

National Delius Support and Maintenance Service

1. Service Overview

Support and maintenance for the National Delius application, the Probation Service case management system used across England and Wales, has been delivered by Unilink since November 2012. We have a mature, ITIL compliant facility, with a strong record of user satisfaction, and the service is aimed at organisations that already have a user service desk providing first line support.

Unilink provides third and fourth line support to the customer's service desk function for the correction of incidents, issues and configurations within the National Delius applications as well as database and web logic servers.

2. Service Features

- The Unilink Support Service operates Monday to Friday from 07:00 to 23:00
- An operator-staffed Service Desk is available during standard working hours, Monday to Friday, 09:00 to 17:00
- Major Incident support is available on a 24/7 on-call basis, as agreed within the service contract.
- Standard service response times for Priority 1 incidents are defined within the agreed Service Level Agreement.
- Service Level Agreements and Key Performance Indicators are agreed with the customer and form part of each service contract.

3. On-Boarding and Off-Boarding

3.1 Service on boarding and off boarding

Customer on-boarding to the Unilink Support Service is planned and agreed as part of service mobilisation. New customers can be set up on the Service Desk within agreed timescales, subject to confirmation of service scope, access requirements and service levels.

Service level definitions and support arrangements are agreed with each customer and documented within the service contract, including any extended or out-of-hours support requirements.

Off-boarding is managed in a controlled manner in line with contractual requirements. All customer documentation, access credentials and reference materials are returned or securely removed as agreed at service termination.

3.2 Staff On-boarding and off-boarding

All Unilink staff supporting the service are subject to security vetting and clearance to SC standard and are not permitted access to live environments until clearance is confirmed.

Staff induction follows a structured process, including introduction to Unilink service management practices, technical environments and customer-specific requirements. Access to systems and information is granted on a least-privilege, role-based basis. Ongoing training and mandatory security briefings are provided to maintain service capability and compliance.

Departing employees are subjected to a formal de-briefing and all existing rights and permissions are suspended on or before departure. Where departing staff are engaged in active service delivery or customer-facing activities, Unilink will ensure appropriate handover arrangements are completed and customers are informed as required to maintain continuity of service.

4. Service Management

Unilink operates an ITIL-aligned service management function to support the delivery of the National Delius Support Service.

Service management activities are governed by the overarching service contract and associated service level agreements, which define roles, responsibilities, performance targets and escalation procedures. Service levels and performance targets are agreed with each customer as part of the service contract.

Service management activities include incident management, defect investigation and change management, supporting the controlled resolution of issues and the safe introduction of refinements and enhancements to the live service. All change activity is planned, assessed and implemented in accordance with agreed governance and assurance controls to minimise operational and service risk.

Service performance is monitored against agreed metrics and reported in line with contractual requirements. Service reviews support performance oversight, issue resolution and ongoing alignment with customer priorities and operational needs.

5. Service Levels

Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) for the National Delius Support Service are defined within the existing National Delius service contract and its supporting schedules.

The SLAs and KPIs cover service availability, incident response and resolution targets, escalation procedures, major incident handling and service reporting. These service levels apply during defined service hours, with additional on-call support arrangements for major incidents outside standard operating hours.

Performance against agreed SLAs and KPIs is monitored through Unilink's ITIL-aligned service management processes. Regular reporting and service review meetings provide visibility of performance, incidents, trends and agreed improvement actions, in line with contractual requirements.

6. Information Assurance

This service operates under the OFFICIAL-SENSITIVE security classification.

7. Backup/restore and Disaster Recovery

Unilink supports agreed backup, restore and disaster recovery processes in line with the service contract and ITIL-aligned service management practices.

Backup and restoration arrangements are defined with the customer, including frequency, retention and recovery procedures. Disaster recovery processes are documented, tested at agreed intervals and reviewed regularly to ensure continued effectiveness and service resilience.

8. Customer Responsibilities

The customer is responsible for providing access, facilities and information reasonably required to support delivery of the service, as agreed at contract stage. This may include system access, security permissions and on-site facilities where applicable.

Where Unilink staff are required to operate within customer-managed environments, the customer will provide appropriate equipment, access and permissions in accordance with agreed security and operational requirements.

9. Technical Requirements

Technical requirements, service dependencies and interface arrangements are agreed with the customer as part of service mobilisation and documented within the service contract and supporting schedules.

10. Ordering and Invoicing Process

Services are ordered following an enquiry and a short period of consultation to confirm service scope and requirements. Unilink will provide a written quotation outlining the services to be delivered.

Services are initiated on receipt of a valid Purchase Order. Invoicing is issued at agreed intervals or milestones in accordance with the service contract. Payment terms are 30 days from the date of invoice unless otherwise agreed.