in our pricing is detailed 'train the trainer' training and instruction so that you can cascade learning throughout your organisation. We find this works best, as training is usually a mix of technical training (ie how to use the software) and organisational training (ie how your organisation will use the software and any new/revised processes you have implemented as a result of choosing Case Manager). We can also work with you to provide in-system guidance and IIZUKA also has a knowledgebase, available online to all users. This contains training materials, as well as information about new features and updates.

Once we hit go-live, as with any change management, we will provide a hypercare period of extra support and monitoring to ensure the new solution works as expected and to resolve any issues that may arise.

Our approach extends to ongoing system evolution, and our post go-live product modification process fully upholds the listening, intuitive and collaborative values described above.

Deciding to implement Case Manager is much more than simply selecting a new data management system. It represents an opportunity to revisit or optimise your fundamental business approach alongside the objective and skilful input of experienced IIZUKA analysts and developers.

IIZUKA follows ITIL best practices for change management, asset management and incident and problem resolution.

Onboarding/offboarding

IIZUKA Case Manager is provided with full on-boarding and off-boarding services in accordance with ITIL best practice.

The processes cover service initiation/transition through to end-of-life and include:

1. Establishing/releasing relationships with key stakeholders

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2. Managing the handover of documentation, source code and other existing materials to and from appropriate parties
 3. Extracting and handing over data, business processes and information (both current and historic), creating, importing and exporting appropriate processes
 4. Verifying the operation of the build
 5. Agreeing management processes and procedures with stakeholders
 6. Verifying that the agreed arrangements are functioning before service start/exit
 7. Assistance with data migration/cleansing if required. Depending on the requirements, this may incur extra cost, charged at our consultancy rate.

When a customer elects to stop using the service IIZUKA will provide an export of all records in CSV format, with indexed zip files containing all attachment files. After confirmation of receipt of the data, IIZUKA will delete all copies of the data that it holds. The service provides mechanisms for the extraction of any data from the system in text, XML, HTML and CSV formats. Case Manager includes a wide range of other functions that can be used to extract data in different formats, both on demand on an automated schedule.

IIZUKA offers additional services for data migration. These can be discussed in advance of agreeing the contract and will be provided in accordance with the rates set out in the pricing document. We have developed a data migration tool, which makes it quicker and easier to migrate data into Case Manager from a wide range of sources. If required, we will also work with your existing supplier to ensure the seamless migration of your data.

Training

IIZUKA adopts a 'train the trainer' approach. As part of the contract, we will provide in person or online training to your trainers so that they can combine usage of Case Manager with your own operational guidance and cascade it to your users. We have a range of user guides that are freely accessible and we can provide further support to customers to produce their own training and instruction manuals at a cost set out in the pricing document. When new Case Manager features are introduced or other updates become available, we will provide videos and articles to describe the changes together with holding regular webinars to support customers on a wide variety of topics.

Implementation Plan

Our implementation process is described above. As part of your onboarding a detailed implementation plan will be developed with your team and agreed by all stakeholders.

Our standard implementation plan can be provided to the buyer on request.

Service Management

Service constraints/availability

IIZUKA will use commercially reasonable endeavours to make Case Manager available for the core business hours of 9am–5pm (or whatever core business hours have been contracted).

IIZUKA will endeavour to ensure that planned maintenance is undertaken within a core maintenance window agreed with the customer beforehand and that any unscheduled maintenance is performed outside of the agreed core business hours.

Case Manager has an ongoing product development road map which provides updates, bug fixes and improvements as well as new features. You will be notified of forthcoming new versions in advance and provided with knowledgebase articles that describe any new features. New features are controlled by feature flags, so you can decide if and when to enable them for your users. Updates are applied without downtime and are backward compatible with your existing configuration.

Service levels

The service includes customer support that covers the usage of the system and all matters relating to its availability. Support is provided via telephone and email between 9am and 5pm Monday to Friday, excluding English public holidays. Cover for all Severity level 1 incidents is included in the standard support service 24/7/365.

Our support service is designed to be fast and responsive and Case Manager has a maximum target response time of one second for all page load times. Availability of the service is targeted to exceed 99%.

