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CoreStream Incident Manager

Services Definition Document



Introducing CoreStream

CoreStream is a UK based provider of Governance, Risk and Compliance (GRC) technology solutions focused on helping organisations manage risk, satisfy compliance obligations and ultimately operate more effectively.

Our aim is simple; to make technology intuitive.

Our leadership team has decades of combined experience in big 4 consultancies and has experience in procuring and implementing technology solutions as clients ourselves. We recognise the common frustrations of working with technology partners and use this understanding to ensure we structure projects to deliver quality output, on time and within budget.

CoreStream has experience operating in a wide range of industries, including a wealth of experience in the public sector and some of the largest organisations in the world. We have strong and long-running relationships with a number of blue-chip clients which sees us renowned for delivering line-of-business applications that yield immediate results.

CoreStream is not only a technology provider. Our industry experts help you to shape the optimal solution, with the benefit of a deep understanding of your business challenges, and experience of what works in the real world.

What is GRC?

With a single fully in-house built solution, CoreStream spans the full scope of GRC as defined by the OCEG capability model



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1. Overview

CoreStream Incident Manager is a flexible environment for centralizing the recording, resolution and reporting of incidents across your organisation or within a specific division or department.

The highly configurable nature of the platform lends itself to any form of incident reporting, including:

- Health and Safety incidents.
- Supplier, employee, or other stakeholder misconduct.
- Quality deficiencies.
- Security issues.
- Supply chain non-conformity.

The CoreStream Platform supports end-to-end incident management from initial capture through to closure via a configurable set of review and remedial action stages, according to the type and severity of incident raised. A user-specific dashboard displays relevant incidents, their status and key information such as status, assigned owners and severity ratings.

Key features include:

- Raise and track incidents.
- Raise incidents via a mobile device using the same platform instance with no need to install a dedicated application.
- Route incidents (using our configurable workflow engine) to relevant individuals or departments based on selectable criteria such as the category or severity of the incident.
- Tailor information gathered depending on the type or severity of incident being reported.
- Comment on incident reports and return to previous contributors, requesting additional information or clarification.
- Upload attachments as content for review, or as evidence.
- Configure email notifications.
- Restrict specific incidents to relevant parties with simple yet sophisticated security; and
- Track progress of incidents through the elegant user dashboard.

Complementary Services

Additional components of the GRC suite can be made available to support the risk manager module, allowing a tailored solution to be created to meet your specific risk management or compliance requirements.



Our SaaS offerings can also be deployed on premise behind your firewall. Further details including video demonstrations can be found on our website: www.corestream.co.uk

1.1 Incident Manager Sample Screenshots

My Incidents

My Incidents (2) Closed Incidents

ID	DESCRIPTION	INJURED PARTIES	RELATED PROGRAM...	STATUS	DIVISION 1	DIVISION 2	RAISED BY	DATE OF INCIDENT	DATE CREATED	LAST UPDATED
INC-146	13/05 Incident	1	1	Draft	Prem Dig Lvl 1	Prem Lvl2 Test	Incident Author Prem (...)	13 May, 2022 11:47:00	13 May, 2022 11:58:13	13 May, 2022 11:58:14
INC-144	Santos Incident Test	1	1	Submitted	Santos 1	Santos 2	Santos Test (testemail)	23 Apr, 2022 00:00:00	05 Apr, 2022 09:16:25	05 Apr, 2022 09:16:40
INC-138	Support test 2.1	2	1	Requires further info	kb error test	kb Q test	Anthony Morris (antho...	24 Jan, 2022 00:00:00	24 Jan, 2022 16:30:19	30 Mar, 2022 10:57:20
INC-137	Support test 1	1	1	H and S Review	Prem Dig Lvl 1	Prem Lvl2 Test	Anthony Morris (antho...	24 Jan, 2022 00:00:00	24 Jan, 2022 16:26:29	10 Mar, 2022 11:06:07

Figure 1: My Incidents Grid

Create Incident

Core Information

Brief Description of what happened *

Related Programme or Project *

Could you find the programme or project you were looking for?

