Ministry of JUSTICE

Hosting

Schedule 2.3: Standards

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1. PURPOSE OF THE SCHEDULE

1.1 This schedule 2.3 (Standards) details the Standards which the Hosting Supplier is required to comply with in delivering the Hosting Services pursuant to this Agreement to the extent that such Standards are applicable to the delivery of the Hosting Services. For the avoidance of doubt, to the extent that any Standard is not applicable to the delivery of the Hosting Services, there is no associated requirement on the Hosting Supplier to comply with that Standard or that part of the Standard that does not apply.

2. INTRODUCTION

2.1 Throughout the term of this Agreement, the Hosting Supplier shall notify Other FITS Suppliers and the Authority of any new or emergent standards which, if adopted, could affect the Hosting Supplier's provision, or the Authority's receipt, of the FITS Services. Subject to clause 49 (Change in Law), the adoption of any such new or emergent standard or changes to existing Standards shall be processed under schedule 8.2 (Change Control Procedure).

2.2 Where a new or emergent standard is to be developed or introduced by the Authority, the Hosting Supplier shall be responsible for ensuring that the potential impact to the Hosting Supplier's provision, or the Authority's receipt, of the FITS Services is explained to the Authority and the Other FITS Suppliers through the appropriate governance forum, prior to the implementation of the new or emergent standard.

2.3 The Hosting Supplier will ensure (when designing and delivering Hosting Services to the Authority) that the Authority will comply with HMG ICT Strategy and the set of Standards (such as those associated with the adoption of cross government cloud services, the adoption of the PSN for network service provision) related to that strategy, unless otherwise agreed through the appropriate governance forum. Anticipating Standards development and adoption in accordance with paragraph 2.1, where possible, is therefore a requirement on the Hosting Supplier.

2.4 The Hosting Supplier's solution shall comply with the current Authority ICT Strategy and relevant sub-strategies. In the event this strategy conflicts with the HMG ICT Strategy, the Authority ICT Strategy shall prevail.

3. BUSINESS STANDARDS

3.1 The Hosting Supplier shall comply with the business unit operating Standards referred to in this paragraph 3.

3.2 National Offender Management Services ("NOMS") Conformance and Dependencies Standards

3.2.1 Where applicable for the delivery of the FITS Services, the Hosting Supplier shall comply with the Authority's operating standards, as laid down in the "Prison Service Operating Standards" https://www.gov.uk/guidance/prison-service-orders-psos and https://www.gov.uk/guidance/prison-service-instructions-psis (the

"**Operating Standards**"), as amended or replaced (on an individual or collective basis) from time to time.

3.2.2 The Operating Standards clarify and codify, in a single document, standards distilled from the prison rules, standing orders, various management manuals and instructions to governors. These are explicitly referred to as "Prison Service Standing Orders" or "Prison Service Instructions" and are essentially the internal laws of the prison estate.

3.2.3 Reference is also made in the Operating Standards to the European Prison Rules and guides to best practice such as the "Model regime for Local Prisons and Remand Centres" and the "Admissions Guide". The Hosting Supplier shall comply with the structure and content of such European Prison Rules and guides to best practice referred to in the Operating Standards as appropriate for the delivery of the Hosting Services.

4. CONSULTATIVE COMMITTEE ON CRIMINAL JUSTICE SYSTEMS / INTEGRATED BUSINESS STANDARDS CONFORMANCE

Where applicable for the delivery of the Hosting Services, and especially for Projects in the area of data interchange with other organisations involved in the delivery of criminal justice services, the Hosting Supplier shall comply with the relevant CCCJS Standards. The Standards are available at: https://www.gov.uk/guidance/criminal-justice-system-data-standards-forum-guidance .

5. ENVIRONMENTAL STANDARDS

5.1 The Hosting Supplier shall comply with the environmental conditions in the HMPS Establishment Service/PABX Room Design Standards v 1.2 when relocating, refurbishing or building a new Server Room.

5.2 The Hosting Supplier warrants that it has obtained ISO 14001 (or equivalent) certification for its environmental management and shall comply with and maintain certification requirements throughout the Term of the contract. The Hosting Supplier shall follow a sound environmental management policy, ensuring that its products or services are procured, produced, packaged, delivered, and are capable of being used and ultimately disposed of in ways appropriate to the standard.

5.3 The Hosting Supplier shall comply with relevant obligations under the Waste Electrical and Electronic Equipment Regulations 2006/3289 and Waste Electrical and Electronic Equipment Regulations 2013/3113 and other applicable environmental laws and regulations.

5.4 The Hosting Supplier shall comply with the Authority ICT Environmental Requirements, as held in the Service Knowledge Library.

6. HEALTH AND SAFETY STANDARDS

6.1 The Hosting Supplier shall comply with the Corporate Health and Safety Policy, as held in the Service Knowledge Library.

