iShare in the Cloud

Service Definition v8.0
An overview of iShare in the Cloud

iShare is an end to end Enterprise GIS for public sector comprising a spatial data warehouse, rich functionality browser based GIS including editing and spatial querying for internal users and an award winning public facing mapping application and API that enables organisations to share data with citizens and customers while reducing interaction costs.

iShare is used by over 60 Local Authorities, Government Departments and Agencies, Emergency Services and Housing Associations.

iShare in the Cloud (iSiC) is a cloud hosted and managed version of iShare that frees users from the costs and complexity of managing Geographic Information infrastructure (servers, networks, bandwidth) allowing GI managers and analysts to focus on delivering Geographic Intelligence to staff and stakeholders.

Service features

- Spatial Data Warehouse
- Intranet GIS including editing and spatial querying for internal users
- Enterprise metadata (INSPIRE compliant)
- Internet GIS public facing mapping portal
- Web services API for rapid deployment of custom mapping
- OGC WMS and WFS services
- Ordnance Survey base mapping (PSMA & OpenData)
- Secure connection to on premise back office systems
- Full enterprise deployment, intranet GIS only deployment or public facing only deployment

Service benefits

- Internet GIS for public access promotes channel shift
- Intranet GIS reduces desktop usage
- Spatial Data Warehouse provides master data management
- API aids embedding spatial information within web applications
- Frees managers from costs and complexity of managing GI infrastructure
- Allows GI managers to focus on delivering Geographic Intelligence
- Used by over 60 Public Sector organisations
- Built on Open Source and Open Standards
- Fully managed service reduces lifetime costs of ownership
iShare in the Cloud is hosted on Amazon Web Services (AWS).

iShare SDW and iShare GIS are hosted in a virtual private cloud which can be accessed from the client's network via a VPN or using IP restriction.

iShare Maps is hosted within Astun’s multi-tenanted iShare Maps instance on AWS, client data is pushed to this instance either directly from internal systems or via iShare SDW if the Enterprise version is deployed.
**iSiC Public, GIS and Enterprise**

iShare in the Cloud is available in three versions:

1. **iSiC Public**: public facing (iShare Maps) only deployment
2. **iSiC GIS**: intranet GIS (iShare GIS) only deployment
3. **iSiC Enterprise**: full enterprise deployment including Spatial Data Warehouse (iShare SDW) with secure connectivity with back office systems and desktop GIS clients in addition to the capabilities provided by iSiC Public and iShare GIS

All versions include access to Astun Data Services for the provision of Ordnance Survey PSMA data (subject to OS licensing conditions).

**Choosing between iSiC Public, GIS and Enterprise**

<table>
<thead>
<tr>
<th>Feature</th>
<th>iSiC Public</th>
<th>iSiC GIS</th>
<th>iSiC Enterprise</th>
</tr>
</thead>
<tbody>
<tr>
<td>iShare Maps - public facing mapping portal and developer API</td>
<td>✓</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>• My Maps, My Nearest and My House</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iShare GIS - intranet GIS</td>
<td>x</td>
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<td>✓</td>
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<tr>
<td>Astun Data Services (subject to PSMA license)</td>
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<td>✓</td>
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<tr>
<td>Astun Data Services OpenData Feeds</td>
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<td>✓</td>
</tr>
<tr>
<td>iShare API to embed maps within web applications</td>
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<td>✓</td>
</tr>
<tr>
<td>OGC WMS &amp; WFS web services</td>
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<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>iShare Studio</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>iShare Spatial Data Warehouse</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>INSPIRE compliant enterprise metadata*</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>Connections for desktop GIS clients (ArcGIS, MapInfo, QGIS)</td>
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<td>✓</td>
</tr>
<tr>
<td>Manage user access via Active Directory</td>
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<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Access to local systems by secure VPN</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
</tbody>
</table>

