Schedule 3 (V3):
VISAV Support Services

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Provided by

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Overview

The Neighbourhood Alert system provides the Licensee with the means of securely managing the Licensee's own database online and provides various support operations in order for the system to be available for the Licensee to use and for the user data to be secure and confident that the Licensee complies with data protection legislation. This document outlines the services that VISAV Limited is committed to provide in order to ensure that the system is available to the Licensee.

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Alert system

An internet-enabled software application which enables the Licensee to create and maintain a secure database of consenting individuals and their contact details, to whom messages may be

exclusively sent from a central terminal by the Licensee to all, or selected subsets of them, by email or text message or telephone.

Telephony

In order to enable the system to make and receive telephone (voice) calls VISAV Limited have a user agreement with a large telephony provider. It is VISAV's responsibility to ensure that this account is paid, the service is maintained and that the service performs as intended. The Licensee has a responsibility to pay for services used within agreed terms and to report problems to VISAV so that action can be taken.

Text messaging

In order to enable the system to make and receive text (SMS) messages VISAV Limited have a user agreement with a large text message provider. It is VISAV's responsibility to ensure that this account is paid, the service is maintained and that the service performs as intended. The Licensee has a responsibility to pay for services used within agreed terms and to report problems to VISAV so that action can be taken.

Email

In order to enable the system to make and receive email messages VISAV Limited maintain a Rockcliffe mail server with the additional facility of an anti-virus and anti-spam facility. It is VISAV's responsibility to ensure that this service is maintained, software updates are regularly performed, a service agreement is maintained with the various suppliers and that the service is monitored to ensure an acceptable "up-time" and that the service is maintained and that the service performs as intended. The Licensee has a responsibility to pay for services used within agreed terms and to report problems to VISAV so that action can be taken.

Access and data control

The Alert system administration area is accessed via a secure website: https://www.neighbourhoodalert.co.uk/admin/user_login.asp . The Licensee will be given administration rights to login to this area and access the various administration tools. The Licensee will be able to access every user that has subscribed to the Licensees database. Although the same user interface is used by other Information Providers, no user data belonging to the Licensee will be shared with any other Information Provider or any user of any kind without the express permission of both the Licensee and the registered user themselves.

It is VISAV's responsibility to ensure that our Information Security Policy is maintained and adhered to, that data is held securely and that the Alert system is regularly checked for external security and updated as required.

Minimum system requirements

A standard PC computer with at least 2Gb of RAM and 50Gb hard drive running Microsoft Office and Internet Explorer version 11 (https://support.microsoft.com/en-gb/lifecycle#gp/Microsoft-Internet-Explorer) is the minimum hardware specification to manage Alert by a Licensee. ADSL (broadband) access to the internet must be at least 1Mb download speed and connection should be via a standard modem or router.

Additional hardware firewalls, proxies software firewalls or bespoke router configurations may affect the performance of the Alert web pages. It is the Licensees responsibility to ensure that a standard connection to the Internet is provided, problems caused by restricted access are not the responsibility of VISAV.

Recommended browser

It is recommended that the administration system is viewed and operated using the latest Mozilla Firefox. The system can be operated using Internet Explorer but version 11 onwards is required in order that several advanced features to work correctly.

Training

VISAV will provide user training for up to five administrators per day and provide user handbooks as required to ensure that administrators of the system are proficient and able to perform the tasks required.

Server availability

VISAV will ensure that the connection to the Alert servers is maintained at sufficient speed to enable the system to operate within reasonable parameters. The Fibre Optic connection to the Data Centre will be constantly monitored and the leased line provider will provide a 24 hour, 3 hour callout support agreement. The Licensee has a responsibility to report problems to VISAV so that action can be taken.

Support service

Details of the product service level arrangements

Telephone support: We have provided website user training for over ten years and have specialist support staff to provide support on all aspects of the Alert product. During office hours (8-30am to 5-30pm Mon-Fri), any licensed user of the system will receive telephone training, system advice and guidance, trouble shooting support and end user issue support by calling the office on 0115 9245517 (press option 1). This line is diverted to a rota of support engineers out of hours for emergency support and problem reporting. Out of Hours Support staff, can, if required, provide ad hoc system support for Critical or Major Incidents.

Email support: Emails sent to support@neighbourhoodalert.co.uk enter our service desk ticketing system are responded to within one hour during office hours

Admin area support: Within the logged in administration area of the site, the **web portal** is regularly updated with any news about system problems, threats and issues and a frequently asked questions **(FAQ)** resource is regularly updated with common issues and answers (https://visavltd.zendesk.com/hc/en-us/categories/200839055-Neighbourhood-Alert) . Each key area of the system includes small icons which link to **short training videos** which are specially presented to run even within the Force infrastructure. As version three of the system is finalised, we are undertaking a full time operation to provide system support training videos on every aspect of the system so clear instruction is available to every administrator 24/7.

Gold support as standard: We are dedicated to the Alert product and it is rapidly becoming our core business. We do not offer tiers of support, as the Alert system is a crucial service for twenty police force areas already and we believe that the more support we can provide your administrators, the more confident they will be with the product.

Service Level Agreement: minimum standard

The minimum levels of support and response to problems should they occur are as follows:

Priority	Impact	Response	Fix
1	System down or a substantial part of System is unusable.	Mon – Sun (8-5) 1hr Response	Mon – Sun (8-5) 4hr Fix
2	An error is causing a major problem, but the system is still usable (affecting multiple users)	Mon – Sun (8-5) 2hr Response	Mon – Sun (8-5) 8hr Fix
3	An error is causing minor intermittent problems	Mon – Fri (8-5) 24hr Response	Mon – Fri (8-5) 3 Day Fix
4	Requests for enhancements and system enhancements which require new software update	Bespoke Work Request via Practitioners Group	Next release of software

Clarification note: The "out of hours" telephone support facility is not provided for general system enquiries and training at this time but as part of our disaster contingency planning we provide 24/7 disaster and emergency support without charge. In other words, you should not call the support line at 2am to ask how to send a message or delete a user, but if it is during an emergency (flood etc) then you will receive full support without charge.