



Astun Clarity

Service Definition v15

Lot 2b: Software as a Service

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About Astun Technology

Astun Technology is the UK market leader for enterprise geospatial solutions built on Open Source foundations. Astun helps organisations to realise the power of geography whether managing assets and business processes or determining policy across the organisation and beyond.

Astun supports over 30 organisations in fulfilling their metadata obligations. Customers include the Scottish Government, Natural Resources Wales and Ordnance Survey.

Overview

Astun Clarity enables public sector organisations to deploy a custom cloud-based metadata service.

The solution provides both internal metadata maintenance and discovery services with a workflow for quality approval and subsequent publication of a subset of records to data.gov.uk, or any other standards-compliant portal. Multiple catalogs can be implemented, for internal-facing and external-facing metadata, with a workflow for publishing from one to the other with any post-processing that's required (such as stripping out personal information from public-facing records).

Astun Clarity is based on GeoNetwork, the leading open source standards-compliant metadata catalogue, which is used by the majority of the world's spatial data infrastructures.

Astun have developed a GEMINI 2.3 plugin for GeoNetwork, ensuring full support for UK metadata standards, helping you to produce compliant metadata first time.

Astun Clarity is comprised of four key elements:

- **Cloud Service Subscription** would typically include:
 - Hosting Services
 - Enterprise Grade Support
 - Hosted OS Base Mapping Service (Optional)
- **Project Management**
- **Implementation and Training** would typically include:
 - Design of the service
 - Setup and Configuration of the service
 - Training
- **Service Enhancements** would typically include:
 - Reconfiguration of the service
 - Enhancements to the service including the phased application of security fixes and new releases
 - Expert advisory services we supply directly or via standards committees

Project Management, Implementation, Training and Service Enhancements are provided in accordance with Astun Consultancy Services.

Service Features and Benefits

Service Features

- Gemini 2.3 and INSPIRE compliant service
- Automatic validation of metadata against schema
- Support for custom schemas
- QA and Approval for Publication workflows
- Serve metadata via an OGC CSW to the data.gov.uk portal
- Organisational and departmental hierarchy
- Separate internal and public metadata if required
- Internal and Public discovery services if required
- No need to implement any additional technology locally
- User-friendly web interface with embedded guidance for managing metadata
- Enterprise Grade Support

Service Benefits

- Custom cloud-based metadata service
- Uses GeoNetwork like most of the world's spatial data infrastructures
- Full support for UK GEMINI metadata standards
- Metadata Publishing provides full UK Location Programme compatibility
- Ensures that data is managed and discoverable across your organisation
- Provides real business value and business efficiency
- Multiple catalogs for both internal-facing and external-facing metadata if required
- Serve metadata to data.gov.uk or other standards compliant portals
- Automated Metadata Creation and Update, saving time and resources

Astun Clarity runs within the Astun Virtual Private Cloud with associated security and monitoring. Each instance comprises a separate “node” within GeoNetwork, with ring-fenced security access and a separate database (following [Cloud Security Principles](#)).

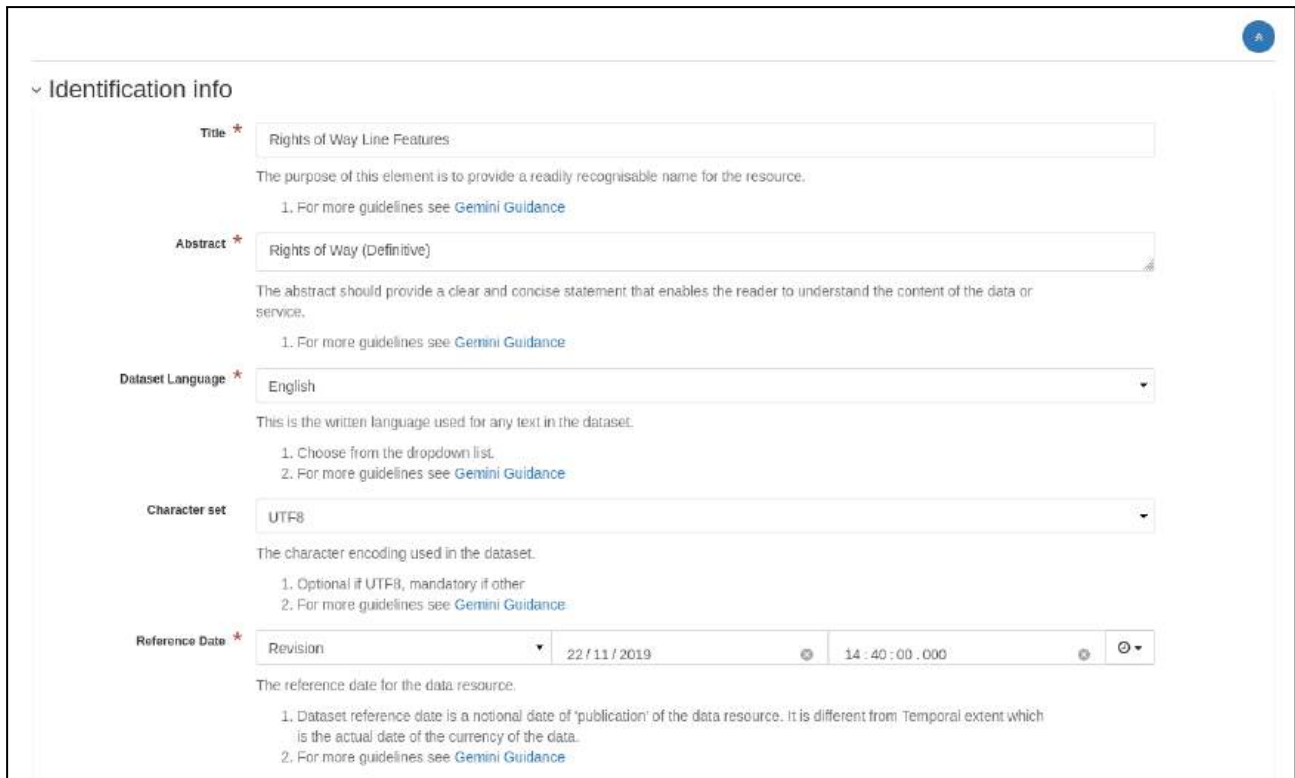
Enterprise Metadata Workflow

Creating and editing metadata records

Astun Clarity provides a user-friendly web interface for creating and editing records. It clearly shows the mandatory elements and provides a calendar-based approach for choosing date and time elements. A number of different creation and editing views are provided, from the “simple” view (shown in the screenshot) to the raw XML view. Custom views can be added on request.

Various helpers are provided, such as lookups and directories to aid data entry and ensure consistency. In the plugin for the UK Gemini 2.3 metadata standard, Astun have embedded links to online guidance within the editor to make it as easy as possible for

users to create high quality, valid metadata.



The screenshot shows the 'Identification info' section of the Astun Clarity metadata form. It includes fields for Title, Abstract, Dataset Language, Character set, and Reference Date, each with a description and a link to 'Gemini Guidance'.