* Support for publishing to data.gov.uk available as an additional service
iSiC Public delivers location content to public facing services and promotes channel shift

iSiC Public has been used by local authorities and other public sector bodies to provide maps, spatial searches and location sensitive content to public facing web pages, examples can be seen at https://astuntechnology.com/customers/#customer-sites. iShare customers have won plaudits and awards from eGovernment, National Land and Property and AGI Awards to name a few. Many have realised substantial savings by shifting customer interactions from face to face and telephone to the web e.g. https://astuntechnology.com/solutions/#channel-shift-solutions. iSiC Public is deployed as series of modules, known together as iShare Maps, which can be combined to meet many use cases.

iShare Maps

iShare Maps - My Maps is a highly configurable maps portal providing intuitive access to spatial data including:

- Gazetteer search with location stored for subsequent reuse in My House and My Nearest
- Layer control and legend
- Find my nearest
- Base map selector

My Maps at Guildford Borough Council
iShare in the Cloud

iShare Maps - My House provides information related to an address and its surrounding area enhanced with a small embedded map. The service is configured from a combination of spatial searches, ‘back office’ system data and XML feeds and web services.

- Smart hyperlinks to other web content
- Printable as a report/profile
- Can be adapted to produce ward report for a councillor
- Can include OpenData feeds via Astun Data Services

My House at West Oxfordshire District Council
**Share Maps - My Nearest** provides information related to services, events or entities close to the user's location. The service can be configured to show nearest planning applications, GP surgeries, parks and open spaces or recycling points (limited by radius or count).

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**My Nearest for Rhondda Cynon Taff Council**

**iShare Studio**

iShare Maps is configured and controlled from **iShare Studio** accessing live data (or ‘near to live’ data from appropriate back office systems) from the iShare Spatial Data Warehouse (when available as part of iSiC Enterprise). Alternatively iShare Maps can connect directly to most standard geographic file format data which can be refreshed automatically as a scheduled process.

**Embedded Maps**

The iShare Maps API allows a developer to embed interactive and static web maps within a web page with full control over map size, centre, zoom and layers displayed e.g. to display schools and libraries around a user’s location on an education page.

**LocallInfo**

The iShare Maps API allows a developer to embed textual content based upon a spatial search e.g. Bin Collection day, Council Tax charge, elected members or nearest planning applications within the relevant service page.

**OGC Web Services**

iShare Maps also provides OGC Web Map and Web Feature Services (WMS & WFS) which can be configured for all layers.
Embedded Map at Guildford Borough Council

LocalInfo search embedded at South Tyneside
iShare in the Cloud

iSiC GIS is a full functionality browser based GIS that will support migration from desktop and encourage data sharing

iShare GIS

iShare GIS promotes a data sharing culture across an organisation and with its partners. It delivers ‘Business Intelligence’ across the organisation, by providing easy access to data from back office systems.

iShare GIS offers the 20% of desktop functionality that most users require and will encourage a migration from desktop to the browser for existing lite users and will also enable wider spread usage of spatial data throughout the organisation.

iShare GIS - Local Development Framework at Surrey Heath Borough Council
iShare in the Cloud

iShare GIS uses “Profiles” to determine which data and functionality are available to a user, e.g. one user may have access to limited data, a gazetteer search and printing functionality while a planning officer may have access to detailed data, several historic base maps, editing, annotation and analysis tools. A user can be assigned more than one profile and has the option to switch between them while logged into a session.

iShare GIS standard functionality includes:

- An intuitive Google style interface, navigation and controls
- A layer control that incorporates a legend and allows manual selection of layers
- Search enterprise metadata to find and load additional data layers
- A search feature which can be configured to search against NLPG, AddressBase or internal datasets (e.g. assets, planning)
- Selection and feature info tool by point, radius or polygon
- The ability to run spatial and textual queries against layers and display the results on a map or export to standard formats
- Measurement tools (linear and area)
- Annotations including polygons, lines, points, text. Annotations can be styled, saved and shared with other users
- Scale printing via templates and exporting images with OS required watermarks
- Full editing of features and attributes (subject to permissions) including snapping, node level editing and correction
- Multiple base maps
- Thematic mapping
- Time series analysis
- Scale dependent symbology and clustering
- Online training materials and interactive help system

iShare GIS is designed with a plugin framework that allows additional custom functionality to be added when required.

iShare GIS is built on open source foundations which include MapServer, OpenLayers and PostGIS. iShare utilises OGC standards including WMS, WFS, WFS-T and CSW.

