
PINS SERVICE DEFINITION

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Table of Contents

1. Service Overview.....	3
2. PINS Functionality	4
3. About Saadian.....	7
4. Service Benefits	8
5. User Experience	9
6. Service Configuration	9
7. Service Deployment.....	10
8. Service Management.....	12
9. Service Levels	13
10. Service Constraints	15
11. Training.....	16
12. Ordering and Invoicing	16
13. Information Assurance.....	16
14. Details of Data Backup & Disaster Recovery	17
15. Data Extraction	17
16. On-boarding and Off-boarding Process	17
17. Trial Details	17
18. Customer Responsibilities	18
19. Service Lead Time	18
20. Termination Terms	18
21. Technical Requirements	18
22. Use of Open Source Software.....	20
23. Application Programming Interface.....	20

1. Service Overview

Prisoner Intelligence Notification System (PINS) enables justice and law enforcement agencies to keep track of offenders when they are in prison and when they are released from prison. Since its introduction in 2003, PINS has been iteratively developed based on feedback from our law enforcement customers. Sending over one million prison release notifications each year, PINS acts as an essential early warning system, helping criminal justice agencies prevent re-offending.

PINS helps UK local, regional and national law enforcement agencies prevent re-offending by proactively notifying local criminal justice officers of prison releases into their local area 4 weeks in advance. Over the years, PINS has developed into a critical intelligence tool, integrating prison data with prolific offender data, outstanding warrants, organised crime groups and electronic monitoring data.

PINS 5 is the latest version of PINS available.

Some of the key features of PINS include:

- Locate an inmate in any HMPS establishment
- Pro-active release notifications to local areas 4 weeks in advance of release
- Pro-active notifications when prolific offenders enter or leave custody
- Pro-active notifications when offenders of interest move cell locations in the same prison establishment
- Pro-active notifications when a new cell mate joins the cell of an offender of interest in the same prison establishment
- Comprehensive searching to identify an offender based on limited information
- Generate reports of released offenders
- Warrant import option to check outstanding warrants against prison population
- Tagging import option for management of offenders subject to electronic monitoring
- Creation and management of specialist groups, such as, organised crime groups and facility to securely share groups with other users
- Visual representation and reporting of historic prison data with offender timelines
- Automated link analysis highlighting significant connections between individuals and groups of offenders based on prison data
- Role-based access control enabling user-specific functionality, along with improved security by partitioning PINS datasets and records based on assigned roles.
- Concurrent Licence for PINS and PLocate included as standard across all usage bands

Innovation

As well as adding new features to PINS, we are continuously working with our law enforcement customers to identify and deliver new PINS product modules to meet customers'

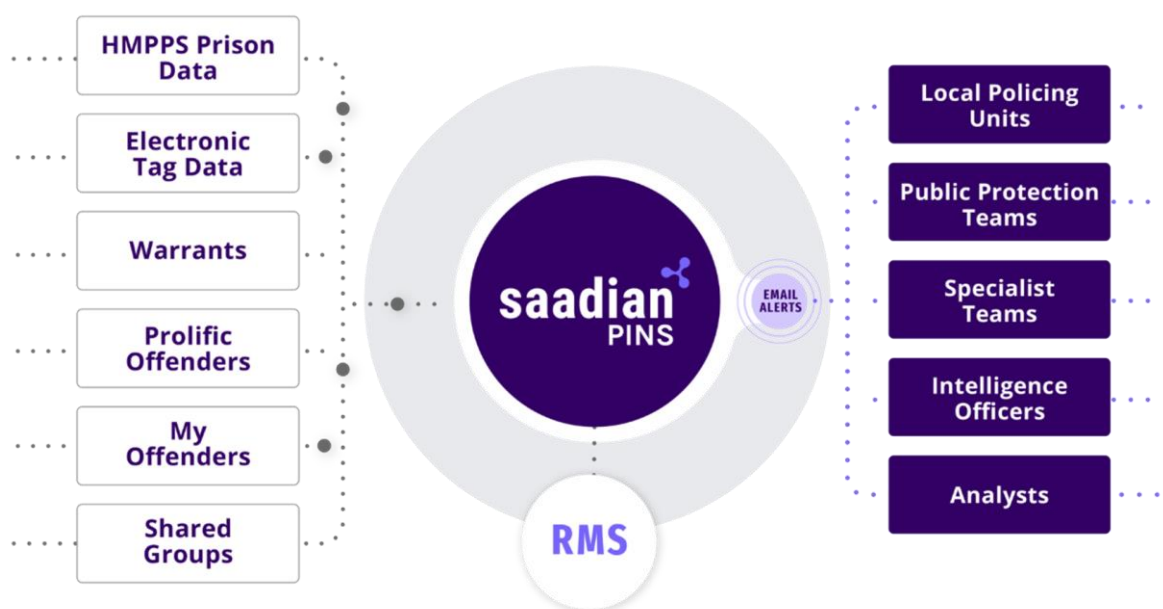
service needs. We provide such services as optional additional licensed modules to the core PINS service.

