



iShare in the Cloud

Service Definition v15

Lot 2b: Software as a Service

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Overview

iShare in the Cloud (iSiC) is a modular, enterprise-grade Geographic Information System (GIS) designed specifically for the public sector. The service provides a secure, hosted environment that removes the complexity of managing physical infrastructure, allowing organisations to focus on delivering Geographic Intelligence.

iSiC provides a robust solution comprising a Spatial Data Warehouse (SDW), ETL tools, and Ordnance Survey mapping which is then customised through a selection of Public and Private Capabilities. This allows organisations to tailor their GIS environment to specific departmental needs, from public-facing transparency tools to internal spatial analysis.

Service Features & Benefits

Features

- **Modular Capability Model:** Select and scale specific Public (citizen-facing) or Private (staff-only) capabilities using a flexible points-based system
- **Unified Spatial Data Warehouse:** A central PostGIS-based repository that acts as the "single source of truth" for all enterprise spatial data
- **Automated Data Integration:** Includes iShare Studio ETL for secure, automated synchronisation between back-office systems and the cloud
- **Managed OS Data Services:** Direct access to Ordnance Survey PSGA mapping, including pre-configured greyscale and large-scale web services
- **Enterprise Security:** Provides support for Single Sign-On (SSO) and role-based access control
- **Professional Editing Toolkit:** High-precision, browser-based tools for geometry maintenance, including snapping, node manipulation, and polygon hole management

Benefits

- **Cost-Effective Scalability:** The points-based model ensures you only pay for the specific capabilities your organisation requires
- **Reduced Management Overhead:** A fully managed service that frees GIS managers from the burden of server maintenance, software patches, and hardware cycles
- **Enhanced Self-Service:** Public capabilities reduce contact centre volumes by allowing residents to find local information and report issues online
- **Interoperability & Open Standards:** Built on Open Source foundations (PostGIS, QGIS, MapServer) to ensure seamless integration with existing IT estates
- **Flexible, Remote-First Delivery:** Supports modern working patterns by providing professional GIS tools accessible via any standard web browser
- **Informed Decision Support:** Seamlessly bridges the gap between spatial data and business intelligence tools like Power BI for data-driven insights

Subscription Model

The iShare in the Cloud (iSiC) subscription is designed for maximum flexibility, allowing organisations to scale their Enterprise GIS according to specific operational needs and budgets. The model is built on two core components:

1. Base Platform Subscription

Every iShare implementation begins with a mandatory Base Platform subscription. This foundational layer ensures your service is secure, resilient, and always up to date. It includes:

- **Essential AWS Infrastructure:** Hosted within a Virtual Private Cloud (VPC) with multi-zone disaster recovery, backups, and 24/7 monitoring
- **Managed Services:** Maintenance, incident response, and regular software updates/bug fixes
- **iShare Standard Suite:** Every base subscription includes iShare Studio ETL for data integration, the Spatial Data Warehouse (SDW) for master data management, and Astun Data Services for seamless access to Ordnance Survey mapping

2. Capabilities Selection

Beyond the base platform, organisations can customise their environment by selecting from a library of Public and Private Capabilities.

Each capability is assigned a points value. This modular approach allows you to:

- **Tailor the Service:** Purchase only the specific capabilities required, such as citizen reporting tools (*Public*) or advanced browser-based editing (*Private*)
- **Flexible Scaling:** Easily add or swap capabilities as your digital transformation requirements evolve
- **Predictable Budgeting:** Use the separate Pricing Schedule to calculate a total points score that translates into a clear annual subscription fee

Public Capabilities

Public Capabilities refer to the outward-facing modules of the iShare platform, designed to facilitate transparency and self-service for citizens and stakeholders. These tools are engineered for high-volume access and seamless integration into public websites.

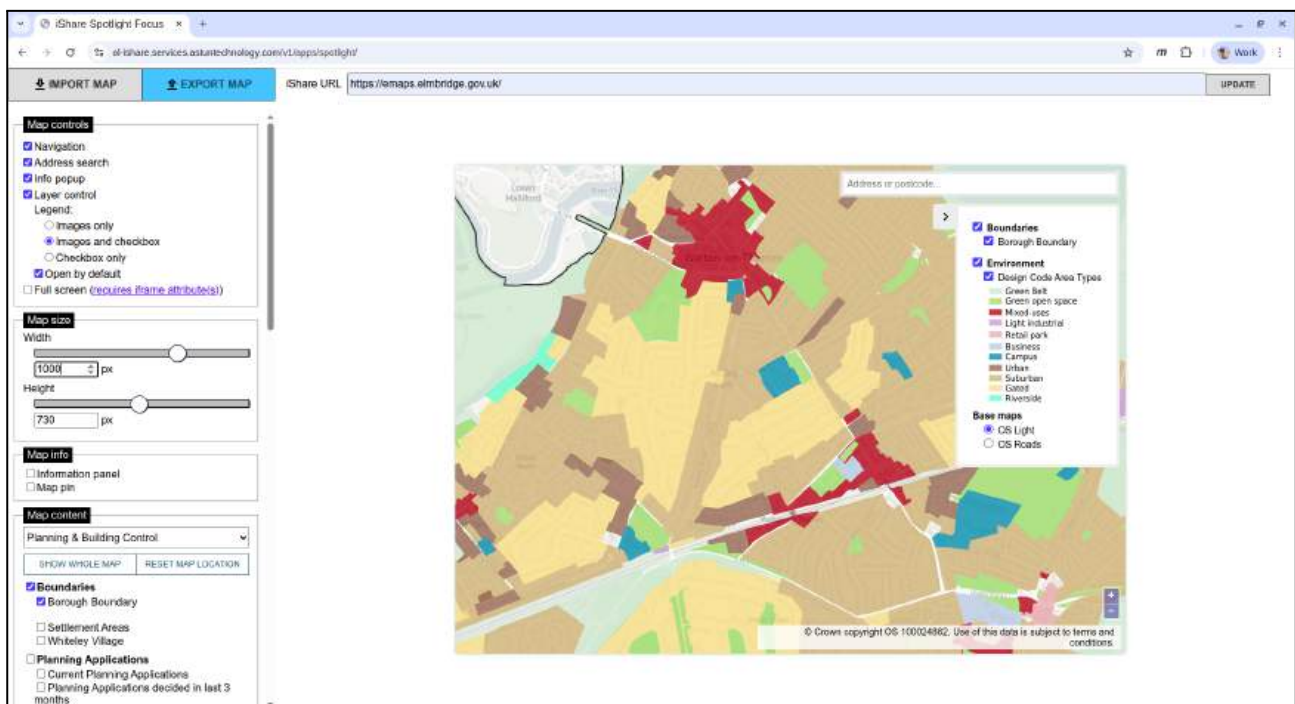
- **Citizen Engagement:** Empowers the public to interact with spatial data through intuitive interfaces like Spotlight for Maps and Logger
- **Reduced Interaction Costs:** Enables residents to self-serve information, such as planning applications or bin collection dates, reducing the burden on contact centers and FOI request teams
- **No-Code Publishing:** Allows web teams to quickly embed interactive maps and local information lookups into any CMS without requiring developer resources
- **Mobile-First Design:** Fully responsive components that ensure equitable access to services across all modern browsers and mobile devices

Spotlight for Maps

Spotlight for Maps provides an easy to configure and use public mapping interface.

Spotlight for Maps allows the customer to create interactive maps that can be embedded within their own web pages and web applications. It is commonly used by local authorities and public sector organisations to:

- Show locations of public buildings (e.g., libraries)
- Display street works or planning applications
- Publish crime data, air quality, parking restrictions, and more



Spotlight for Maps Editor

Using the Spotlight editor, customers can easily and with minimal training, interactively (without coding) configure, publish and share a map into a web page, with the option to include:

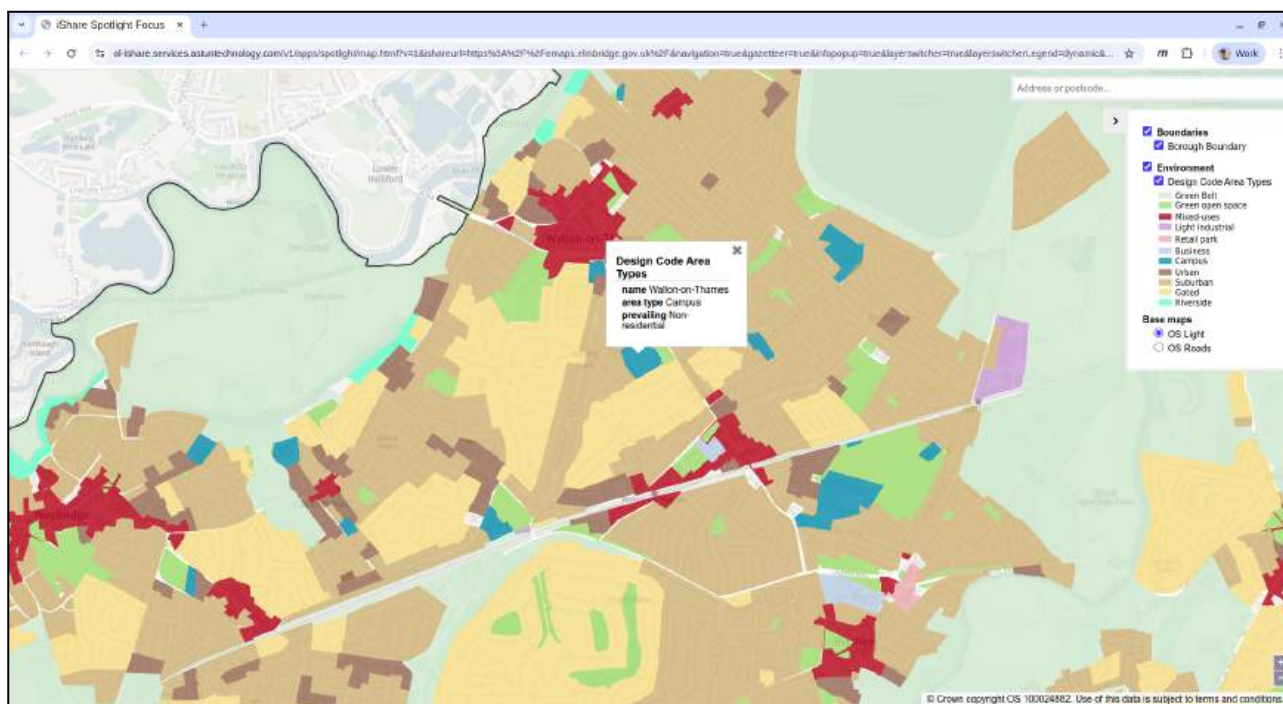
- Map navigation controls
- Address search
- Info popup for features on the map (displayed on click)
- Customisable list of layers

For each map, the customer can:

- Set the width & height of the map to embed
- Display an optional map title and description
- Place a map pin to highlight a location on the map
- Select the layers available to the user from an iShare Maps MapSource
- Selecting the initial location and zoom

The map can then be exported as:

- An iframe for inclusion into an existing page
- Direct link to a full page map



Spotlight for Maps

Data published using Spotlight can be uploaded to the cloud hosted application database via QGIS, iShare Studio or other Extract-Transfer-Load (ETL) tools such as those included in proprietary systems like FME.

Features

- Instant Web Embedding: Generates ready-to-use iFrame snippets or direct links to embed maps into any CMS or webpage

- High-Performance Map Rendering: Features a modern, optimised user interface designed for fast loading and smooth navigation of spatial datasets
- Responsive Multi-Device Support: Automatically scales map controls and layouts to work across current web browsers and mobile devices
- Visual Context Controls: Provides staff with the ability to set zoom levels, map extents, and highlight locations of interest
- Flexible Data Integration: Supports data uploads via iShare Studio, QGIS, or other ETL tools to keep spatial content synchronised and up to date

Benefits

- Rapid, No-Code Map Publishing: Accelerate digital transformation by allowing GIS or web team staff members to build and embed interactive maps into any webpage, eliminating the need for developer resources or bespoke coding
- Modern User Experience: Drive engagement with an intuitive interface designed for fast rendering and smooth navigation of spatial data
- Universal Browser Accessibility: Ensure equitable access to services with a responsive design that works seamlessly across all modern web browsers and mobile devices
- Centralised Data Integrity: Maintain a "single source of truth" by serving real-time, accurate data directly from iShare

Service Constraints & Technical Requirements

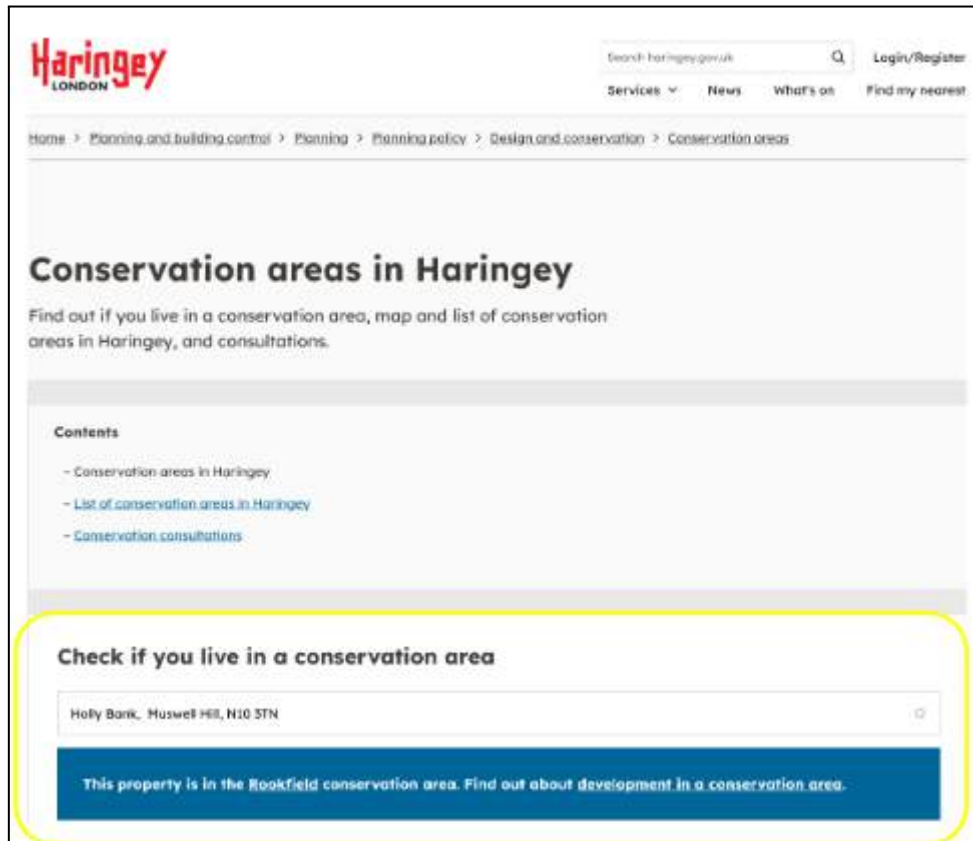
- Requires CORS to be configured to allow Spotlight for Maps to appear under the required domains

