



Service Definition

Reference Data Management Service

G-Cloud 15



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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.

Reference Data Management Service

Overview

The Police National Database (PND) load service uses reference data mappings to augment data received from law enforcement agencies on ingest. This makes the data consistent, readable and searchable.

Datalynx have developed a unique Reference Data Management Application (RDMA), which is a reference data management application for managing the reference data mappings for PND.

RDMA is available as a hosted, software as a service (SaaS) offering, for secure use by the customer and the Reference Data Management Service (RDMS). Individual data suppliers will not access the RDMA.

Core Features

Core Features include:

- Reference data/code list management
- Business rule and technical validation
- Auto mapping functions, including fuzzy matching
- Ingest of all existing PND code lists and maps
- Upload / download of codes / maps in xlsx and XML
- Version control
- Checks for the presence of potential personal data
- Comparison checks – comparing differences between code lists and maps

Core Benefits:

Core benefits include:

- Simple streamlined application for internal users
- Consistent mapping standards by virtue of a small number of highly skilled and experienced users
- Utility to provide mapping for any application e.g: LEDS
- Developed by Datalynx which allows for product knowledge to be retained when enhancements are required
- Capability to re-use code lists and mappings (e.g: where a data provider has the same product as another data provider, thus saving considerable amount of time and ensuring consistency)

- Ability to publish code lists, groups of code lists and maps so that they cannot be changed, thus ensuring consistency between RDMA and what has been submitted

Data Management

Overview

To assist the data-supplying organisations and the cloud/national system in managing the reference data held on the RDMA, a Data Management Service is included.

This service creates, maintains, and validates those reference data mappings on behalf of the supplying organisations or data owners.

Mapping

Mappings are maintained in the RDMA. One full mapping update is undertaken per year for each reference data map.

In addition, amendments may be made more frequently where the national system releases an update of the reference data values and there is a one-to-one mapping available. For example:

- Updates for direct mapping on the release of a PND context

Where possible, mappings will be prioritised by the usage of the reference data within the source systems. For example:

- For PND, the scope of the mapping is determined by establishing what codes are present in the data that have not been mapped
- To assist with this, data suppliers need to provide their local reference data lists ("pick-lists") to establish meanings

A Data provider or national system owner may obtain the reference data mappings on demand.

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. All data will be transmitted from secure CJSIM email addresses out to secure data provider email addresses and vice versa.

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).

On-boarding and Off-boarding Processes

A member of the Datalynx RDMS team will engage with you to discuss data onboarding and other onboarding activities. Onsite training and documentation will be provided to users of the service.

Service documentation will be made available as part of the initial engagement.

At the end of contract (or prior, allowing transition) data exports will be made available by client request.

Once the client has confirmed they have the data sets required, the customer reference data mappings and all data related to the customer will be permanently deleted from the service.

The on-boarding and off-boarding costs are included in the service price.

Implementation Plan

A member of the Datalynx RDMS team will engage with you to plan the implementation and agree the high-level implementation plan.

Pricing

As per Pricing Documentation.

Service Management Details

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

Service Constraints

Values mapped by the service:

- The service will only map local code values to a national equivalent where that value occurs more than 10 times in the extract of data provided by the organisation for testing purposes (that has been put through the Data Test Suite)
- The service will only map freetext code values to a national equivalent where that value occurs more than 10 times in the extract of data provided by the organisation for testing purposes

Police Service reference data constraints

- The service excludes the mapping to “modus operandi”
- The services excludes mapping to Home Office Offence List, CCJS List, ACPO List and Arrest Detention Reason List for non-Home Office forces where their offences do not match the national lists

Number of systems

- The service price only covers the first three systems for a data provider

Service Levels

Reference Data Management Application (RDMA)

The service will normally be available 24/7 excluding scheduled downtime, however, this is not part of the service guarantee. The standard hours of service are Monday-Friday 08:00-18:00 excluding bank holidays. Within the standard hours there is a 99.5% availability target over a rolling 6-month period. Refunds will be issued pro-rata on the service price for the time the service is unavailable beyond this target.

It will have the capacity for up to 10 active registered users (i.e: users who have logged in within the last year). It will support up to 10 users concurrently using the system at the same time.

Users will have access to an automated online facility to log help desk calls, which will be prioritised accordingly. The online helpdesk system will usually be available 24/7 with a weekly planned maintenance downtime. The availability of the online help desk system is not part of the service guarantee.

Support requests not raised on the automated online facility (e.g: via email or phone) will be raised as support tickets within 24 hours (inside the normal hours of operation) and the user informed.

In the event of a complete system failure, the service will be resumed within 48 hours and affected files and data will be restored to the previous backup point.

Data Management Service

This service includes:

- One mapping update provided per annum
- A mapping update to be provided within two months of receipt

Financial recompense model for not meeting service levels

Refunds will be issued pro-rata on the service price for the time the service is unavailable beyond the target.

Hosting Options

Data is hosted in the UK.

Training

Training will be given to any client staff that require access.

Ordering and Invoicing Process

The service may be ordered by drafting a GCLOUD15 Part A: Order Form and emailing it to gcloud@datalynx.net.

Fees are fixed price, which must be ordered for a minimum 12-month period. Invoiced monthly in arrears.

Termination Terms

After 12 months the service may be terminated with three months' notice. Full terms for termination are provided in the terms and conditions.

Consumer Responsibilities

Organisations need to provide their local "pick-lists" to the service. Additional responsibilities are provided in the terms and conditions.

Technical Requirements

Mappings will be undertaken in:

- Secure Datalynx Reference Data Management Application (RDMA)
- Extracts are provided as XML

The client must either provide the source system reference data, PND reference data and existing mappings in XML, CSV, or Microsoft Excel format, or provide access to a service where these are available and can be downloaded to the RDMS support team.

Validation

There are several validation steps that occur. This includes checks for:

- Duplicate codes and/or meanings
- Codes not conforming to the standard defined in the template
- Null codes or/meanings
- Potential presence of personal data
- Consistency of dates between the Context and Context Map “live” date

In addition, further checks are conducted within the Data Test Suite including:

- Same target mapping where one is direct
- Duplicate source codes - same source/target EDT combinations
- Large number of codes mapped (>4000)
- Codes not mapped
- Code list not mapped

The files then go through XML Spy where they are validated to see if it is well formed XML that validates against the schema.

Trial Service

Not available