The following service levels are standard for the provision of Case Manager:

Severity level	Definition	Response time	Resolution target (SSHs)	Examples
1	Failure of a business critical function	30 minutes	4	Main business use disruption (eg. unable to process cases or run a report) Apparent loss of business critical data
2	Defect in high usage function	30 minutes	16	Functional error preventing use of a specific screen within a case (eg. unable to record notes)
3	Defect in low usage function	30 minutes	40	Search returning incorrect results Failure to send reminder emails

Severity level	Definition	Response time	Resolution target (SSHs)	Examples
4	Non-functional defect	30 minutes	By agreement	Inconsistent sorting Unintended process outcome Typographical or layout error

Where a customer requires service levels which are different to these standard terms, this can be negotiated prior to an order being placed.

Outage and Maintenance Management

Case Manager offers a 99.5% availability SLA, a 1 hour recovery point objective and a 4 hour recovery time objective i.e. in the case of an adverse event affecting application availability or data integrity, the system will lose no more than 1 hour worth of data from immediately prior to the event and will be restored to operation within 4 hours of the event occurring.

The following describes the measures currently taken to satisfy these requirements:

- **Geo-redundancy:** At least 2 copies of all persistent customer data will be retained in geographically separate data centres within the same hosting region.
- **Independent backups:** The primary data stores are continually backed up and can be restored to any point in the period from the last 30 days to within a minimum of 1 hour of the event. Backups are retained for 30 days and have a governance policy applied that ensures they cannot be deleted, even by administrative staff. Test restorations are performed monthly to ensure our RTO targets can be met.
- **High Availability server configuration:** The system is able to survive the failure of a single component without adversely affecting the availability or integrity of the data through the use of multiple instances of that component spread across multiple geographically separate data centres.
- **Self-healing resources:** The system can identify degraded resources and automatically replace them without human intervention.
- **Cold-standby server configuration:** For system components that are unable to support high availability, a pre-configured standby server in an alternate data centre can be brought online rapidly in the event of failure.
- **Infrastructure As Code (IaC):** The entire hosting configuration is declaratively described in code which can be used to rapidly rebuild all or part of the hosting environment in the event of failure with minimal human input.
- **Testing:** Components of the hosting environment are routinely created/restored, configured, destroyed and tested as part of normal operation of the environment satisfying all requirements for BC/DR testing.

The system has been engineered so that normal maintenance tasks and upgrades do not affect system availability through the use of clustering,

staggered rollouts, and blue/green deployments. Where there are exceptions to this, wherever possible the maintenance will be scheduled outside normal working hours and customers will be provided with sufficient notice.

The system is managed in full compliance with our ISO 9001 and 27001 accredited procedures.

The application service itself is described using infrastructure-as-code techniques which means that the environment is described formally in a configuration language and is stored under a version control system to track changes. The configuration is then applied to the test and production environments using automated processes. This ensures that all environments remain representative and any configuration drift is rapidly identified and corrected.

Internal application logs and metrics are routed into a central log aggregation and analysis tool with dynamic reporting and graphing for visualisation of application activity and to aid in availability monitoring, capacity management, and the investigation of application faults or suspicious activity.

Financial Recompense Model for not Meeting Service Levels

If IIZUKA fails to meet the guarantee stated in the SLA, you are entitled to a credit in the amount of five per cent (5%) of your monthly recurring fee per half hour of downtime (after the initial four (4) hours of SLA downtime) for the affected service, up to one hundred per cent (100%) of the monthly recurring fee for the service for any calendar month.

4. PROVISION OF THE SERVICE

Customer Responsibilities

You shall provide IIZUKA with:

all necessary cooperation in relation to a Subscription Agreement; and

all necessary access to such information as may be required by IIZUKA;

in order to provide the Services, including but not limited to Customer Data, security access information and configuration services;

without affecting its other obligations under a Subscription Agreement, comply with all applicable laws and regulations with respect to its activities under a Subscription Agreement;

obtain and shall maintain all necessary licences, consents and permissions necessary for IIZUKA, its contractors and agents to perform their obligations under a Subscription Agreement, including without limitation the Services;

ensure that its network and systems comply with the relevant specifications provided by IIZUKA from time to time; and

be, to the extent permitted by law and except as otherwise expressly provided, solely responsible for procuring, maintaining and securing its network connections and telecommunications links from its systems to IIZUKA's data centres, and all problems, conditions, delays, delivery failures and all other loss or damage arising from or relating to your network connections or telecommunications links or caused by the internet.