Spotlight for LocalInfo

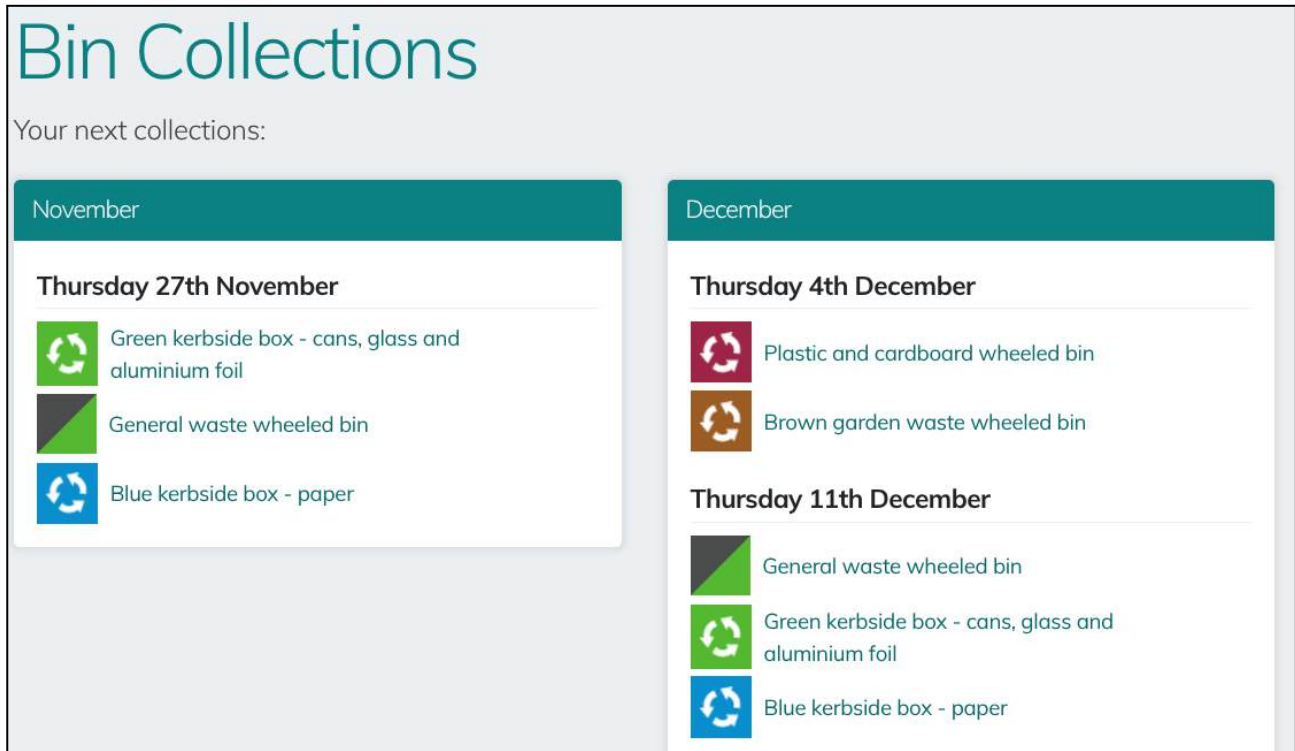
Spotlight for LocalInfo is a tool designed to make it easy for a member of the web team to embed contextual local information as part of each customer's journey within their current web page.

Spotlight for LocalInfo allows an iShare Administrator or a member of the web team to easily build a component that can be embedded into any web page that supports this. As an example, a user would search for their address and discover if it falls within a conservation area and if so, which conservation area or when their bins are to be emptied.

Spotlight for LocalInfo empowers councils and organisations to quickly and easily publish interactive, up-to-date local information lookups on their websites, improving service delivery and user engagement while reducing technical barriers and costs.



Spotlight for LocalInfo - Conservation Area



Spotlight for LocalInfo - Bin Collection

Using the Spotlight editor, customers can then easily, with minimal training and interactively (without coding) configure, publish and share local information in a web page.

A customer can:

- Choose whether an address search control is provided
- If no address search control is required, an address (UPRN) can be specified when the content is embedded or read from a cookie
- Display an optional title and description
- Select a list of panels to be embedded (from an existing iShare My House MapSource)

The local info can then be exported as:

- An iframe embedding into an existing page
- Direct link to your iShare instance for a fuller view of all local information around a property

Data published using Spotlight can be uploaded to the cloud hosted application database via QGIS, iShare Studio or other Extract-Transfer-Load (ETL) tools such as those included in proprietary systems like FME.

Features

- **Easy Embedding:** Customers can configure local content and publish them as iframes on web pages or forms. This allows councils to present information like planning applications, school locations or local amenities in a user-friendly format
- **No Coding Required:** Web publishers or administrators can create and embed local content without needing developer input
- **Live Data Integration:** Data can be refreshed automatically (e.g., every 30 minutes for planning data), ensuring that the information presented is always up to date
- **Supports Local Info Lookups:** Enables quick retrieval of specific property or location-based information, improving the user experience for residents seeking council services or information
- **Cloud Hosted & Secure:** Spotlight is hosted by Astun and uses secure mechanisms to query your data, whether you are cloud-based or on-premise
- **Minimal Training Needed:** The system is designed to be simple, with help documentation and videos provided. Formal training is not required

Benefits

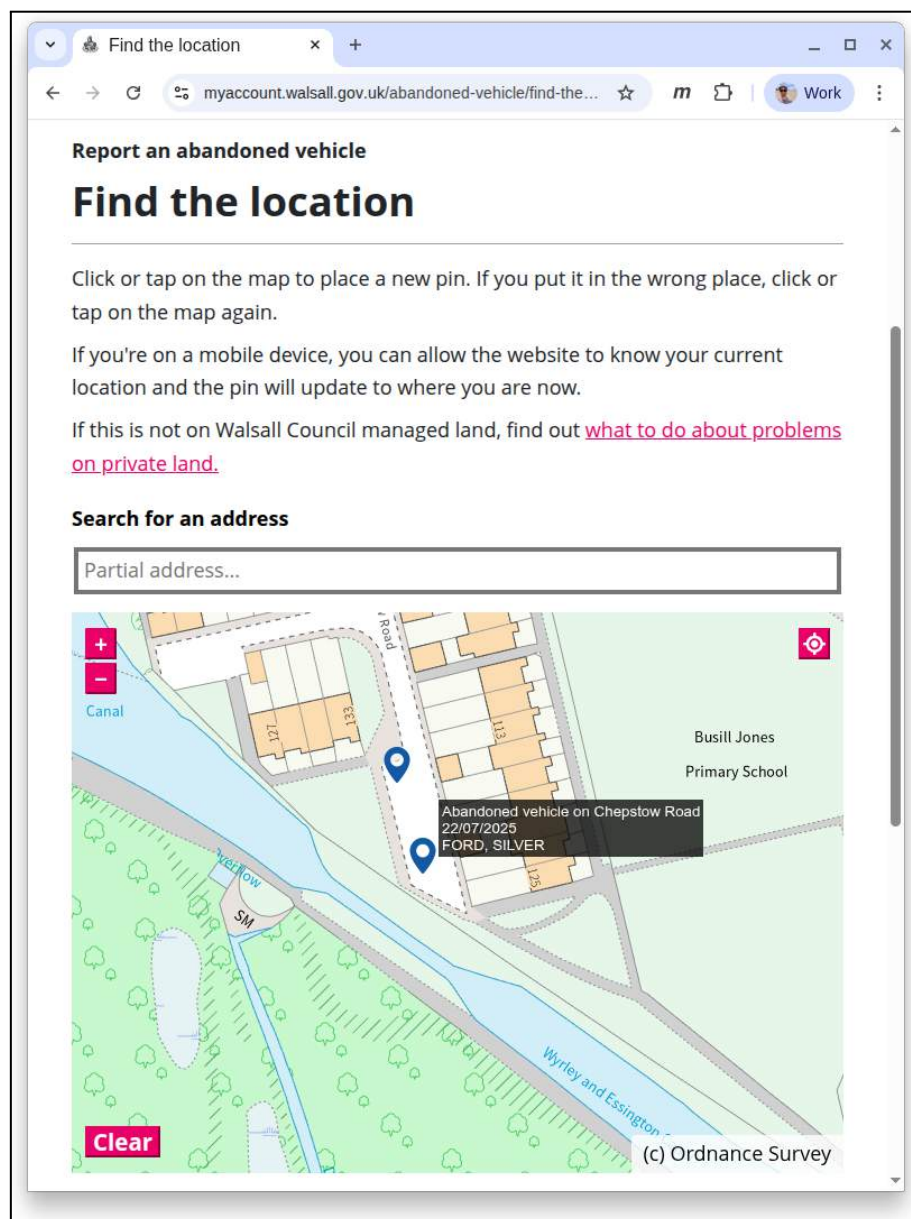
- Residents and businesses can self-serve information via existing web pages, reducing the need for direct council contact
- Reduces reliance on web developers for integration and can lower the cost of providing local information online
- The content is consistently styled and can be embedded across multiple web pages or services
- Suitable for a wide range of scenarios, from statutory planning application publishing to displaying local amenities, air quality, or crime data
- It is scalable and future-proof, working for both small and large organisations, and can be expanded as needs grow

Service Constraints & Technical Requirements

- Requires CORS to be configured to allow Spotlight for Maps to appear under the required domains

Logger

Logger enables members of the public to locate on a map and report issues like broken street lamps, abandoned cars, fly tipping, graffiti, potholes and more. Staff can insert these reports into a CRM or other workflow. It also enables iShare data and mapping functionality to be made available for easier fault reporting in a contact centre. Logger can also be deployed in public consultations as a means of gathering feedback for proposals.



Abandoned vehicle reporting example

Features

- User-Friendly Location Capture: Users can view spatial data, click on the map to select a location or asset, and Logger will capture the coordinates and relevant spatial context
- Flexible Data Sources: Uses standard Map Sources and Layers, so it can display and interact with any spatial data configured in iShare
- Modern, Mobile-First Mapping: Logger is built on modern web technologies and is designed to work seamlessly on mobile devices as well as desktops
- Easy Integration: Can be embedded in any web application, CRM or third-party forms package. Integration is as simple as including JavaScript and CSS files and a short configuration script
- Customisable Workflows: Logger can be configured to support different reporting models (e.g., asset-based or free location selection) and can be tailored to specific business processes.
- Integration with Back Office: The captured location and asset data can be passed to other systems (e.g., CRM, asset management) for further processing or workflow automation.
- Base Map Options: Supports Ordnance Survey and aerial imagery base maps, with user preferences remembered for future visits
- Makes use of iShare address search (generally LLPG or OS AddressBase)

Benefits

- Allows members of the public and staff to access Logger from anywhere, making it ideal for on-the-go reporting and location capture
- A simple yet flexible integration saving effort and time for developers. Organisations can start using Logger quickly
- Makes it easy for anyone to report issues or find locations accurately on a map
- Gives organisations the flexibility to use the same mapping tool for different types of spatial data
- Can be adapted to support different reporting or data capture requirements

Service Constraints & Technical Requirements

- Logger requires a Spotlight for Maps implementation and active subscription
- In-house project support from an ICT or web team resource with knowledge of standard web technologies (HTML, JavaScript and CSS) for implementation and integration with a CRM, website or forms package

Private Capabilities

Private Capabilities are the internal, professional-grade GIS tools intended for use by staff within a secure intranet environment. These capabilities focus on data creation, advanced analysis, and enterprise-wide geographic intelligence.

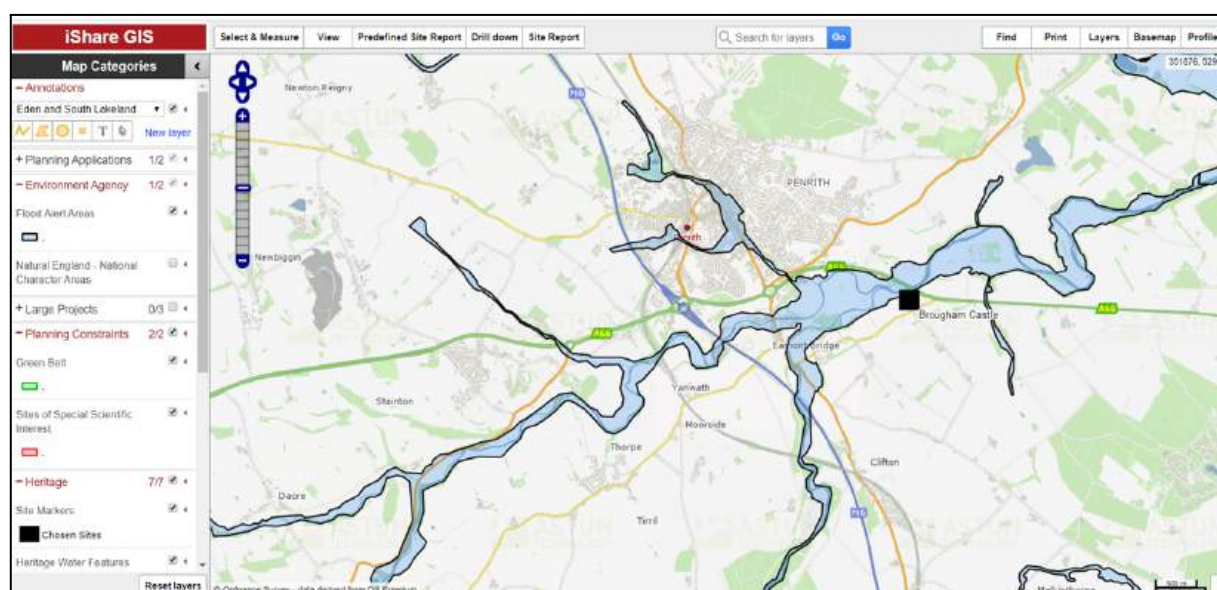
- **Professional GIS Workflow:** Offers a browser-based GIS experience that mirrors the functionality of traditional desktop GIS for most internal "lite" and "power" users. This is complemented by a cloud-based Desktop using QGIS. This approach significantly reduces the need for expensive licensing and IT hardware associated with proprietary solutions.
- **Data Governance & Editing:** Offers high-precision tools like Advanced Edit for maintaining critical spatial datasets, land parcels, and asset registers
- **Secure Access:** Can be integrated with Single Sign-On (SSO) and role-based permissions to ensure staff only access data relevant to their role
- **Operational Intelligence:** Bridges the gap between raw data and decision-making by integrating spatial data with business tools like Mobile with QField and Microsoft Power BI

iShare GIS

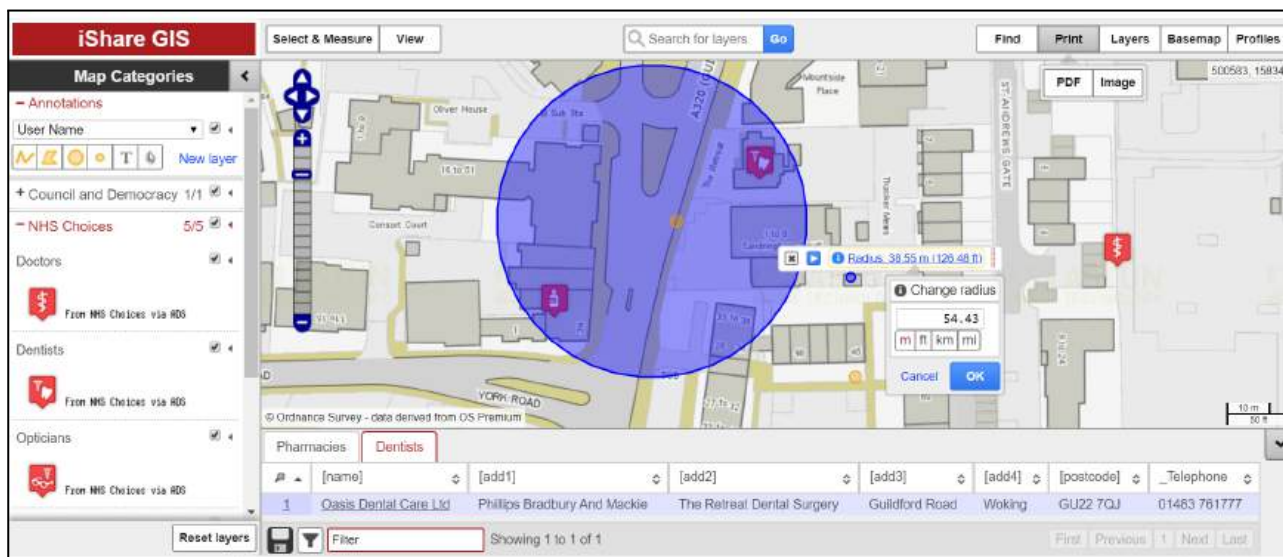
iShare GIS is a fully functional browser based Intranet GIS that is supplied together with a spatial data warehouse (SDW) enabling seamless spatial data management and supporting migration away from desktop GIS.

iShare GIS promotes a data sharing culture across an organisation and with its partners. It delivers 'Business Intelligence' across the organisation, by providing easy access to data from back office systems.