Identification info

Title * Rights of Way Line Features
The purpose of this element is to provide a readily recognisable name for the resource.
1. For more guidelines see [Gemini Guidance](#)

Abstract * Rights of Way (Definitive)
The abstract should provide a clear and concise statement that enables the reader to understand the content of the data or service.
1. For more guidelines see [Gemini Guidance](#)

Dataset Language * English
This is the written language used for any text in the dataset.
1. Choose from the dropdown list.
2. For more guidelines see [Gemini Guidance](#)

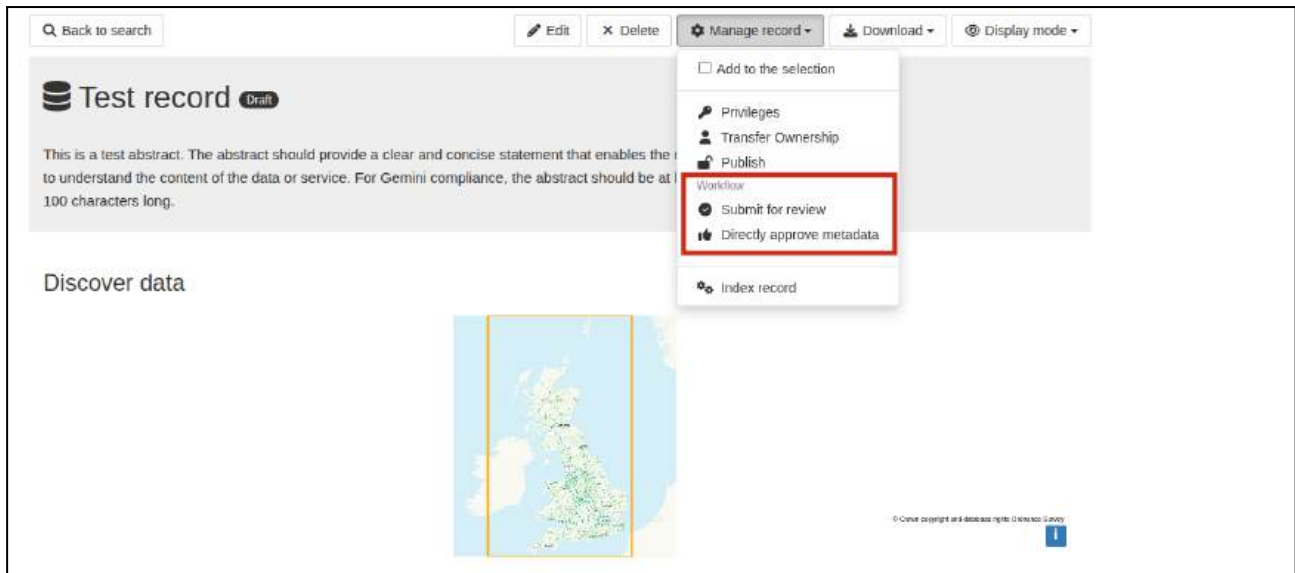
Character set UTF8
The character encoding used in the dataset.
1. Optional if UTF8, mandatory if other
2. For more guidelines see [Gemini Guidance](#)

Reference Date * Revision 22/11/2019 14:40:00.000
The reference date for the data resource.
1. Dataset reference date is a notional date of 'publication' of the data resource. It is different from Temporal extent which is the actual date of the currency of the data.
2. For more guidelines see [Gemini Guidance](#)

Astun Clarity - Identification Information

Quality assurance and approval for publication

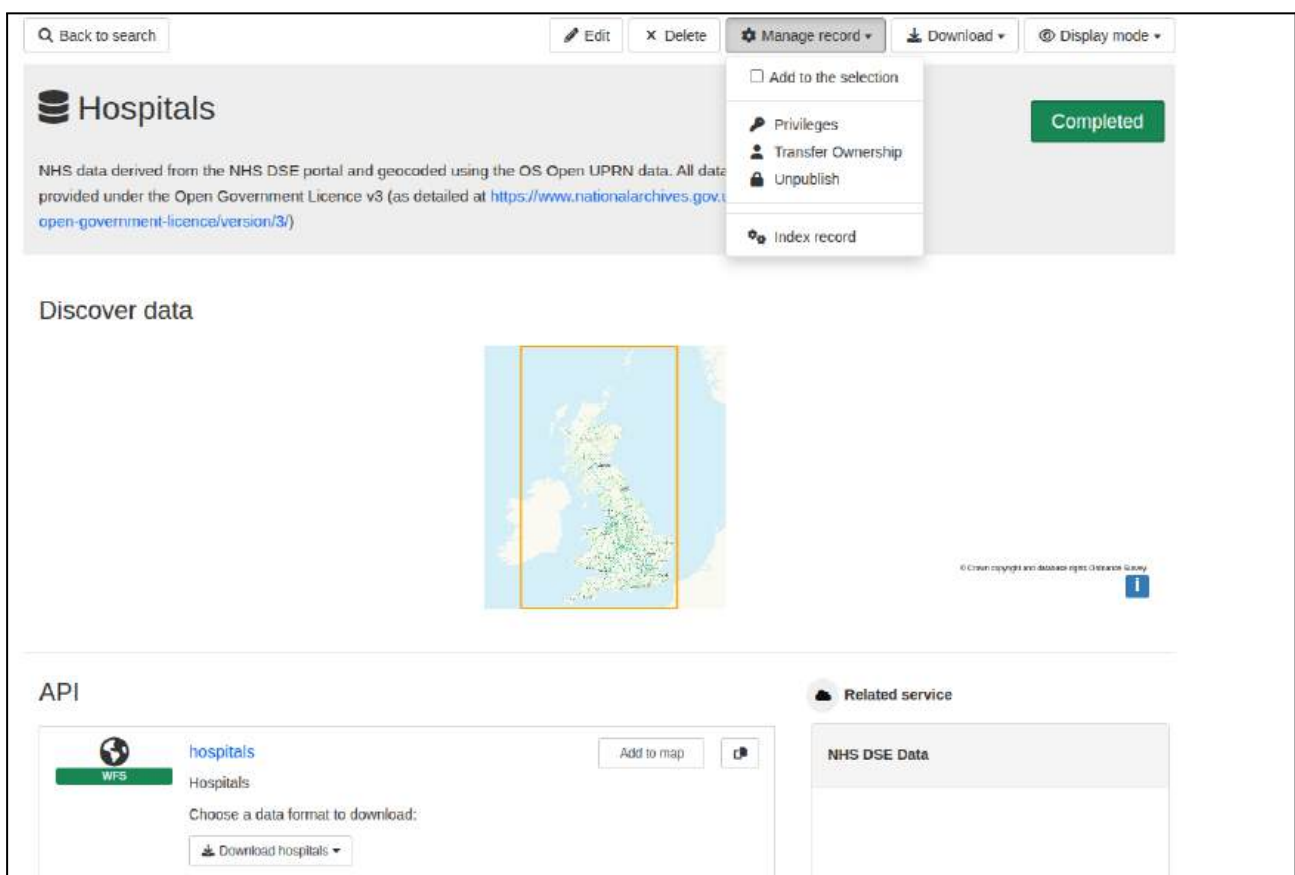
Astun Clarity provides a roles-based workflow for quality assurance. For each metadata group, a Content Reviewer must approve a record, ensuring that it validates against the appropriate schema. The process of approving or rejecting a record triggers an email to the record owner detailing the problem. The process of editing a record automatically revokes its published status, ensuring that any changes are again checked and approved by a Content Reviewer. Administrators have the ability to approve metadata directly.



Astun Clarity - Record Privileges

Publication

Astun Clarity provides a single-click button to publish a record once it has been approved by a Content Reviewer. This process automatically sets the privileges on the record to make it discoverable either by searching as a non-logged in user, or via the CSW endpoint. Similarly, there is a one-click button for revoking the published status of a record, ensuring it is no longer accessible via these methods.



*Astun Clarity - Manage Records***Discovery**

Records that are published via the workflow outlined above are then visible to non-logged in users of the metadata portal and to discovery services via the CSW endpoint. The CSW endpoint can then be used as a Discovery service and is used for publishing to data.gov.uk. Multiple CSW endpoints can be configured, to serve different publishing and discovery requirements such as Medin.

Typical Astun Clarity Service features

A detailed description of the key features of a typical Astun Clarity implementation and its metadata workflow follows below.

Metadata Editor and Validation

Astun Clarity supports the import of metadata records in a variety of formats as individual records, bulk imports, or harvests from other portals via Web Services (WMS/WFS/CSW) or other portals such as GeoNetwork or ArcGIS Online. XSL transformations can be included in the import process to transform the metadata to the correct profile, or to make other changes. The transformations provided are fully compliant with those used in the UK Location Metadata Editor and data.gov.uk. Additional transformations can be developed as required.

Astun Clarity can support the process of completing metadata records in the following ways:

- The use of metadata templates with as many fields completed as possible. Administrators can create multiple templates, for different use-cases, metadata profiles, or groups, and can copy existing records to use as templates.
- Fragments, or 'snippets of metadata' can be inserted into metadata records and can be reused across multiple records.
- Directories, such as for Contact information, can be set up, allowing the metadata creator/editor to search for an individual and automatically insert their contact details into the record.