New modules include:

- **PINS Scoring.** A planned module that will provide customers with new functionality to provide police officers with scoring - additional information about offenders and the potential for re-offending and harm that they represent. Various analytical models such as Cambridge Crime Harm Index, OGRS3 and machine learning techniques are used to provide a range of scores for an offender, providing officers with an easy way to compare and prioritise offenders.
- **PINS RMS Integration.** A planned module designed to enable integration between PINS and RMS platforms such as Niche, Connect, and Mark 43. Saadian offer automated bi-directional updates, saving officers vital time and adding additional analytical features to PINS (e.g. location of co-defendants etc)
- **PINS Data Integration.** Planned integration modules that will provide customers with new functionality to provide police officers with access to data from other systems, for example, CAD or data lakes.
- **Dashboards.** A future module intended to deliver interactive dashboards, providing insight into national, regional and local prisons. Dashboards include interactive geographic release reports, top returnees, "My prisons" and many more.

2. PINS Functionality

The PINS software collects prison and police data from a variety of key sources and automatically cross-references and links historic and current prisoner records.



Daily monitoring of prison data allows PINS to send critical alerts and notifications to intelligence officers detailing key prisoner data changes as well as advance release notifications.

A complete audit of all activity is recorded, and PINS includes an audit tool for use by Professional Standards departments.

