



Companies House:

True North Data Platform Hosted Service

Document information

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1. Background

Companies House has requested CoreFiling to provide a hosted service for the validation of statutory accounts, filed in iXBRL. This service will use CoreFiling's True North Data Platform for which Companies House is already licensed. This document defines the hosted service to be provided.

2. Scope of work

1. Overview of Processing

Accounts are filed digitally with Companies House either using commercial off-the-shelf (COTS) accounting packages; from other systems (FCA, CATO); or via the Companies House web forms. Filings using COTS or received from other systems are submitted via the Companies House XML Gateway. The XML wrapper will contain the iXBRL instances, either in an xHTML file or in a zip archive. A zip archive may contain multiple iXBRL instances as well as other documents.

Filings are received by the Companies House in-house Felix validator, which will perform CH specific checks (company registration number etc.) and then submit the xHTML or zip to TNDP on AWS via the API.

An acknowledgement of receipt and token are returned. Felix will then poll for a result to the validation. TNDP is responsible for identifying the target document in a zip package.

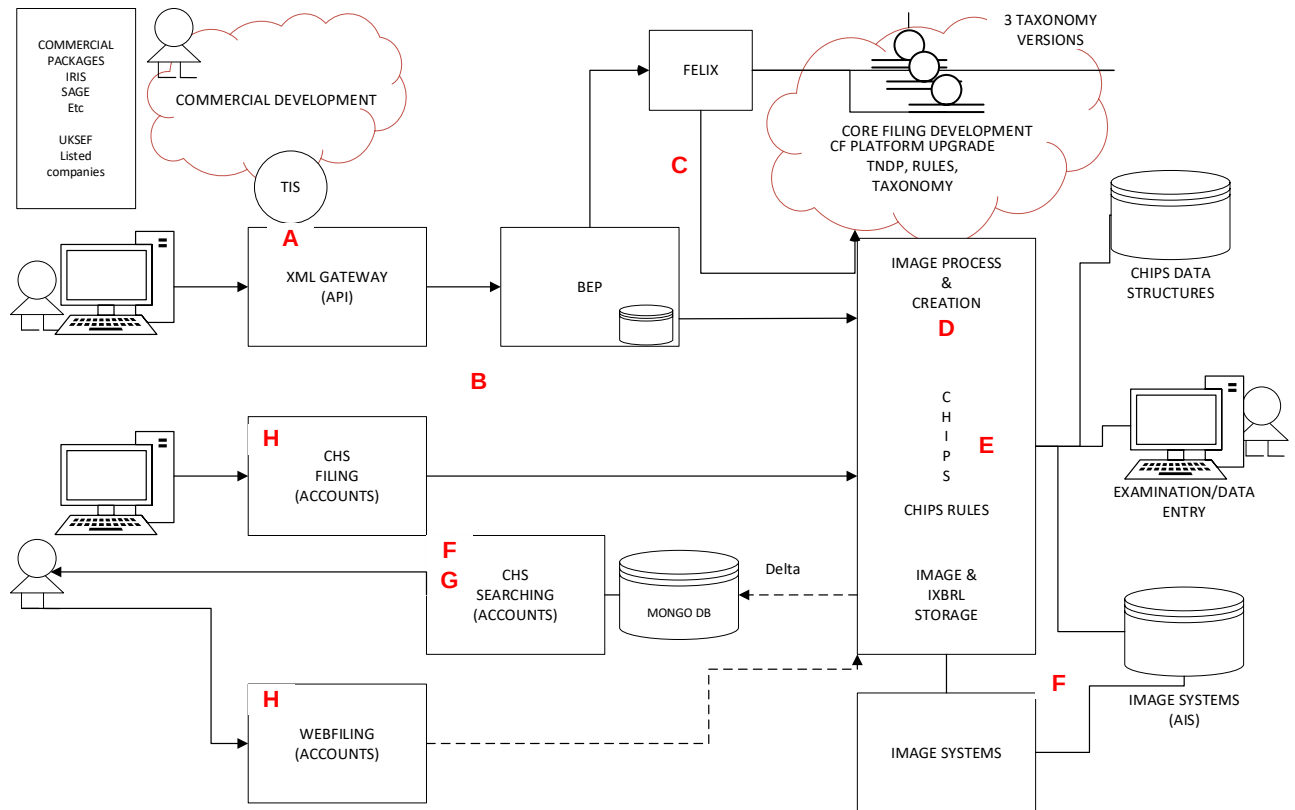
The instances are indexed and stored on TNDP

They may also be transformed into other formats (Excel, SQL/RDBMS, CSV, JSON, XML) if required.