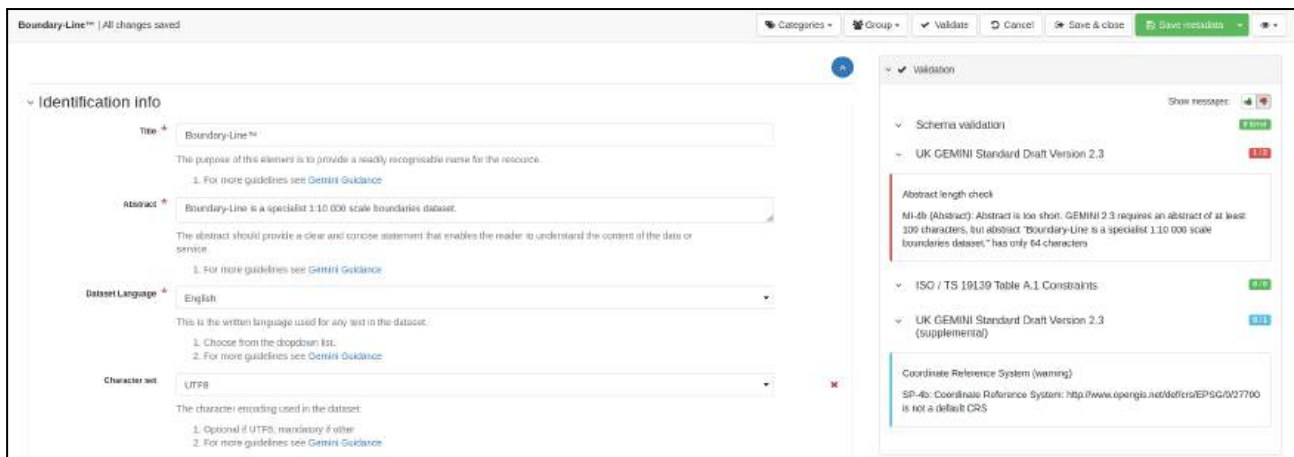
Harvesting and Bulk Importing

Records imported in bulk or from harvesting can be optionally validated as part of the import or harvest process. This element is configurable by administrators and can be changed for an individual import or harvest, as required. All records, including those imported individually into Astun Clarity or created within it can be validated as part of the editing process.

Records are validated against the following rule-sets, in accordance with UK Gemini 2.3 and data.gov.uk:

- ISO19139 XSD
- ISO19139 constraints schematron
- Gemini 2.3 schematron
- Gemini 2.3 supplemental schematron (this can be configured to be optional if strict compliance is not required)

Validation errors are clearly shown within the editing interface, and records that have failed validation are also highlighted in the administrative interface.



Boundary-Line™ | All changes saved

Identification info

Title * Boundary-Line™
The purpose of this element is to provide a readily recognisable name for the resource.
1. For more guidelines see [GEMINI Guidance](#)

Abstract * Boundary-Line is a specialist 1:10 000 scale boundaries dataset.
The abstract should provide a clear and concise statement that enables the reader to understand the content of the data or service.
1. For more guidelines see [GEMINI Guidance](#)

Dataset Language * English
This is the written language used for any text in the dataset.
1. Choose from the dropdown list.
2. For more guidelines see [GEMINI Guidance](#)

Character set * UTF8
The character encoding used in the dataset.
1. Optional if UTF8, mandatory if other.
2. For more guidelines see [GEMINI Guidance](#)

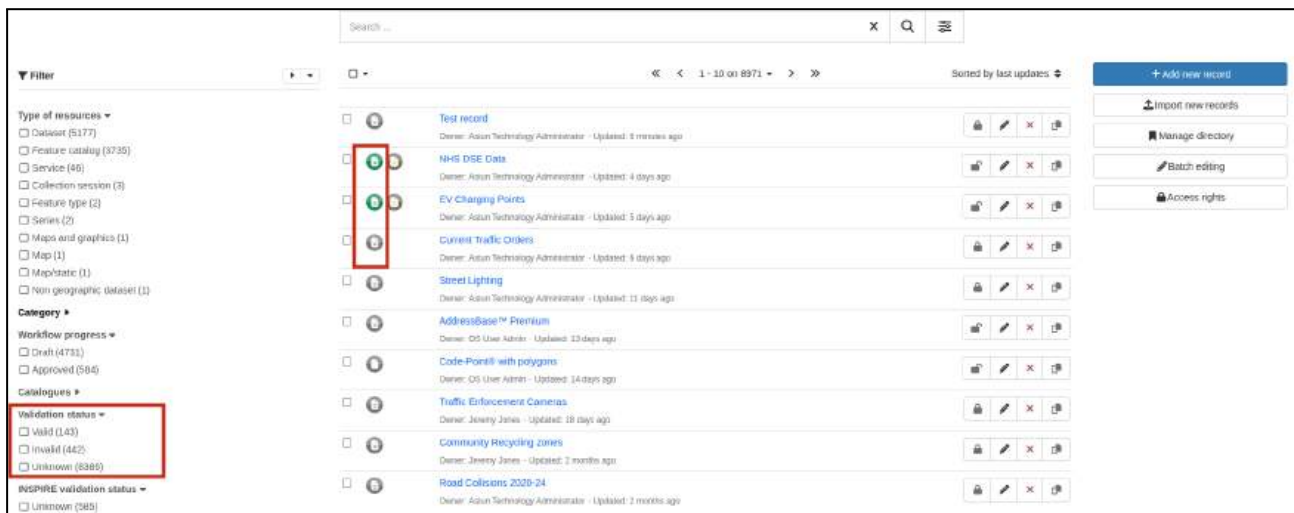
Validation

Schema validation
UK GEMINI Standard Draft Version 2.3

Abstract length check
MI-4b (Abstract): Abstract is too short. GEMINI 2.3 requires an abstract of at least 100 characters, but abstract "Boundary-Line is a specialist 1:10 000 scale boundaries dataset." has only 64 characters

ISO / TS 19139 Table A.1 Constraints
UK GEMINI Standard Draft Version 2.3 (supplemental)

Coordinate Reference System (warning)
SP-4b: Coordinate Reference System: <http://www.opengis.net/def/crs/EPSC/5/27700> is not a default CRS



Search ...

Filter

Type of resources

- ☐ Dataset (5177)
- ☐ Feature catalog (3735)
- ☐ Service (46)
- ☐ Collection version (3)
- ☐ Feature type (2)
- ☐ Series (2)
- ☐ Maps and graphics (1)
- ☐ Map (1)
- ☐ Map/scene (1)
- ☐ Non geographic Dataset (1)

Category

Workflow progress

- ☐ Draft (4731)
- ☐ Approved (584)

Catalogues

Validation status

- ☐ Valid (143)
- ☐ Invalid (442)
- ☐ Unknown (8385)

INSPIRE validation status

- ☐ Unknown (585)

Record	Owner	Updated	Actions
Test record	Owner: Astun Technology Administrator	Updated: 5 minutes ago	[Icons]
NHS DSE Data	Owner: Astun Technology Administrator	Updated: 4 days ago	[Icons]
EV Charging Points	Owner: Astun Technology Administrator	Updated: 5 days ago	[Icons]
Current traffic orders	Owner: Astun Technology Administrator	Updated: 5 days ago	[Icons]
Street Lighting	Owner: Astun Technology Administrator	Updated: 11 days ago	[Icons]
AddressBase™ Premium	Owner: OS User Admin	Updated: 13 days ago	[Icons]
Code-Point® with polygons	Owner: OS User Admin	Updated: 14 days ago	[Icons]
Traffic Enforcement Cameras	Owner: Jeremy Jones	Updated: 19 days ago	[Icons]
Community Recycling zones	Owner: Jeremy Jones	Updated: 2 months ago	[Icons]
Road Collisions 2020-24	Owner: Astun Technology Administrator	Updated: 2 months ago	[Icons]

Sorted by last updates

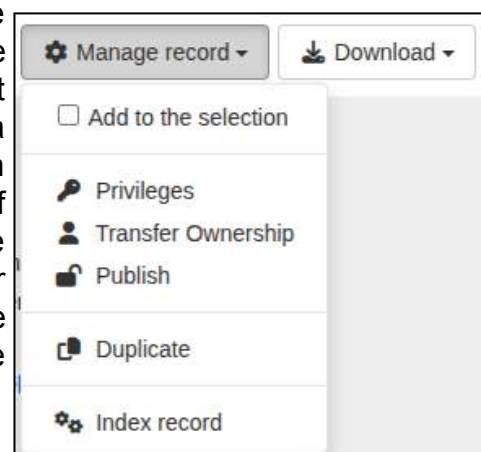
+ Add new record

- Import new records
- Manage directory
- Batch editing
- Access rights

Astun Clarity - Validation Filter

Publishing

Astun Clarity uses the concept of “status” to determine whether a record can be published. User roles are used to determine whether an individual has the right to publish a record or whether it must be approved by a Content Reviewer. Status changes trigger notification emails to Content Reviewers, allowing a final check of the record before publication. Users with the appropriate privileges can then publish the record, or indeed revoke its published status. Records can be downloaded in a number of formats and can be accessed by a permanent link with a persistent URL.