No ☒ Yes

Division 1 *

Type to search for an option

Division 2 *

Type to search for an option

Division 3

Type to search for an option

Division 4

Type to search for an option

SSR Safety Advisors

Senior Managers

Incident Details

People and Property

Pending

- Core Information Pending
- Incident Details Pending
- People and Property Pending
- Incidents Assessment Pending
- Actions No Mandatory Questions
- Attachments No Mandatory Questions

Figure 2: Create Incident Grid with progress side bar, comments tab and additional field-specific guidance.

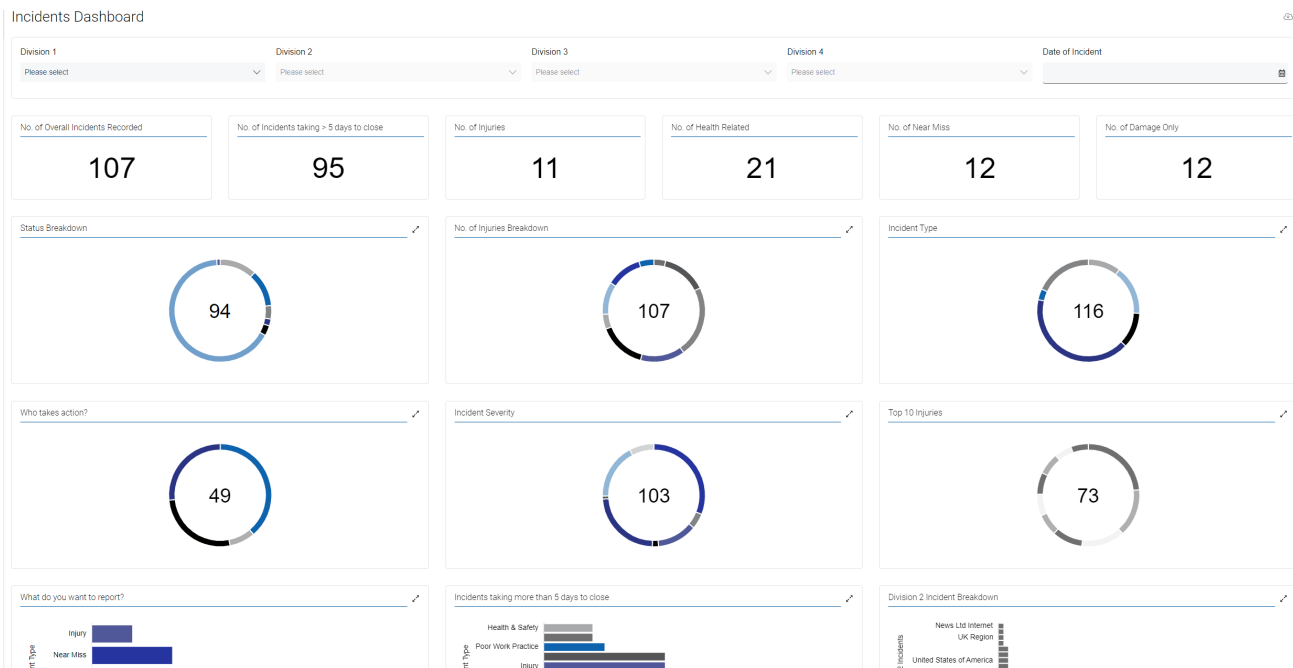


Figure 3: Incidents Overview real-time reporting dashboard.

1.2 Further Configuration and Development

Whilst containing a rich out-of-the-box feature set, the CoreStream platform can be easily adapted to satisfy more bespoke requirements. Additional configuration can be performed either on a time and materials or fixed-price basis.

2. Service Management

3.1 Monitoring

CoreStream hosting provides 24 hours a day and seven days a week monitoring of the computing, operating and networking infrastructure to detect and correct abnormalities. This includes environmental monitoring, network monitoring, load-balancing monitoring, web server and database monitoring, firewall monitoring, and intrusion detection.

3.2 Data Backup and Recovery

The backup schedule can be varied according to specific requirements. Our default offering provides for daily incremental backups and weekly full system backups. Backups are stored offsite in encrypted format as part of our standard offering.