**Address Search**

- Configure any gazetteer for searching including Ordnance Survey AddressBase, a Local Land & Property Gazetteer or a custom data set
- Supports multiple gazetteers
- Search against feature layers (e.g. Planning Applications, Asset Registers)
- Intuitive search with autocomplete
Address search with autocomplete

Editing

- Subject to permissions, users can create and edit (node level editing) polygons, polylines and points and attributes.
- Profiles determine whether editing tools are exposed and which layers can be edited
Queries

- Queries can combine attribute filters (e.g. values between x and y) and spatial constraints (e.g. within a polygon or a buffer around a feature).
- Query results can be saved as a temporary layer for further querying or printing.
- Query results can be exported to standard formats (xls, csv).

Annotations

- Full editing and styling of annotations including polygons, lines, points and text.
- Users can share annotations with other users for collaboration on projects.
- Annotations can be printed.

Metadata

- Search by metadata tags and descriptions and add layer to current session (subject to permissions).

Printing

- Scale printing via templates including options for title, legend, overview, scale bar, north arrow, copyright, watermark, scale, date and author.
- Administrator can define multiple print templates for different use cases and departments.
- Template can be assigned to Profiles.
- Users can adjust map position and zoom from within interactive print template.
- Output to pdf.
iShare Studio

iShare GIS is configured and controlled from iShare Studio accessing live data (or ‘near to live’ data from appropriate back office systems) from the iShare Spatial Data Warehouse (when available as part of iSiC Enterprise). Alternatively iShare GIS can connect directly to most standard geographic file format data which can be refreshed automatically as a scheduled process.
iSiC Enterprise

iSiC Enterprise combines iSiC Public and iSiC GIS with the iShare Spatial Data Warehouse (SDW), a cloud hosted spatial data warehouse which supports connections from QGIS, ArcGIS (subject to version) and MapInfo Professional.

iShare SDW - master spatial data management and warehousing

iShare SDW comprises four components:

- A PostgreSQL spatial database utilising the PostGIS extension.
- PGAdmin for low level database management and writing/testing SQL
- DataShare for managing connections to other back office systems and databases
- iShare Studio for day to day administration, the creation and scheduling of jobs and workflows. iShare Studio also manages iShare Maps, My Nearest, My Area and iShare GIS.

iShare SDW can be deployed as the master data repository for all spatial data - iShare GIS and desktop clients (e.g. QGIS, MapInfo Professional, CadCorp and ArcGIS) reading and writing from the same database.

Additionally iShare SDW can use DataShare to harvest tabular and spatial data from other back office systems and external sources and where necessary process that data for presentation to desktop and web clients (e.g. spatialise by joining with AddressBase, BoundaryLine or ONS boundaries).

If a client prefers to store master spatial data in a different repository (Oracle or SQL Server) iShare SDW can be used as a data warehouse with DataShare managing real time synchronised connections to the master system allowing desktop clients, using role based security, to write directly to the master and web clients to read views on the master data from the data warehouse.

With iShare SDW as the master data repository (i.e. the definitive version of all corporate spatial data is stored within the SDW) users are able to connect to the SDW as read only or read/write users via desktop clients and the iShare GIS intranet browser application subject to their role based permissions. Public users can access a read only subset of corporate data determined by robust role based security.
iShare SDW Key Benefits

iShare SDW sits at the heart of an enterprise Geographic Information system bringing all spatial (and spatialised) data together in a single repository, managing access rights for all clients and feeding spatial data to other back office systems.