Manage record ▾

Download ▾

- ☐ Add to the selection
- Privileges
- Transfer Ownership
- Publish
- Duplicate
- Index record

Records that have been validated and marked as published are then viewable via the CSW endpoint for the catalogue. This endpoint is used as the harvesting source on data.gov.uk, which gathers the metadata via GetRecords and DescribeRecord calls. Furthermore the CSW endpoint can be used within other metadata discovery services,

such as in desktop GIS packages.

Discovery

Astun Clarity provides a choice of search and browse options to allow users to efficiently find any resource whether through category drill-down or a free form text search, the use of keywords or a geographic based search.

Records can include:

- Categories e.g. Boundaries, Lookups, Tables, Documents etc
- Records can be assigned to user-defined categories (see screenshot below)
- Key words or thematic groupings e.g. INSPIRE keywords, Census, Electoral, Employment etc
- Records can contain keywords, which can be INSPIRE/Gemini-compliant themes picked from an in-built thesaurus, from an online registry such as NERC for Medin, or user-defined
- A full description with images attached, previews of the dataset and text held whether included in the Title, Abstract or other metadata fields.
- One or more links to allow for the download of the data, in a variety of formats.

Browse - Category Based

Headings can be configured without restriction and therefore examples such as 'Boundaries', 'Lookups' or 'Latest products' can be created. These can also be applied as keywords so the filtering could be used within Textual or Geographic searches (Simple & Advanced below)

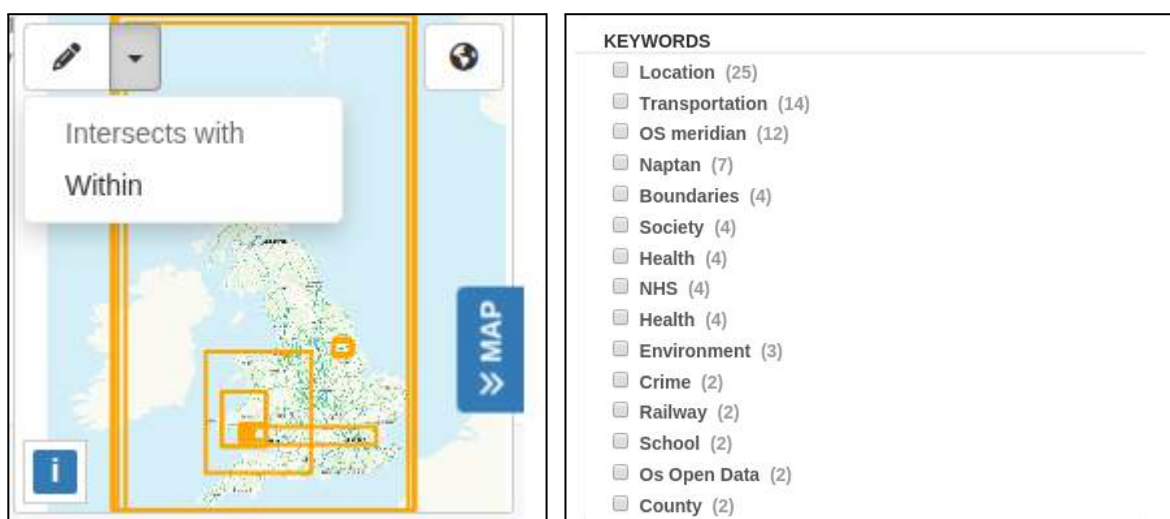
Astun Clarity supports a range of filtering options, based on user-configured categories, product type, year of publication, bounding box extent etc. Custom filters can also be created. Furthermore, simple and advanced search options are also available, for searching within the metadata, or for searching for records with particular ownership or status.

Search

The simple search option allows a quick way for a user to perform a textual, word-based search. This can be refined using the advanced search options using a temporal filter, or various textual search options, like searching in the titles only, or searching through a user's records only. This can be geographically refined by specifying a region on the search map, choosing whether your search should intersect or be contained within the area.



Astun Clarity - Advanced Search



Astun Clarity - Search & Multi Word Search

Multi Word Search

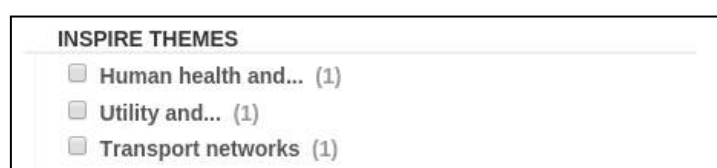
Multi word search will search for any dataset or record that has either word within it. Options are immediately available for specific searching on Title, Abstract or Keywords. As with the simple search a geographic constraint can be applied.

Further Search Options

The advanced search panel offers searching over a wide range of different metadata options, such as the contact for the resource, the data format, and the update frequency.

INSPIRE options

INSPIRE searches can be based on predefined Themes to help the user filter their results.



Astun Clarity - Themes

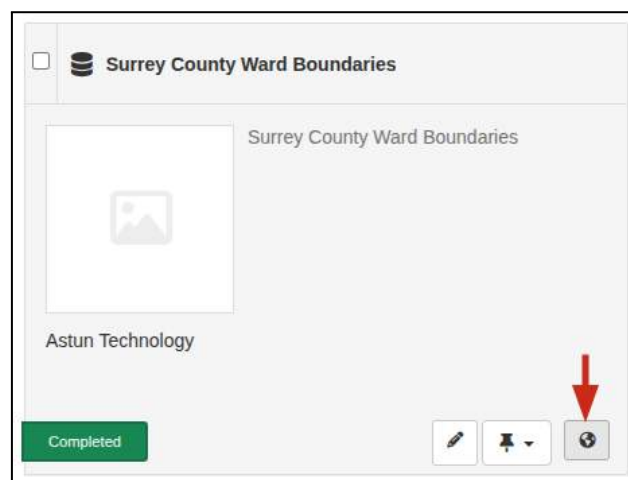
View Service

Astun Clarity includes a map viewer and provides the ability to perform spatial searches via the map. The service includes the provision of Ordnance Survey Premium base mapping via Astun Data Services subject to the provision of an Ordnance Survey licence authorisation by the client, alternatively OS OpenData can be used as a less detailed base map.

