Annex 4 - IT Requirements

Connection to the ECMS

1. You must connect to the DSCC network in order to receive and process Cases via the ECMS. This will be achieved via a connection from your Office into the DSCC. The current technology is via internet protocol virtual private network with multiple label switching (IP VPN MPLS) over a 2MB leased line with a back-up ADSL connection into Citrix. This is subject to change and further details of the connection will be provided by the DSCC provider during your mobilisation period.

2. Access via Citrix requires a PIN and security string, which shall be sent via SMS to you in the event that it is required.

ECMS User Accounts

3. Access to the ECMS is via secure username and password authentication.

4. Each Adviser will require their own account details which include a username (their initial and surname) and a password. These user accounts will be administered by the DSCC.

5. You must email the DSCC with confirmation of the names of your personnel who require access to the ECMS. Such confirmation must be sent in advance of the date when access to the ECMS is required in order to allow a reasonable period of time for the account to be created. The DSCC will then provide the relevant usernames and generic passwords. All passwords must be changed by the relevant adviser at first logon (details of this process are included in the ECMS user guide).

6. Usernames and passwords must be kept confidential and must not be used by any other party except the owner.

7. Should any member of your personnel leave your organisation, you must notify the DSCC provider in order that the relevant user account can be cancelled.

Workstation Information

8. The ECMS has been designed for intranet deployment using Oracle Apex 5.0. Because Oracle Application Express relies upon standards-compliant HTML5, CSS3, and JavaScript, Oracle recommends that you use the latest web browser software available for the best experience. The following applications have been tested with Oracle Application Express 5.0:

    ● Mozilla Firefox 35
    ● Google Chrome 40
    ● Apple Safari 7
    ● Microsoft Internet Explorer 9

9.   The following items detail the basic requirements for workstations required to use the ECMS:

9.1.   a Windows based PC with the OS in mainstream support that can run the browser software and versions listed in 9.

9.2.   the necessary internal network, bandwidth capacity, communications software and configuration such that your PCs can connect to the DSCC. Further detail on this will be confirmed by the DSCC during mobilisation.

10.   You must ensure you have sufficient PCs or other compatible devices to accommodate the maximum number of Advisers on duty at any one time.

Telephony requirements

11.   In the course of delivering the Services incoming calls from the Police will be handled by the DSCC and distributed via the ECMS to you. No specialist call management equipment is required to enable the distribution of incoming calls.

12.   To assist in the effective delivery of the Services you must meet the following basic telephony requirements:

12.1.   a phone for each Adviser on duty with the ability to make outgoing calls and support call conferencing. The call conferencing feature is vital to facilitate the use of the Interpretation and Translation Facility; and

12.2.   a dedicated direct dial contact number to be used by the DSCC or us.

LAA Software

13.   The LAA has its own call handling software in the form of an electronic case handling system (ECMS). The ECMS supports the business processes which underlie the effective delivery of the Services. Access to the ECMS will be made available to you throughout the Contract Period. You understand that the ECMS is hosted on third party servers, and whilst we do not anticipate any issues with availability, we will not be liable for any downtime which occurs from time to time. All intellectual property in relation to ECMS will remain with the LAA at all times. No other third-party software is required.

14.   You agree that you will not and will not allow anyone else to:

14.1.   use the ECMS other than in relation to the provision of Contract Work;

14.2.   copy, modify, or reverse engineer the ECMS; or

14.3.   operate the ECMS for the benefit of a third party.