- Extends PostGIS to a full Spatial Data Warehouse
- Manage data access for desktop and web clients
- Build and schedule advanced workflows to extract, transform and load data from external sources including back office systems, standard file formats (tab, shape, csv and many others), external web services and feeds (e.g. Open Data crime and health feeds or WFS) and other databases (e.g. Oracle and SQLServer)
- Transformations can include anonymisation, aggregation, filtering, aliasing and geocoding
- Publish data to back office systems, standard file formats (tab, shape, csv and many others) and other databases (e.g. Oracle and SQLServer)
- Audit usage and changes to datasets with option to roll back
- Fine grained role based security
- Reporting functionality i.e. valid features, users with access, tables with auditing applied
- Best practice guidance on building a Spatial Data Warehouse ensuring support from Astun Technology
Astun Data Services - trouble free access to Ordnance Survey mapping

iSiC Public, GIS and Enterprise subscriptions all include access to Astun Data Services for the provision of Ordnance Survey PSMA data (subject to OS licensing conditions).

Astun Data Services are configured by default as base map options for iSiC Public, GIS and Enterprise. The WMS can also be consumed as a base map in most desktop GIS including QGIS, ArcGIS, MapInfo and Cadcorp.

**Base Map** data services available include national cover of:

- **Ordnance Survey Premium Data** (MasterMap, VectorMap Local, Meridian and Strategi)
  - PSMA or other Ordnance Survey license required
  - Available as contemporary web cartography or in a black and white style
  - Optionally watermarked with organisational logo when required
  - Service can be restricted to a licensed area defined by a polygon

*OS Premium data - web cartography*
**Ordnance Survey OpenData** (VectorMap District, Meridian and Strategi)

Map data is available in British National Grid (BNG) as an Open Geospatial Consortium Web Map Service (OGC WMS) or a Tiled Map Service (TMS) with 15 levels of zoom.

### Training

Astun Technology will provide on site consultancy/training at an additional cost to assist customers with configuration and administration of iShare modules (see Astun’s Geospatial Cloud Consultancy Services for detailed rates and conditions). Three standard training courses are offered:

- **iShare Maps Administration** - recommended for all administrators of iShare Public (1 day)
- **iShare API developer training** - recommended for web developers who intend to to use the Embedded Maps and LocalInfo APIs or OGC Web Services (1 day)
- **iShare GIS Administration** - recommended for administrators of iShare GIS and PostGIS (1 day) (assumes a knowledge of PostGIS, additional training available if required)
Help

- Full interactive help system for end users
- Online training materials for end user training
- Detailed help system for administrators
- How to articles
- Developer guide for use of API and web services
Commercials

Pricing

iSiC Public

Pricing is based on the population served by the organisation as recorded in the 2011 census, the examples of organisation are indicative only.

If this metric is considered inapplicable to your organisation for any reason please contact Astun.

<table>
<thead>
<tr>
<th>Example of type of Public Sector organisation</th>
<th>Population</th>
<th>Quarterly Fee</th>
<th>Annual Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small Organisation</td>
<td>up to 50k</td>
<td>£1,800</td>
<td>£7,200</td>
</tr>
<tr>
<td>Small Local Authority</td>
<td>50k - 125k</td>
<td>£2,250</td>
<td>£9,000</td>
</tr>
<tr>
<td>Medium Local Authority</td>
<td>125k - 250k</td>
<td>£2,800</td>
<td>£11,200</td>
</tr>
<tr>
<td>Large Local Authority or Small County</td>
<td>250k - 500k</td>
<td>£3,500</td>
<td>£14,000</td>
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<tr>
<td>Medium County</td>
<td>500k - 1m</td>
<td>£4,375</td>
<td>£17,500</td>
</tr>
<tr>
<td>Large County</td>
<td>1m - 2.5m</td>
<td>£5,500</td>
<td>£22,000</td>
</tr>
<tr>
<td>Greater London, Regional or National Organisation</td>
<td>&gt; 2.5m</td>
<td>PoA</td>
<td>PoA</td>
</tr>
</tbody>
</table>
iSiC GIS

iSiC GIS is licensed on the number of internal GI users within an organisation.