3. On-boarding and Off-boarding

Each implementation of the CoreStream platform follows a standard process which our team of delivery managers will support you through:

- Requirements meeting and demonstration (FOC)
- Confirm order
- Design Workshops
- Consultancy and configuration (2 days included)
- Platform deployment and security hardening (included)
- User acceptance testing
- Training and Communications
- Launch

Data migration into the service can be supported using standard file formats (XLS, Raw Text, XML). Migration activities will be charged in accordance with our rate card unless accommodated within configuration days included with the license purchase.

Upon termination of this service, the relevant framework and call-off contract terms apply. Data repatriation will be provided free of charge (in raw text and PDF formats) unless additional requirements are specified for delivery of the data in non-standard file formats or with transformations applied. In these cases time and materials will be chargeable per the standard rate card. Following repatriation, all customer data will be purged and destroyed.

4. Pricing Overview

We only offer 'enterprise licenses', with no variable fees. The license fees are based on the complexity of the solution, with no per-user charges.

- Fixed Annual platform license fee.
- Full support included (see support section)
- Please refer to our pricing document for details.

Managed Service License Fees (excl VAT)					
Module	Platform License SaaS Fee*	Implementation Fee	Per User Charges	Discount	Includes
Incident Manager Workflow to capture, Resolve and report incidents.	Bronze: £18,000	£5,000	None*	N/A as all licenses are for unlimited users.	6 days implementation effort*
	Silver: £25,000	£20,000			As above, with 20 days
	Gold: £35,000	£35,000			As above, with 30 days
	Platinum: £60,000	£50,000			As above, with 50 days

Additional configuration can be performed either on a time and materials (please refer to the CoreStream pricing document for details) or on a fixed-price basis.

A minimum 1-year contract tenure applies. Pilot implementations can be arranged for a minimum 6-month period, with associated consultancy and configuration will be charged per our rate card.

We can also offer access to trial environments for limited periods, free of charge

5. Service Constraints

Deployments of new functionality will result in short outages to the service. CoreStream will provide 48 hours notice and (unless unavoidable) ensures that deployments are managed out of normal business hours.

There is a standard weekly maintenance window from between midday Saturday to midday Sunday to allow for server maintenance, though this can be varied by negotiation.

6. Support Arrangements

Standard user-support over an online support ticketing system and email is available during UK working hours (Monday to Friday, 9am to 5pm). Out of hours support is available upon request.

7. Hosting and Security

CoreStream is hosted exclusively in the UK in a Tier 3 data centre with multiple resilience and security arrangements. We guarantee in excess of 99.9% availability and service credits are payable in the event that this is not achieved.

We also offer (costed) options for hosting in the public cloud, or on-premise if required.

CoreStream is ISO27001 certified via the British Assessment Bureau (fully UKAS certified) and holds the Cyber Essentials Plus certification.

We also hold SOC2, Type2 (Security, Availability) accreditation.

Security features:

- All client environments reside on dedicated web applications and database instances. Higher levels of environment isolation are available on request
- Hosting is established in a highly resilient 'always on' configuration, meaning individual physical component failure cannot lead to a service outage.
- All data is encrypted in transit and at rest using strong protocols / cyphers
- Full daily backups held off-site in encrypted format.
- Options for real-time failover (Disaster Recovery as a Service)
- 24x7 Security Operations Centre (via Sophos MDR) means that the platform is continually being monitored for signs of breach, with trained security specialists available to contain any such incidents should they occur.
- CoreStream staff all background checked, and we can establish entire teams with UK Government 'SC' clearance where required.
- Penetration testing of the CoreStream platform is completed at least annually, by a CREST / CHECK accredited third party.
- Full time vulnerability scanning is in place for all our internet points of presence.
- We utilise the latest generation of firewalls which include deep packet inspection and intrusion detection protection.