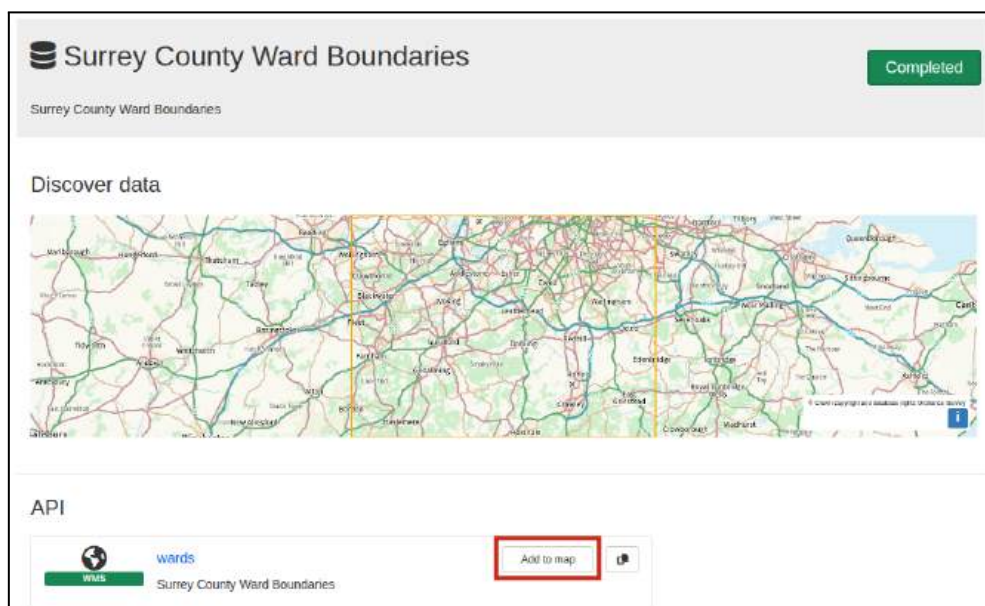
Viewing spatial datasets

The viewer has multiple options for adding a dataset to the map. From the main search page each dataset has an option to add it, and associated records to the map.

When a spatial dataset has been selected the user has the option to then add the dataset to the map viewer. When a search has been performed the user simply selects the "Add to Map" button to add to the map viewer.

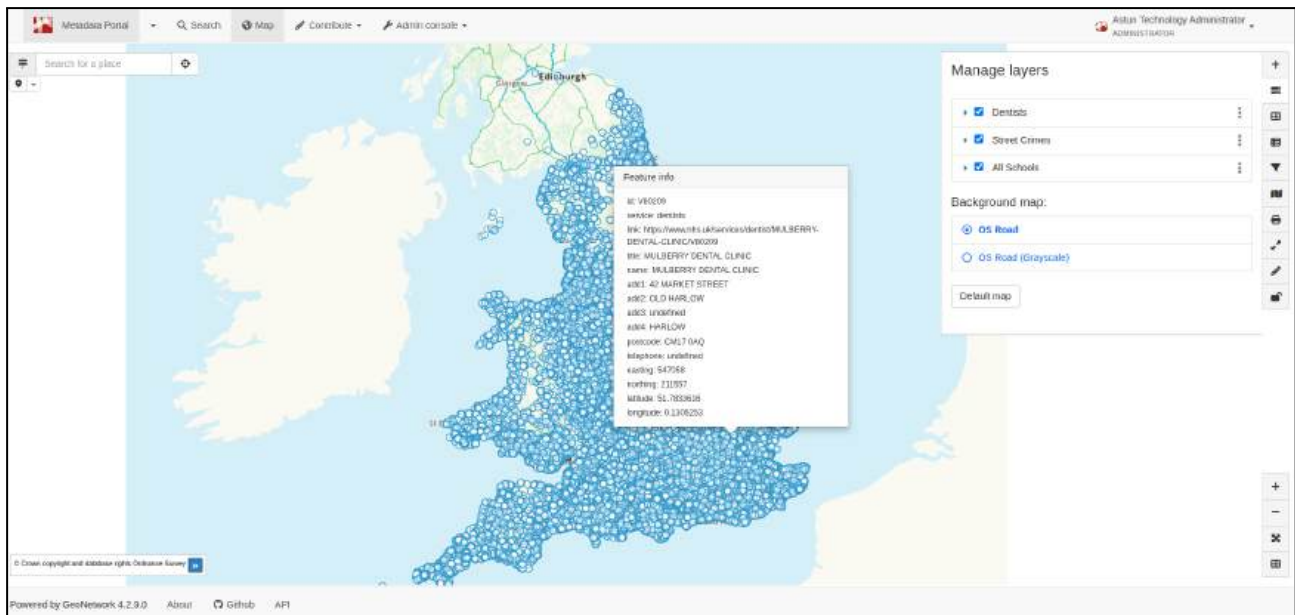


Astun Clarity - Add To Map



Astun Clarity - Record Page

From the main map page itself, multiple datasets and services can be added. Compatible resources (such as WFS) can be interrogated by clicking on features. There are options to save the map, print it, along with standard tools for geolocation, searching, annotations, zooming, panning, measuring, switching overlay and base layers.



Astun Clarity - Map WFS

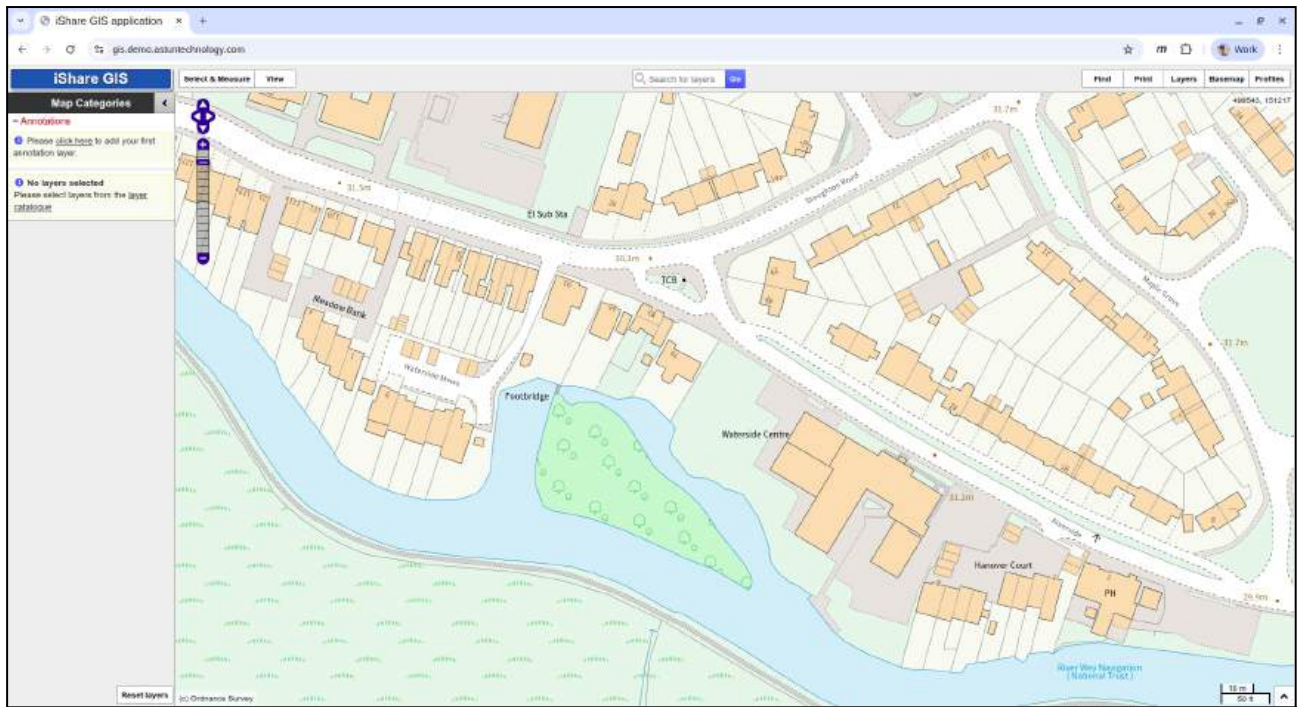
Contextual Mapping

Astun Data Services are included as part of our proposed service.

Base map data services include national cover of Ordnance Survey PSMA data (if licensed) and OS OpenData products. Maps are available as contemporary web cartography or in a black and white style and optionally watermarked with organisational logo when required.

For more information on ADS see: Astun Data Services - iShare in the Cloud Service Definition v15 - Lot 2b: Software as a Service.