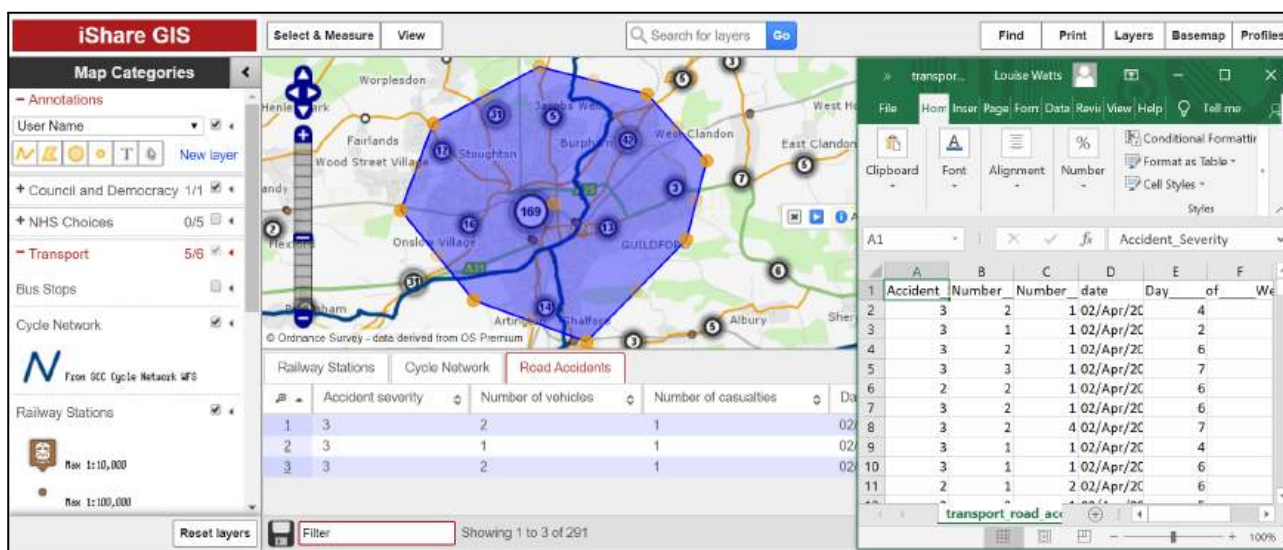
iShare GIS offers those elements of desktop functionality that a majority of users require and will encourage a migration from desktop to the browser for existing lite users. iShare GIS enables wider spread usage of spatial data throughout the organisation.



iShare GIS User Interface



Radius Selection Tool in iShare GIS



Polygon Selection Tool in iShare GIS

iShare GIS uses “Profiles” to determine which data and functionality are available to a user. One user may have access to limited data, a gazetteer search and printing functionality, while a planning officer may have access to detailed data, several historic base maps, editing, annotation and analysis tools. A user can be assigned more than one profile and has the option to switch between them while logged into a session.

iShare GIS is designed with a plugin framework that allows additional custom functionality to be added when required. iShare GIS is built on open source foundations which include MapServer, OpenLayers and PostGIS. iShare utilises OGC standards including WMS,

WFS, WFS-T and CSW.

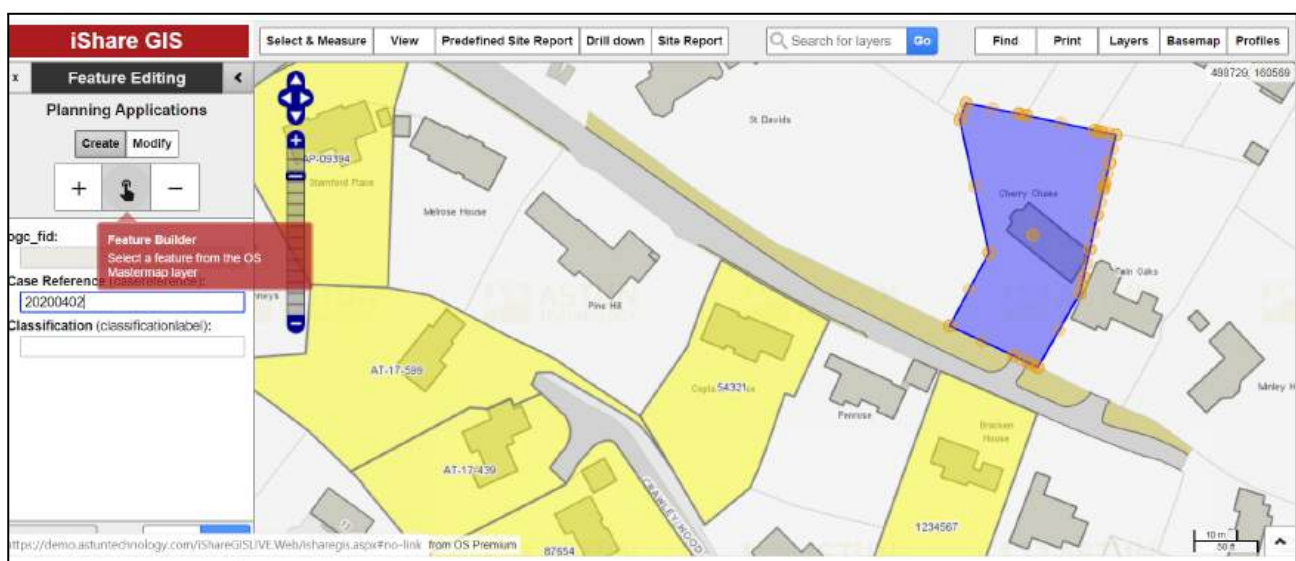
iShare GIS supports several Single Sign-On (SSO) authentication options, primarily based on SAML (Security Assertion Markup Language) protocols, including Microsoft Entra ID.

Address Search

- Typically based upon Ordnance Survey AddressBase, but can be configured to any gazetteer for searching including a Local Land & Property Gazetteer or a custom data set
- Supports multiple gazetteers such as English and Welsh
- Enables users to save time by searching against feature layers (e.g. Planning Applications, Asset Registers)
- Offers an intuitive search experience with autocomplete

Editing

- Enables users to create and edit (node level editing) polygons, polylines and points and attributes, subject to permissions
- Empowers users with the relevant permissions to create new polygons by selecting TOIDS from the OS MasterMap layer using the Feature Builder
- Profiles determine whether editing tools are exposed and which layers can be edited, allowing administrators to restrict access depending on a users profile



Feature Builder in iShare GIS

Queries

- Queries can combine attribute filters (e.g. values between x and y) and spatial constraints (e.g. within a polygon).
- Query results can be exported to standard formats (xls, csv)

Annotations

- Full editing and styling of annotations including polygons, lines, points and text

- Users can share annotations with other users for collaboration on projects
- Annotations can be printed

Printing

- High definition scale printing via templates including options for title, legend, overview, scale bar, north arrow, copyright, watermark, scale, date and author
- Administrators can define multiple print templates for different use cases and departments
- Print templates can be assigned to Profiles
- Users can adjust map position and zoom from within the interactive print template
- Users can output to a pdf or image

Features

- An intuitive user interface, navigation and controls
- A layer control that incorporates a legend and allows manual selection of layers
- The ability to search metadata (using the additional capability, iShare with Clarity) to find and load additional data layers
- A search feature which can be configured to search against NLPG, AddressBase or internal datasets (e.g. assets, planning)
- Selection and feature info tool by point, radius or polygon
- The ability to run and combine spatial and textual queries against layers and display the results on a map or export to standard formats
- Measurement tools (linear and area)
- Annotations including polygons, lines, points, text. Annotations can be styled, saved and shared with other users
- Full editing of features and attributes (subject to permissions) including node level editing and correction and polygon creation using Feature Builder
- Scale printing via templates and exporting of images with required OS attribution

Benefits

- Thanks to intuitive tools, your users will require minimal training
- Users can quickly find relevant map layers and datasets by searching not just layer names, but also the associated metadata (such as descriptions, keywords, data sources, and update history)
- Users can find and analyze geographic information more efficiently and accurately by combining location-based and attribute-based searching
- Annotations allow users to add, share, and visualise custom notes, drawings, and highlights directly on the map, enhancing communication, collaboration, and understanding of spatial data
- Full editing capabilities empower users to maintain, update, and collaborate on spatial data efficiently and accurately, leading to better decision-making, improved data quality, and more responsive workflows

Service Constraints & Technical Requirements

- A minimum of one iShare Administrator trained by Astun Technology (training included in the implementation work package)

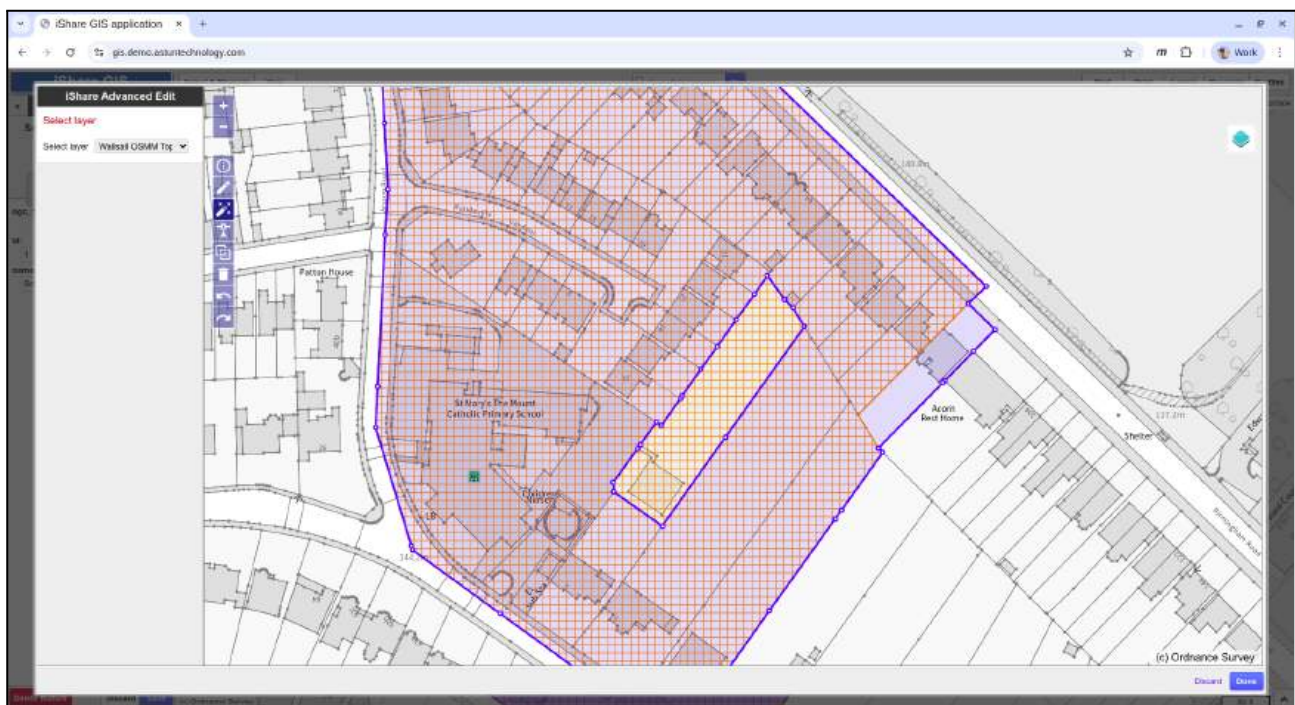
Advanced Edit

iShare Advanced Edit brings powerful, desktop-level GIS editing tools directly into your web browser, eliminating the need for complex installations or specialist training. If you already use iShare GIS, the interface will feel familiar.

To create or modify map features, like drawing or editing polygons, simply select the layer and launch Advanced Edit. The tools are intuitive: you can draw new shapes, modify existing ones, and even copy geometries from other layers. Features like snapping to edges and nodes make it easy to create precise, accurate edits. If you make a mistake, multi-level undo/redo means you can quickly fix it without starting again.

The workflow is smooth. After editing the geometry, you return to iShare GIS to update attributes and save your changes. You can discard your edits with a single click. The whole process is designed to save you time and reduce the need for expensive desktop GIS licences.

Security and flexibility are built in. Your organisation can control who gets access to iShare Advanced Edit, enabling it for specific groups of users. This enables you to introduce new capabilities without disrupting everyone's workflow.



Advanced Edit - Polygon with Hole

Features

- Precision Geometry Toolkit: Provides comprehensive tools to draw, modify, and erase complex polygon and multipolygon geometries within the web browser
- Intelligent Feature Snapping: Enhances digitising accuracy by optionally snapping new polygon geometries to the edges and nodes of existing reference layers
- Advanced Patch & Merge Editing: Streamlines geometry updates by allowing users to draw patches that automatically merge with and extend existing features

- Polygon Hole Management: Simplifies the creation of complex land parcels with dedicated tools to easily add or remove internal polygon holes
- Node Manipulation: Enables fine-grained node-level editing, ensuring high-quality spatial data maintenance for critical boundaries and assets
- Cross-Layer Geometry Copying: Increases efficiency by allowing users to instantly copy geometries from reference layers into their active editing session
- Multi-Level Undo & Redo functionality: Reduces the risk of data entry errors with a robust multi-level history that allows users to quickly revert or re-apply edits
- Role-Based Security Integration: Ensures data governance by respecting existing iShare GIS profiles and layer-level permissions for all editing tasks

Benefits

- Empowers staff to perform professional-grade spatial editing in a browser, reducing the requirement for expensive desktop GIS licences and specialist software training
- Enables GIS teams to build new datasets quickly by using existing statutory layers, such as Parishes, Wards, or BLPUs, as a direct geometry reference
- Simplifies complex geometry tasks within the iShare GIS environment, saving time and removing technical bottlenecks in data maintenance
- Guarantees a high standard of data maintenance for land parcels and boundaries through intelligent snapping and validation tools that prevent common digitising errors
- Modernises data maintenance by making advanced GIS tools available to more users across the organisation, regardless of their location or hardware

Service Constraints & Technical Requirements

- Advanced Edit requires an iShare GIS implementation and active subscription

iShare with Clarity

Our metadata service, iShare with 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, and is aimed specifically at iShare customers.

