



Delivering a secure platform for **Home Office** solution which helps police forces collaborate



The Home Office needed a secure Microsoft Dynamics platform to run a key application which allows police forces to collaborate and share information more easily.

Superfast pilot, one secure platform

CMIS is a strictly controlled application which is accessed securely using the Public Services Network (PSN) by the Home Office and specialist teams within police forces nationwide.

The Home Office sought to run CMIS on a Microsoft Dynamics CRM platform using a software as a service (SaaS) model with secure hosting in the UK. Starting with a three week pilot project, Civica was able to demonstrate authentication from the Home Office network, which had previously proved challenging.

The subsequently delivered live SaaS platform (IL3/Official) was based on a multi-zone secure architecture with operational management to ensure accreditation requirements for applications running on it could be satisfied.

A centralised service desk, provided through Civica's established application management service.

This takes calls, manages incidents from both the Home Office and Police Forces nationwide and liaises with the CMIS application support provider to improve security and collaboration.

The SaaS agreement and the service desk are charged on a consumption based commercial model for **maximum flexibility and value for money**.

Home Office accreditation supports Civica security credentials on G-Cloud

The Home Office granted security accreditation to the CMIS application, including the Civica CRM SaaS platform on which it runs. To achieve this, Civica created risk management and accreditation documentation (RMADS), submitted a protective monitoring policy and passed two phases of IT health checks, the second described by the accreditor as particularly pleasing in its results.

The Home Office accreditation provided supporting evidence for Civica's security assertions on the G-Cloud procurement framework. Under the G-Cloud security strategy, buyers are encouraged to re-use any existing supporting security

assurance evidence, thus promoting reuse that **delivers cost savings across government**. With core RMADS and IT health checks already in place for its SaaS offerings, Civica is able to offer prospective government customers a fast track and more cost effective route to implementing solutions based on the SaaS model.



Manages incidents from both the Home Office & Police Forces nationwide



Helping police forces **collaborate and share**



Model for **maximum flexibility** value for money