



Service Definition

Cloud Data Management Support

G-Cloud 15



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Contents

Document Information.....	2
Contents.....	3
Service Catalogue.....	4
Overview.....	6
Cloud Data Management Support Service.....	7
Data Feed Development Service.....	11
Landscape Assurance.....	13
Data Quality and Information Assets Dashboards.....	14
Cloud Data Management Service.....	16
Application Onboarding.....	18
API Development Team.....	19
Data Analytics Service.....	20
Software.....	21
Service Definition Summary.....	22

Service Catalogue

The Cloud Data Management Support (CDMS) Service has a number of features that can be requested individually or together as combined CDMS service.

Cloud Data Management Support Service

An end-to-end data management service encompassing all aspects of data acquisition to a centralised cloud data store.

Data Feed Development Service

The Data Feed Development Service creates interfaces or data feeds to your cloud service from a user/tenant organisation.

Landscape Assurance

Ensures consistency of information provision to your cloud service by data providers. This service can measure, investigate and analyse the consistency of data provided to the cloud system by each data provider.

Information Assets/Data Quality Dashboards

This supports a cloud service in understanding current data quality, improving data quality including the root causes, improving data standards and the development of robust business and technical standards to ensure high data quality is maintained. This would include data catalogue provision and supplier liaison to ensure data integrity and validation at source.

Cloud Data Management Service

The Cloud Data Management Service provides a complete service to load, govern, support, manage and leverage information within a cloud service.

Onboarding Team

The onboarding team provides a detailed, objective and measurable evaluation matrix against potential onboarders, where required, and assists them with the onboarding of their organisation in terms of access to the application, data submissions, vetting guidance, training guidance and other areas.

API Development Team

This teams scopes and develops requirements for APIs to access application data and then develops, tests and releases the API to prescribed organisations.

Data Analytics Service

This team undertakes detailed analysis of structured and unstructured data using natural language tools and, where appropriate, incorporates other AI capabilities.

Overview

We are a leading provider of data management support services to the Public Sector. Established in 2002, Datalynx has a strong track record in delivering cloud data management support services.

Our specialised focus combined with proven processes and extensive experience means we will provide the data management service that is right for your needs and deliver this for you on-time and on-budget.

All our people hold existing government and police security clearance, so can be deployed rapidly.

Our business philosophy is centred on working with our customers to understand their challenges and deliver the solutions and guidance they need to solve them.

Accreditation

Datalynx have the following accreditation / certifications:

- ISO/IEC 27001 BSI Certified - Information Security Management
- ISO 9001 Certified - Quality Management Systems

Cyber Essentials PLUS - Datalynx has been externally assessed by CREST approved assessors; certifying that Datalynx has implemented a sensible baseline of organisational cyber security.

All employees and supplier staff undergo Baseline Personnel Security Checks (BPSS) and then National Security vetting to minimum Security Check (SC) level in addition to Non-Police Personnel Vetting procedures level 3 (NPPV3). Some staff – where required – are also cleared up to Developed Vetting (DV) level.

Cloud Data Management Support Service

Overview

The Cloud Data Management Support Service provides support to national projects and programmes delivering or running a secure national cloud or on premises systems; and to those police forces and other law enforcement agencies who provide data to those national cloud systems.

Existing national systems where support has been provided include:

- Child Abuse Images Database (CAID)
- Police National Database (PND)
- Law Enforcement Data Service (LEDS)
- National Data Quality Improvement Service (NDQIS)

Please refer to the Service Definition Summary Section of this document for additional information.

Police Forces and Law Enforcement Agencies

The service provides guidance and support to police forces and law enforcement agencies, their application suppliers or third-party interface development suppliers when they:

- On-board to a national system/central cloud service
- Create new interfaces to the national system/central cloud service
- Undertake operational system replacements
- Undertake maintenance and improvements to existing interfaces
- During initial data loading and live interface operation to the national system/central cloud service

The support includes:

- Guidance on:
 - The on-boarding requirements and process
 - Any interface delivery/gateway stages
 - Data scope
- Technical guidance and assistance including:
 - Interface solution design
 - XML/JSON or other file formats used
 - XML schema guidance
 - Extract Transform Load (ETL) tools

