



**GSA Solution for the
management of
CHIS/HUMINT/Whistleblower**

**SERVICE
DESCRIPTION**

GSA

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See Crown Commercial Service G Cloud 15 site for more technical detail regarding items such as onboarding and offboarding / outage management. For reasons of security our G Cloud detail is held at Official. We would be glad to provide an Evidence Pack at Official-Sensitive level which contains detailed technical information in respect of the solution from a functional, non-functional and architectural perspective.

SERVICE OVERVIEW

The 2026 GSA solution to support the management of CHIS / HUMINT / Whistleblowers provides a bundle of GSA 2026 system features including:

- ✓ **Secure paperless system to manage your business safely.**
- ✓ **Device agnostic HTML/5 for agile working**
- ✓ **Role Based Access Controls enabling 'need to know' principles to apply.**
- ✓ **Fresh modern screens which can be 'pinned' to keep clean or show options.**
- ✓ **Grid fields you can personalise to view the categories of data to suit your role.**
- ✓ **Drop downs that you can maintain and alter as business need changes.**
- ✓ **Opening dashboard of Management Information**
- ✓ **'Common Query' bespoke report wizard**
- ✓ **Three levels of search capability across all input and OCR readable documents**
- ✓ **Splash screen available for key notices.**
- ✓ **Configurable mandatory fields**
- ✓ **Formatted references/dates**
- ✓ **Comprehensive Record Management including Redaction and Version control**
- ✓ **Manage documents, audio, video, social media**
- ✓ **Template manager with both email and report options**
- ✓ **'Collections' Suite including Title Page, Indexing, Pagination and encrypted export**
- ✓ **Automated email notification to deadlines / event reminders**
- ✓ **Red Amber Green record shading to signify timeliness for reviews and authorities**
- ✓ **Ability to 'flag' records of significance (eg warning marker)**
- ✓ **Simple audit access for all Users**
- ✓ **GDPR / LED / CPIA retention/deletion controls**
- ✓ **Detailed audit and in-house capabilities for Super Users**

This module also includes bespoke functionality to purpose including:

- ✓ Workflow to meet national standards
- ✓ Extensive CHIS profiling in the 'Profile Zone' enabling, searching and analysis for tasking
- ✓ Easy meeting planner and contact sheets
- ✓ Risk Assessment based on national forms
- ✓ Results recording
- ✓ Rewards recording and calculation matrix
- ✓ Full movement history of texts
- ✓ Ability to file audio recordings of meets
- ✓ Trade-craft logging eg vehicle used with repeat warning alerts
- ✓ Integrity record of all welfare considerations and associated cost
- ✓ 'Tasked Witness' status and authorities

AWS CLOUD PARTNER

We are pleased to be able to offer the solution in the secure Police Assured Landing Zone of Amazon Web Services UK. Subject to UK Sovereign law and UK ICO Regulation the configuration of security, monitoring, and management services provides an assured blueprint for your cloud estate. Preventative and detective guardrails setup and govern a secure multi-account environment that conforms to Police Digital Service and NCSC guidance on best practices for secure use of the cloud.

BUSINESS BENEFITS

- ✓ Increased efficiency and cost savings:
- ✓ Purpose built workflow for Legal Compliance (RIPA 2000, IPA 2016, PIDA 1998, GDPR)
- ✓ Promotes consistency of approach
- ✓ Operative and subject safety features
- ✓ Information Security (paperless, password controlled, auditable)
- ✓ Automation of functions saves time and improves data accuracy (Templates, formatted emails, Redaction, Version Control)
- ✓ Timely Management and Demand information
- ✓ Asset capability searching.
- ✓ Email alerts of Reviews and other key events.
- ✓ Demonstrable Integrity and Compliance for CPIA and IPCO.
- ✓ Auditability

RESILIENCE / BACK UPS / BUSINESS CONTINUITY

An Availability Zone (AZ) is one or more discrete data centres with redundant power, networking, and connectivity in an AWS Region. All AZs in an AWS Region are interconnected with high-bandwidth, low-latency networking, over fully redundant, dedicated metro fibre providing high-throughput, low-latency networking between AZs.

All traffic between AZs is encrypted. The network performance is sufficient to accomplish synchronous replication between AZs. Because the solution is partitioned across AZs, it is better isolated and protected from issues such as power outages, lightning strikes, tornadoes, earthquakes, and more. AZs are physically separated by a meaningful distance.

The Database is backed up on a regular basis and each back up is retained for a set period of time. Aside RTO and RPO, Point in Time Recovery is enabled.

GSA provide a detailed description of the Architecture Disaster Recovery Strategy in our Evidence Pack.

SERVICE LEVELS AND AFTER SALES

GSA manage the service via a portal using HaloITSM Service Management.

This is available 365 24/7.

Our Contact desk is available 0800-1800 Monday to Friday excluding Bank Holidays.

Our approach is aligned to V4 of the Information Technology Infrastructure Library.

We have a tiered approach to both 'Incidents' and 'Service Requests' with clear descriptions of our Service Level Agreement commitment to both such as Response Times.

You will find a detailed summary of the Support Offer at Appendix 1 of our 'Terms and Conditions'.

After Sale you can expect to be offered a Quarterly Service Review with an Account Manager.

AVAILABILITY

AWS stated availability for this service is 99.95% (excluding Planned and Emergency maintenance periods).

SECURITY

Security is of paramount importance to you, us and our AWS Cloud hosting partner.

Taking human security our staff are all NPPV3+SC vetted by Warwickshire Police. They undergo role specific training and mandatory annual security training. They sign SyOPs Instructions every year and we have detailed policies and procedures that are audited for compliance regularly with

greatest focus on data security and areas we believe are of most importance to you such as Access.

Your User access is defined by Role Based Access Controls providing the permissions and ability to lock records down to keep them and your data safe.

The physical security of both our premises and that of our AWS Cloud hosting partner are also of great importance which is why we subscribe to ensure both are accredited as Police Assured Secure Facilities.

Our Cyber Security is a daily review item. We subscribe to receive Threat Intelligence from a variety of sources. We build our solution and infrastructure to be secure, aligning to Data Protection by Design and Default. At AWS platform level monitoring of the platform is provided by Amazon GuardDuty, AWS Shield and Security Hub. At Application level we deploy a range of cutting edge monitoring and scanning services and use Amazon CloudWatch for monitoring and observability.

We test our security regularly. We commit to many accreditations for which we are inspected annually (eg Cyber Essentials Plus, ISO27001). We commission ITHC testing of both application and environment and share outcomes with customers.

CONTACT

For more detail of how a great partnership can look contact us:

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