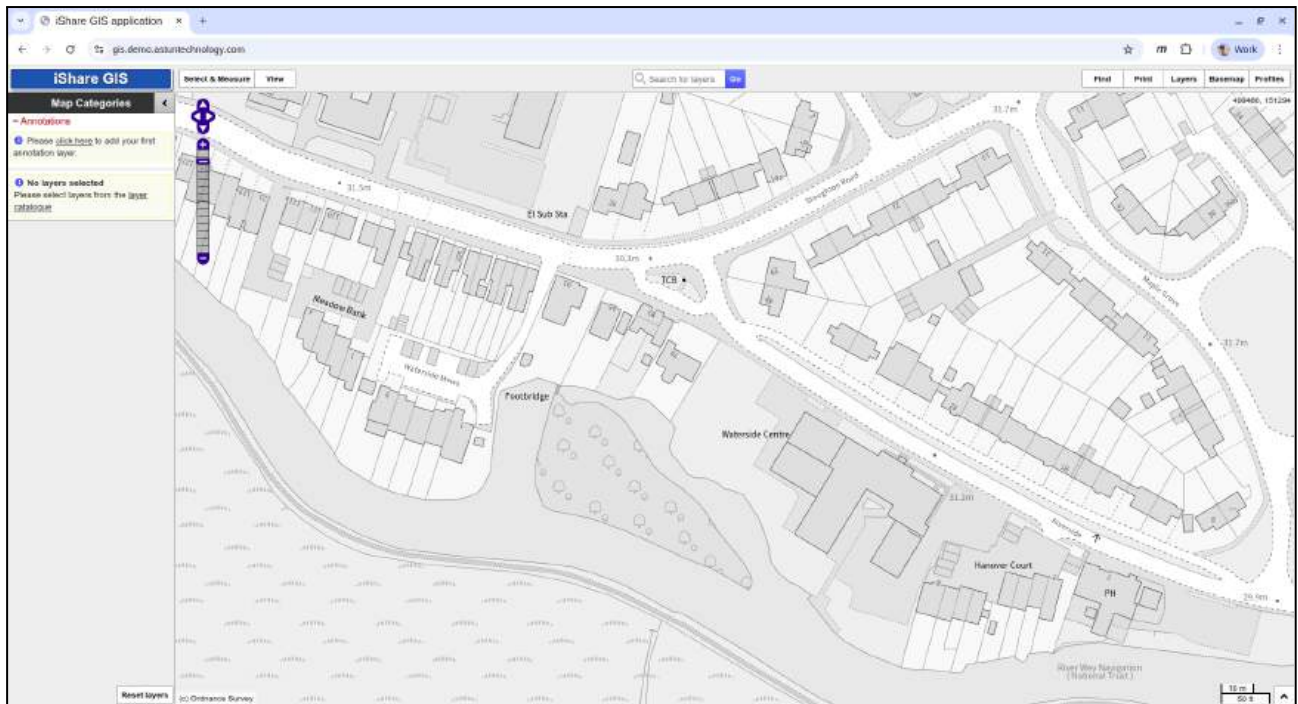
Please Note: Currently ADS is available in OSGB 1936 and WGS84.



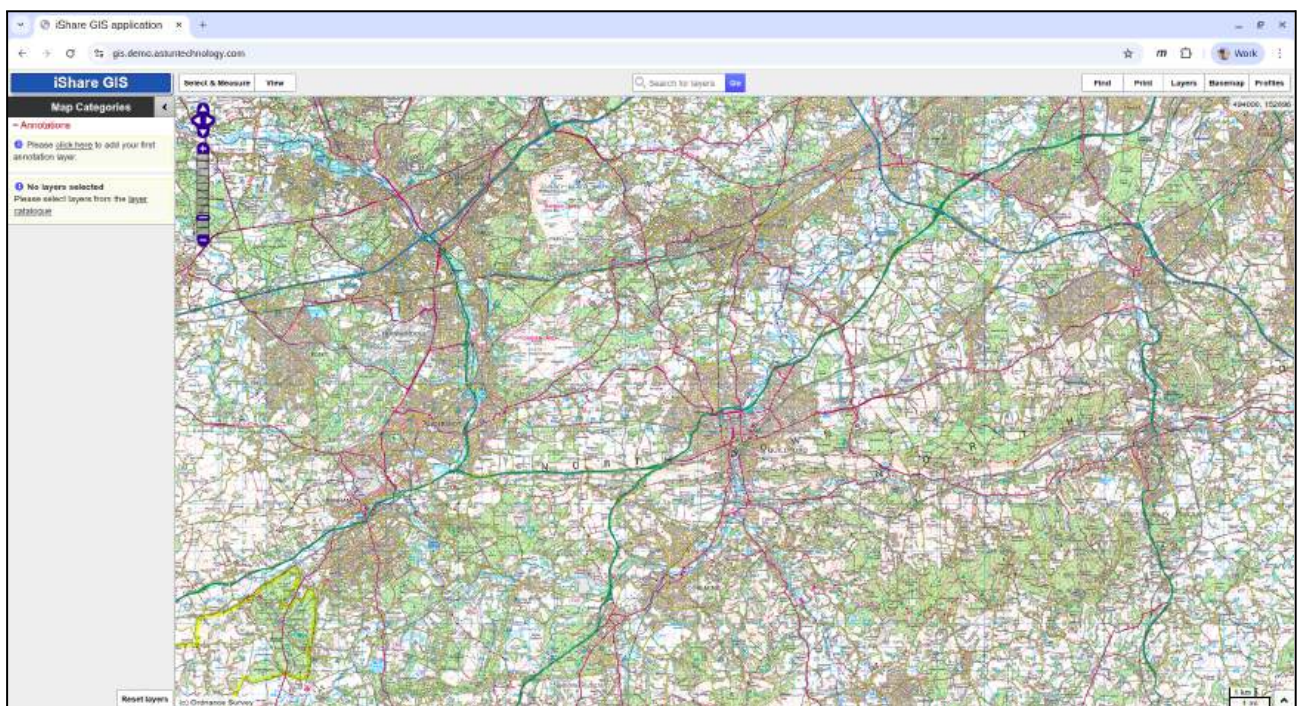
OS Maps API - Road



OS Maps API - Road Largescale



OS Maps API - Road Greyscale



OS Maps API - Leisure Smallscale

Transformation Service

Astun can provide support for standards-compliant data transformation, such as INSPIRE Phase 2.

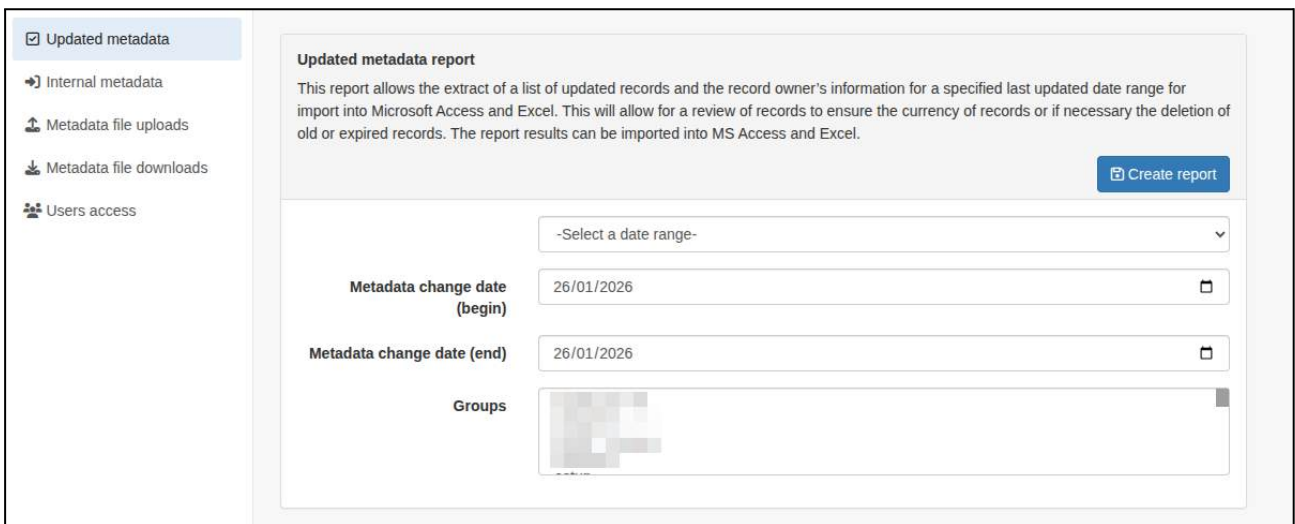
Reporting Tools

Astun Clarity includes reporting functionality as standard on content and search statistics. This provides administrators with the ability to download lists of records as csv, that relate to a set of preconfigured statistics. This includes the ability to filter records on a number of different parameters such as ownership, INSPIRE theme or status.