- Development advice and best practice
 - Tools and software (message de-duplication utility, message organiser, generic automation solution, etc.)
 - The data load process for the national system
- Project management assistance
- Infrastructure requirements including:
 - Hardware
 - Software
 - Accreditation
 - Identity and Access Management (IAM)
 - Networks/ connectivity
- Assistance with:
 - RDMA or other reference data management service
 - Testing, including any verification prescribed by the national system
- Live data load support including reconciliation

Project Team and Police Stakeholders

The service provides guidance and support to police stakeholders and the national system project and program team including:

- Creation of rollout, transition, and implementation plans
- Proactive management and prioritisation of data providers including police forces and law enforcement agencies, to ensure currency and coverage of data in the national system is maintained, in line with project and police stakeholder requirements
- Monitoring progress and providing regular reporting
- Full engagement and management of the data supplier organisations and assistance to them with initiating and undertaking their local projects
- Tracking of progress and proactive intervention to ensure forces are progressing in line with the business priorities
- Development of custom reports and papers
- Maintenance of data provider guidance artefacts
 - Data providers document set which may include:
 - Action Plans for on-boarding or change activity
 - Business and Technical Guidance
 - Mapping Guidance
 - Testing Guidance
 - XML / JSON or other schema maintenance

Consultants

The service is delivered by skilled and experienced Datalynx consultants, all of whom are Government SC and Police NPPV3 Security Cleared. It is expected the following roles and grades would be required:

- | | |
|---|---------|
| ▪ Senior Data Migration Architect / Service Manager | SFIA6/5 |
| ▪ Senior Data Migration Architect | SFIA5/4 |
| ▪ Senior Data Migration Architect | SFIA5/4 |
| ▪ Senior Data Migration Architect | SFIA5/4 |
| ▪ Senior Data Migration Architect | SFIA4 |
| ▪ Data Migration Junior | SFIA2 |

Supporting Software

Please note: this section is only applicable for the Police National Database (PND) and the Law Enforcement Data Service (LEDS).

The team has developed, and maintains, a Data Test Suite for SQL Server which emulates the target database. XML messages are loaded to the data test suite and augmented with any reference code mappings.

The data verification template profiles the loaded data against PND's technical and business standards and the results are reported back to the data provider. The team also provide and support other software including:

- Message Dedupe. This audits and removes redundant messages
- Updategram Organiser. This manages updategram file sizes in line with PND expectations
- Base 64 encoded image viewer
- Message Auditor. A comprehensive audit of messages sent
- LynxPND. An automation orchestration software which manages the transmission of data to PND and the reconciliation of response messages from PND, automatically handling errors in the process
- File splitter. Used to split files by transaction type, record type etc.

Supporting Documentation and Interface Artefacts

We are Subject Matter Experts (SMEs) in the provision of police data to national systems including the Child Abuse Images Database (CAID), Police National Database (PND) and Law Enforcement Data Services (LEDS).

The service maintains the artefacts necessary for providing guidance to data providers including, but not limited to:

- PND Interface Schema
- PND business and technical guidance
- Connection configuration details
- Source-to-target mapping document
- Service catalogue
- Data Quality guides
- Automated upload guidance
- Test data
- Association roles guidance

Support Delivery

Support will be provided;

- Onsite at data providers, including Forces and other law enforcement agencies for:
 - Presentations/meetings/design workshops
 - Validation of extracts/solutions
 - Deployment generic solution
- Remotely via:
 - Email
 - Web call (Teams, Zoom etc.)
 - Knowledge repositories
 - Phone
- Via regional technical presentations/meetings
- Regional/national meetings

Data Feed Development Service

The Data Feed Development Service creates interfaces or data feeds to your cloud service from a user/ tenant organisation including:

- Business and data analysis
- Project management
- Data extraction
- Development and test cycle
- Augmentation of reference data
- Testing
- Upload

Data Extraction

This covers the analysis, development, testing and deployment of an extract component for the organisations' source system, or the identification of an existing suitable extract.

Data Feed Development

This covers the development and unit testing of all components required for integration of the data provider's system to the cloud target. As part of this, it has developed LynxTransform. This software established a delta feed from multiple bulks. This removes the need for the development of individual, complex data feeds and relies on simple, pre-existing bulk reports.

