

Multi-Agency Data Sharing as a Service

Service Definition

G-Cloud 15



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1 Overview

MADS (Multi-Agency Data Sharing) is a secure, private-cloud Software-as-a-Service (SaaS) providing clients with a compliant, governed data sharing capability, enabling records to be easily and reliably pooled between public sector organisations.

Our service standardises and industrialises data ingestion, validation, matching, linking and reporting to create a unified multi-agency view of individuals, family groups and locations. The resulting 'data mart' is available as a presentation layer for access via pre-configured reports, by users with the required permissions, or is extensible for use via other third party systems for other added value purposes.

Built on Microsoft Azure, the service provides structured pipelines, automated governance, Power BI-based insights and strong access controls to support better decision-making, earlier intervention and improved public safety. The solution meets the range of non-functional requirements typically required by government and commercial clients to ensure GDPR compliance, for example it includes user audit, version histories and role based access control features.

The MADS service enables agencies to achieve faster, safer and more consistent decision-making by providing a unified, governed view of shared data across partners. It reduces duplication and manual effort, improves productivity through quicker access to consolidated information, and enhances public safety by enabling earlier risk identification and targeted interventions. It also strengthens collaboration, builds community trust, and supports evidence-based service planning through automated, high-quality multi-agency insights

MADS as a Service can be provided within our own Azure environment or forward deployed into the client's Azure ecosystem. We provide the solution as pre-packaged Infrastructure as Code (IaC) to build the cloud infrastructure, with supporting professional services to take the vanilla solution and configure this to the particular needs of each client. The scope of work would be explored with each client during the discovery stage and costed. If deployed within a client environment, then the client would typically directly meet the licence costs of the Azure Data Components consumed.

In-life support is available at extra cost, both to maintain the capability in response to component upgrades, and also to extend and evolve the features, for example through the additional of different data sets or in relation to the range of visualisations available.

2 Service Features

- **Automated data collection/ ingestion arrangements** – using JSON Standards
- **Secure multi-agency data sharing** – governed, auditable, zero-copy exchange.
- **Role-based access control** – ensures appropriate, justified visibility.
- **Automated matching and linking** – creates unified person and family views.
- **Standardised ingestion pipelines** – consistent, repeatable data onboarding.
- **Common Data Model transformation** – harmonises attributes across partners.
- **Power BI reporting dashboards and templates** – risk indicators and safeguarding insights.
- **Data minimisation controls** – only relevant data processed.
- **Audit and lineage tracking** – full visibility of data use.
- **Cloud-native, scalable architecture** – Azure-based, IaC-driven deployment.

3 Service Benefits

- Earlier risk identification and intervention.
- Improved public safety and partnership performance through shared multi-agency view.
- Greater operational efficiency and faster decision-making.
- Enhanced collaboration and joint working.
- Evidence-based service planning.
- Faster, controlled access to partner data.
- Better resource prioritisation and targeting.
- Strong legislative and GDPR compliance.
- Scalable platform supporting new partners and datasets.
- Increased public trust through secure, ethical data practices.

4 Service Scope

MADS operates as a **private cloud** service hosted within UK-based Microsoft Azure environments. Environments are isolated per-buyer, with dedicated ingestion, staging and reporting layers.

IT service desk support: management and resolution of IT incidents and service requests, service performance reporting, continuous improvement programme.

Technical Requirements

- Microsoft Azure subscription for hosting components.
- Azure Data Factory, Azure SQL and Power BI.
- Entra ID with RBAC configured.
- Terraform or IaC tooling for infrastructure deployment.
- Defined POLE-based JSON data specifications for all datasets.
- Modern browsers (Edge, Chrome, Firefox).
- Network permitting HTTPS (TLS 1.2+) to Azure services.