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.

iShare with Clarity includes:

1. Metadata Publishing

Metadata Publishing enables you to make metadata available to portals such as data.gov.uk, that meets the requirements of UK GEMINI 2.3 and the INSPIRE directive, integrating with view and download services provided by iShare

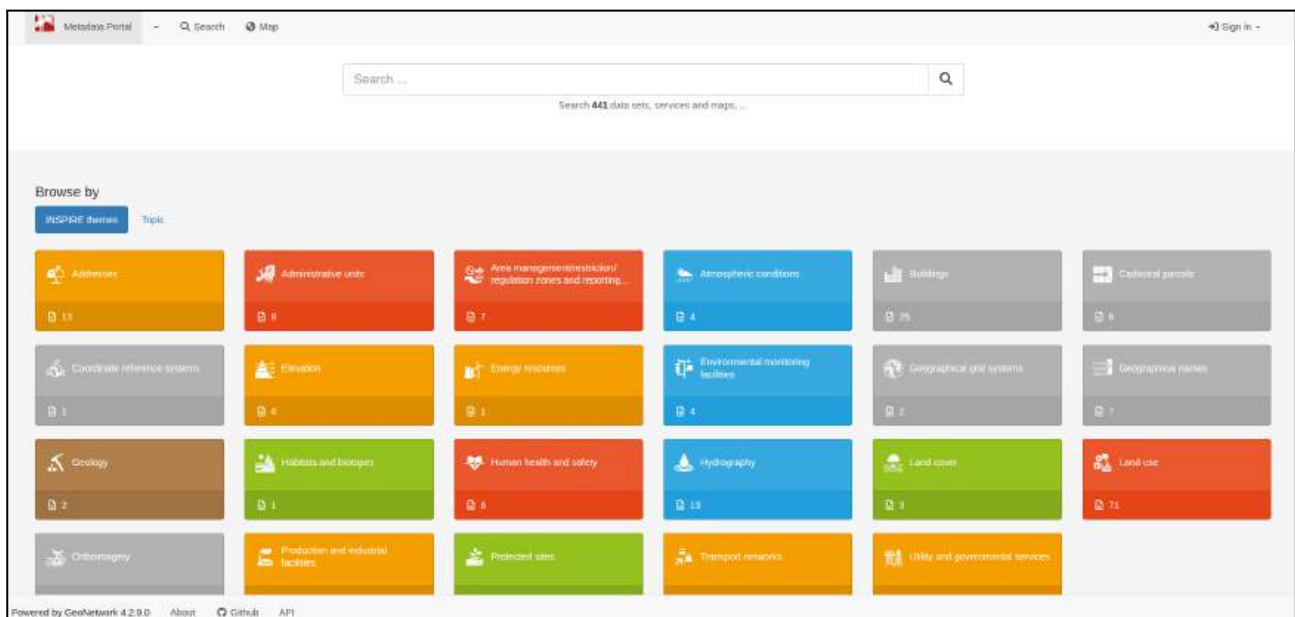
2. Enterprise Metadata

Enterprise Metadata is metadata collated for internal business use, with secure search endpoints, view and download services and metadata search integration

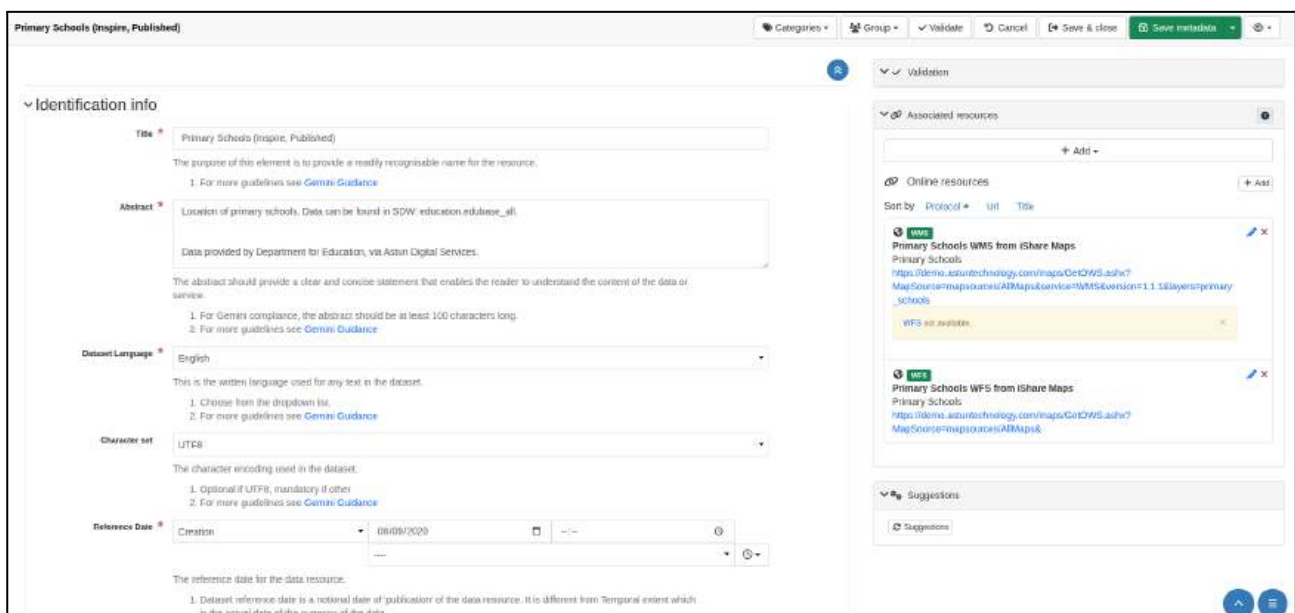
from iShare, and search integration with desktop clients (such as QGIS)

For all implementations, we will arrange a call with the customer to run through the process and identify any tasks that need to be completed prior to implementation.

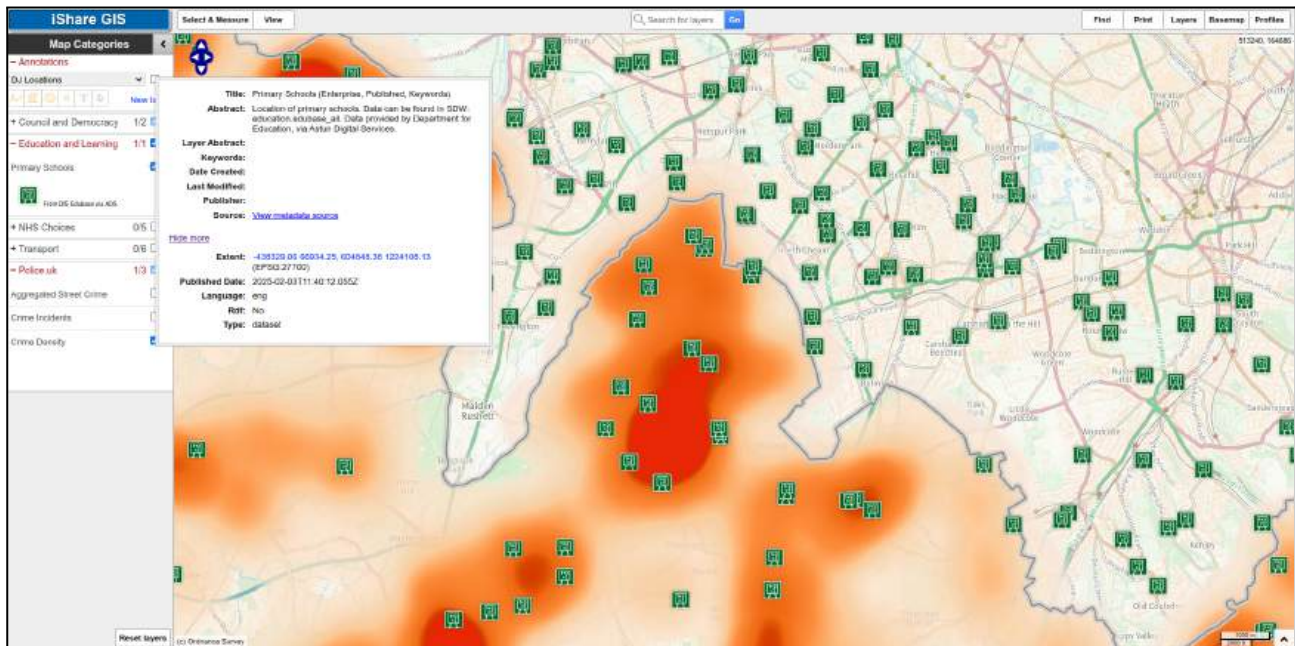
We will provide you with a spreadsheet that will assist with the identification of suitable datasets, such as for INSPIRE publication, if required. We will then identify the best method of creating new or consuming existing metadata based on this.



Geonetwork Landing Page



Geonetwork Metadata Editing



iShare GIS Linked Metadata

Features

- **Metadata Publishing:** Enables organisations to publish metadata that meets UK GEMINI 2.3 and INSPIRE directive requirements. This allows metadata to be made available to national portals like data.gov.uk, and integrates with iShare's view and download services
- **Enterprise Metadata:** Provides a secure, internal catalogue of metadata for business use. It supports secure search endpoints, integration with iShare GIS, and can be accessed from desktop GIS clients such as QGIS
- **Automation:** Initial Metadata Creation directly into GeoNetwork (optional), automated addition of metadata for new database tables and automated update of metadata for existing database tables
- **UK Standards Compliance:** Astun has developed a GEMINI 2.3 plugin for GeoNetwork, ensuring full support for UK metadata standards and helping organisations produce compliant metadata from the start
- **Data Management:** Helps organisations track datasets, identify sources, and maintain an audit trail for data ownership and update history. This formalizes and structures data management, reducing reliance on manual spreadsheets
- **Integration:** iShare with Clarity integrates with iShare GIS and can be configured to work with other Astun capabilities, supporting a seamless spatial data infrastructure
- **Support:** Enterprise wide use with Support for Non-Spatial Datasets

Benefits

- Easily maintain and publish standards compliant metadata to national portals
- Improve data discovery by publishing compliant metadata
- User-friendly editing interface makes using iShare with Clarity intuitive and easy
- Seamless integration with iShare GIS and other GIS software, like QGIS
- Web-based solution, reducing the need to install additional software

- Built-in guidance to aid with metadata creation
- Built-in validation to help with publishing compliant metadata

Service Constraints & Technical Requirements

- iShare with Clarity requires an active iShare GIS subscription
- Astun requires access to the database/s if the customer opts for an automated ingestion. This can be a copy of the database to recreate in our environment
- In-house project support from a staff member to create a metadata record for each layer in iShare (recommended)

iShare Desktop with QGIS

iShare Desktop with QGIS provides users with web (browser) based access to a fully managed pre-configured Desktop GIS that includes Ordnance Survey background mapping, address searching, direct access to a corporate Spatial Data Warehouse, print templates and processing services as standard.

This allows GI Managers and analysts to focus on delivering Geographic Intelligence to staff and stakeholders and frees organisations from the costs and complexity of the local management of their Desktop GIS.

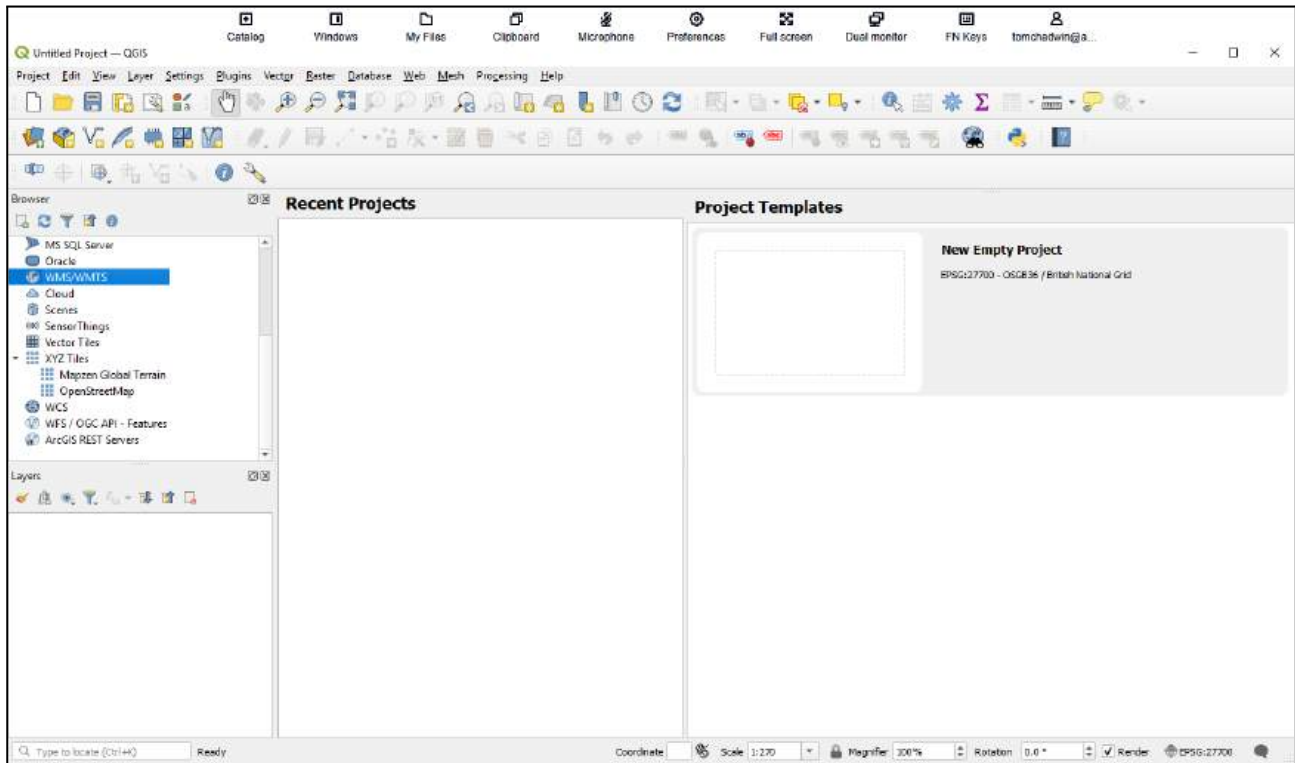
QGIS is a powerful desktop GIS application that allows organisations to collect, share, analyse, and visualise enterprise-level volumes of location-based data. Whilst QGIS can be installed and managed on local PCs, there are substantial benefits from adopting iShare Desktop with QGIS.

For organisations already using QGIS, iShare Desktop with QGIS provides access to the same Desktop GIS functionality, but avoids the issues and costs related to managing hardware and GIS configuration. For those currently using a proprietary Desktop GIS solution, iShare Desktop with QGIS enables a rapid deployment of a much more cost-effective Enterprise-grade Desktop GIS application.

