

Case management system for central government

G-Cloud 15

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Service overview

Our As Appian partner, CDS provides case management consultancy, design, implementation, delivery and support for complex case management and business process management solutions. We provide specialist solutions for central government including Legal, Finance, HR, Workforce, Correspondence and Investigative Case Management solutions.

Our consultancy services include:

- Gap analysis of your requirements vs the pre-built components of the platform
- Identification and implementation of configuration required to meet your needs
- Agile delivery of bespoke development where required using the low-code platform and its inbuilt capabilities including:
 - API configuration
 - RPA
 - Creation of business rules,
 - Document processing,
 - Process model management
 - User interface designer
- Personalisation and branding
- Training for end users (and system administrator if required)
- Ongoing support and guidance to ensure successful adoption.

By partnering with our Case Management consultancy, you can expect to achieve greater efficiency, transparency, and accountability in your correspondence case management operations. Our proven methodology and experienced consultants will help you transform the way you provide these core, regulated services to your customers, ensuring greater customer satisfaction and a lower burden on your organisation.

Our consultancy services team are security cleared (BPSS, SC, NPPV2/3) and adept at working in closely governed, secure and regulatory environments.

Features and benefits

Features

- A SaaS platform that ensures performance, scalability, security and stability
- Pre-built modules for the core components of the services
- User management and role-based access control
- Inbuilt data retention policies and document version control
- Parameter driven SLA management with automated reminders and escalations
- Fully automated template-based email/SMS/letter generation you control
- Full auditing for regulatory compliance
- Preconfigured and self-service dashboard creation with AI powered insights.

Benefits

- Dynamic and intuitive workflows, configurable to your requirements
- Improved efficiency and cost reduction through automation and streamlined processes
- Enhanced customer satisfaction and improved communication
- Realtime SLA ticker and timeline providing clear performance tracking/audit
- Easy to prove regulatory compliance
- Increased operational transparency and clarity of ownership
- Proactive identification and resolution of issues
- Inbuilt GDPR compliance for personal and special category data
- Speed and quality of implementation
- Performant, scalable, secure and stable platform.

Case study

Social Work England (SWE) is a digital-first organisation, so its digital service needed to efficiently support all its core activities. SWE chose CDS and Appian to deliver the required workflows, business process automation, document management and management information for case management and to manage the registration and validation of the social worker community.

Using Appian, the case management system was built flexibly to handle different types of cases, but also can link cases together. For example, an initial investigation may turn into a full inquiry investigation. For SWE, this capability delivers a significant benefit to business process efficiency.

The solution is configured with well-defined paths and processes including assigning cases, collecting evidence, case notes, documents, internal and external (linked) data sources. Decision points prompt changes of status and trigger notifications. Other automated processes such as updating the fitness to practice database are also triggered by decisions.

Case management processes include:

- Registration processes, automated and some processes with manual intervention (based on certain circumstances), quality assurance check process (% check of automated applications)
- Appeals processes including, ability to submit appeal within 28 days,
- Annotation of records
- Information Portal with messaging system
- Raising a complaint – triage of initial submissions from public, stages and processes for complaint, workflows for: risk assessment, investigation, automatic removals, ability to create “parent-child” case relationships, case examination, prosecution and adjudication, Final order, Voluntary removal, restoration, interim order, offline concern
- Email notification to caseworkers
- Document library for case documents
- Prepared for “bundle” creation
- System sends and captures all communication. External comms can be added to the case document library.
- Email contact templates for various standard messages.

- Reporting on all key process states and performance
- Data import utility for migration of current cases.

In addition to the core functionality, we made use of Appian's full API enabling the solution to interoperate with other products and systems. For SWE, every process involves multiple systems, which are integrated using open standards including OIDC and SAML: primarily the website, case management solution and the identify provider (which is integrated with GOV.UK Verify). All communicate together securely, via RESTFUL API, secured with Industry specific standards.

At an architectural level, the solution is designed using modular, loosely coupled design patterns, enabling elements of the solution to be interoperable. The solution is also futureproofed from a hosting perspective, using Microsoft Azure in multiple regions for resilience. It also uses Microsoft WebApps which are automatically scalable to meet peaks in demand and has the potential to scale to a multi-cloud architecture in the future.

Outcome

The case management solution, provided by Appian, offers flexible workflow management, business automation and artificial intelligence tools used to enhance services and generate business process efficiencies.