You acknowledge and undertake that you shall ensure that the maximum number of Users that you authorise to access and use the Services shall not exceed the number of Subscriptions that you have purchased.

You acknowledge and undertake that you will not allow any Subscription to be used by more than one individual User unless such Subscription has been reassigned in its entirety to another individual User, in which case the prior authorised User shall no longer have any right to access the Service.

You agree and undertake that you will not, nor will you permit a third party to, translate, reverse compile or recompile, disassemble, reverse-engineer or otherwise reduce to human readable form all or any part of the Software. You agree not to access all or any part of the Services in order to create or build a product or service which competes with the Services.

You agree to use all reasonable endeavours to prevent unauthorised access to or use of the Services. You agree not to access, store, distribute or transmit any Viruses or any material during your use of the Services that is unlawful, harmful, threatening, defamatory, obscene, infringing, harassing or offensive or otherwise facilitates illegal activity or is otherwise illegal or causes damage or injury to person or property. We reserve the right, without liability, to disable your access to such materials and/or the Service where, in our sole opinion, you have breached this clause.

You agree and undertake not to sell, sublicense rent, lease, distribute, market or commercialise the Software or your Subscription.

You agree and undertake not to remove any identification, proprietary, copyright or other notices in the Software or any documentation or to publicly disseminate performance information about or analysis of the Software or your Subscription to the Services.

You agree and undertake that you shall not use the Services in any manner which may result in the infringement of any third party's IPRs, or in any other manner incompatible with the intended purpose of the Services.

You agree to ensure that all User identities and passwords are stored and used in a secure manner and cannot be accessed or used by third parties. You shall be liable for any unauthorised use of the Services. Where you suspect that any unauthorised person has become aware of a User identity and/or password, you shall immediately notify us and also change such User identity and/or password. You shall be liable for all losses or damages incurred by us where an unauthorised person has become aware of a User identity and/or password.

You shall have sole responsibility for the legality, reliability, integrity, accuracy and quality of all Customer Data.

IIZUKA shall not be liable for any loss or damage arising from your failure to comply, howsoever arising, with the obligations outlined in this clause.

You agree that you will notify us timeously of any suspected or actual breach of this clause. If there are any obligations the Customer needs to be aware of, define here, specifically consider cutting and pasting any contractual obligations in terms of responsibilities.

Technical Requirements and Client-Side Requirements

Case Manager works on any internet-capable device with the latest versions of all major web browsers.

You will be required to provide personnel to work with IIZUKA on your implementation and superusers who will be fully-trained on Case Manager in order to train your users. The numbers of these personnel will be driven by the size of your implementation and, where different teams or departments within an organisation will be using the system, we recommend identifying at least one Case Manager administrator in each separate department.

Development life cycle of the solution

Each planned development follows an analysis, design & specification, development, test, deploy lifecycle. Each element of development is managed through an agile process, which is visualised through kanban and feeds into our continuous integration pipeline, which assembles builds and runs automated testing. Problem and incident resolution follow ITIL best practices with updates and bug fixes feeding into the main product development lifecycle.

Our project implementation approach is both agile and responsive. This means that we work flexibly and in an iterative manner and not necessarily rigidly through a preset sequence of fixed phases. Implementation of Case Manager (CM) for customers requires only configuration and no coding or development, which means that our iterations, which roughly equate to "sprints" in Scrum terminology, can be delivered directly through the configuration of the software itself, through its inbuilt administration tools.

Our agile approach centres around the use of Kanban boards which provide visualisations of requirements, user stories, configuration changes, defects, decisions and questions, with the details, ownership, priority, status and progression of each clearly displayed. These are interactive and their collaborative use with the customer enables the project team to plan each iteration, progress each item and document decisions, sign offs and outcomes.