Fig 1. Dashboard showing mapped releases

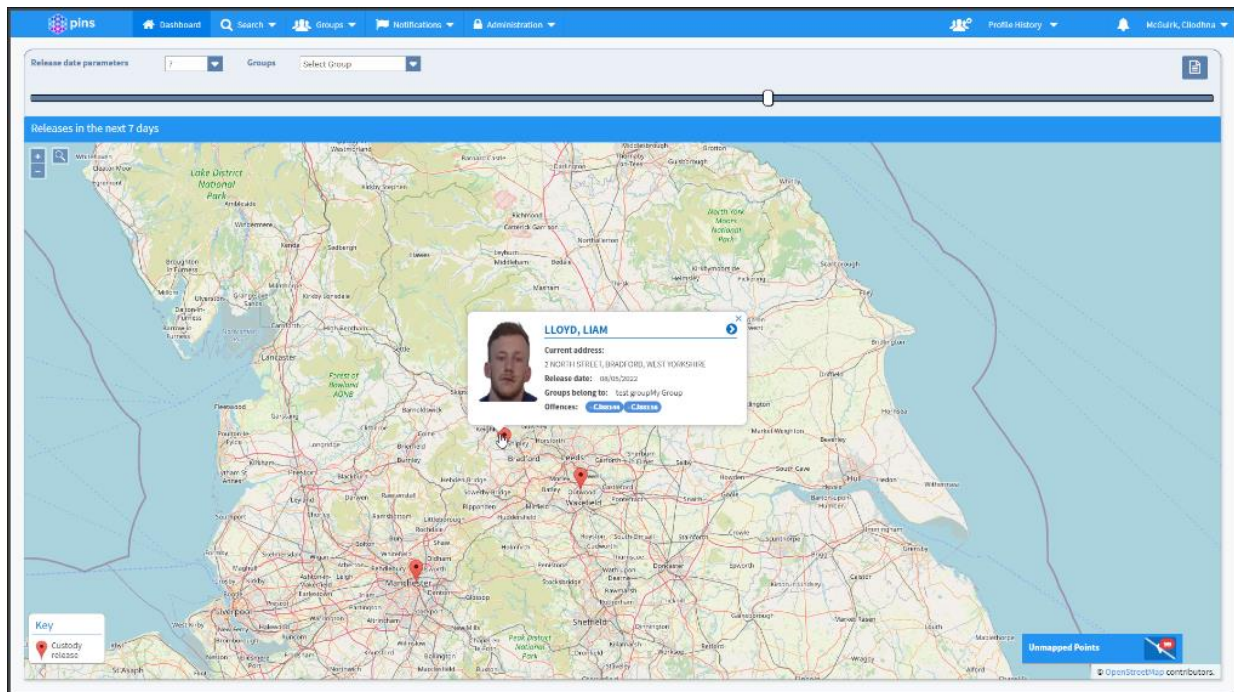


Fig 2. Dashboard Report showing in custody and number of prisoners due to be released from prison

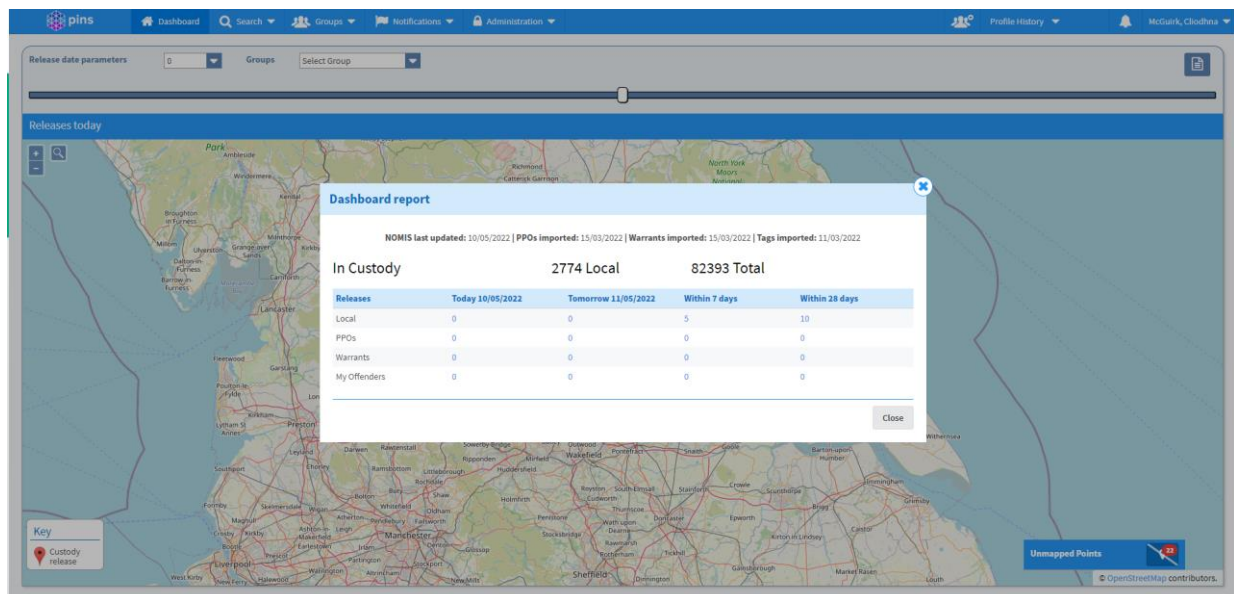


Fig 3. Shared Group imported from Excel

Organized Group Members Last Updated: 04/05/2022

Description: OCG Members
Offender Category:
Shared with: McGuirk, Clodhna
Reason: OCG Members
Owned by: Admin, Alex [admin]

Group Members

Quick Search

Cit	Surname	Forename	DoB	PICID	Created	Establishment	Release date
⊗	Blythe	Jake	09/10/2001	34/2345235X	04/05/2022		
✓	FISHER	LIAM	27/02/1994	08/5711325SR	04/05/2022	BELMARSH (HMP)	22/11/2026
✓	LLOYD	LIAM	05/09/1997	91/81705900K	04/05/2022	WYLLAND (HMP)	08/05/2022
✓	CHONG	MICHAEL	07/07/1981	70/04110041V	04/05/2022	FOREST BANK (HMP & YOI)	
⊗	Noonan	Mary	06/04/1970	92/23452347X	04/05/2022		
✓	PAULSON	PAUL	18/11/1997	44/4725976Z	04/05/2022	BRINSFORD (HMP)	26/04/2022
✓	REECE WATTS	JASON	16/05/1990	54/04300730V	04/05/2022	BELMARSH (HMP)	18/05/2035
⊗	Smith	John	02/03/1990	03/23423335C	04/05/2022		

Items per page: 10 1 of 8

3. About Saadian

“We love how the product is continually developed and are looking forward to getting the next version!”