If the metric is considered inapplicable to your organisation for any reason please contact Astun.

<table>
<thead>
<tr>
<th>Example of type of Public Sector organisation</th>
<th>Intranet GIS Users</th>
<th>Quarterly Fee</th>
<th>Annual Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small Organisation</td>
<td>up to 50</td>
<td>£1,800</td>
<td>£7,200</td>
</tr>
<tr>
<td>Small Local Authority</td>
<td>51-125</td>
<td>£2,250</td>
<td>£9,000</td>
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<tr>
<td>Medium Local Authority</td>
<td>126 - 250</td>
<td>£2,800</td>
<td>£11,200</td>
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<tr>
<td>Large Local Authority or Small County</td>
<td>251 - 500</td>
<td>£3,500</td>
<td>£14,000</td>
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<tr>
<td>Medium County</td>
<td>501 - 1,000</td>
<td>£4,375</td>
<td>£17,500</td>
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<tr>
<td>Large County</td>
<td>1,000 - 2,500</td>
<td>£5,500</td>
<td>£22,000</td>
</tr>
<tr>
<td>Greater London, Regional or National Organisation</td>
<td>&gt; 2,500</td>
<td>PoA</td>
<td>PoA</td>
</tr>
</tbody>
</table>
iShare in the Cloud “Enterprise”

iSIC Enterprise can be licensed under two metrics - the population served by an organisation or the number of internal GI users within an organisation.

- Population pricing is based on the population served by the organisation as recorded in the 2011 census, the examples of organisation are indicative only.
- The number of internal users includes those connecting desktop or intranet GIS to the iShare SDW.

Organisations may choose whichever pricing metric (user numbers or population) best suits their requirements.

If neither metric is considered applicable to your organisation for any reason please contact Astun.

<table>
<thead>
<tr>
<th>Example of type of Public Sector organisation</th>
<th>Population</th>
<th>Internal Users</th>
<th>Quarterly Fee</th>
<th>Annual Fee</th>
</tr>
</thead>
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<tr>
<td>Small Organisation</td>
<td>up to 50k</td>
<td>up to 50</td>
<td>£3,000</td>
<td>£12,000</td>
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<td>Large County</td>
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<td>1,000 - 2,500</td>
<td>£9,500</td>
<td>£38,000</td>
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<tr>
<td>Greater London, Regional or National Organisation</td>
<td>&gt; 2.5m</td>
<td>&gt; 2,500</td>
<td>PoA</td>
<td>PoA</td>
</tr>
</tbody>
</table>

Further pricing information is provided within the iShare in the Cloud Pricing Template

**Pricing conditions**

iShare in the Cloud will be invoiced quarterly in advance.

Minimum contract period 12 months

Prices are subject to VAT.
Ordering and invoicing process

On receipt of an initial enquiry and details of the number of users a fixed price offer for iSiC will be provided along with an estimate of the consultancy services required for implementation and any back office systems integration (see Astun’s Geospatial Cloud Consultancy Services for detailed rates and conditions)

The customer should provide by email:

- A purchase order
- Signed acceptance of our Conditions of Service

Astun will provide:

- An invoice for the 1st quarter’s service fee and 50% of the estimated implementation charge
- A checklist for standard configuration settings
- Access to a customer specific upload location for uploading data
- A configured instance of the requested modules
- Customer administrator training dates
- A login to access maintenance and support service
- An invoice for the remaining 50% of implementation charges to be paid on completion of implementation

On-boarding and Off-boarding processes

On-boarding

On receipt of a purchase order Astun Technology will

- Provide access to a customer specific iShare in the Cloud FTP site for the initial upload of data

Off-boarding

On receipt of a written request to terminate the iShare in the Cloud service and subject to there being no unpaid charges outstanding, Astun will

- Delete all datasets stored within iShare in the Cloud (customers should check that they have an up to date internal copy of the datasets before requesting termination of the service)

Termination

By customers

A customer can cancel their subscription to iShare in the Cloud at any time by giving 3 months
By the Supplier

Astun Technology may terminate the provision of the service by giving a minimum of 3 months notice.