Disaster Recover and Business Continuity

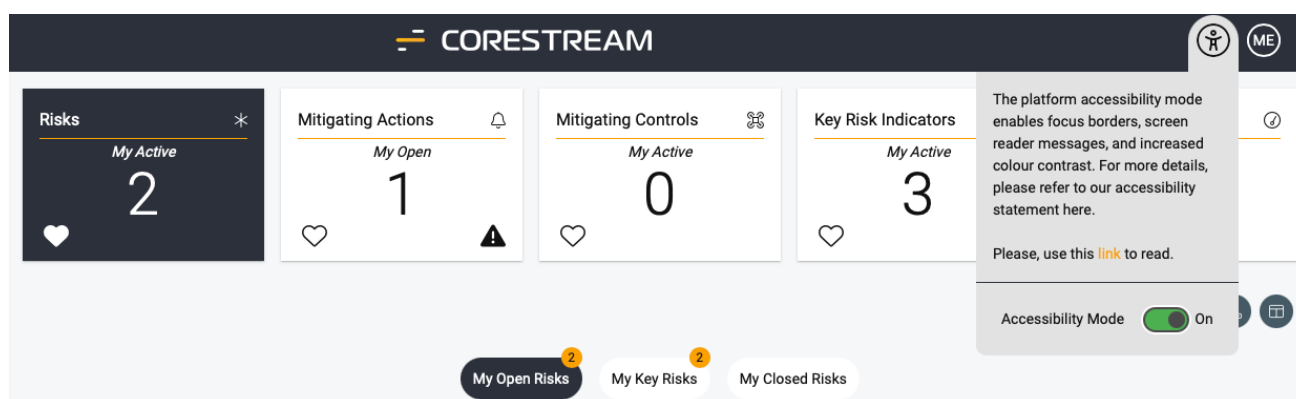
- CoreStream regularly practices its disaster recovery processes and shares results with its clients.

- Business Continuity plans are typically shared as part of the client onboarding process, including incident management processes.

8. Accessibility

For users with additional accessibility needs, we largely comply with the relevant WCAG (2.2 AA) requirements, and subject our platform to an annual accessibility audit, completed by an independent accessibility specialist firm.

A dedicated 'accessibility mode' is available from all parts of the system, as is an accessibility statement describing our accessibility credentials in detail, including any known issues.



9. Training

8.1 User Training

User training will depend on the complexity of any platform modifications specified by the customer, and the number of users to be trained. Due to the in-built contextual help prompts and configurable guidance pages, training roll-out can almost always be accomplished on a "train the trainer" basis. In the unlikely event that additional training is charged on a time and materials in accordance with our standard rate card.

Large scale, multi-channel training programme design and delivery including video guides, and webinar broadcasts can be devised as required. Please refer to the CoreStream training service offering on Digital Marketplace for details.

8.2 Super User Training

Super users can be trained to be able to configure aspects of the GRC platform themselves, reducing the need for additional configuration expenditure. This training typically takes 3-5 days, depending on the skills profile of the recipients of the training.

10. Ordering and Invoicing Process

- Upon receipt of a purchase order, CoreStream will provision the environment.
- All license fees are to be paid 12 months in advance, from the point of UAT commencement.
- 50% of the first 12 months fee is due upon ordering the environment.
- The remaining 50% is due at the point of go-live.
- If additional services, or blocks of users are purchased mid-contract, the relevant fee is payable up the end of the current 12-month period, after which fees revert to 12 months in advance.
- Time and materials (Consultancy, Training etc) are invoiced monthly in arrears. Invoices are due for payment within 30 days of the invoice date.
- Please refer to our full terms and conditions for details.

11. Government ICT Blueprint Principles

10.1 Information Strategy

- CoreStream SaaS services are designed and built to align with government Information and Communications Technology (ICT) information strategy principles, ensuring information is effectively managed, protected and made accessible through the use of open standards technology. Our focus on information governance is underpinned by our ISO27001 certification, and SOC2 Type 2 (Security / Availability) accreditations.

10.2 Environmental Policy

- CoreStream takes its environmental responsibilities seriously, aligning its operations to the published ICT government greening principles. In support of these principles, CoreStream guarantees:
- All hosting services are powered from renewable sources.
- Non-essential travel will be minimised using technology, such as video conferencing.
- To continue to donate monthly to the World Land Trust, helping plant trees in deforested areas.
- To remain paper-free wherever possible.
- To reduce waste or to recycle wherever possible.
- Hot-desking in its office locations to reduce its overall office footprint.

Further details of our Environmental Strategy are available on request.

For more information please contact:

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