UK Police Force

For the last 20 years, Saadian has helped law enforcement agencies keep communities safe.

In the UK, Saadian provides prison intelligence and analytical services for police and other law enforcement agencies, including: HMRC, 41 UK Police Services, Counter Terrorism task forces and the National Crime Agency. Our solutions deliver unique offender insights supporting agencies to prevent and investigate crime.

In the US, PINS is used in San Joaquin, California where local jail data is joined with parole and probation data, giving a complete view of all offenders in the community.

Everyday thousands of users use our PINS across every area of policing – from neighbourhood policing to public protection and counterterrorism. Our police users have told us that there are women alive today because of PINS – these were cases where the women were victims of domestic abuse and their abusers had been released from prison with no advance warning.

Our experience is that there are deep insights to be gained from utilizing jail and prison data. Used in the right way, jail data has been proven to be an invaluable investigation tool in the prevention and identification of crime.



We have a user-focused approach to product delivery, so our experience has grown around working with our users. We have a focused portfolio of products and have concentrated on continually improving them every year to provide increased value for our customers.

We are always transparent about our commercial terms so our customers always know where they stand. We have good relationships with all our customers, many of whom we've worked with for over 20 years.

Feedback from Users

"We have been using PINS for over 15 years. We now consider it to be a critical tool for crime investigation and prevention.

We love how the product is continually developed and are looking forward to getting the next version!"

UK Police Force

4. Service Benefits

FIT, FLEXIBLE AND FUTURE PROOFED

By pro-actively notifying agencies upon release, PINS helps law enforcement agencies stay on top of known offenders as they re-enter the community. PINS 5 offers enhanced analytical capability, to enable users to visualise complex data. In this way, law enforcement agencies use PINS to support investigations, to prevent crime and to keep communities safe from harm.

As a result of deploying the PINS Service, you can expect the following benefits:

1. Immediate Location Enquiry on any individual in prison England or Wales
2. Ability to identify who an individual has shared a cell with during their incarceration
3. Detailed search capabilities on prison population by crime, nationality, prison, date of birth
4. Detailed reporting on upcoming releases by crime, nationality, date of birth, prison
5. Automatic email notification of upcoming releases sent directly to local units based on address matching of reception and discharge addresses
6. Automatic email notification of upcoming releases for specific crimes
7. Automatic email notification of upcoming releases of specific individuals
8. Tracking of prolific offenders and special prolific offender notifications to local liaison officers on upcoming prolific offender releases
9. Tracking of warrants and automatic notification of matches and movements
10. Tracking of any group of offenders of interest such as Organised Crime Groups and automatic notification of matches and movements

5. User Experience

DESIGNED BY USERS FOR USERS

We are passionate about ensuring that users get software that meets their needs and helps them to do their job. Over the years we have engaged with many hundreds of our users and learnt about what they dislike about existing systems - and what kinds of things makes their life easier. We have incorporated these ideas into our interface design.

The PINS service has grown and been continually developed based upon regular feedback from end users. This has enabled us to provide a solution that is both easy to use for new or occasional users whilst also providing deep functionality for those that desire it.

The development of PINS 5 is in direct response to requests from our customers for improved analytics and reporting based on the historic prison data in PINS. We continue to work closely with a group of experienced PINS users from a range of specialist functions to test our ideas and plans for future versions of PINS 5, ensuring that the latest version of PINS will meet the needs of all our users.

6. Service Configuration

There are a number of configuration options within the service, primarily around whether PINS will be used by a local or national agency. In the case of a local agency, PINS is configured with local geographical information so it can easily filter and highlight offenders of local interest. In addition:

- Various data sources (warrants, PPO, electronic tagging information) can be configured.
- User access roles can be configured, granting a range of admin rights to users.

7. Service Deployment

YOU CHOSE, WE DEPLOY

We understand every organisation has different needs and preferences when it comes to deployment. We can provide a fully managed service appropriate to security classification of your data or you may have an existing infrastructure provider that you would like to host our solution with. Whatever you decide, we will work with you to design an infrastructure solution that meets your security and business needs.