The launch of the website and low-code platform successfully allowed Social Work England to launch as a digital-first regulator and provides a solution that is flexible and can easily adapt to changes in business processes, as the organisation matures.

The solution won Digital Impact Awards 2020 'Best use of digital from the public sector' (Gold).

Business continuity and disaster recovery plans

CDS is committed to minimising and managing its exposure to disruption to the business and the services provided to our customers. This encompasses robust systems and processes necessary to maintain continuity of service and operations.

CDS maintains a comprehensive Business Continuity and Disaster Recovery (BCDR) plan, certified to **ISO 23001**, that defines clear roles, responsibilities, processes, and procedures for assessing and responding to disruptions to ensure continuity during disruptions. **Our plan is tested annually with lessons learned incorporated into plan improvements.**

Our Business Continuity Management System (BCMS) is underpinned by regular business impact assessments and threat and risk analyses, and annual tests to ensure all contingencies remain effective, current, and fit for purpose.

Onboarding and offboarding

Onboarding

CDS provides a tailored onboarding pathway, based on clients' individual requirements.

Onboarding is a collaborative process, through which we fully understand our clients' short-, medium- and long-term goals, and plan our service accordingly, to deliver best value and appropriate resourcing, governance, communication and planning.

Our multi-disciplinary agile teams will work with project stakeholders to understand the client and project needs and requirements.

We will define and capture ways of working, including definitions of 'ready' and 'done', and identify acceptance criteria for each sprint, underpinned by modern test practices and OKRs.

Offboarding

Upon starting the engagement, CDS will provide an exit plan for client approval. This will cover matters such as knowledge transfer and documentation, roll-off schedules, data and asset transfer, intellectual property and removal of access / permissions and return of devices / equipment.

Ownership of data contained in any solution belongs to and rests with the client; as the service is decommissioned, raw data will be transferred to the client. CDS is certified to ISO 27001 for data security and will always adhere to these standards – including data removal and destruction.

Ways of working

At CDS we apply agile principles across our projects, primarily using the SCRUM Agile methodology. We operate multi-disciplinary squads that combine domain expertise with technical excellence, delivering value early and iteratively through two-week sprints. Our approach is underpinned by the following core practices:

- **Daily standups:** A team call for 15 minutes each morning to track progress, surface blockers and ensure sprint goals are achieved.
- **Sprint planning:** Held at the start of each sprint to prioritise the work, align on objectives and ensure the team is fully prepared.
- **Sprint review:** At the end of the sprint, the team demonstrate to all stakeholders the deliverables achieved and present the sprint goal for the next sprint.
- **Sprint retrospective:** For each sprint the team will review what went well, identify areas of improvement and embed lessons learned to drive continuous improvement.

Additionally, we have an Agile mindset and culture at CDS, in which we apply:

- **User-centred design and customer-focus:** Through collaboration and partnership working we deliver outcomes that meet user needs.
- **Adaptability and flexibility:** Short feedback loops enable us to respond quickly to change, with teams empowered to pivot as required.
- **Continuous learning:** Retrospectives encourage open, honest feedback to continually improve ways of working and delivery effectiveness.
- **Partnership and teamwork:** We create a one-team culture with our clients and their supplier partners, working collectively towards shared project goals.

Training

As well as continual ‘on the job’ knowledge transfer to upskill client teams, CDS can provide formal, comprehensive training for administrators and users prior to handover and go live designed to support successful change management, ensure smooth implementation and embed solutions that are integral to business operations. Our training also builds internal technical capability, empowering teams to become self-sufficient and reduce the long-term cost of change.

In most cases, we adopt a ‘train-the-trainer’ model, delivered through a blend of on-site and remote sessions. This is supported by comprehensive training materials and easy-to-follow digital end-user guides, written for non-technical audiences and compliant with WCAG 2.2 accessibility guidelines.

Quality assurance and performance testing

CDS applies rigorous testing as part of our Quality Assurance process (ISO9001) to ensure we maintain quality across our deliverables and that outcomes are fit for purpose and fulfil functional and performance requirements.

Our testing capability is led by ISTQB (International Software Testing Qualifications Board) qualified testing experts with all the skills and expertise to quality assure AI, technology & cloud services.

We use a flexible, agile testing approach utilising tools and techniques tailored to each client’s context to ensure solutions meet business objectives and success criteria.

We adopt an automation-first approach, embedding high-quality automated checks into robust CI/CD pipelines to ensure quality is treated as a first-class citizen throughout the deployment process.