Testing

In addition to the testing undertaken during development, the following are required:

- Integration testing
- User acceptance testing

Transition to Live

Responsible for all activities to allow and enable the data provider to operate the interface in "Business as Usual" including handover documentation, training, and processes.

Gateway Approvals

The deployment of the components (or assistance of the deployment).

Support

Support provision for the developed/supplied components during Standard Business Days.

Consultants

The service would be delivered by the following roles:

- Data Migration PM/Scrum Master SFIA 5
- Data Migration Test Lead/Manager SFIA 5
- Data Migration Test Analyst SFIA 4
- Data Analyst SFIA 4
- Data Migration Consultant SFIA 5
- Business Analyst SFIA 4
- Security Architect SFIA 5
- Data Migration Infrastructure Engineer SFIA 5

Each interface/ data feed would require a different profile of resources to deliver.

Landscape Assurance

Where it is essential that all organisations have a consistency of information provision to your cloud service, this service can measure, investigate and analyse the data provided to the national system by each data provider covering:

- Reconciliation between local systems and national/ cloud system
- Referential integrity
- Data load profiling i.e: what does normal and abnormal look like?
- Compliance, including regulatory compliance
- Management of police information and other RRD (Review, Retain and Delete) regimes
- Data protection

The Landscape Assurance function establishes what data is in the target system that shouldn't be and, what data isn't in the target system that should be.

Consultants

The service will be delivered by a team of experienced data quality and standards specialists:

- Data Quality and Standards Specialist SFIA 4/5

Data Quality and Information Assets Dashboards

This service supports a cloud service in understanding current data quality, improving data quality including the root causes, improving data standards and the development of robust business and, technical standards to ensure high data quality is maintained.

Data Analysis and Information Asset Dashboards (IADs)

Manages the improvement of data quality in the data providers by development and roll-out of information assets dashboards, including:

- Power BI and cloud-based hosting for wide access to dashboard
- Data analysis
- Data extraction support
- Reporting
- Issue management
- Relationship management
- Development of thematic dashboards aligned to key business priorities
- Visualisation tools to support the understanding of DQ trends
- Trend analysis to inform the development of DQ standards

PND Data Quality and Standards

This helps develop and improve data standards for the cloud service, providing:

- Stakeholder engagement
- Engagement with the National Policing Lead for Data Quality and the NPCC Data Office
- Collaboration within the wider Home Office family to coordinate and share best practice
- Engagement with other stakeholders in addressing the root cause of poor data
- Work with existing structures including records management
- National data quality policies and procedures
- Relationship-building with key stakeholders to ensure accountability and standards
- Data quality guidance
- Review of IADs – ensuring they reflects the needs of the business

The service:

- Generates an approach to measure the identified data quality metrics taking into consideration: the information classification and assurance

aspects; the data provider capabilities; capacity; and technical environments to undertake the exercise

- Plans, engages, and undertakes the assessments with each data provider in scope
- Produces data quality reports and dashboards
- Reports these data quality reports to data providers
- Undertakes analysis of the data quality results in context of the data provider and, interfaces to identify causes for variation/ deviation or the compliance of the data provider

Consultants

The service will be delivered by a team of experienced data quality and standards specialists:

- | | |
|---------------------------------|---------|
| ▪ Data Quality & Standards Lead | SFIA5 |
| ▪ Data Analyst & BI Developer | SFIA3/4 |

Cloud Data Management Service

Overview

The Cloud Data Management Service provides a complete service to acquire, govern, support, manage and leverage information within a cloud service.

This service brings together a range of data management services which includes:

- Data load support
- Data load balancing
- Database administration and tuning
- Data maintenance
- Data quality assessment
- Data quality improvement
- Data governance
- Data cleansing and enrichment
- Issue management
- Resolver groups
- Acting as a resolver group for incidents, service requests and change requests
- Data, 1st and 2nd level support, Applications Analysts
- Reporting, visualisation, analytics, and discovery
- Data extracts (standard and custom)
- Subject-matter knowledge management
- Reference data management

The Cloud Data Management Service is customisable so the following services may be taken as part of the service:

- Service scope and design
- Service transition

Please refer to the Service Definition Summary Section of this document for additional information.