Our OFFICIAL Managed Service

Our OFFICIAL managed services (formerly Pan Government Accredited to IL2) are based on deploying the solution within AWS Cloud*

Our OFFICIAL SENSITIVE Managed Service

Our OFFICIAL SENSITIVE managed services (formerly Pan Government Accredited to IL3) are based on deploying the solution within UK Cloud's Elevated cloud platform or on AWS Cloud.

We are happy to offer the platform on a Software as a Service basis on infrastructure provided by you. We can work with your infrastructure provider to design an appropriate solution that meets your recovery and security needs.

Private Cloud

We are happy to work with your chosen infrastructure provider to understand their service management proposition, designing an integrated service proposition so that service delivery is continuous and Service Level Agreements are completely aligned.

**AWS datacentres are highly resilient Tier3 and UK sovereign. With infrastructure located in secure UK data centres, AWS services are assessed against recognised international standards ISO9001, ISO20000 and ISO27001, and are subject to regular audits, assessments and inspections by certification bodies, regulators and accreditors.*

Summary of responsibilities:

- Saadian is responsible for the deployment, support and maintenance of PINS 5. Where requested by a customer and provided by Saadian, Saadian is also responsible for the provision and maintenance of the Cloud Hosting Environment in AWS (Saadian uses a 3rd party, our Cloud partner, AWS to provide some of these services).
- Her Majesty's Prisons and Probation Service (HMPPS) is responsible for the provision of the daily download of NOMIS OFFLOC data, its accuracy and timeliness.
- As a customer, you are responsible for the data sharing agreement with HMPPS; for managing users' access and permissions to the PINS service; for providing 1st line support; for ensuring that only appropriate data is stored and processed by this service and that you comply with your organisation's information assurance requirements. You are responsible for any action or inaction on your part arising from your use of PINS.

The table below highlights these key responsibilities.

Responsibilities	HMPPS	Customer	Saadian	AWS
NOMIS OFFLOC Data (provision, accuracy and timeliness of daily data download)	✓			
Data sharing agreement	✓	✓		
Data input to and extract from PINS		✓		
1 st line user support		✓		
Customer service management			✓	
PINS software maintenance			✓	
Management of Cloud hosting environment			✓	✓
Provision of Cloud hosting environment			✓	✓
Security (management of users accessing PINS and their use of PINS)		✓		
Security (application, data and infrastructure)			✓	✓

Saadian has scoped the AWS Cloud hosting environment to optimise performance for users based on our understanding of customer's reasonable usage of PINS, including data usage. As well as network and security services, the AWS Cloud hosting environment is scoped based on the following key criteria:

Service Category	vCPU	RAM (GB)	Volume (GB)
Application storage	8	32	100
Database Storage	4	16	100

If Saadian needs to increase the scope of the AWS Cloud hosting environment, over that defined above; for example, to cover increased customer demand, Saadian will inform the customer and agree the increase in service required.

8. Service Management

ITIL BASED APPROACH TO SERVICE MANAGEMENT

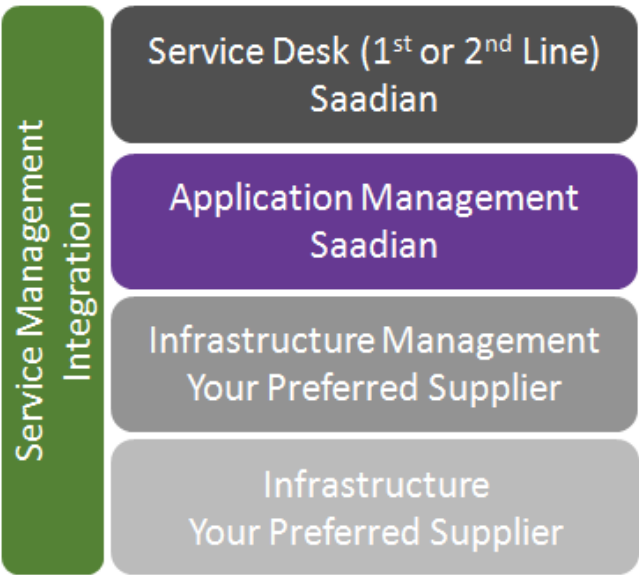
Service Management is at the core of all solutions and systems supplied by Saadian and an important part of our ability to build enduring relationships with our customers. We have 15 years of experience providing services to a variety of customers from different sectors and have built up a number of processes and assets to support service management.