Our testing services include:

- Test strategy
- Test planning
- Automated test frameworks
- Testing, defect management and reporting
- Support of customer UAT
- Security (perimeter/application) testing / DevSecOps

- Performance and stress testing.

Security services

CDS holds certifications to international standards - Cyber Essentials Plus and ISO27001 Information Security, encompassing physical security, personnel security, storage, electronic data handling and secure destruction.

We embed 'secure-by-design' principles in our standard service design approach, aligned with security best practises and in addition we provide expert security consultancy.

CDS works closely with National Cyber Security Centre CHECK-accredited providers to conduct IT Health Checks (ITHC)/penetration testing in line with best practice.

CDS staff are BPSS cleared as a minimum. We can deploy SC, NPPV cleared teams and staff with DV clearance, if required.

Ongoing support

Our service model is designed to provide comprehensive, proactive support that operates to

ISO20000:2018 Service Management and ITIL best practices, covering the full-service management lifecycle.

We deliver a fully managed service that encompasses application support, platform maintenance, incident management, problem management, change management, supplier management, and out-of-hours support for major incidents. This approach ensures that business-critical systems remain operational and performant whilst maximising customer value through continuous service improvement.

All CDS Service Delivery team are ITIL-certified.

We offer three service levels (Bronze, Silver and Gold) each providing:

- Online Service Desk Portal available 24x7 for logging and tracking incidents and requests.
- Telephone support via a dedicated helpline available from 9am to 5pm Monday – Friday (excluding English Bank Holidays).
- Highly skilled service desk team who manage and resolve incidents and requests in accordance with the agreed SLA.
- Ongoing maintenance including application of security patches.
- Structured change management to ensure updates are properly assessed, approved and implemented.
- Monthly performance report to provide visibility of service levels and operational metrics.

Support and maintenance contracts stipulate a minimum level of support provision per month, appropriate to the size and complexity of the service, aligned to the preferred service support tier. Additional time is chargeable at the day rates listed on the rate card.

SLA Incident response

Service	Bronze	Silver	Gold
Incident response			
P1 - To be called in	15 minutes	15 minutes	15 minutes
P2	1 hour	1 hour	1 hour
P3	1 hour	1 hour	1 hour
P4	4 hours	4 hours	1 hour
P5	1 working day	1 working day	1 hour
P6	1 working day	1 working day	1 hour
Target incident resolution - core hours			
P1	8 hours	6 hours	4 hours
P2	15 hours	11 hours	8 hours
P3	5 working days	3 working days	1 working day
P4	7 working days	5 working days	3 working days
P5	N/A	14 working days	10 working days
P6	N/A	N/A	N/A
Major Incident Report	N/A	10 working days	5 working days

Hosting managed services

CDS provides a range of consultancy and management services for design, implementation and management of application infrastructure, including:

- Technical architecture and implementation
- Infrastructure management and maintenance including:
- Critical security patches
- OS (operating system) patches: testing and deployment

- Application and platform availability
- Anti-virus & Malware updates
- Obsolescence management
- Proactive monitoring and alerting of Infrastructure & solution performance and function.

Service constraints

Attainable service levels will be dependent upon the service performance of cloud suppliers within the service chain. Maintenance windows may apply, and clients should refer to the SLA for the specific service in use.

Ordering and invoicing

We recommend contacting CDS before placing an order via G Cloud 15, to confirm and agree scope, scale, SLAs, KPIs, outcomes, etc. We will be pleased to support clients to define statements of work that reflect their requirements.

Invoices are issued monthly in arrears, with payment terms of 30 days.

Pricing

Timescales and costs vary, depending on several factors; we recommend a preliminary review to provide a firm cost.

Please refer to our pricing document and rate card.

Industry standards

CDS delivers all its services to internationally recognised standards. CDS is accredited to the following standards:

- ISO 9001 Quality Management System.
- ISO 27001 Information Security Management.
- ISO 20000 IT Service Management and IASME certified.
- ISO 14001 Environmental Management.
- BSI 1008 Electronic Information.
- ISO 22301 Security and Resilience (Business Continuity).
- ISO 45001 Health and Safety Management.
- ISO 10008 Evidential Weight and Legal Admissibility of Electronic Information.
- ISO 50001 Energy Management Standard.
- Cyber Essentials Plus.
- IASME certified.
- ITIL compliant service desk.
- PlanetMark Sustainability.

We comply with the Data Protection Act 2018 and UK GDPR regulations.

Contact details

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