



Information Disclosure and Information Management Software

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

GSA Information Disclosure & Information Management Software provides Public and Private Sector Organisations with a comprehensive and flexible Cloud based toolset for the effective management of information including tracking, recording, assessment and actioning of Information Requests including

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| ✓ Freedom of Information | ✓ Complaints and Correspondence |
| ✓ Environmental Information | ✓ Business Case Management |
| ✓ Subject Access Requests (Right of Access) | ✓ Disclosure and Barring Service requests |
| ✓ Access to Health Records | ✓ Incident Management |
| ✓ UK GDPR Rights Requests (Right to Rectification, Erasure, etc) | ✓ Financial Approvals |
| ✓ Data Breach Management | ✓ External enquiry logging and progress |
| ✓ Local Information Sharing Agreement & Protocol Requests | ✓ Management Approvals |
| | ✓ Recruitment |

The Solution offers one system for many everyday business functions.

Fully configurable to meet the needs of each organisation the system enables flexible 'Request for Information' tracking from receipt to finalisation. It includes the allocation and recording of all key actions taken through to final disclosures for a range of request types which have different and moveable time deadlines.

Adding further value, the system has an integrated Document Management for all Media types, file capture options, redaction and stamping tools. Over all the facilities of this system strongly contribute to achieving the activity-tasking, security, controlled access and efficiency benefits of a paperless office.

Feature rich, **GSA Information Disclosure & Information Management Software** provides many system features including:

- ✓ Secure paperless system to manage your business safely
- ✓ Clear and intuitive user interface with screens which can be 'pinned' to keep clean or show options
- ✓ 'At a Glance' dashboard for simple navigation and overview of all requests/cases
- ✓ Comprehensive Record Management including full Redaction and stamping toolset and Version control
- ✓ Simple drag and drop capability to upload documents and emails on to a case
- ✓ Manage documents, audio, video, social media
- ✓ Automation of functions (eg allocation, due dates, stop/start the clock, closing, version control)
- ✓ Templates for automated document and email generation
- ✓ Red, Amber, Green status and record shading to signify timeliness
- ✓ Fully searchable 'Persons' Infobase
- ✓ Integrated Questions and Tasking capability to aid interdepartmental working and speed up processing
- ✓ Email notification to deadlines / event reminders
- ✓ Build your disclosure response with the integrated 'Collections' suite, which includes Title Page, Indexing, Pagination and encrypted export
- ✓ Role Based Access Controls enabling 'need to know' principles to apply
- ✓ Drop down 'Static data' lists that you can maintain and alter as business need changes
- ✓ Full searching capability across requests/cases and OCR readable documents
- ✓ Automated MI reporting for performance monitoring
- ✓ Splash screen available for key notices.
- ✓ Configurable mandatory fields
- ✓ Formatted references/dates
- ✓ Ability to mark requests with Exemptions as well as Markers, Reasons and Categories
- ✓ Grid fields users can personalise to view the categories of data to suit their role
- ✓ Options for automatic ingestion of data
- ✓ 'Common Query' bespoke report wizard (to create pre-saved searches and reports)
- ✓ Template manager with both email and report options
- ✓ Detailed audit and in-house capabilities for Super Users

- ✓ Pre-configured GDPR / LED / CPIA retention/deletion controls

CLOUD PARTNER: AWS IN THE POLICE ASSURED LANDING ZONE

GSA provides DBS as a Cloud based “Software as a Service” solution hosted on Amazon Web Services (AWS), our IaaS infra-structure partner.

The solution sits within a unique security environment called the Police Assured Landing Zone (PALZ). PALZ is a joint AWS and UK Policing configuration of security, monitoring, and management services. It provides an assured blueprint for your cloud estate, with the addition of preventative and detective guardrails that 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.

The Data Centres are in the UK and data is subject to UK Data sovereignty rules and regulation by the UK Information Commissioner’s Office.

BUSINESS BENEFITS

- ✓ Increased efficiency and cost savings:
- ✓ Purpose built workflow for Legal Compliance (UK GDPR, DPA 2018, RIPA 2000, IPA 2016, PIDA 1998)
- ✓ Promotes consistency of approach
- ✓ Information Security (paperless, password controlled, auditable)
- ✓ Automation of functions saves time and improves data accuracy (Templates, Formatted Emails, Redaction, Version Control)
- ✓ Promotes collaboration and sharing of data between departments within a secure environment
- ✓ Supports Digital Transformation and Cloud First policy
- ✓ Supports data minimisation
- ✓ Timely Management and Demand information
- ✓ Asset capability searching.
- ✓ Email alerts of Reviews and other key events.
- ✓ Integrity / 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 Service Reviews 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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