Saadian service approach is underpinned by our ITILv3 based **IT Service Management system** which provides a standard set of processes and functions that are used to build a solution that's appropriate for each customer. The ITSMS allows us to capture and be supplied with the necessary business intelligence upon which we can make informed decisions to improve your system.

At the heart of our service management approach is our service desk. It can provide 1st or 2nd level support to your users or your primary service desk. Our service desk is backed up by a technical management team which provides the technical skills and knowledge to support the services.

We will assign one of our Service Delivery Managers to manage service provision for you and ensure adherence to Service Level Agreements (SLAs). Our service desk is manned by a team of service desk analysts who report to your allocated service delivery manager.

We propose to engage with you to define the specifics of the service including issue response, resolution targets and agree Service Level Agreements appropriate to your final solution.



9. Service Levels

ALIGNED TO YOUR OPERATIONAL NEEDS

We can offer a range of service levels which can be aligned to your operational needs.

For PINS OFFICIAL or OFFICIAL SENSITIVE services, hosted in partnership with Amazon Web Services (AWS), these are offered on a 95% availability SLA which includes availability of both the PINS 5 application and the cloud platform itself.

The service desk can be available at different times depending on your need.

Our standard offering is to provide the helpdesk during business hours (Monday-Friday 9am-17:00 excluding bank holidays).

Hours	Description of services provided
Monday-Friday 09:00 - 17:00 excluding bank holidays	• PINS 5 Application support including AWS Infrastructure (All severities) • Emergency Maintenance if necessary • Software upgrades
Out of Hours	• Infrastructure only support (High severity) • Emergency Maintenance if necessary • Scheduled Maintenance also occurs out of hours during the hours specified

When an issue or incident is raised with the Saadian support desk, a priority level (based on the urgency and impact of the issue) will be agreed between the reporter and us. Our response will be driven by this mutually agreed severity as follows:

Severity	Description	Examples	Response Time in Business Hours
High	Our highest Service Level response is reserved for complete Service Outage. It is expected that the Licensee will communicate directly via Telephone for this type of outage. The escalation level is immediate, and the fix is as soon as possible.	• All functionality of the PINS 5 application is not available • Major security breach	1 Hour
Medium	Our second highest Service Level response is reserved for partial outages or interruptions. It is expected that Licensee will communicate directly via Email or Telephone for this type of outage. The escalation level is after the initial response time, and the fix is as soon as possible.	• Degraded performance • High business impact such as unable to search or view the main application data • Attempted non-major security breach	4 Hours
Low	Our third Service Level response covers enquiries, minor issues and change requests. It is expected that the reporter will communicate directly via Email for this type of issue. Any fixes in this class will be included in the next schedule release.	• PINS 5 application is available, but low impact functionality may be unavailable • Non-urgent new content or functionality addition request	5 Days

We understand that you may have different needs across these criteria and our pricing model provides flexibility, enabling us to design service levels that fit with your needs.

With regard to service issues specifically relating to **NOMIS OFFLOC** data:

- Her Majesty's Prisons and Probation Service (HMPPS) is responsible for the provision of the daily download of NOMIS OFFLOC data, its accuracy and timeliness. Where HMPPS does not provide data correctly, the customer is responsible for resolving such issues with HMPPS. Saadian will support PINS customers and use its best endeavours to remediate these data problems as soon as possible, working with HMPPS and customers as required.
- For Private Cloud customers (also known as on premise), the customer has responsibility for the daily monitoring of this data download including ensuring the data is processed daily to support the PINS service. Where the data has not been provided correctly, the Customer is responsible for remediation of any data problems as soon as possible, working with Saadian as required.
- For AWS hosted customers, Saadian has responsibility for the daily monitoring of the data download. Where the data has been correctly provided by HMPPS, Saadian will ensure the data is processed daily to support the PINS service.

10. Service Constraints

PLANNED APPROACH TO MAINTENANCE

Where we are providing managed services to you, we will adhere to the following in terms of maintenance windows. For private cloud deployments, the customer or the customer's hosting provider is responsible for service availability.