Instances can be viewed by Companies House staff with a Beacon/Magnify licence.

2. Target Architecture Model

The following diagram illustrates the target 'to be' Architecture where there is no longer a TNEP parser.



- A) XMLGW – receives gov talk xml/ixBRL submissions
- B) BEP – the part of the gateway that hands off accounts specific items to Felix
- C) Felix – processes CH rules and passes iXBRL to the platform to be parsed against the taxonomies.
- D) CHIPS – receives the accounts submissions and stores it in the Oracle database
- E) CHIPS – Can trigger manual review if required
- F) CHIPS – For accounts submissions an image is generated for bulk image products and for CHS user access later.
- G) CHS – User Search of filed accounts
- H) CHS – Web submission of accounts (also uses TNDP to validate generated iXBRL)

3. Supported Account Types

- FRS 101,102 and 105
- Charities
- UK adopted IFRS
- UKSEF
- ESEF

New and amended account filings are supported.

3. Overview of the Hosted True North Data Platform (TNDP)

The TNDP is hosted using Amazon Web Services (AWS) eu-west-2 (London) region with disaster recovery provided by separate availability zones. This is the same constellation as for other Companies House applications hosted on AWS.

1. Licensed Products

- TNDP validation for all UK account types
 - 3 environments: Production, Staging, and Test/Development.
 - Public customer testing on Production will be provided using distinct validation profiles.
 - Annual subscription (1 Dec -30 Nov).
 - Includes Sphinx module
 - Replaces current on-premise TNDP licences
- Magnify – 1 user – will co-terminate with TNDP subscription on 30 Nov 2022.
 - Magnify may be replaced by a Beacon licence at any time.

2. No Longer Required:

- True North Enterprise Processor (TNEP) – annual M&S will expire 5 Apr 2023.
- Sphinx Validation Module – licence and M&S for all environments will expire 5 Apr 2023.
- TN iXBRL Processor - M&S for all environments will expire 5 Apr 2023.

4. Service Hours and System Availability

CoreFiling will design and maintain the service with appropriate redundancy, failover systems and use of AWS Availability Zones to target availability of at least 99.95%.

The Staging and Test/Development environments will be activated and deactivated as required.

1. Application Support

The current contracted application support will continue as is, i.e. email support under a ticketed system during UK business hours (09:00-17:00 Mon-Fri, excluding UK bank holidays).

Reported issues will be addressed on an agreed priority basis in line with the Service Level Agreement (see Section 6.2)

The system at AWS will be monitored by the CoreFiling Sys Admin Team . They will receive automated pager notification of any system issues. No guarantees are provided in relation to out-of-hours response to support requests, including reports of potential availability issues.

In the unlikely event that Companies House needs to alert CoreFiling, out of hours, to a situation that may impact the service, the CoreFiling Account Manager will be the first point of contact, on the mobile number below.

2. Scheduled Maintenance

Software and taxonomy updates to the Production system will be scheduled to occur on a semi-annual basis without interruption to the service.

CoreFiling and Companies House will also agree to one or more scheduled maintenance outages per year, e.g. to implement a hot fix. These will not exceed 8 hours in total per annum and will not be included in the availability analysis.

Propagation of software and taxonomy changes through the Development and Pre-production systems will be agreed between CoreFiling and Companies House staff, in line with Companies House change control process.

3. Disaster Recovery

The TNDP is hosted at AWS eu-west-2 (London) region with disaster recovery provided by separate availability zones within the same centre.