Consultants

The service is delivered by skilled and experienced Datalynx consultants, comprised of the following roles:

- | | |
|--------------------------------------|----------------|
| ▪ Data Migration Architects | SFIA 2/3/4/5/6 |
| ▪ Data Migration Test Lead / Manager | SFIA 5 |
| ▪ Data Migration Test Analyst | SFIA 4/5 |
| ▪ Data Migration Consultant | SFIA 4/5 |
| ▪ Business Analyst | SFIA 4 |

- Security ArchitectSFIA 5
- Data Migration Infrastructure EngineerSFIA 4/5

All consultants are Government SC and Police NPPV3 Security Cleared. Consultants with DV are available.

Application Onboarding

Overview

The onboarding team provides an evaluation matrix against potential onboarders, where required, and assists them with the onboarding of their organisation in terms of access to the application, data submissions, vetting guidance, training guidance and other areas.

The onboarding team can develop a system of evaluation for agencies, a strategy of engagement and a method of onboarding data either via extracts developed by the agencies or their suppliers, or via a Data Feeds Team.

The evaluation will give due consideration to any legal, business and technical barriers to onboarding as well as assessing the appetite, at all levels, for onboarding of both application access and data submissions.

Service Summary

- Develop evaluation matrix if required
- Evaluate onboarding capability
- Provide technical support to agency/ suppliers for feed development
- Undertake gateway process for data validation
- Assist with orchestration of onboarding with hardware, environment, business transformation, legal, training, documentation, business reconciliation etc.

Consultants

The service is delivered by skilled and experienced Datalynx consultants, comprised of the following roles:

- | | |
|--|----------------|
| ▪ Data Migration Architect | SFIA 2/3/4/5/6 |
| ▪ Data Migration Consultant | SFIA 5 |
| ▪ Business Analyst | SFIA 4 |
| ▪ Security Architect | SFIA 5 |
| ▪ Data Migration Infrastructure Engineer | SFIA 4/5 |

All consultants are Government SC and Police NPPV3 Security Cleared. Consultants with DV are available.

API Development Team

Overview

The team scopes and develops business requirements around API usage of application datasets, develops high and detailed level requirements before designing, developing, testing and implementing APIs as required.

To support this, there may be a requirement to develop a datastore for API calls and the team can assist in the replication of data from the master dataset to this datastore.

Service Summary

The service will:

- Develop use cases for an API
- Produce detailed business requirements for the API
- Development of API in line with Home Office standards
- Testing of API
- Deployment within the LECP environment
- Making the API available to relevant and approved agencies
- Assist, where required, with the creation of an API data store including replication from the master dataset

Consultants

The service would be delivered by the following roles depending on requirements:

- | | |
|--|-----------|
| ▪ Data Migration PM / Scrum Master | SFIA 5/6 |
| ▪ Data Migration Test Lead / Manager | SFIA 5 |
| ▪ Data Migration Test Analyst | SFIA 4 |
| ▪ Data Analyst | SFIA 4 |
| ▪ Data Migration Consultant | SFIA 4/5 |
| ▪ Business Analyst | SFIA 4 |
| ▪ Security Architect | SFIA 5 |
| ▪ Data Migration Infrastructure Engineer | SFIA 4/5 |
| ▪ Data Architect | SFIIA 4/5 |
| ▪ Data Engineer | SFIA 4/5 |
| ▪ DevOps Engineer | SFIA 4/5 |

Data Analytics Service

This team undertakes detailed analysis of structured and unstructured data using natural language tools and, where appropriate, incorporates other AI capabilities.

Service Summary

The service will:

- Using SME support, establish patterns in data that can identify series and serious crimes
- Provide a master suite of reports that will support management information
- Profile data for abnormalities
- Undertake data mining using bespoke and COTS products
- Rapidly support management information requests e.g. how many x occurred last weekend or what's the average number of y during summer months
- Undertake reporting based in conjunction with external data sources e.g. weather, before/after dark, sporting events, geographical proximity to stations, etc.