Maintenance Type	Planned Maintenance
Definition	Planned Maintenance means any pre-planned maintenance of any infrastructure relating to the Services
Notice	We will provide you with at least twenty-four (24) hours' advance notice of any such planned maintenance
Schedule	Planned maintenance of Saadian's infrastructure relating to the Services shall happen between the hours of 18:00 and 01:00 (UK local time) weekly on a Wednesday
Service Credits and Reporting	Planned Maintenance shall be excluded from any availability calculation in regard to Service Credits but shall be included in monthly service reporting;

Maintenance Type	Emergency Maintenance
Definition	Emergency Maintenance relates to the unplanned maintenance of any of the infrastructure to prevent or resolve failure or interruption of the service.
Notice	Whenever possible, we will provide you with at least six (6) hours' advance notice
Schedule	Whenever possible Emergency Maintenance of Saadian's infrastructure will happen between the hours of 18:00 and 01:00 (UK local time) Monday to Sunday and/or between the hours of 08:00 and 12:00 (UK local time) on Saturday and/or Sunday unless there is an identified and demonstrable immediate risk to a Client's environment
Service Credits and Reporting	Emergency Maintenance shall be excluded from any availability calculation but shall be included in monthly service reporting.

11. Training

FITTING WITH YOUR TRAINING STRATEGY

We can work with you in a flexible way depending on your training needs.

Saadian offers monthly on line training events for PINS users to access through a live online training event. Pre-recorded training tutorials (videos) are also available that walkthrough the different functional areas of PINS. These training tutorials offer valuable insights to enhance your proficiency with PINS and are aimed at new and existing PINS users.

We also provide either Saadian instructor led training or train-the-trainer training

12. Ordering and Invoicing

Ordering can be carried out using the G Cloud Framework Agreement Schedule / Order Form.

A valid purchase order is required for ordering.

Invoicing is based on delivery of PINS on the customer's preferred hosting environment. Payment via BACS or other electronic mechanism.

13. Information Assurance

WORKING WITH YOUR INFORMATION ASSURANCE PROCESS

Under the Government Security Classifications Policy (GSCP) launched in April 2014 public sector organisations are more empowered to assess how risks to their information are managed, and to satisfy themselves that their cloud supplier and solution have the appropriate security controls in place. Saadian in collaboration with our cloud platform partners, AWS Cloud and UK Cloud, fully adhere to these principles.

The OFFICIAL and OFFICIAL SENSITIVE managed services that we offer are deployed on assured cloud platforms. The Cloud platform is designed and optimised to meet the unique information assurance needs of UK public sector organisations through:

- UK Sovereign cloud platform delivered from two secure UK data centres by a UK company with SC cleared UK staff
- Suitable for all data classified at OFFICIAL, including OFFICIAL-SENSITIVE data under the Government Security Classification Policy (GSCP)
- Suitable for legacy IL2, IL3 and IL4 (by aggregation) systems under the Government Protective Marking Scheme (GPMS)
- Extensive independent validation of alignment with the Government Cloud Security Principles
- CESG Pan Government Accredited at both IL2 and IL3
- Accredited PSN Service enabling secure, compliant access via both PSN Assured & PSN Protected networks
- Independently certified against ISO27001, ISO9000, ISO20000, Cyber Essentials Plus and members of the Cloud Security Alliance
- Advanced Cross Domain Security Zone – designed to facilitate controlled connectivity between higher security domains (e.g. PSN Protected) and lower security domains (e.g. OFFICIAL).

- Protective Monitoring (aligned with GPG13) across all UK Cloud platforms

Saadian has achieved Cyber Essentials Certification and is working towards Cyber Essentials Plus. Our Services are administered and supported by Saadian's UK based staff who are police security vetted to the accepted National Non-Police Personnel Standard (NPPV) including SC clearance.

14. Details of Data Backup & Disaster Recovery

For our OFFICIAL and OFFICIAL SENSITIVE managed services, all data is backed up by us on a nightly basis to an offsite location. Backups are retained for 14 days. Depending on your disaster recovery requirements, Saadian can optionally offer dual data centre resilience.

Where Saadian are deploying this service on infrastructure provided by you, data backup and disaster recovery will be your responsibility.

15. Data Extraction

The management of the data in PINS is covered by an Information Sharing Agreement between the customer and HMPPS.