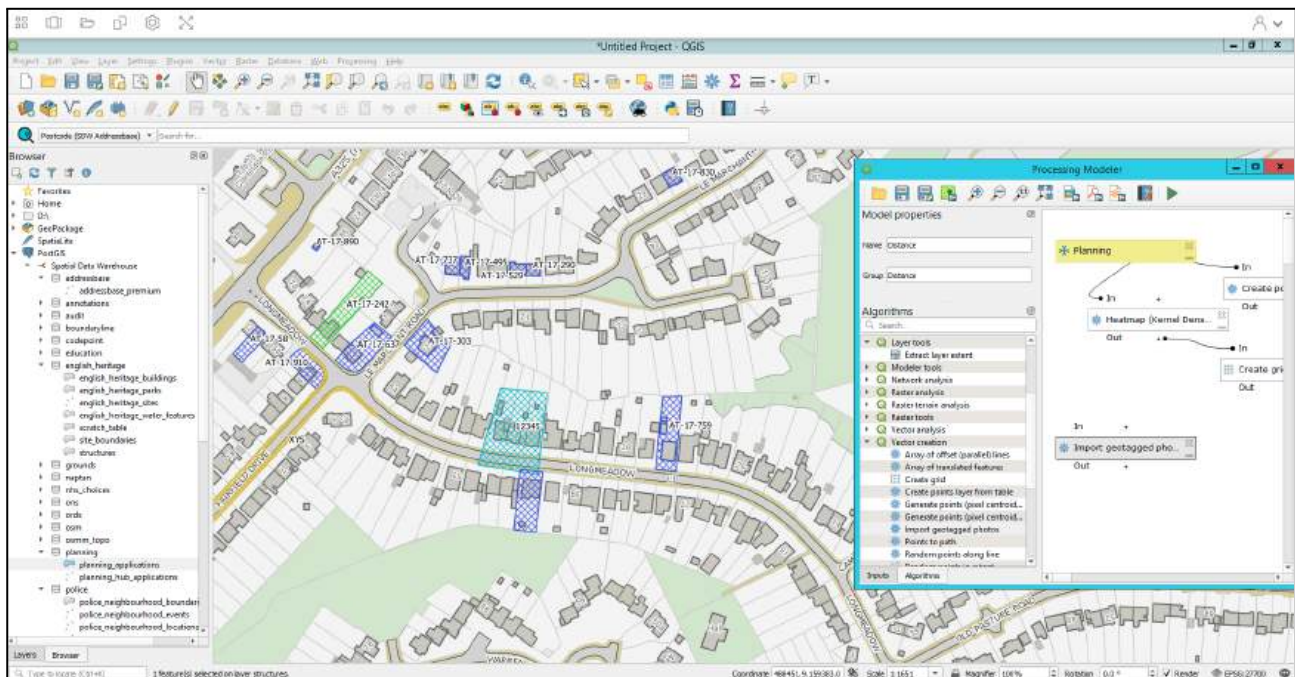
Pre-Configured for Rapid Deployment

iShare Desktop with QGIS is pre-configured to meet the specific needs of the UK Public Sector, ensuring a rapid deployment and removing the need for a GIS Manager to undertake this work. It helps organisations save money and increase productivity by providing a stable, secure, cloud-based infrastructure for GIS desktops that supports flexible working. Staff can work anywhere with browser access.

iShare Desktop integrates seamlessly with all our iShare in the Cloud solutions and is hosted on Amazon Web Services (AWS) in a virtual private cloud.



iShare Desktop with QGIS - initial view



iShare Desktop with QGIS

Features

- Cloud-hosted Enterprise Desktop GIS: Accessible anywhere via a web browser
- Great value: No need for expensive proprietary software licensing
- Excellent Performance: No need for high-spec client machines
- Managed by Astun: Upgraded to the latest QGIS Long Term Release

- Web Browser Access: Ideal for remote and flexible working, compatible with any client machine with an HTML 5 web browser (e.g., Chromebook)
- Pre-configured for UK users: Includes OS background mapping and gazetteers
- Address Search: Uses OS AddressBase.
- Direct Access: Connects directly to your iShare Spatial Data Warehouse
- Corporate Print Templates: Access to predefined print templates
- Seamless Integration: Works with iShare and Enterprise Metadata services

Benefits

- Focus on Geographic Intelligence: Frees GI managers and analysts from managing desktop GIS infrastructure
- Reduced Costs and Complexity: Avoids issues and costs related to managing hardware and GIS configuration
- Rapid Deployment: Pre-configured for the UK Public Sector, eliminating the need for extensive setup by your GIS managers
- Cost-Effective Enterprise Grade Solution: Provides a more economical alternative to proprietary Desktop GIS solutions
- Increased Productivity and Flexible Working: Provides a stable, secure, cloud-based infrastructure that supports working from anywhere

Service Constraints & Technical Requirements

- Not all QGIS plugins are available to be installed on AppStream. Some plugins require specific DLLs that Astun cannot install
- Client machine must have an HTML 5 web browser

iShare Mobile with QField

iShare Mobile with QField is a GIS data capture solution that integrates the QField app and QFieldCloud with Astun's iShare GIS platform.

iShare Mobile with QField enables users to collect, edit, and synchronise geospatial data using mobile (cellular) devices. Through a hosted and managed service, data can be integrated into the iShare Spatial Data Warehouse for analysis and reporting.

Use case-specific data-entry forms, designed with user interactions in mind, to capture data efficiently and accurately out in the field. The QField app gives users access to specific datasets with functionality to download / cache data on the device for use in areas with no mobile / cell coverage and synchronise the content to the SDW.

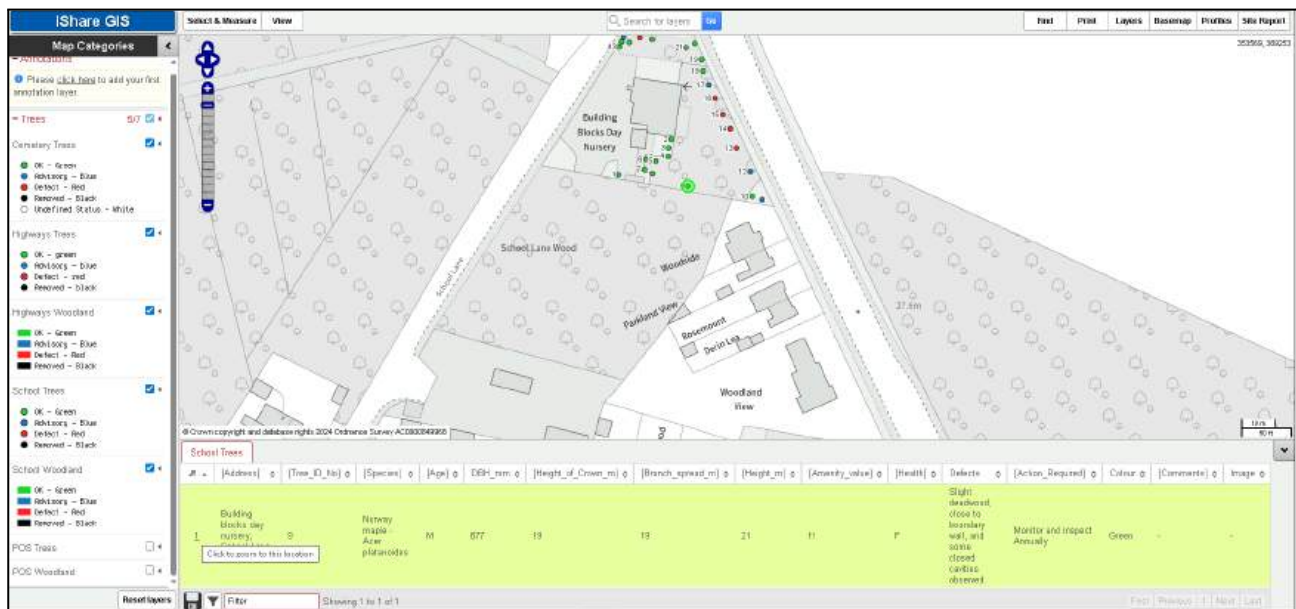
The solution comprises a mobile application, a security model providing authenticated access and auditing, display of Ordnance Survey Base mapping data and integration with iShare in the Cloud that facilitates sharing of data across a corporate enterprise architecture.

Easily Configurable for Rapid Deployment.

iShare Mobile with QField has been designed to allow users to quickly and efficiently capture data about the built environment underpinning specific central government and

local government activities. Typical use cases include:

- Tree condition surveys
- Monument and cemetery surveys
- Habitat surveys
- Street furniture asset surveys



iShare GIS Integration



Feature Editing - Landscape

Features

- Efficient field data collection: Purpose-built mobile forms designed for rapid data and attribute capture, streamlining workflows for asset surveys and inspections
- Offline capability: Enables users to download data and base maps to their device for seamless editing in areas with no cellular coverage

- Secure access with granular permissions: Employs robust role-based access control, ensuring staff only see, edit, or capture data appropriate to their specific project or department
- Integration with iShare: Fully integrated with the SDW, allowing field-captured data to be accessible to office-based GIS users
- Input validation & smart form logic: Intelligent data entry forms with input validation and conditional visibility to ensure data quality
- Modern styling of geographic data: Cartographic rendering on mobile devices, ensuring symbology is mirrored accurately in the field
- Extendable functionality through plugin framework: Allowing for the addition of custom tools and functionality to meet specialised organisational requirements
- Connection to external positioning devices: Achieving high accuracy for critical infrastructure and land surveys

Benefits

- Professional Data Security: Protect sensitive data by ensuring access is restricted exclusively to authenticated users through secure, role-based permissions
- Enhanced Operational Planning: Leverage seamless integration with iShare to enable real-time reporting, analysis, and accurate works programme planning
- Improved Data Integrity: Use input validation to eliminate inconsistent data capture at the source, significantly reducing the need for back-office corrections
- Optimised User Experience: Employ conditional visibility to keep data-entry forms focused, expanding only when specific details are required to guide the user
- Extensible Service Capability: Utilise a flexible plugin framework to integrate powerful external services such as routing, gazetteers, or real-time weather forecasting into the field environment
- High-Precision Location Accuracy: Support critical infrastructure surveys by connecting to external positioning devices, enabling a much greater level of positional accuracy than standard mobile sensors
- Consistent Corporate GIS: Ensure field teams are working with the same "single source of truth" as office staff by maintaining a direct link to the central iShare Spatial Data Warehouse (SDW)

Service Constraints & Technical Requirements

- Android / iOS devices with permission to install & update QField. Latest QField app, (iOS, Android)
- Devices require internet connection via cellular network and GPS capability
- iShare Mobile with QField requires an active iShare GIS subscription
- Prior QField knowledge required; documentation is in the public domain. QField training can be provided on request and is chargeable
- Post implementation amendments to additional QField users (delete, edit, create) are chargeable and carried out by Astun using Call-Off Consultancy service days

The following can be completed in-house by the buyer, or completed by Astun as a chargeable service using Call-Off Consultancy service days.

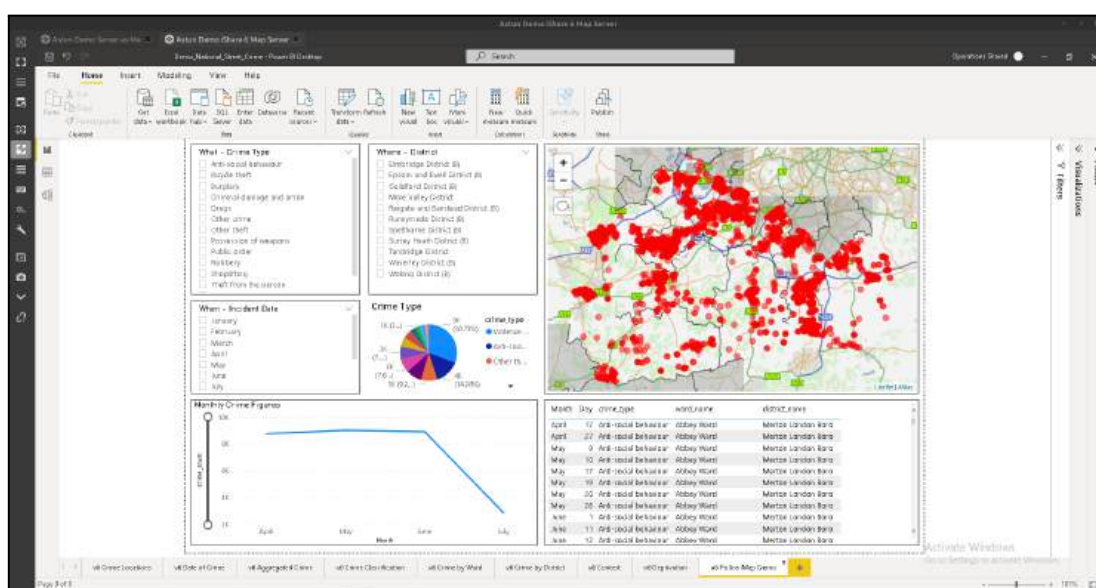
- Training: on-site 'train the trainer' training is recommended but not mandatory; remote training is also available
- Associated consultancy services, e.g., creation of additional projects, amendments

to workflow schedules or existing projects

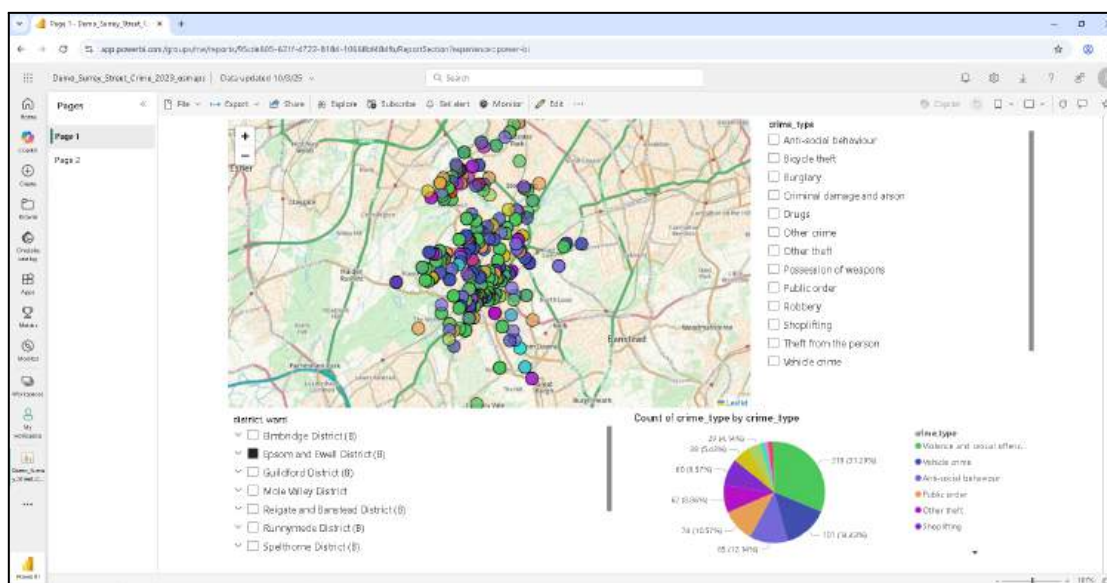
- Migration of existing data sets
- Provision of mobile devices
- Back-up restoration or extraction of versioned project data files

iShare Insights with Power BI

iShare Insights with Power BI is a solution from Astun Technology that integrates iShare GIS data directly into Microsoft Power BI, enabling organisations to create powerful, interactive dashboards and reports using their spatial and non-spatial data.