Consultants

The service would be delivered by the following roles depending on requirements:

- | | |
|--------------------|----------|
| ▪ Data Analyst | SFIA 4/5 |
| ▪ Business Analyst | SFIA 4/5 |
| ▪ Data Engineer | SFIA 4/5 |
| ▪ Data Scientist | SFIA 4/5 |

Software

(Included in all service offerings where possible)

Datalynx provides a range of software to data providers to undertake Data Analysis, Data Quality, Data Acquisition and Data Migration.

We are a Confluent Consulting and Systems Integration Partner, but can use any other platform or tooling as specified by the client or project requirements.

Open-Source Solutions

Apache Kafka

- Open-source distributed event streaming platform with which we can build high-performance data pipelines, and data integrations

Data Providers Toolset

- Updategram Organiser
- Message Version Check
- Message De-duplicator
- Message Auditor
- Message Reconciliation
- Delete Message Generator
- Load Status Report Generator
- Restate Delete Updategram Splitter

Service Definition Summary

Information Assurance

Datalynx holds ISO 27001 accreditation via a UKAS accredited organisation.

Cyber Essentials PLUS - Datalynx has been externally assessed by CREST approved assessors.

All consultants undertake regular training in Information Assurance including the Data Protection Act, Freedom of Information Act and handling sensitive material.

We have secure development and test migration environments.

Disaster Recovery

Cold-standby disaster recovery is provided for development, test, and where applicable, live migration environments.

Business continuity and disaster recovery are integral parts of our information security management system (ISMS).

Software Licensing

Some or all of the services may require specific software and associated licensing such as CuteFTP Pro, Power BI etc. As per the pricing document, these licensing costs can be variable and difficult to predict over the course of a contract. For this reason, these costs are excluded from the services above and would be billed on an expenses basis.

Data Backup and Restore

We offer daily backups as standard.

On-boarding and Off-boarding Processes

Datalynx will comply with all reasonable client standards when on-boarding and off-boarding.

The on-boarding and off-boarding costs are subject to the SFIA Rate Card and Pricing Documentation.

Implementation Plan

Datalynx will comply with all reasonable client requirements when implementation planning.

Where there are no additional client requirements, we would follow a standard management and planning phase with your project team where we define and produce:

- Service scope
- Service definition
- High level resource profile
- High level implementation plan

Implementation planning is subject to the SFIA rate card and pricing documentation.

Pricing

As per Pricing Documentation.

Service Management Details

A Service management key point of contact will be provided for all engagements.

Service Constraints

Not applicable.

Service Levels

For consultancy delivery please refer to the SFIA Rate Card, terms and conditions, and pricing documents. Performance service levels will be agreed on a per project basis.

Availability and support hours will be agreed on a per project basis.

Financial Recompense Model

As per agreed terms and conditions.

Training

Training is not a requirement of consultancy services, however, Datalynx aims to provide skills transfer to client staff throughout assignments.

Where training is required, it will be subject to the SFIA rate card and pricing documentation.

Ordering and Invoicing Process

For specialist cloud services the volume and level of resource(s) required may vary dependent upon your project requirements.

You may select one of the standard service offerings listed in the pricing document or engage with us to agree resource levels appropriate to your requirements.

To do this, the standard ordering process would usually include the client issuing a Work Package or Project Requirements Brief to Datalynx and a short requirements elaboration period would be undertaken by us.

The ordering process would then be:

- Proposal to meet the requirements and costed in-line with the SFIA rate card issued by Datalynx to the client
- G-Cloud order form completed by the client to place the order
- Call-off contract agreed and signed by both parties
- Purchase Order (PO) raised and issued by the client

Time and Materials (T&M) invoicing would be based on the submission of monthly resource allocation spreadsheets and any expenses (where agreed in the order form) for the consultants providing the service, along with our invoice in arrears.

Where standard service offering has been selected, the service will be invoiced at the relevant service fee monthly in arrears.

Payment terms as per SFIA rate card and Terms and Conditions.

Termination Terms

Project dependent - as per agreed in Terms and Conditions.

Consumer Responsibilities

Project dependent - as per agreed Terms and Conditions.

Technical Requirements

Project dependent - as per agreed Terms and Conditions.

Trial Service

Not available