We utilise tailored Kanban boards for each specific stage of the configuration process. We use these to capture the project team's collective understanding of system requirements discussed in structured workshops. IIZUKA facilitates

these workshops aligned to a series of themes such as Case Workflow, Custom Fields and Dashboards etc. We embrace a solution-focussed approach and work in partnership with project members to arrive at mutually agreed outcomes. Using Kanban structured communication, these configuration items are routinely released, tested, discussed, reviewed and rereleased as per our iterative development and deployment cycles, or Sprints. The ability to quickly update the Case Manager configuration in real-time in an operational system means that business users can see the impact of configuration changes immediately, whether this is within a workshop or when accessing the system themselves.

After-sales Account Management

All customers are allocated an Account Manager who will act as a main point of contact. Throughout the implementation process, a project team comprising representatives from IIZUKA and the customer will be the main vehicle to communicate with the client, with the use of online collaborative applications to track the project and share information.

Once Case Manager has been fully implemented and the customer is operating it at a 'business as usual' level, communication will be focused on quarterly update meetings, with ad-hoc communication as required. Update meetings will discuss any configuration or development needs, as well as checking customer satisfaction and outlining the product roadmap.

IIZUKA also communicates regularly with all customers outlining any developments and updates.

Where new features are introduced, or changes such as UI developments are planned, IIZUKA produces videos and knowledgebase articles to communicate the changes. Webinars are also used to provide an extra layer of support on issues which apply to the whole customer base.

Termination Process

Your subscription to use the Services shall continue for the duration of the Subscription Period. Charges are invoiced annually in advance.

If a customer wishes to terminate the service, they must provide thirty days' notice of cancellation in writing to IIZUKA at the address set out in the Order Form.

IIZUKA shall be entitled to terminate the Subscription Agreement by giving you not less than thirty (30) days' notice in writing prior to the Renewal Date.

Without affecting any other right or remedy available to us, we may terminate this Subscription Agreement with immediate effect by giving written notice to you if:

- you fail to pay any amount due under the contract on the Due Date for payment and such payment remains in default 14 days after being notified in writing of such default; and/or
- you breach any third-party terms or we breach any third-party terms and such breach by us is attributable to, either in whole or in part, directly

or indirectly, an act or omission of you, or your employees, agents, representatives or other third parties who are acting on your instruction.

Without affecting any other right or remedy available to it, either party may terminate this Subscription Agreement with immediate effect by giving written notice to the other party if:

- the other party commits a material breach of any term of this Subscription Agreement, and such a breach is irremediable or if such breach is remediable, the party in breach fails to remedy that breach within a period of 30 days after being notified in writing to do so;
- the other party repeatedly breaches any of the terms of this Subscription Agreement in such a manner as to reasonably justify, in the opinion of the non-breaching party, that its conduct is inconsistent with it having the intention or ability to give effect to the terms of this Subscription Agreement.
- the other party takes any step or action in connection with its entering administration, provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business or, if the step or action is taken in another jurisdiction, in connection with any analogous procedure in the relevant jurisdiction;
- the other party suspends, or threatens to suspend, or ceases or threatens to cease to carry on all or a substantial part of its business; or
- the other party's financial position deteriorates to such an extent that in the terminating party's reasonable opinion the other party's capability to adequately fulfil its obligations under the Subscription Agreement has been placed in jeopardy.

On termination of a contract for any reason the parties agree that all licences granted under the agreement or otherwise entered into by the parties in relation to the Software and the Services shall immediately terminate; and each party shall return and make no further use of any equipment, property, documentation and other items (and all copies of them) belonging to the other party.

Upon termination, we may destroy or otherwise dispose of any of your Customer Data (expressly excluding User Personal Data) in our possession unless we receive, no later than ten (10) days after the effective date of the termination of this Subscription Agreement, a written request for the delivery to you of the then most recent back-up of your Customer Data (expressly excluding User Personal Data). We shall use reasonable commercial endeavours to deliver the back-up to you within thirty (30) days of its receipt of such a written request, provided that you have, at that time, paid all fees and charges outstanding at and resulting from termination (whether or not due at the date of termination). You shall pay all reasonable expenses incurred by us in returning or disposing of your Customer Data (expressly excluding User Personal Data).