In exceptional circumstances (such as repeated breach of the Conditions of Service by the customer which has not been remedied after notification) Astun reserves the right to terminate the service without notice and to refund any unused portion of the service fee.

Data restoration / service migration

In the event that the customer terminates the service they can download their data from the service in a standard geographic file format (MapInfo tab or ESRI shp) or as a database export.

Service Management

Information assurance

Operational customer data is stored or processed within iShare in the Cloud. Information assurance accreditation has not yet been sought for iShare in the Cloud, however we consider that iShare in the Cloud would be classified as BIL0 or BIL1, users should make appropriate decisions regarding what data to deploy within iShare in the Cloud. Integration with back office systems can support the dynamic spatialisation of data sets that are not hosted within the iShare SDW for added security.

Backup and Retrieval processes

iShare in the Cloud is hosted within the Amazon Elastic Compute Cloud (Amazon EC2). Client metadata and data are backed up on a nightly basis, the iShare in the Cloud application software is backed up at each update cycle. Backups are replicated to a further instance located within a different geographic region for disaster recovery. Clients can request that their datasets and metadata are only replicated within the EU.

Backup and Retrieval process will be managed at both a Server and Database / Configuration level. Astun retain at least 5 daily backups of each and implement some automated tests to ensure their validity at least once a week.

Server backups (snapshots) will be backed up to a different geographical zone on Amazon Web Services. Astun run a series of scripts that will start the snapshot to ensure that it runs and perform tasks to ensure that the GIS services are available.
Database backups are FTP’d to a different server and then have an automated restore process run against them with validity checks on the resulting restored database.

Customers should ensure that their own backup procedures are applied in addition to those provided by Astun Technology as part of the iShare in the Cloud service.

Support

iShare in the Cloud is available 24 x 7

The support desk is available during normal business hours (Monday to Friday 8.30am to 5.30pm)

Service constraints

Most planned maintenance will be undertaken without interrupting service availability however in the event that this is not possible downtime will be scheduled and notified in advance.

System Updates

iShare in the Cloud is under continual development and improvement.

Bug fixes and minor enhancements are released as they become available and will be applied to live instances of iShare in the Cloud after a period of test. Customers will be advised of each patch release.

New features are determined in cooperation with the Astun User Group (all iShare in the Cloud customers are entitled to participate in user group events and online forums). Please contact Astun if you wish to discuss our medium term roadmap for iShare (i.e. planned features in next 12 to 18 months).

All updates are applied as part of your subscription to iShare in the Cloud.
Service Levels

iShare in the Cloud is hosted on a high availability cloud infrastructure with a failover backup hosted in a different geographic region for maximum resilience.

Internal availability testing indicates availability in excess of 99.6%

Response times for map rendering are typically less than 1 second at the server.

The services are continually monitored with automated messages sent to several staff in the event of a deterioration or failure.

Support Conditions

Support conditions, support processes, the service level agreement and escalation procedures are detailed in the accompanying document - iShare in the Cloud Support Conditions v8.0

Financial recompense for not meeting service levels

No financial recompense is offered for the unavailability of iShare in the Cloud.

Customer responsibilities

- Customers accept the Terms & Conditions for Astun Digital Services by using the iShare in the Cloud service
- Customers must ensure that their service access details are not disclosed outside of their organisation
- Customers are responsible for ongoing administration of iShare in the Cloud

Technical requirements

- Remote desktop connection to the administrative console - iShare Studio
- Automated FTP or Secure FTP (depending on VPN)
- Optional Virtual Private Network (for Enterprise)
- Optional Active Directory Federated Services
- Firewall port rule changes for access
- Internet Explorer 8 or above, current versions of Firefox, Chrome, Safari etc
- Web development experience for optional integration with Content Management Systems etc

Trial service

A free 30 day trial of iShare in the Cloud is available on request, however the consultancy costs of implementation, configuration and administrator training (plus expenses) are chargeable.