A range of statistics on searches carried out using the Astun Clarity User Interface can be found under Administration > Reports. These include searches by:

- User Access
- Record ownership
- Metadata Updates
- Metadata File Uploads

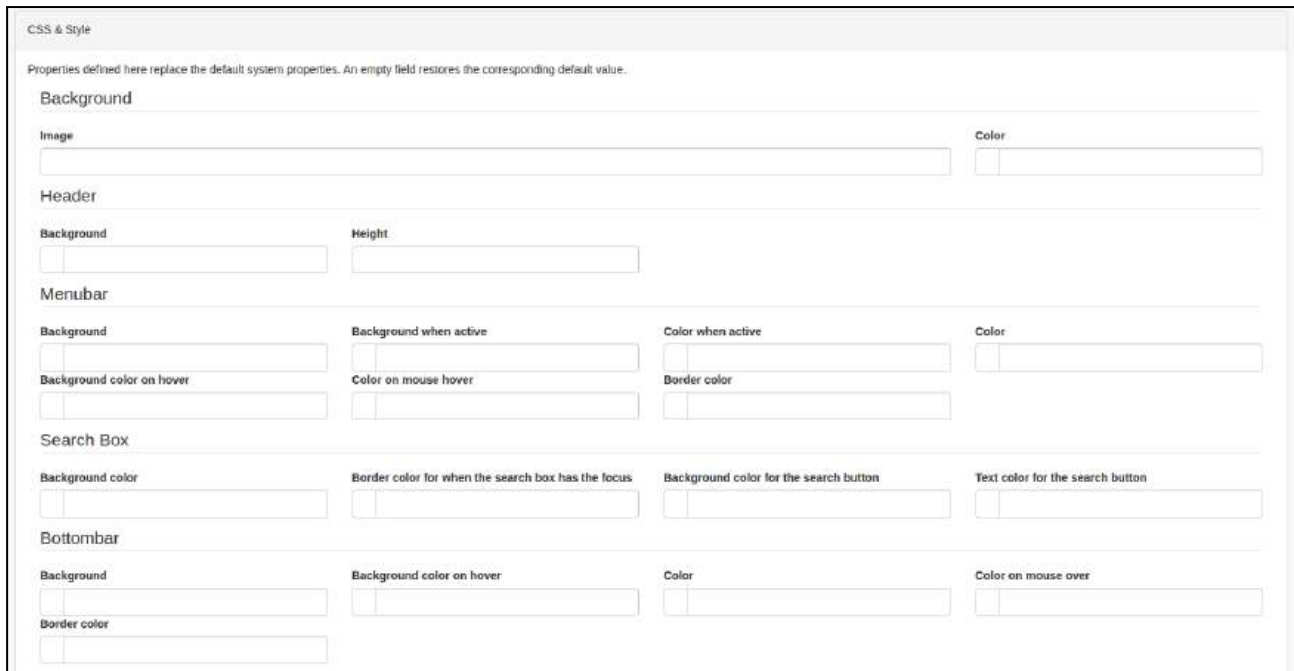
The reports can be filtered by time period and can be viewed online or provided in csv format.



Astun Clarity - Reports

Style and Accessibility

Basic styling can be applied by the administrators from the User Interface for convenience. Further custom styling can be implemented by Astun at a server-level. Astun led custom styling is chargeable using Call-Off Consultancy service days.



Astun Clarity - Custom Styling

Standards

OGC

Astun Clarity supports the delivery of data through web-service end-points. Some large files may also be available via direct URL / FTP download for convenience. Astun Clarity is built with OGC standard web services at its core. These include CSW - Catalog Service for the Web, WMS - Web Map Service, WFS - Web Feature Service, and the new ogc-api catalogue standard.

CSW will allow the querying of the metadata catalog directly as required, including sourcing data. The resulting XML will have all relevant attributes which would allow the user to locate a URL - whether WFS / WMS / FTP for data download.

Astun Clarity also supports WAF-based harvesting.

GEMINI

Astun Clarity is fully compliant with UK Gemini 2.3.

Validation

Schema and Schematron-based validation are implemented for data import and export, creation and editing. Custom validation error messages and schematron rules can be supplied to assist with the editing process, or to provide more fine-grained validation than that required by the standard(s).

Training

Astun provides training and documentation to support administrators and editors.

Typical administrator training comprises:

- A one-day training course for up to 6 administrative users that covers both metadata creation and maintenance and system administration
 - Metadata creation and maintenance
 - The publication workflow
 - Management of the solution
 - Management of users and departmental groups
 - Creation and management of categories and keywords
 - Standard reports

Alternative training configurations are available.

Cloud Services

Hosting Services

Astun Clarity is hosted on dedicated high-performance, scalable instances within the Astun Cloud currently hosted on the Amazon Web Services platform within the UK data centre.

Performance and availability

Astun Clarity services have pro-active alarms configured to notify Astun's cloud operations team of any incidents or trends which require action to ensure that high availability is maintained. Audit and system logs are used to generate reports providing usage and performance analysis. Astun analyse logs and alarms to understand usage trends and to adjust load balancing parameters as required.

Astun Clarity instances are proactively monitored in Astun's GeoHealthCheck dashboard.

Service management

The managed service will include:

- Test and live services
- Backup and failover
- Infrastructure management and upgrades
- Application updates
- 24 x 7 availability monitoring
- Performance monitoring and tuning
- Dedicated service manager

Service monitoring

Astun operates a set of monitoring services to notify our support team if any server metrics

indicate a potential failure (low disk space etc).

Availability Zone Redundancy

Full backups and redundancy at a server level would be maintained within a separate availability zone within the EU.

Enterprise Grade Support

The Annual Service Fee for Astun Clarity includes a support service managed via a central Service Desk through which support incidents are logged and call off support time requested.

Service desk

During core hours (9am to 5pm on weekdays), access to the Service Desk is available by phone, email and an on-line support portal; outside core hours (on a 24/7 basis), the Service Desk can be contacted by email and on-line support forum, with initial response being within core hours. For users working outside core hours, whilst initial response from Astun will be within core hours, assistance on specific support incidents can be arranged out of hours on an incident by incident basis.

Support Classification and Target Response Times

Incidents are classified based on their impact on the Customer's operational system. This severity classification determines the Support Ticket response. Astun ensures all application faults are classified as follows:

Severity Class	Definition	Assessment Timeframe
P1 – Emergency	Application problem resulting in serious loss or degradation of service or serious loss of functionality.	2 Hours
P2 – Urgent	Application problem that reduces system security or data integrity, or which represents a serious threat to service.	4 Hours
P3 – Non-urgent	Low-level applications or procedural problems requiring resolution in defined timescales.	5 Working Days

P4 – Low	Other low-level applications or procedural problems.	10 Working Days
-----------------	--	-----------------

- **Guaranteed Response:** Our guaranteed response time is under 2 hours for all ticket classifications
- **Assessment Timeframe:** This is the period in which a Consultant will be assigned to review and begin work on your ticket
- **Calculation:** The timings above are calculated within Astun Standard Business Hours, so far as reasonable and practicable, in response to Support Tickets raised

Incident management

Each incident logged via the Service Desk will be allocated a unique ticket number and a priority (based on business impact / need) determining target response time. Support is provided via 1st line, 2nd and 3rd line support.

- 1st line support comprises call logging, prioritisation, and basic advice / diagnostics based on consultation with Astun's Open Source knowledge base / FAQs etc. This would be based on copies of information (e.g. screenshots, error logs etc.) emailed to the support desk by the user.
- 2nd line support is provided by product experts, who would provide support by aiming to recreate / replicate problems, based on copies of data sent by users (via secure FTP). 2nd line support staff are also able to provide additional services via consultancy call off (e.g. write a script to bulk update records or a custom report).
- 3rd line support is provided by Astun developers, who have sufficient technical expertise to examine code, and liaise with the open source development community to diagnose complex issues and apply bug fixes if needed.