Any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination, including the right to claim damages in respect of any breach of the agreement which existed at or before the date of termination shall not be affected or prejudiced by the event of termination.

The customer acknowledges that it has purchased the Services for the Minimum Period and any Renewal Term(s), as defined in the Certificate or Order Summary.

5. OUR EXPERIENCE

Case Studies

We have provided Case Manager to a wide range of Government, local government, legal teams and regulatory bodies including:

- Foreign, Commonwealth and Development Office – global consular casework and the legalisation team
- MNSI – Maternity and newborn safety investigations
- Care Quality Commission
- Lancashire Constabulary
- Many local authorities including Durham, Liverpool, Swansea, Lambeth, Buckinghamshire
- Department of Health Honours
- National Guardians office
- Health Services Safety Investigations Body (HSSIB)

We've included one of our case studies as an example of a complex system implemented in a Government department: The Foreign, Commonwealth and Development Office (FCDO):

The issues

The FCDO manages tens of thousands of incidents across the world every year, from lost passports and travel documents to more involved difficulties and issues faced by UK citizens travelling, living or working abroad, including hospitalisation, arrest, being a victim of crime and even death overseas. These incidents are managed by a combination of staff in embassies and consulates around the world working with their counterparts in the FCDO in London.

They needed a casework system which would work reliably and securely, across the globe via the internet, including in countries with limited infrastructure. The system also needed to integrate and communicate with other Consular systems, such as that which produces Emergency Travel Documents, as well as with new online Consular services and systems managed by other Government Departments.

Government procures its cloud-based software services through G-Cloud, a system which ensures that potential contractors meet stringent criteria. IIZUKA is an accredited G-cloud supplier and holds ISO27001 and ISO9001, demonstrating

that it meets strict information security and quality standards. Even so, the company had to undergo a stringent risk assessment to satisfy Government requirements.

The Solution: Case Manager

IIZUKA successfully tendered for the FCDO contract, in line with the Government's corporate procurement process. Following contractual agreement, IIZUKA worked with a Business Team at the FCDO to analyse their requirements and configure the Case Manager system to their needs. This would be the first cloud-hosted Central Government Case Management system.

The project was challenging. The team needed to operate at an international level, with workshops arranged to cope with different time zones. IIZUKA also needed to migrate large amounts of complex data within tight timescales. The system needed to be extremely reliable, with an availability rate of 99.5% and support needed to be available 24/7/365 for any critical incidents.

Client feedback

"We received interest in the project from some of the biggest providers in the market, but we were impressed with how IIZUKA took the time to understand our business and engage with us from the earliest stages of the tender process. It was clear that they had a product which could meet our needs and would take a collaborative, flexible and personalised approach."

"IIZUKA worked with our team to ensure the system we have implemented does what we need it to do, while retaining security and reliability and enabling more structured case handling. Global rollout to over 200 locations without service interruption from 9 months start is impressive, particularly given the challenges of working with a small company. We have seen efficiency benefits from being able to integrate the system with other Consular IT and our new online services."

Other benefits of the system include access to real time data capture, role-based access control system to protect sensitive data; unique dashboards which provide key performance data in real-time and the ability to manage, co-ordinate and track incidents across the globe from their London office.

The FCDO Project Manager added:

"The implementation process was smooth and professional and the team at IIZUKA were agile and responsive when requirements changed, although we did learn that we still need to stick to requirements or we risked building over complexity. Through the bespoke e-learning system which IIZUKA designed for us we trained nearly 800 users quickly and thoroughly in preparation for deployment. We are very pleased with the support we continue to receive from the IIZUKA team."

Some of our Clients



Department
of Health &
Social Care



Health Services Safety
Investigations Body



Foreign, Commonwealth
& Development Office



Lancashire
Constabulary



Liverpool
City Council

Contact Details

If you have any further queries, please contact Kiran Johal on 0121 212 2030, or email info@iizuka.co.uk. We will be very happy to answer your questions and provide any further information required.