Functionality

- Automated data ingestion using standardised JSON specifications.
- Secure multi-agency data sharing with governed, auditable, zero-copy processes.
- Role-based access control (RBAC) via Microsoft Entra ID.
- Automated matching and linking to create joined-up person and household views.
- Common Data Model (CDM) transformation for harmonised partner datasets.
- Power BI dashboards with risk indicators, trends and safeguarding insights.
- Data minimisation controls ensuring only relevant attributes processed.
- Comprehensive audit and lineage tracking.
- Azure-native, scalable architecture supporting growth in datasets and partners.
- Continuous improvement with iterative updates.

Onboarding Support

MADS provides structured onboarding, including:

- Environment setup using Infrastructure-as-Code.
- Data ingestion configuration and access provisioning.

- Technical onboarding for engineering, analytics and governance teams.
- Training for business users on dashboards and insights.
- Documentation pack covering setup, ingestion rules, troubleshooting, IT support and governance.
- Optional workshops and guided walkthroughs.

Offboarding Support

When a contract ends:

- All data provided in open formats (JSON, CSV, SQL extracts, PBIX/CSV for reports).
- Historic and transformed datasets supplied in full.
- Source files returned in original format.
- Controlled extraction supported by technical teams.
- Environment enters read-only mode during offboarding.
- Data deletion follows cryptographic erasure and is confirmed to the buyer.

Data Importing & Exporting

Supported Export Formats:

- JSON (full source and transformed dataset extracts)
- CSV
- Excel (XLSX)
- Power BI (PBIX/CSV)
- SQL dumps

Supported Import Formats:

- JSON only, following agreed schema
- Mandatory naming conventions and validated field sets
- Files uploaded to secure Azure Blob location

Service Levels & Availability

- **Guaranteed availability:** 99.9% uptime.
- Monthly SLA measurement and reporting.
- Prioritised response to incidents based on severity.

- Standard support hours: **09:00–17:00, Monday–Friday (UK time)**.
- Optional enhanced support packages available.

Resilience & Disaster Recovery

MADS is built for resilience with:

- Multi-zone redundancy in UK Azure regions.
- Redundant power, networking and compute paths.
- Continuous platform monitoring with automated failover.
- Annual penetration testing by NCSC-approved providers.
- Documented Business Continuity and Disaster Recovery plans.
- Daily encrypted backups with 30-day retention.

Security

- Encryption in transit (TLS 1.2+) and encryption at rest (Azure-native).
- Strict RBAC using Microsoft Entra ID with MFA.
- Annual access control testing.
- Audit logs available in real time.
- Secure development aligned to ISO 27001, NIST and NCSC principles.
- Vulnerability management aligned to ISO 27001 with rapid patch deployment.
- Staff screening compliant with **BS7858:2019**, with DV-level clearance where required.

Service Constraints

- Maintenance windows scheduled outside peak hours.
- No end-user API available for modifying platform components.
- Data must follow defined JSON specification and naming standards.
- Customisation limited to allowable configuration areas (not code changes).

Outage Management

- Public-facing status dashboard for live service availability.
- Optional status API for programmatic monitoring.
- Email alerts for incident notifications, updates and resolutions.

- Full incident history accessible to buyers.

Management Access Controls

- Management access via MFA-authenticated Entra ID.
- Restricted to authorised technical teams under formal change governance.
- Annual access control testing.

Analytics & Metrics

MADS provides:

- Availability and uptime metrics.
- Ingestion success rates and processing times.
- Matching, linking and enrichment volumes.
- Validation error rates.
- User activity metrics (dashboard access, refresh rates).
- Governance metrics (audit-log events).
- Delivered through real-time dashboards and scheduled reports.

Ancillary Services (Optional)

- Data quality assessment.
- Workflow and governance design consultancy.
- Advanced analytics and dashboard development.
- Training (remote or onsite).
- Integration development.

Free Trial

- Time-limited access to a Capita-hosted MADS sandpit.
- Includes synthetic data dashboards and matching demonstration.
- Excludes real data ingestion, integrations and custom pipelines.
- Read-only access for an agreed evaluation period.

5 Disclaimer

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