Support Conditions

Support conditions, support processes, the service level agreement and escalation procedures are detailed in **Astun Platform - Terms & Conditions**.

Hosted OS Base Mapping

If required, the OS Base Mapping Service would typically be provided using our **Astun Data Services** (See separate iShare in the Cloud Service Definition v15 - Lot 2b: Software as a Service).

Social Value Statement

Astun Technology is committed to delivering social value that aligns with the G-Cloud 15 framework and the UK Government's Social Value Model.

1. Fighting Climate Change (Mission: Clean Energy Superpower)

- **Net Zero Commitment:** We maintain a formal **Carbon Reduction Plan** (PPN 06/21 compliant) and are committed to achieving Net Zero.
- **Remote-First Delivery:** Our consultancy is designed with a remote-first delivery model as standard. By prioritising remote collaboration, we significantly reduce travel-related carbon emissions and support public sector sustainability goals.
- **Environmental Accountability:** We hold an **EcoVadis Silver** rating, placing us in the top tier of evaluated companies for environmental management and sustainable procurement.

2. Economic Growth & Fair Work (Mission: Kickstart Economic Growth)

- **Staff Engagement:** We actively monitor workforce conditions and involvement in decision-making to ensure high levels of employee engagement and satisfaction.
- **Fair Pay & Contracts:** Astun pays more than the National Living Wage and provides employment contracts that reflect actual hours worked, ensuring transparency and fairness for the contract workforce.
- **Educational Attainment:** We support training schemes and volunteering opportunities to address skills gaps and provide staff with recognised qualifications.

3. Equal Opportunity (Mission: Break Down Barriers to Opportunity)

- **Tackling Inequality:** We use inclusive and accessible recruitment and development practices, specifically following guides for line managers on supporting people with disabilities or health conditions.
- **Diverse Voices:** We monitor engagement rates by protected characteristics to ensure all voices across our diverse workforce are heard and represented.

4. Wellbeing (Mission: Build an NHS Fit for the Future)

- **Physical & Mental Health:** We invest in the physical and mental wellbeing of our workforce through education on nutrition, physical activity, and financial literacy.
- **Empowerment:** Our culture empowers staff to report and address workplace issues, including bullying and harassment, ensuring a safe and supportive environment.

Pricing

See Pricing Schedule.

Ordering and invoicing process

On receipt of an initial enquiry a quotation for the required Astun Clarity services will be provided. The customer should provide by email:

A purchase order confirming:

- The number of call-off consultancy days purchased by agreed SFIA level
- The level of the Cloud Service Subscription purchased
- The name of the individual(s) authorised to approve the use of Call-Off days
- Signed acceptance of our Conditions of Service

Astun will provide:

- An invoice for the 1st year's Cloud Service Subscription and pre-paid Call-Off Consultancy service days
- Details of how to make requests for Call-Off Consultancy service days

On-boarding and Off-boarding processes

Onboarding

On receipt of a purchase order Astun Technology will:

- Create a task in our project management software (JIRA) to acknowledge handover from sales to operations, and track progress over the duration of the project
- Assign a project manager and consultant(s) to the project based on individual specialties, capacity, and proximity to the customer where this trait is desirable
- Draft project initiation documents (PIDs) to capture the objectives, scope, constraints, resources, key dates and milestones of the project
- Confirm a date for a project start-up meeting
- Create a project space in Basecamp, our project communication software
- PIDs are discussed, amended and agreed upon by the customer. Constraints and deadlines are also discussed at this stage if not already agreed upon at the point of sale.

Offboarding

On receipt of a written request to terminate the service and subject to there being no unpaid charges outstanding, Astun will:

- Delete all metadata stored within GeoNetwork
- Delete the customer node or catalog
- Delete any Astun-hosted View (WMS) and Download (WFS) services that are specific to the Astun Clarity service
- Customers are responsible for exporting their metadata before requesting termination of the service

- Customers are responsible for the removal of links to Astun-hosted View and Download services in metadata hosted on public portals such as data.gov.uk

Information assurance

Astun are Cyber Essentials Plus accredited. Astun Clarity is hosted on Amazon Web Services (which is ISO 27001 accredited). No operational customer data is stored or processed.

Backup/restore and disaster recovery

The service is hosted on Amazon Web Services. Client metadata and data are backed up on a nightly basis, the application software is backed up at each update cycle. Backups are replicated to a further instance located within a different geographic region for disaster recovery. Clients can request that their datasets and metadata are only replicated within the EU.

Service Management

Project Management, Implementation, Training and Service Enhancements

Consultant's Working Day	7 hours exclusive of travel and lunch
Working Week	Monday to Friday excluding national holidays
Office Hours	09:00 – 17:00 Monday to Friday (exc National holidays)

Services are provided **remotely as standard**. Remote delivery does not incur travel, mileage, or subsistence charges.

On-Premise Requests

Work may be completed on-premise at the buyer's request. For all on-premise engagements, the following terms apply:

- **Travel and Subsistence:** Reasonable costs for public transport and subsistence are excluded from the day rate and are payable by the buyer.
- **Mileage:** Excluded from the day rate and payable at current HMRC mileage rates
- **Additional Charges:** Any applicable Congestion Zone, ULEZ, or similar clean air zone charges and parking fees incurred throughout the UK are payable by the buyer.

Security Vetting & Screening

Where a buyer requires Astun personnel to undergo specific security vetting, screening (e.g., NPPV, BPSS, CTC), or site-specific inductions:

- **Disbursements:** All third-party application fees and processing costs are payable by the buyer and may be treated as a project disbursement
- **Administrative Time:** Time spent by Astun consultants or administrative staff in completing vetting applications or attending mandatory security briefings will be billable at the applicable day rate

Insurance

Professional indemnity insurance is included in all day rates.

Cost-Effective & Sustainable Delivery

Our service is designed with a remote-first delivery model as the standard. By prioritising remote collaboration, we provide buyers with several key advantages:

- **Immediate Cost Savings:** Day rates are transparent and inclusive of all overheads for remote delivery. Buyers do not incur additional expenses for travel, mileage, or subsistence during standard operations
- **Reduced Carbon Footprint:** Our remote-standard approach supports public sector sustainability goals and "Net Zero" targets by significantly reducing unnecessary travel
- **Flexible On-Site Support:** While we lead with remote delivery, we remain available for on-premise requirements on request. These are billed transparently using standard HMRC mileage rates, ensuring predictable and fair cost management for the buyer

Cloud Services

Astun Clarity is available 24 x 7. The support desk is available during normal business hours (Monday to Friday 9.00am to 5.00pm, excluding National holidays)

Service Constraints

Planned maintenance will be undertaken without interrupting service availability wherever possible, however in the event that this is not possible downtime will be scheduled and agreed with the customer in advance.

Service Levels

- The solution is hosted on a high availability cloud infrastructure with a failover backup hosted in a different geographic region for maximum resilience.
- Internal availability testing indicates availability in excess of 99.6%
- Response times for WMS are typically less than 1 second at the server.
- The services are continually monitored with automated messages sent to several staff in the event of deterioration or failure.
- No financial recompense is offered for the unavailability of Astun Clarity.

Please also see Astun Platform - Terms & Conditions. No financial recompense is offered for the unavailability of Astun Clarity.

Data restoration / service migration

In the event that the customer terminates the service they can download their metadata from the service in an XML format that should be compatible with alternative metadata catalogues.

Customer Responsibilities

- Customers accept the Terms & Conditions for the Astun Platform
- Customers must ensure that their service access details are not disclosed outside of their organisation
- Customers are responsible for ongoing administration of a Astun Clarity solution

Technical requirements

The service can be consumed by applications and clients compliant with one or more of the following standards:

- OGC WMS 1.1.1, 1.3.0
- OGC WFS 1.0.0, 1.1.0
- OGC CSW 2.0.2

Trial Service

Not available.