Insights - Police Data



Insights - Crime Classification

Features

- Seamless Data Integration: Utilises the robust iShare API to allow Power BI to

- directly consume both spatial and non-spatial datasets for comprehensive reporting
- Automated Data Refresh: Leverages iShare's built-in scheduling facility to ensure that dashboards and reports are automatically updated with the latest information
- Intuitive Visual Interface: Provides a user-friendly environment for creating interactive maps, charts, and graphs using any data accessible through the API
- UK-Specific Spatial Support: Includes capabilities for feature simplification and projection conversion to meet specific UK public sector mapping requirements

Benefits

- iShare Insights with Power BI offers users with no GIS expertise the ability to publish dashboards, supporting data-driven decision making across the organisation.
- Allows users to interact with and customise reports without the risk of corrupting underlying source data, ensuring a secure environment for data sharing
- Simplifies the identification of geographical trends and anomalies through spatial visualisation, leading to faster and more accurate operational insights
- Users can click on a map region, bubble, or boundary to filter or drill down into the rest of the report, enabling rapid, data-driven answers to location-based questions
- Guarantees that all stakeholders are working from a single, authoritative source by automatically updating dashboards when the central iShare data changes
- Increases the value of existing Power BI and iShare infrastructure by bridging the gap between business intelligence and geographic information

Service Constraints & Technical Requirements

- iShare Insights requires a licence for MS Power BI
- iShare Insights requires an iShare GIS implementation and active subscription

iShare Standard Suite

The iShare standard suite is included as part of the Base Platform subscription cost that is a requirement for all iShare implementations. The Base Platform subscription encompasses the essential AWS cloud infrastructure, which includes disaster recovery provisions (such as backups), incident response, monitoring (alarms), and support services, in addition to the suite of tools detailed in this section.

iShare Studio ETL

iShare Studio ETL is a streamlined version of the full administration console for the iShare platform. It provides the Data Share and Workflow modules for Extract, Transform & Load (ETL) operations, enabling organisations to synchronise, transform, and transfer spatial and non-spatial data between internal back-office systems, databases, file systems and iShare Cloud infrastructure.

Studio ETL allows you to centralise and automate data ingestion, transformation, and distribution tasks, ensuring data from various internal sources becomes available for continued wider use without the need for manual intervention.

Features

- Centralised ETL Administration: Provides a dedicated interface to configure and manage Extract, Transform, and Load (ETL) operations from a single console
- Extract, Transform & Load (ETL): Engine for automated spatial and non-spatial data processing
- Multi-Source Data Connectivity: Supports a wide array of formats, including relational databases, CSV, XLS, DBF and GIS formats
- OGC Standards Compliance: Leverages integrated open-source tools (GDAL/OGR) to ensure seamless geospatial data exchange via industry-standard OGC protocols
- Automated Workflow Engine: Enables the definition of multi-step "Jobs and Tasks" to automate complex data processing and distribution workflows without manual intervention
- Data Share Connections to internal databases, spreadsheets, flat files, geo-files and feeds
- Role Based Controls: Restricted to authorised administrators via role-based access control, complete with comprehensive logging for monitoring and troubleshooting

Benefits

- Information Assurance: Guarantees secure data movement by encrypting all information in transit and restricting network traffic via IP whitelisting or site-to-site VPN
- Operational Efficiency: Removes the need for manual data imports and exports by automating the integration between back-office systems and the iShare platform
- Reduced Operational Risk: Replaces brittle, bespoke scripts and ad-hoc processes with managed, repeatable workflows that are easier to support and audit
- Authoritative Data Consistency: Ensures all users work from the most up-to-date datasets through scheduled, automated refreshes
- Supports both spatial and non-spatial data, enabling integrated GIS and

- business-data workflows
- Improved System Interoperability: Bridges the gap between legacy systems, internal databases, and cloud infrastructure, creating a unified environment
- Future-Proof Scalability: Designed to grow with your organisation, easily supporting additional data sources and increasingly complex workflows as your GIS requirements evolve

Service Constraints & Technical Requirements

- ETL installation on a customers internal server or managed AWS server
- Network access is required between Studio ETL and all source/target systems
- Administrative user access is required (membership of the relevant iShare Administrator group)
- Data refresh frequency is limited by job scheduling and source system availability
- Studio ETL requires an iShare implementation and active subscription

iShare Spatial Data Warehouse with PostGIS

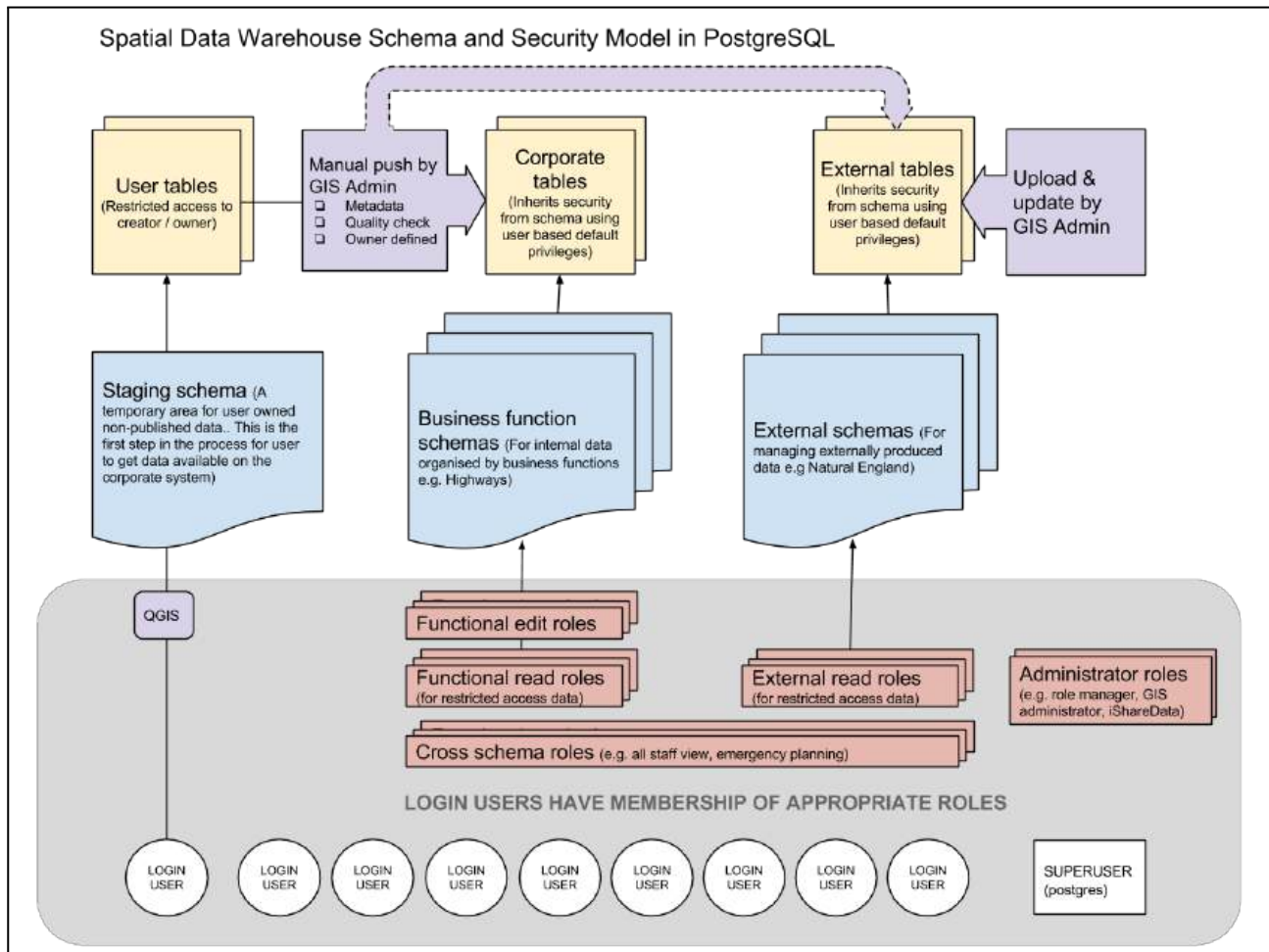
iShare SDW comprises four components:

- A PostgreSQL spatial database utilising the PostGIS extension
- PGAdmin for low level database management and writing/testing SQL
- DataShare for managing connections to other back office systems and databases
- iShare Studio for administration, the creation and scheduling of jobs and workflows

iShare SDW can be deployed as the master data repository for all spatial data - iShare GIS and desktop clients (e.g. QGIS, iShare Desktop with QGIS, MapInfo Professional, CadCorp and ArcGIS) reading and writing from the same database.

Additionally the iShare SDW can use DataShare to harvest tabular and spatial data from other back office systems and external sources and where necessary, process that data for presentation to desktop and web clients (e.g. spatialise by joining with AddressBase, BoundaryLine or ONS boundaries).

With iShare SDW's robust role based security, users are able to connect to the SDW as read only or read/write users via desktop clients, including iShare Desktop with QGIS and the iShare GIS intranet browser application subject to their role based permissions.



iShare SDW sits at the heart of an enterprise Geographic Information system bringing all spatial (and spatialized) data together in a single repository, managing access rights for all clients and feeding spatial data to other back office systems.

Features

- **Centralised Data Repository:** Acts as the master data store for all spatial data, accessible by both web and desktop GIS clients (e.g., QGIS, MapInfo, ArcGIS, Cadcorp etc.)
- **Data Transformation:** Enables aggregation, filtering, aliasing, and geocoding of data during import or export
- **Publish data:** to back office systems, standard file formats (tab, shape, csv and many others) and other databases (e.g. Oracle and SQLServer)
- **Auditing and Rollback:** Tracks usage and changes to datasets, with the ability to roll back to previous versions and create snapshots at specific dates.
- **Security:** Implements a robust, role-based security model with schemas for projects or departments, controlling access at the table and view level
- **Reporting:** Provides reporting on valid features, user access, and tables with auditing applied
- **Open Source Foundation:** Built on PostgreSQL/PostGIS, ensuring interoperability and cost savings

Benefits

- Enables sharing of spatial data at multiple levels, from GIS professionals to intranet users
- Ensures a single, authoritative source for spatial data, improving data quality and consistency
- Accommodates internal, external, personal, and restricted datasets and auditing
- Supports integration with a wide range of systems and data formats, making it adaptable to diverse organisational needs
- Backed by guidance and support from Astun Technology, ensuring best practice deployment and ongoing management

Service Constraints & Technical Requirements

- In-house project support from an ICT resource with a basic knowledge of SQL, specifically PostgreSQL and PGAdmin
- iShare SDW requires an iShare implementation and active subscription

Astun Data Services

Provides trouble free access to Ordnance Survey mapping.

The iShare in the Cloud Base Platform subscription includes access to Astun Data Services for the provision of Ordnance Survey PSGA data (subject to OS licensing conditions).

Astun Data Services are configured by default as base map options for iShare. The WMTS and WMS can also be consumed as a base map in most desktop GIS including QGIS, ArcGIS, MapInfo and Cadcorp.

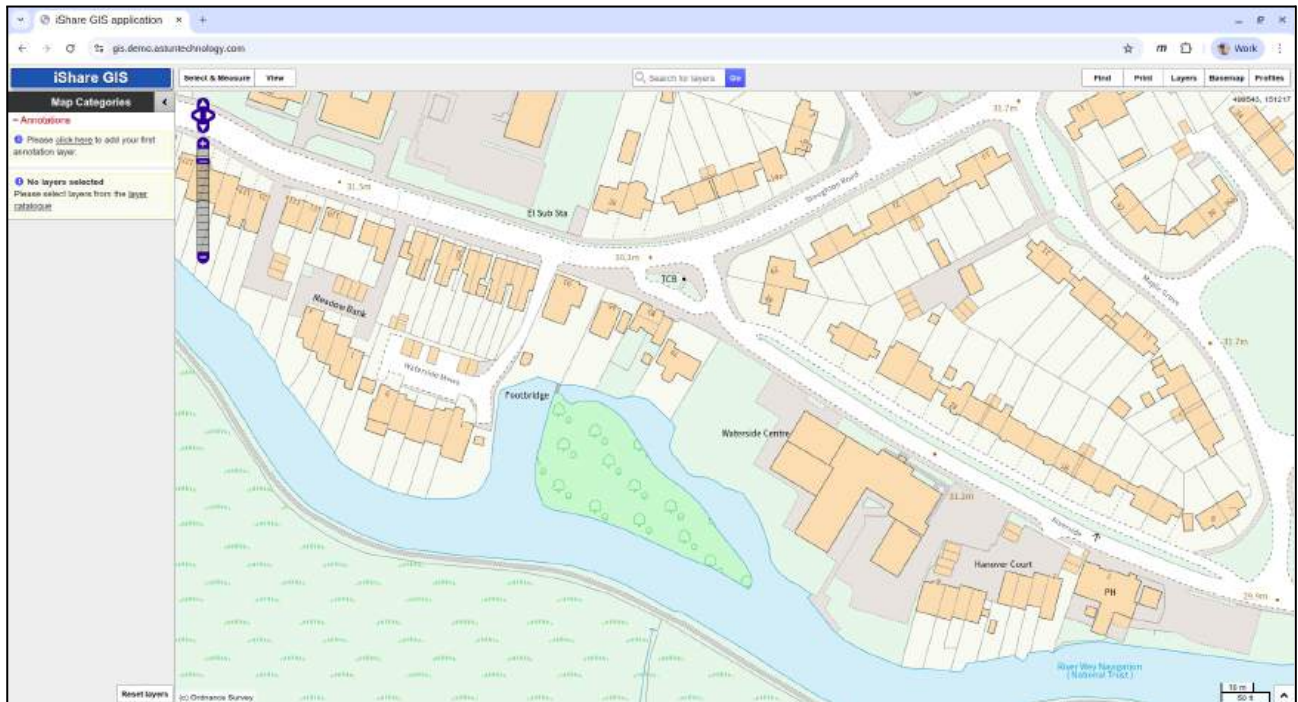
Extended Ordnance Survey base map services

National base mapping services that extend those offered by OS Maps API.

- Grayscale versions of Road, Outdoor, Light and Leisure OS Maps API base maps.
- OS Maps API base maps available as WMS as well as WMTS.
- Extended OS Maps API Leisure base map with additional large-scale zoom-levels.
- Dedicated 25K and 50K Leisure base maps.
- Extended OS Maps API Road ZXY Tile Service with additional large-scale zoom-levels.

