

# Key Facts and FAQs

## Service Summary

SmartConsultations is an online consultations portal designed with public sector users in mind. It is delivered on a Software-as-a-Service (SaaS) basis and requires only a web browser and internet connection to use.

Users can create consultations, attach surveys / questionnaires and supporting documents to the consultations, invite participants to respond, analyse results, and publish findings via the portal. SmartConsultations is made by SmartSurvey.

## System requirements

Internet connection and a Modern web browser.

## User support

We provide support via telephone, email, and through support tickets. SmartConsultations users also have access to a dedicated account manager. Telephone support is available during UK business hours, Monday to Friday 9am to 5:30pm. Target response time for support issues raised is 2 hours.

## Onboarding and offboarding

Getting started: Initially we will setup the user accounts, followed by setup of email validation and domain branding.

Following account setup, we can provide training to support all users. Training is seldom needed as SmartConsultations is very easy to use.

Training can be offered at an additional cost.

## Using the service

SmartConsultations is accessed via a web browser with nothing to install. (Supported browsers: Internet Explorer 10, Internet Explorer 11, Microsoft Edge, Firefox, Chrome, Safari 9+, Opera),

Forms / surveys created within SmartSurvey will work on any internet device – Desktop, tablet, or mobile.

## Accessibility

SmartConsultations meets the WCAG 2.0 AAA Accessibility standards. We use an external company to test our site using various assertive technology. We can work with each customer to ensure accessibility guidelines are met.

## Customisation

All forms/surveys can be fully customised using HTML and CSS. This allows users to meet their brand guideline requirements and ensure mobile optimisation and accessibility are taken into consideration.

## Scaling

We have load balancers in place. Additional standby servers are available to increase resources if required. At present we are only using 10% of our capacity.

## Analytics

SmartConsultations users can access metrics on the number of responses, number of surveys, and where multiple users are present, information regarding user creation date and last accessed date.

## Staff security

Our Staff security clearance conforms to BS7858:2012. Our staff are DBS checked to Baseline Personnel Security Standard (BPSS).

## Asset Protection and Data Security

SmartConsultations acts a data processor on behalf of SmartConsultations clients, who are the Data Controllers for the data they collect. All data is stored in the United Kingdom & European Economic Area (EEA).

Physical access control, complying with SSAE-16 / ISAE 3402 Data at rest is encrypted using TDE (Transparent Data Encryption).

Penetration tests carried out annually. Results of testing available on request.

## Data importing and exporting

Data can be exported into Excel, CSV and Word.

## Data-in-transit protection

All data in transit is encrypted using TLS version 1.2 or above.

## Audit information for users

All actions by account users are tracked via an in-app Audit Log available to the master account.

## Public sector networks

There is no need for SmartConsultations to connect directly to any public sector networks.

## Identity and authentication

Users have individual accounts. Client organisations can have multiple linked accounts with a master user for team working. Username and Password authentication by default. Two-factor authentication can be activated by users. Active Directory support is an optional extra.



## Availability and resilience

Our current availability stands at 99.9% for the past 5 years. We guarantee an uptime SLA of 99.95 percent. Our outage reporting is via email alerts and dashboard notifications.

## Staff Access Levels

Level of access to these areas are determined by the role and seniority of the staff member. For example, only support staff have access to potentially sensitive data, where only senior technical staff have access to databases.

## Standards and certifications

We hold an ISO27001 certification, most recently assessed in June 2018 by the British Assessment Bureau. Our data hosting providers are also ISO27001 certified (details on request). We are PCI Certified By Trustwave. We Are Cyber Essentials Plus Certified.

## Security governance

We have a named person with responsibility for data security. As part of our ISO27001 commitments, we have a number of policies in place which employees have to adhere to. These include policies such as, acceptable use policy, clean desk, disaster recovery, passwords, etc. Every employee will be required to familiarise themselves with these policies and complete an assessment to ascertain their level of understanding. Tests are carried out annually.



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