

CareFirst Applications Hosted & Managed Service

A Hosted & Managed Service, providing a production environment, two non-production environments, and a DR environment as standard

OLM (wholly owned by Civica) can offer a CareFirst Applications Hosted & Managed Service, providing a production environment, two non-production environments, and a DR environment as standard (typically LIVE, TEST, TRAIN, DR).

The following details our service, pre-requisites, and environments.

Service Pre-Requisites

Pre-Requisite	Component
Fixed IP Address	The customer must have at least one fixed public IP address available for exclusive use by the Cloud Legacy Product Service.
Internet Based IPSEC VPN	An IPSEC site to site VPN must be established between the customer and OLM Systems' data centre (see VPN documentation).
Internet Access & Bandwidth	The customer must ensure a sufficient Internet connection is available with suitable resilience. A minimum of 5Mbps per 100 concurrent users is required.

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.

CareFirst Applications Hosted & Managed Service

Products & Environments

We provide one production environment, two non-production environments, and a DR environment as standard (typically LIVE, TEST, TRAIN, DR).

To request additional environments, or increase the number of users for existing environments, please [raise a support call](#) or contact your Account Director.

Integrations

We are able to support existing and new integration requirements. Integrations are defined at a high-level during procurement, then defined at a low level during the design stage of implementation.

Environment Access

Access to the environments can be using TLS encryption over the internet, or via IPSEC VPN.

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CareFirst Applications Hosted & Managed Service

Managed Services

The following services are included:

Service	Item	Description
General	Backup & Recovery	Implementation and management of an appropriate backup strategy ensuring regular and successful database and environment backups.
	System Monitoring & Alerting	Monitoring and alerting of infrastructure, middleware and application tiers for: • Availability • Utilisation • Performance • Compliance
	Performance Management	Performance management of the environments listed in the service definition, including database performance tuning where appropriate.
	Capacity Management	Storage and capacity management of the environments listed in the service definition.
	Release Management	Management and implementation of OLM and third-party software patches, hotfixes, updates and upgrades.

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Managed Services

The following services are included:

Service	Item	Description
Database & Schema Administration	Batch	Implementation, administration and maintenance of automatic batch routines
	Clone	Implementation of a regular automated database clone solution
	DBA	Creation, administration and maintenance of the databases for the environments listed in the service definition. This includes the data and log files, memory structures and associated alert log and trace files.
	Diagnostics	Remote diagnostics and resolving of database related issues.
	Executables	Installation, maintenance, upgrade and patching of software binaries.
	Health Checks	Provision of Bi-Yearly Server Health checks.
	Refresh	Implementation, administration and maintenance of automatic refresh routines for non-production environments.

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Managed Services

The following services are included:

Service	Item	Description
Application Server & Report Server Administration	Administration	Application server administration tasks, including application log, file and folder and user maintenance.
	Diagnostics	Diagnosis and resolution of application server related issues.
	Executables	Installation, maintenance, upgrade, patching of Software Binaries.

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Disaster Recovery Service

The disaster recovery service provides a hot stand-by replica of your production environment in a geographically dispersed secondary data centre.

The DR replica will be available for production use in the event that primary service cannot be resumed in a timely manner (typically 4 hours).

Special Terms & Conditions

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Features

- Secure
- Resilient
- Managed Service
- Out of Hours Options
- Support existing and new integration requirements
- Backup and recovery

Benefits

- Integrations - OLM can support existing integrations
- Disaster Recovery - OLM provides different options
- Multiple Environments - OLM provides Live, Test, Train, etc.

Additional information

As part of our continued commitment to supporting customers using our CareFirst product, we can host your solution in a secure, resilient and managed way allowing you to focus your resources on getting the most out of your systems.



Certification Number 663
ISO 9001
ISO 14001
ISO 27001
ISO 22301
ISO 45001
ISO 27701