5. On-boarding

This will require:

- Migration of all accounts processing from TNEP to TNDP.

This will be managed by CoreFiling Professional Services and documented under a separate statement of work (SoW). The project is scheduled to start on the 1st September and complete by 30th November 2022.

- One-time set-up of the dedicated Companies House hosted environment.

This will be managed by CoreFiling Systems Administration Team and must be completed to allow the accounts migration project to progress.

- Parallel run of TNDP and TNEP environments

This will be defined as part of the project implementation plan. TNEP will be decommissioned when completed.

There will be no migration of previously filed iXBRL data during the initial set-up. This may be added later to support search and extraction processing.

Changes to the current operating model will be kept to a minimum, to protect the target completion date on 30th November. It is possible that the operating model will be further enhanced after this date e.g. to optimise the interaction with Felix and CHIPS, but these are out of scope for the current project.

6. Off-boarding

The hosted service is provided on an annual subscription basis. In the future, should Companies House decide not to renew the subscription, CoreFiling Professional Services will engage with Companies House to provide support for the project to implement the TNDP at an alternative hosted location.

7. Service Levels

1. Standard Support

The support team will be alerted to the request/incident

The support team will log the incident and a unique incident number will be assigned. A priority rating will be agreed.

The support team will analyse the incident to determine possible causes with assistance from other CoreFiling teams when necessary.

Companies House will receive regular updates either by phone or email as appropriate for the priority rating.

When an issue has been resolved, resolution will be confirmed with Companies House prior to the incident being closed. If, for whatever reason, confirmation is not received within 5 days of the resolution notification being sent the incident will be closed by CoreFiling.

2. Priority Definition

- Priority 1: User is unable to use a business-critical feature and as a result is unable to continue with the normal course of business. No user-acceptable workaround in place.
- Priority 2: User is unable to use an important feature and as a result is being caused major inconvenience, but is not prevented from continuing with business operation. No user-acceptable workaround in place.
- Priority 3: End User is unable to use a feature, but there is an operational solution. User-acceptable workaround may be available.
- Priority 4: Low or no impact issue which does not impede user operation or is limited to user questions and enhancement requests.
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3. Resolution Definition

“Resolution” means a reply by CoreFiling in response to a Support Request, amounting to:

1. provision of the requested advice;
2. explanation of how a particular element of functionality should be used;
3. provision of an alternative method of system operation where an error has been identified and agreed; or
4. where no alternative method of system operation is possible, confirmation that an error has been identified and logged for error correction.

8. Roles and Responsibilities

1. CoreFiling

TBA

Role	Name	e-mail	Phone	Responsibility
Account Manager	John Doyle	jad@corefiling.com	07767 444207	Overall responsibility for the Companies House relationship.
Service Delivery Manager	Wassim Chokri	support@corefiling.com	+44 1865 203 192	Application support and management of reported issues.

2. Companies House

Role	Name	e-mail	Phone	Responsibility
Service Manager	Rachel Meese	rmeese@companieshouse.gov.uk	n/a	Overall responsibility for account filing service
Head of Web Ops/Dev Ops	Endaff Bowen	ebowen1@companieshouse.gov.uk		Companies House contract owner for cloud hosting and CoreFiling services
Head of Technical Architecture	Chris Morgan	cmorgan@companieshouse.gov.uk		Head of Technical Architecture
Cyber Risk and Governance Manager	Gareth Thomas	gthomas@companieshouse.gov.uk		Management of IT security
Lead Developer (Accounts Service)	Stefano Basile	sbasile@companieshouse.gov.uk		Lead developer for the accounts service

9. Reporting and Review

Item	Purpose	Frequency	Responsible
Service Review	To review performance over the previous month and plan for any action required.	Monthly (Teams meeting)	CoreFiling Service Manager. Companies House: Service Manager
Mid-year Review	To review performance over the previous six months and agree any changes to the Service Definition	Semi-annual	CoreFiling: Account Manager Customer Success Manager Companies House: Service Manager