16. On-boarding and Off-boarding Process

Typically, the on-boarding process and use of the service is as follows:

- Review Technical requirements document provided by Saadian
- Agree information sharing agreement with HMPPS (PINS requires the HMPPS data)
- Agree preferred deployment approach
- Saadian activate PINS
- User acceptance testing with business sponsor
- Onsite user training delivered by Saadian

When customers are off-boarding with us, the handling of the data in PINS is governed by the information sharing agreement between the customer and HMPPS. If Saadian are managing the service for you, we will decommission the service and securely delete all data held by us as required by the information sharing agreement.

17. Trial Details

We would be happy to offer a demonstration to show how the solution works and to discuss how other customers are using the Platform. We would be happy to consider a trial of the solution to allow you to better understand the value you could derive from use of the Platform. Many of our existing customers are happy to host a site visit.

18. Customer Responsibilities

Your responsibilities will be to

1. Ensure you have completed the necessary steps to agree to an information sharing agreement with HMPPS in order to access OFFLOC data
2. Provide access to technical resources appropriate to the deployment option you have chosen.
3. Ensuring that only appropriate data is stored and processed by this service and that you comply with your organisation's information assurance requirements and your information sharing agreement with HMPPS.
4. Provide us with detailed information in relation to any business requirements and technical aspects of the solution design (such as sizing expectations) in a timely manner.
5. Manage User access to the Service.
6. Provide first level technical and user support
7. For Private Cloud you will be responsible for managing the hosting of the service and the download of OFFLOC data. Where Saadian is providing hosting for you, in Official or Official Sensitive Cloud services, we will be responsible for managing the hosting of the service and the download of OFFLOC data.
8. The lead responsibility for resolving OFFLOC issues with HMPPS, including for maintaining their access to OFFLOC eg passwords.
9. The customer is responsible for any action or inaction they take / don't take arising from their use of OFFLOC data or PINS,

19. Service Lead Time

There is typically a 4-6 weeks lead time for activating PINS after subscribing for this service. This period is required for the customer to sign an information sharing agreement with HMPPS.

20. Termination Terms

The minimum contract term is 12 months. Termination before this time is not possible. There are no termination fees. See Section 18 above for off-boarding arrangements.

21. Technical Requirements

The Technical Requirements for PINS are outlined below. Please note, as the PINS service is continuously improved and new functionality added, the actual requirements will be agreed upfront with customers at the time of order.

The PINS service is accessed via a web browser. JavaScript must be enabled. The following browsers are supported:

- Firefox version 62+
- Chrome version 55+
- Edge version 80+

Note: Internet Explorer is no longer supported.

For customers wishing to deploy PINS in a private cloud based on IaaS, the recommended minimum server specification is:

PINS 5

Server	Cores	Memory	Comments
1 Tier – Database and Application on same server	Recommended - 8vCPU	Recommended – 32GB	Temporarily for the migration, 500GB of disk space will be required for the database migration. This is for the storing of backups and transaction logs whilst processing the data.
2 Tier – Database and Application on separate servers	Application Server: Recommended - 4vCPU Database Server: Recommended - 4vCPU	Application Server: Recommended – 32GB Database Server: Recommended - 16GB	Application server specifications are dependent on amount of users in the system. Temporarily for the migration, 500GB of disk space will be required for the database migration. This is for the storing of backups and transaction logs whilst processing the data.

The specification may be met by a single virtual server or by separate servers for application and database.

It is expected that the initial installation of PINS, including the download of the first data file will use between 3 and 4GB of disk space between the application and the database. Database growth is expected at a rate of approx. 2 GB per year; however, this is highly dependent upon user activity. Backups and logs are cleaned automatically by the PINS services.

Network Requirements:

The PINS service includes a Download service that can collect the prison data from HMPPS on a nightly basis. Alternatively, PINS can use a customer staging area if another mechanism is in place to collect the prison data.

PINS will also need access to a mail server to generate local email notifications.

22. Use of Open Source Software

The PINS service uses the following Open Source software:

- Java, Apache Velocity, JQuery, JavaScript & CSS, Quartz Scheduler, Hibernate, Lucene (Soundex support), Jersey libraries (RESTful services), ESAPI, Log4J, ElasticSearch/OpenSearch and MySQL

23. Application Programming Interface

A web services interface to PINS 5 is available. Details of the API are available in the technical documentation supplied on service ordering.