

CASE STUDY

County Council

UKCloud assists County Council when they need flexible cloud services that are easy to set up, easy to scale (up and down) and easy to leave.

"We've learned so much about how to improve IT service development and delivery."

Digital Programme Manager "

The Challenge

When an incident occurs in a local area, the County Council's Emergency Management Team often has a role to play alongside the emergency services in responding and liaising with the affected councils among the county's multiple districts and boroughs. Data about vulnerable people is held by a variety of local authority, community care and NHS organisations. Every step of the process was highly manual – from acquiring the data, to integrating and de-duplicating it, then validating it and distributing it to the field.

"Our team met best-practice standards to process most datasets within an hour of receipt, but we wanted to do more to overcome the limitations of the manual process," Digital Programme Manager at the County Council.

The council decided to make things happen faster by developing an application to test new ways of working. The main challenges were to:

- Find a cost-effective infrastructure to support an agile development project
- Be able to deploy infrastructure resources quickly, alter them easily and turn them off without penalty.
- Avoid putting personal data about vulnerable people at risk

Why UKCloud?

The County Council selected UKCloud as its infrastructure provider because it was an approved G-Cloud provider with exclusive focus on the UK public sector. And because of the sensitive nature of the data, which called for specific security assurances UKCloud was also able to comprehensively demonstrate its robust approach to assurance such as:

- ISO 9001, 20000 and 27001 certification
- Cyber Essentials Plus certification
- NCSC approval of the UKCloud platform design
- Assessments by a number of government bodies
- Results of full annual CHECK penetration tests
- PSN compliance and connectivity

While security due diligence was completed, UKCloud worked with the solution developer to scope out the initial cloud infrastructure design and cost. Within two weeks, everything was ready for the project to start.

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Proven in eight weeks

After eight weeks, the council had a functioning prototype that took minutes to import data, merge and cleanse it, validate it (against a trusted address database), and display the results in a series of dashboards suited to the Emergency Management Team's gold, silver and bronze responder levels. Dashboards were accessible via PC and mobile device and integrated with the Fire and Rescue Service in-cab mapping system, which could cache records for secure offline access.

Resolution

The full solution was developed in six months. Data providers choose when and how to upload data to the platform — and can withdraw it at any time. The system regularly executes automatic data processing runs, working with whatever data it has and reporting validation failures back to data providers. It currently digests about 50,000 validated records, which would be the starting point in an emergency. Partners that haven't pre-loaded their data would then do so during an emergency and the processing workflow executed on-demand. It's a flexible and fast component-based solution, which gives the Council important data processing capabilities that can be re-used for other projects.

The Council's Digital Programme Manager said **"We saw the flexibility of the UKCloud platform, the technical architecture was quite different from the alpha solution, but the developers simply made the required infrastructure changes on the fly. Functionally the beta solution is similar to the alpha, but gives data providers much more control and can cater to any number of partners and a range of emergency situations."**

Business benefits:



Flexible infrastructure

— Flexible cloud infrastructure that supports agile development methodologies.



Data security and protection

— UKCloud's assured, UK-based cloud platform maintains security for sensitive personal information



Rapid deployment

— Ability to deploy infrastructure resources quickly, alter them easily and turn them off without penalty