



GSA

GEOFF SMITH
ASSOCIATES LTD

CycComms-Communications Data Authorisation and Acquisition Solution

SERVICE DESCRIPTION

CONTENTS

1. Service Overview
2. AWS Cloud Partner
3. Business Benefits
4. Forensic Analytics CDAN integration
5. Altia Strategic Partnership
6. Service Back Ups / Business Continuity
7. Availability
8. Security
9. Contact

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

CycComms is the complete IPA and AA compliant UK market leading product for the authorisation process and acquiring of Communications Data (CD) from Telecom Operators and Postal Operators (Operators) by Relevant Public Authorities authorised under Schedule 4 Investigatory Powers Act 2016.

Geoff Smith Associates Ltd has worked closely with the Home Office and Forces to design a solution that integrates seamlessly with Operators via Auto-Acquire, with an automated interface to IPCO Authorisations and Oversight (formerly OCDA). It is fully compliant with all the latest central service capabilities and fully meets latest legislative and IPCO requirements.

With Auto-Acquire, CycComms uses automated Operator lookups and published catalogues of business questions to ask the right question of the right Operator. All Results from Operators are automatically obtained and retained to significantly add to the Intelligence value.

Real-time checks of the built-in subscriber database automatically detects duplicate entries, repeat requests and intelligence cross-overs.

CycComms is being successfully used by many Relevant Public Authorities and has a strong customer led User Group. It uses web-based access for organisation/regional wide deployment having a user-friendly interface for familiarity requiring no costly training for applicants.

GSA CycComms provides a bundle of the usual GSA 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
- ✓ 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
- ✓ Ability to 'flag' data of significance (eg warning marker)
- ✓ GDPR / LED / CPIA retention/deletion controls
- ✓ Detailed audit and in-house capabilities for Super Users

Specific to SPoCs:

- Summarised Service Details for SPoC 'At A Glance' Updating,
- SPoC Service Line Management of individual Elements of an Application
- Provision of a SPoC Log for automated and manual entry of Key Events,
- Time Saving Authorising Individuals Approval or Refusal Work-flow Process for SPoCs,
- Provision of Comprehensive Search and Management Functionality for CD Applicants & Authorising Individuals
- SPoC Management for All Subscriber and Call Data in separated access Subscriber InfoBase,
- SPoC Management for all Operators Access, Cost and Contact Data,
- SPoC Management for Policing Operations Data and Access Levels,

CLOUD PARTNER: AWS IN THE POLICE ASSURED LANDING ZONE

GSA provides CycComms 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 (IPA 2016, GDPR/LED, CPIA)
- ✓ Potential for National Data Communications Intelligence tool
- ✓ Opportunity to integrate Forensic Analytics CDAN tool
- ✓ Promotes consistency of approach
- ✓ Designed to assist regulatory reporting to IPCO
- ✓ Flagging 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
- ✓ Email alerts of Reviews and other key events.
- ✓ Demonstrable Integrity for CPIA.
- ✓ Auditability

FORENSIC ANALYTICS CDAN INTERFACE

Thanks to a new Strategic Partnership with Forensic Analytics, GSA are pleased to be able to announce the ability to acquire Forensic Analytics CDAN solution as an integrated component of CycComms.

“Our modular strategic solution CDAN Nexus helps law enforcement agencies in a number of ways. It finds information about data that is already held to reveal the full scope of criminal activity stretching across geography and time. CDAN Nexus offers a scalable multi-function search engine which provides automated data cleansing, reporting, indexing and search of big data. This

is ideal for investigators or analysts requiring immediate intel from forward-facing or historic retained data silos.” (forensicanalytics.co.uk)

PART OF YOUR COVERT SUITE: ALTIA STRATEGIC PARTNERSHIP

GSA and Altia are pleased to have entered a partnership that will see CycComms integrated with Altia's holistic suite of investigation software solutions.

Working together GSA and Altia will look to automate processes using technology and improve User experience– reducing time and money spent on investigations and improving prosecution rates.

It also provides potential for secure carefully managed alerts when communication data identifiers appear in differing aspects of your covert ecosystem.

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

CycComms is an operational system benefitting from a staffed response 24/7/365 for P1 Incidents.

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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