Base mapping is available in:

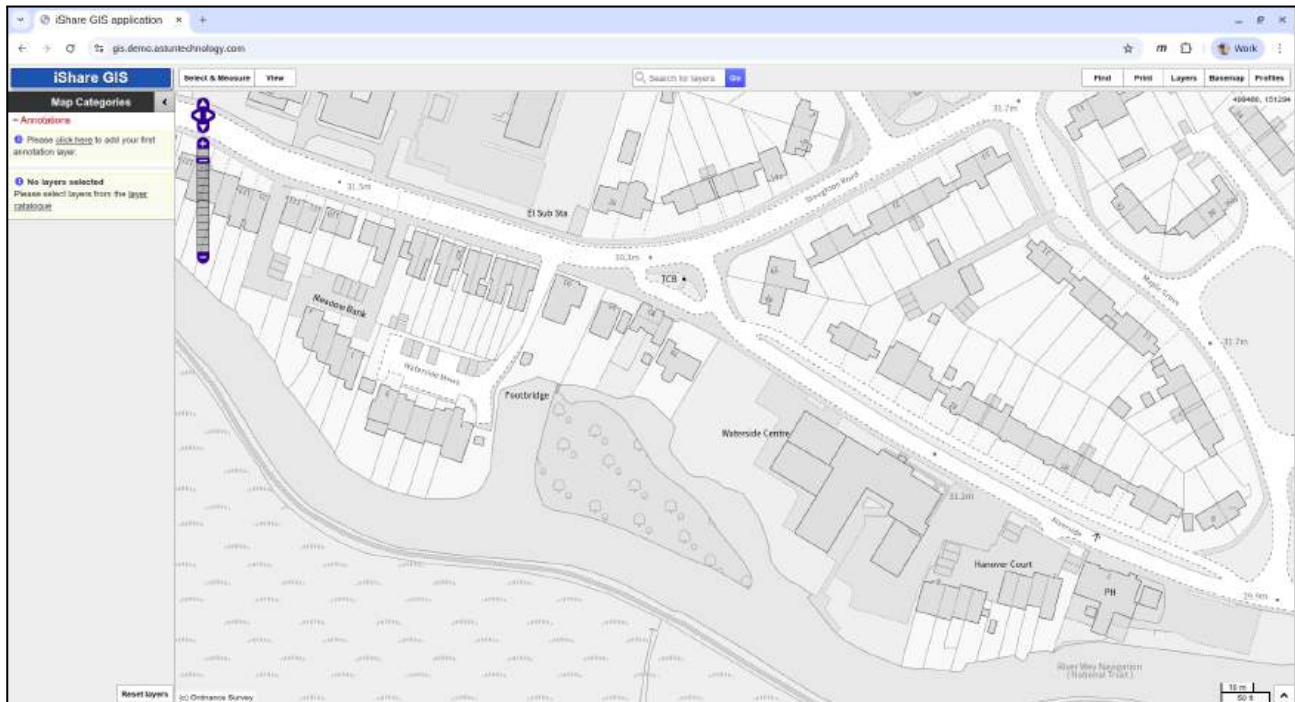
- British National Grid (EPSG:27700) as an Open Geospatial Consortium Web Map Service (OGC WMS) or a Web Map Tiled Service (OGC WMTS).
- Web Mercator XYZ Tile Service compatible with OpenStreetMap and Google tile scheme and easily displayed in web clients such as Leaflet and OpenLayers.



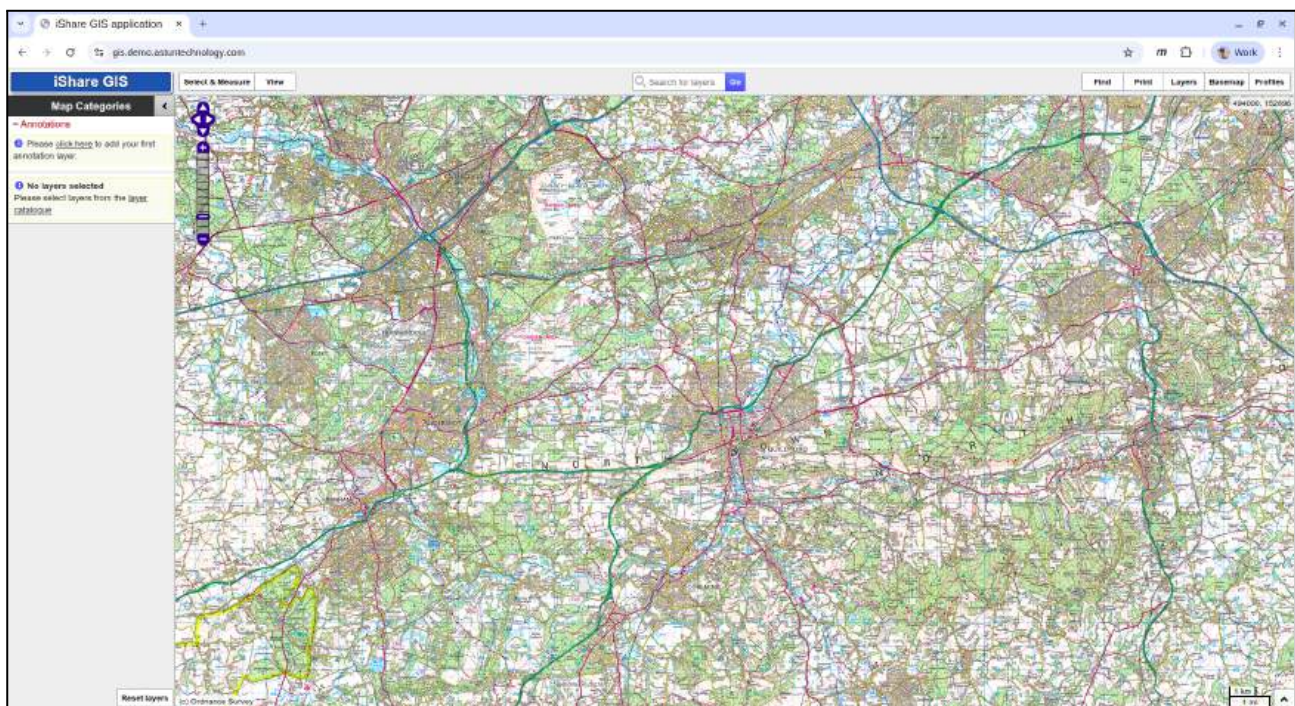
OS Maps API - Road



OS Maps API - Road LargeScale



OS Maps API - Road Greyscale



OS Maps API - Leisure Smallscale

Features

- Comprehensive OS Base Mapping: Provides a wide range of Ordnance Survey base maps in multiple styles, delivered via industry-standard OGC WMS and WMTS services
- Automated Data Currency: Delivers up-to-date mapping data through a managed cloud service, removing the need for internal data management or manual updates

- Platform Interoperability: Integrates seamlessly with Astun's iShare suite and other mapping applications including QGIS, ArcGIS, MapInfo, and Cadcorp
- Advanced Cartographic Styling: Features specialised Greyscale versions of Road, Outdoor, Light, and Leisure maps to provide the ideal backdrop for asset data
- Standardised Authentication: Utilises standard OS Data Hub API keys for secure, reliable authentication and simple service management

Benefits

- Simplified Data Integration: Saves significant technical resource by allowing organisations to add reliable, high-quality basemaps to their systems without complex local configuration
- Legacy System Compatibility: Provides OS Maps API content via WMS, ensuring that organisations can still access modern mapping in older systems that do not support WMTS
- Optimised Data Visualisation: Greyscale base map options reduce visual clutter, and large scale zoom levels allow corporate asset and operational data to stand out clearly for users
- Operational Flexibility: Offers a versatile range of map styles and zoom levels, allowing users to choose the most appropriate cartography for specific departmental tasks
- Authoritative Decision Support: Ensures all staff work with the most current Ordnance Survey mapping data, providing a single, authoritative background for all spatial decisions

Service Constraints & Technical Requirements

- Buyer must have access to the OS Premium services via an OS Data Hub account
- Buyer must provide an OS Maps API key
- ADS requires an iShare implementation and active subscription

Syndicated OpenData web services

Astun's Syndicated Services are a collection of national and authoritative datasets that Astun caches, processes, and delivers to customers via cloud-based services. These datasets are made available as Open Geospatial Consortium (OGC) Web Feature Services (WFS), making it easy for organisations to integrate high-value, regularly updated data directly into their GIS and mapping applications.

Syndicated OpenData services include national cover of:

- Get Information about Schools (formerly Edubase)
- NHS Data Search & Export (formerly NHS Choices)
- Neighbourhood Crime incident data from police.uk aggregated to neighbourhood boundaries

OpenData feeds are syndicated (cached and preprocessed on Astun servers) and served as an Open Geospatial Consortium Web Feature Services (OGC WFS).

Features

- Authoritative Data Syndication: Centrally caches, pre-processes, and delivers a collection of national datasets
- Industry-Standard OGC Delivery: Serves regular updates via Open Geospatial Consortium (OGC) Web Feature Services (WFS), ensuring direct compatibility with iShare and other major GIS platforms
- National Geographic Coverage: Provides comprehensive coverage across England and Wales, with several datasets extending to full UK coverage to support regional and national analysis
- Provides a wide range of datasets, including:
 - Get Information about Schools (formerly Edubase)
 - NHS Data Search & Export (NHS data sourced from the NHS DSE portal and geocoded using the OS Open UPRN dataset). Provided under the Open Government Licence terms
 - Neighbourhood Crime incident data from police.uk aggregated to neighbourhood boundaries
 - OS Datasets such as Boundaryline, Code-Point, Code-Point Open, Code-Point with polygons, and AddressBase premium
 - OS Open Names
- Automated Data Maintenance: Ensures datasets remain current through scheduled processing and caching on secure Astun servers, removing the need for manual customer updates

Benefits

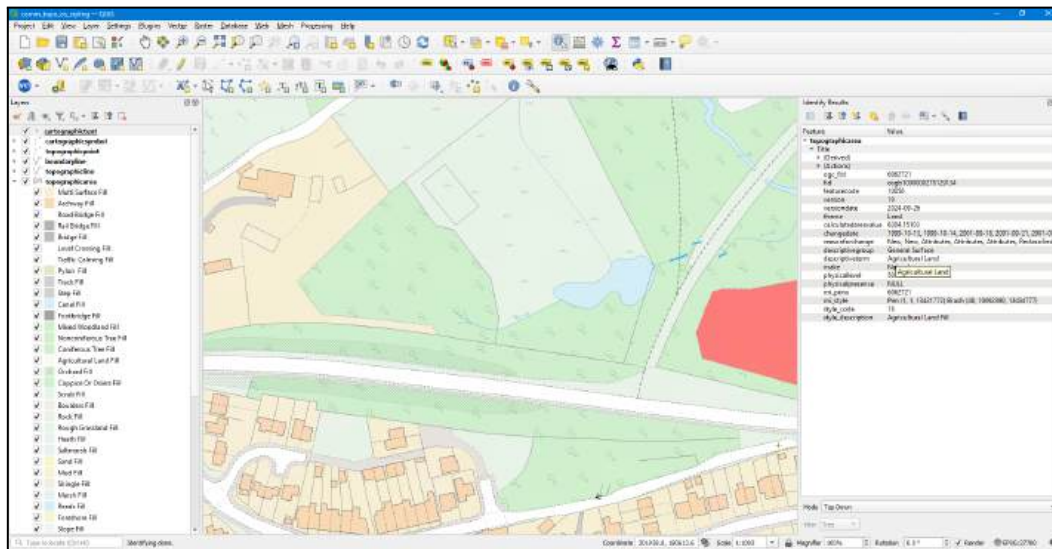
- Significant Resource Savings: Eliminates the technical burden on staff to manually download, clean, and reformat large national datasets, freeing up specialist time for high-value analysis
- Consistent Operational View: Ensures all departments work from a "single source of truth" by providing standardised, national datasets that are consistent across the entire organisation
- Improved Statutory Compliance: Facilitates joint crime reduction and health strategies by making it easier to share and link cross-organisational data
- Simplified Data Integration: Streamlines GIS workflows by providing "ready-to-use" WFS feeds that can be easily embedded into public-facing web maps or internal professional applications
- Enhanced Service Planning: Supports critical use cases across health mapping, crime analysis, and infrastructure projects by providing reliable access to up-to-date authoritative information

Service Constraints & Technical Requirements

- Astun's Syndicated OpenData requires an iShare implementation and active subscription

Vector Data Download Service

iShare implementations all include one Vector Data Download Service subscription which also allows you to simply download your required area in a ready to use format such as MapInfo TAB (styled), Shape or PostgreSQL export files (pgdump). Additional formats are available on request and at an additional cost.



Data Extracts - QGIS OSMM Styling

Features

- Premium OS Data Extracts: Provides regular vector data extracts of the authoritative OS MasterMap Topography dataset, precisely clipped to your specific boundary extent
- Multi-Format Export Support: Delivers data in ready-to-use professional formats, including PostGIS, ESRI Shapefile, and MapInfo TAB
- Built-in Cartographic Styling: Includes style codes compatible with official OS Stylesheets for immediate use in QGIS, GeoServer, and ESRI products
- Flexible Format Provision: Allows for the request of additional geographic data formats to meet specific organisational requirements (subject to additional cost)

Benefits

- Authoritative Data Currency: Provides continuous access to the latest premium OS MasterMap Topography data through regularly scheduled updates
- Enhanced Cross-Platform Compatibility: Ensures seamless data use across a wide range of GIS applications through the provision of industry-standard format options
- Professionally Cartographic: Enables the rapid creation of high-quality, custom base maps using pre-configured styling support for professional GIS software
- Optimized Data Management: Simplifies administration by automating the loading directly into the central iShare SDW
- Cost-Effective Data Access: Limits unnecessary data volume and processing costs by focusing exclusively on the geographic extents relevant to your service delivery

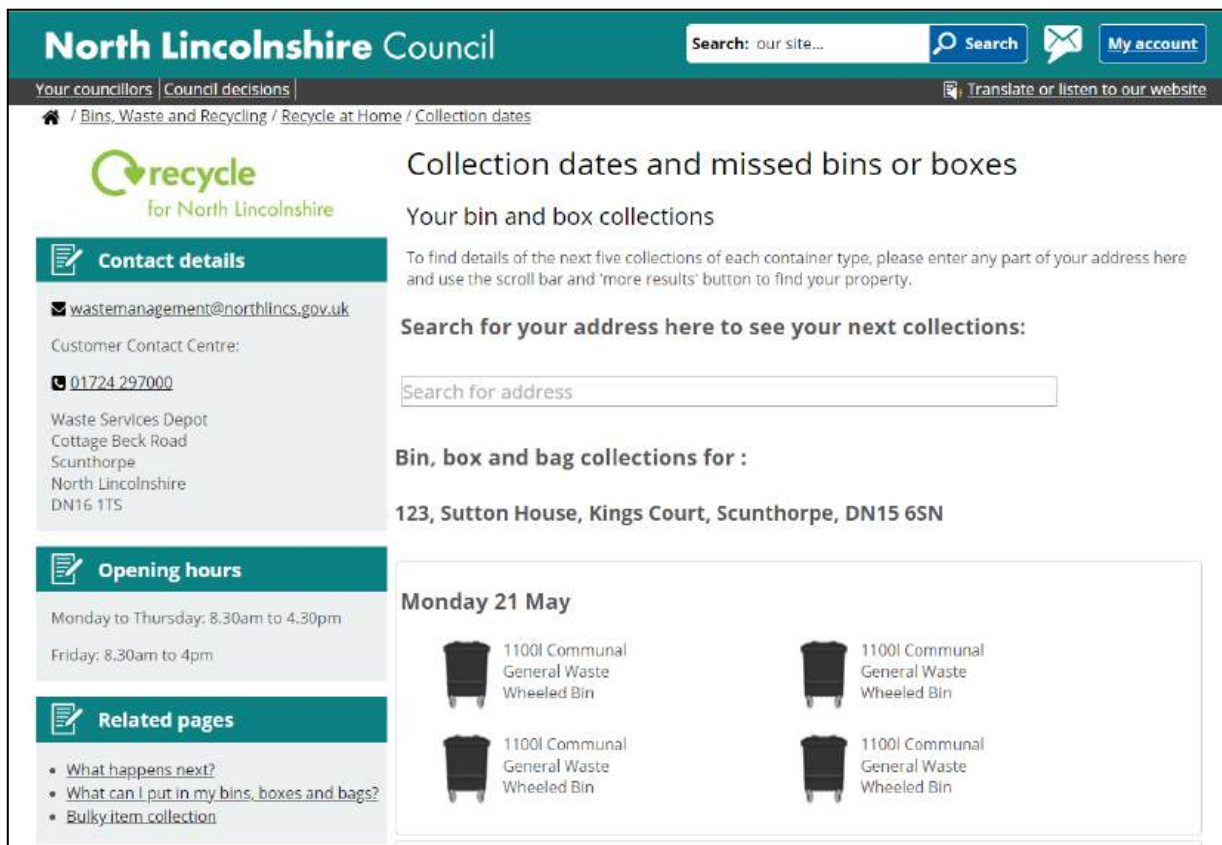
Service Constraints & Technical Requirements

- The Vector data download service requires an iShare implementation and active subscription

iShare API Services

Astun's iShare APIs allows a developer to utilise the power of iShare within their websites, either through data feeds or embedded maps, making spatial data available across multiple applications.

The iShare web API allows a developer to include textual content based upon a spatial search e.g. Bin collection dates, Council Tax charges, elected members or the nearest planning applications, all within the relevant service page.



The screenshot displays the North Lincolnshire Council website. The header includes the council name, a search bar, and links for 'My account' and 'Translate or listen to our website'. The main content area is titled 'Collection dates and missed bins or boxes' and features a search bar for addresses. Below the search bar, it lists 'Bin, box and bag collections for : 123, Sutton House, Kings Court, Scunthorpe, DN15 6SN'. The collection schedule for Monday 21 May is shown, listing four '1100l Communal General Waste Wheeled Bin' collections. The left sidebar contains contact details, opening hours, and related pages.

North Lincolnshire Council

Search: our site... Search My account

Your councillors Council decisions Translate or listen to our website

/ Bins, Waste and Recycling / Recycle at Home / Collection dates

recycle
for North Lincolnshire

Contact details

✉ wastemanagement@northlincs.gov.uk

Customer Contact Centre:

☎ 01724 297000

Waste Services Depot
Cottage Beck Road
Scunthorpe
North Lincolnshire
DN16 1TS

Opening hours

Monday to Thursday: 8.30am to 4.30pm

Friday: 8.30am to 4pm

Related pages

- [What happens next?](#)
- [What can I put in my bins, boxes and bags?](#)
- [Bulky item collection](#)

Collection dates and missed bins or boxes

Your bin and box collections

To find details of the next five collections of each container type, please enter any part of your address here and use the scroll bar and 'more results' button to find your property.

Search for your address here to see your next collections:

Search for address

Bin, box and bag collections for :

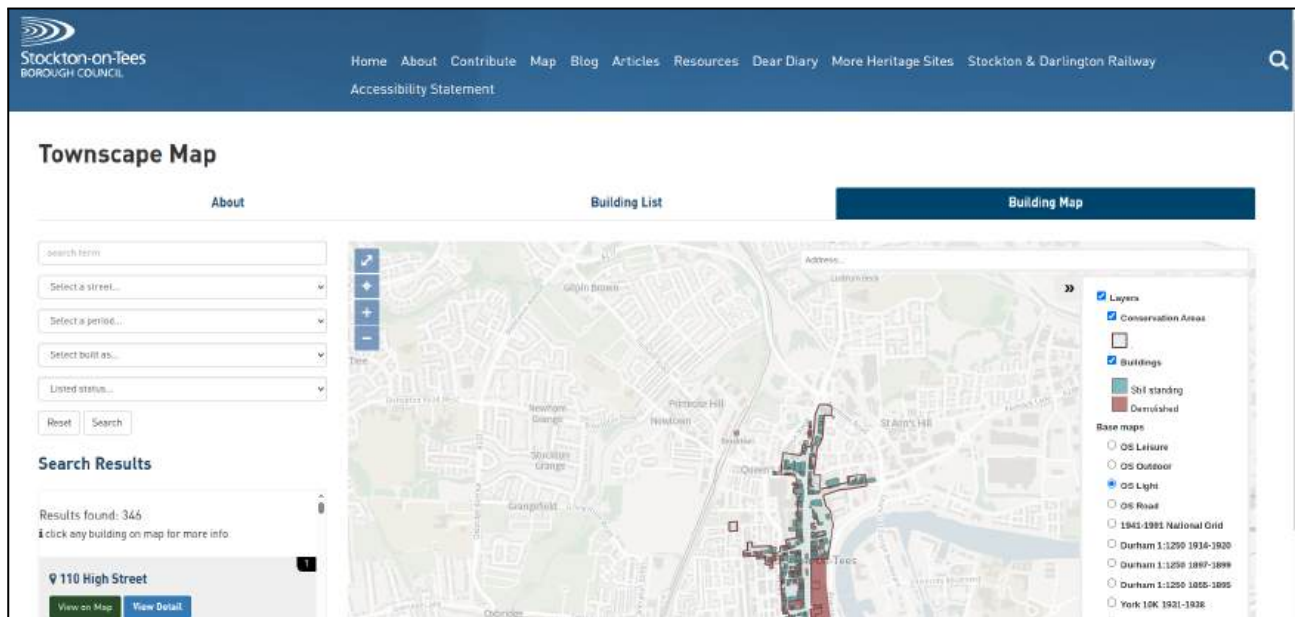
123, Sutton House, Kings Court, Scunthorpe, DN15 6SN

Monday 21 May

 1100l Communal General Waste Wheeled Bin	 1100l Communal General Waste Wheeled Bin
 1100l Communal General Waste Wheeled Bin	 1100l Communal General Waste Wheeled Bin

Data from iShare displayed in North Lincolnshire Council website

With the iShare API, custom maps can be added to any page and configured using a straightforward API with a minimum of code.



Custom map embedded in Stockton-on-Tees Borough Council website

Features

- LocalInfo: request spatial data for a property, a location, or a specified area
- Address Search: retrieve location and a full address from a partial text search
- Data Share: query non-spatial data stored in an Astun database.
- WMS: Open Geospatial Consortium (OGC) standard webservice for requesting map images
- WFS: OGC standard webservice for requesting feature data
- JavaScript maps: build a custom map using the same technology as Astun's Spotlight for Maps and Logger products
- Documentation and training: all APIs are documented, with examples of existing usage available. Training can be provided at additional cost.

Benefits

- Allows spatial data and maps to be embedded within relevant service pages
- Enables spatial data to be used in third-party systems that are not themselves spatially aware
- No additional setup is needed for spatial services, it makes use of the same map configuration already present as part of an iShare implementation
- Responses from the web services can use a variety of standard formats. In addition custom formats can be created (excluding address searches).
- OGC web services are international geospatial standards, meaning they can be accessed by any client application that adheres to the same standards, e.g. QGIS, ArcGIS, MapInfo etc.
- Custom JavaScript maps allow for tight integration with a web application, tailored to a given user workflow

Service Constraints & Technical Requirements

- In-house project support from an ICT or web team resource with JavaScript experience
- Web applications must be able to request resources from external sites

- Third party systems must be able to make custom web requests to access data within iShare
- iShare API Services requires an iShare Spotlight or iShare GIS implementation and active subscription

iShare Administrator Training

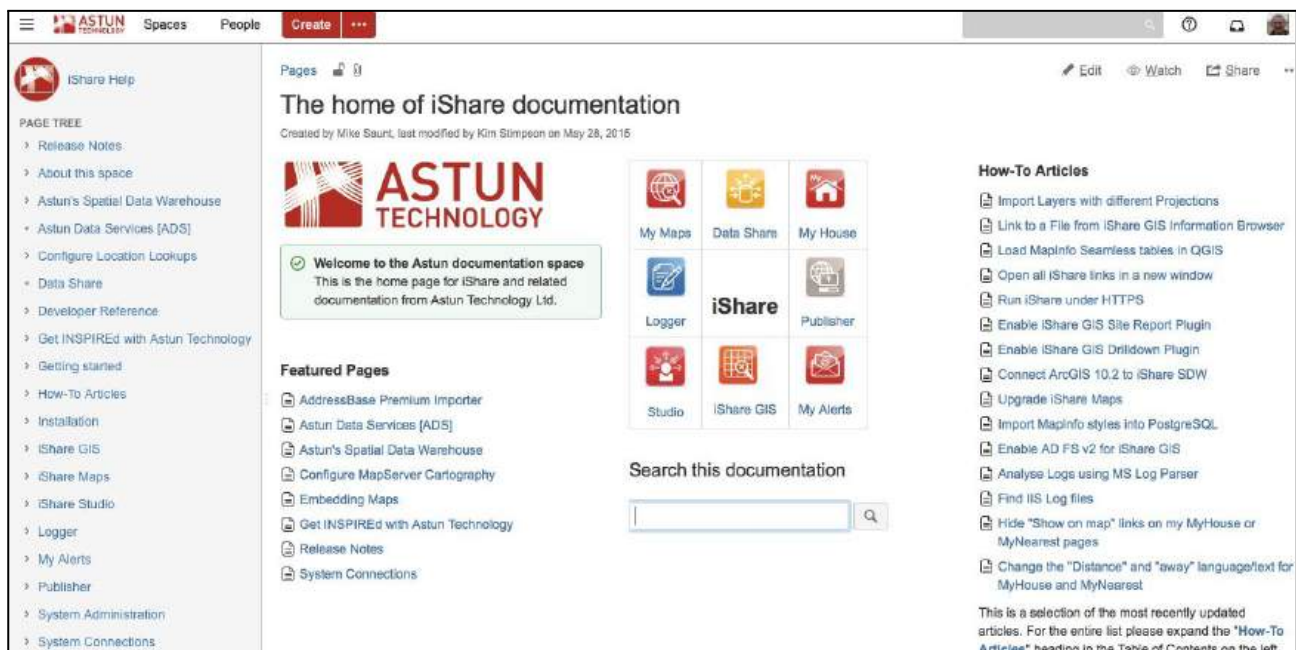
iShare customers are required to have at least one trained iShare Administrator, and all new iShare implementation projects require iShare administrator training. This three day course is split into 6 half day modules, including:

- iShare Overview: Components, Architecture and User Perspective
- iShare GIS: User Essentials
- iShare ETL and SDW: Admin Essentials
- iShare GIS: Admin Essentials
- iShare Public: Admin Essentials
- iShare Public: APIs to Build Custom Applications

iShare training can be purchased after implementation, typically required due to a change in staff. When training new staff to use an established system, it may be necessary for Astun to undertake an additional Discovery session to familiarise themselves with a customer's implementation.

iShare Help

- Full interactive help system for end users
- Online training materials for end user training
- Detailed help system for administrators
- How to articles
- Developer guide for use of API and web services



iShare Help

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 fixed price offer for iSiC will be provided along with an estimate of the consultancy services required for implementation and any back office systems integration.

The customer should provide by email:

- A purchase order for a minimum of 12 months service
- Signed acceptance of our Conditions of Service

Astun will provide:

- An invoice for the first service fee (3 or 12 months as agreed)
- A checklist for standard configuration settings
- Access to a customer specific upload location for uploading data
- A configured instance of the requested modules
- Customer administrator training dates
- A login to access maintenance and support service
- Invoices for ongoing service fees (charged in advance)
- Invoices for setup and configuration charges (charged Monthly in arrears for services delivered)

On-boarding and Off-boarding processes

On-boarding

On receipt of a purchase order Astun Technology will:

- Issue Project Initiation Documents and host kick off call / meeting
- Set up customer specific Virtual Private Cloud and iSiC servers
- Configure background mapping, gazetteer and syndicated feeds
- Liaise with customer on infrastructure integration (VPN, ADFS etc.) as applicable
- Commence delivery of additional configuration and consultancy services

Off-boarding

Upon termination of the contract, Astun provides the following standard off-boarding service:

- All customer-owned data stored within the Spatial Data Warehouse (SDW) will be provided to the customer in a standard open format (e.g., PostgreSQL/PostGIS dump or GeoPackage)

- **Standard Off-boarding Cost:** There is **no additional charge** for the provision of a standard final data export
- **Decommissioning:** Astun will delete the hosted environment including all servers, datasets, user details and customer specific configuration

Should the customer require additional assistance beyond a standard data dump (such as migration to a new platform or complex data transformations), these services will be scoped and charged at the relevant Government Digital & Data Roles as listed in the pricing schedule.

Information assurance

Astun are Cyber Essentials Plus accredited. iShare in the Cloud is hosted on Amazon Web Services (which is ISO 27001 accredited). It has an architecture that adopts AWS best practices for the AWS Shared Security Model and is subject to technical security baseline reviews by AWS. All customer servers are held within dedicated customer specific Virtual Private Clouds with all data being held securely in a Spatial Data Warehouse within each VPC. All data in transit between customer networks and the cloud is encrypted by Studio ETL with network traffic restricted via IP whitelisting or site to site VPN. The public facing applications have been penetration tested on regular occasions with successful outcomes.

Backup/restore and disaster recovery

iShare in the Cloud is hosted on Amazon Web Services. A customer's iShare in the Cloud servers are hosted in a data centre in a geographic area, by default this is London. There are at least three independent data centres in each geographic area, each with their own separate power, networking, connectivity etc.

Backups of customer servers are replicated across all three data centres. If an individual server failed, Astun would restore it into the current data centre with a recovery time of less than an hour. In the unlikely event that an entire data centre had an outage, the customer environment could be restored into a different data centre in the same geographic area with a recovery time of less than a day.

Service Management

Support

iShare in the Cloud is available 24 x 7

A iShare in the Cloud Subscription includes a formal support agreement. Details of the support conditions, support processes, the service level agreement and escalation procedures are detailed in the accompanying Astun Platform Terms & Conditions.

The support desk is available during normal business hours (Monday to Friday 9.00am to 5.00pm) excluding national holidays.

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:** 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

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

- iShare in the Cloud 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 map rendering 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
- iShare in the Cloud is under continual development and improvement.
- Bug fixes and minor enhancements are released as they become available and will be applied to live instances of iShare in the Cloud after a period of test. Customers will be advised of each patch release.

- New features are determined in cooperation with the Astun User Group (all iShare in the Cloud customers are entitled to participate in user group events and online forums)
- Updates are applied as part of your subscription to iShare in the Cloud
- No financial recompense is offered for the unavailability of iShare in the Cloud

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

Data restoration / service migration

In the event that the customer terminates the service they can download their data from the service in a standard geographic file format (MapInfo tab or ESRI shp) or as a database export.

Customer responsibilities

- Customers accept the Terms & Conditions for the Astun Platform by using the iShare in the Cloud service
- Customers must ensure that their service access details are not disclosed outside of their organisation
- Customer must ensure appropriate staff resources are available for both the initial implementation and on-going management of the iShare system

Technical requirements

- On-premise installation of administrative console (Studio) for data ETL
- Remote desktop connection to hosted Studio for system management
- Connectivity via VPN or IP Restriction
- MS Entra ID (formerly MS Azure AD), ADFS (or similar) preferred
- Appropriate sub-domain and site certificates
- Remote access for support

Trial service

A free 30 day trial of iShare in the Cloud is available on request, however the consultancy costs of implementation, configuration and administrator training (plus expenses) are chargeable.