7. INFRASTRUCTURE SAFETY STANDARDS

7.1 The Hosting Supplier shall comply with the following standards related to the safety of information technology equipment including electrical business equipment:

7.1.1 any new hardware, required for the delivery of the FITS Services (including printers), shall conform to BS EN 62368-1:2014+A11:2007 or subsequent replacements. In considering where to site any such hardware, the Hosting Supplier shall consider the future working user environment and shall position the hardware sympathetically, wherever possible;

7.1.2 any new audio, video and similar electronic apparatus required for the delivery of the FITS Services, shall conform to BS EN 60065:2014+A11:2017 or subsequent replacements;

7.1.3 any new laser printers or scanners, required for the delivery of the FITS Services, shall conform to BS EN 60825-1:2014 or subsequent replacement; and

7.1.4 any new apparatus for connection to any telecommunication network, and required for the delivery of the FITS Services, shall conform to BS EN 62949:2017 or subsequent replacements.

7.2 The Authority shall carry out, and document, electrical safety checks on portable appliances at Sites, as required under health and safety Law.

7.3 Where required to do so, the Hosting Supplier shall be responsible for performing electrical safety checks in accordance with health and safety Law. This applies to how the checks are performed, by whom, and how frequently they should occur.

7.4 The Hosting Supplier shall ensure that all equipment supplied shall comply with the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012/3032 and any later amendments.

8. NOT USED

9. SECURITY STANDARDS

9.1 The Hosting Supplier shall comply with the Government Functional Standards -GovS-007: Security (https://www.gov.uk/government/publications/government-functional-standard-govs-007-security) (which replaces the Cabinet Office Security Policy Framework (https://www.gov.uk/government/publications/security-policy-framework)).

9.2 The Hosting Supplier shall comply with and certify against ISO/IEC 27001:2013 - Information technology— Security techniques — Information security management systems — Requirements.

9.3 The Hosting Supplier shall comply with BS ISO/IEC 27002:2013 - Information technology - Security techniques - Code of practice for information security controls.

9.4 The Hosting Supplier shall comply with the NCSC's IA policy portfolio.

9.5 The Hosting Supplier shall adhere to the Security Content Automation Protocol (SCAP) for the measurement, scoring and describing of vulnerabilities.

9.6 The Hosting Supplier shall comply with the Payment Card Industry Data Security Standard (PCI-DSS) V3.2.1 for the storage, processing or transmission of cardholder data.

9.7 The Hosting Supplier shall ensure that all Public Key Cryptography solutions conform to the Public Key Cryptography Standards (PKCS).

9.8 The Hosting Supplier shall ensure that all Network Access Control services conform to the IEEE 802.1x standard.

9.9 The Hosting Supplier shall comply with the Cabinet Office End User Devices Security and Configuration Guidance: https://www.ncsc.gov.uk/collection/end-user-device-security.

10. ACCESSIBLE ICT STANDARDS

10.1 The Hosting Supplier shall comply with the World Wide Web Consortium Web Accessibility Initiative Web Content Accessibility Guidelines 2.0 Conformance Level AA.

10.2 The Hosting Supplier shall comply with ISO/IEC 13066-1: 2011 Information Technology – Interoperability with assistive technology (AT) – Part 1: Requirements and recommendations for interoperability.

10.3 The Hosting Supplier shall comply with BS 8878:2010.

11. INFORMATION TECHNOLOGY STANDARDS AND REGULATIONS

11.1 The Hosting Supplier shall comply with standards relating to HMG ICT Strategy, and in particular the following Cabinet Office standards and guidelines as set out in the documents available at:

11.1.1 e-GIF – as documented at http://webarchive.nationalarchives.gov.uk/20101125182832/http://www.cabinetoffice.gov.uk/govtalk/schemasstandards/e-gif.aspx

11.1.2 e-Government Interoperability Framework (e-GIF v6.1, 18/31/2005);

11.1.3 e-GIF Technical Standards Catalogue (v6.2, 2/9/2005); and

11.1.4 e-Government Metadata Standard (e-GMS v3.1, 29/8/2008).

11.2 Subject to paragraph 2.1, the Hosting Supplier shall comply with the most recently published version of the e-GIF as is available at the time the Hosting Supplier starts implementation or update of a technical product on behalf of Authority.

11.3 The Hosting Supplier shall ensure that all documentation published to the Authority or Other FITS Suppliers is provided in a non-proprietary format as well as any native file format in accordance with HMG Open Standards Principles, unless otherwise agreed with the Authority.

11.4 The Hosting Supplier shall comply where relevant with HMG Open Standards Principles, especially as these relate to specification of standards for software interoperability, data and document formats in Government IT.

11.5 The Hosting Supplier shall comply with the Authority's Enterprise Architecture as specified in the Service Knowledge Library.

11.6 The Hosting Supplier shall comply with the FITS Enterprise Architecture, a subset of the Authority's overall Enterprise Architecture as specified in the Service Knowledge Library. In the event that the two Enterprise Architectures conflict, the FITS Enterprise Architecture shall prevail.

11.7 The Hosting Supplier shall comply with the Authority's Standards Information Base specified in the Service Knowledge Library.

11.8 The Hosting Supplier shall comply with the Standards specified in the PSN including but not limited to:

11.8.1 the PSN Operating Model v2.0, Dec 2010;

11.8.2 Government Conveyance Network Service Description v4.0, Jan 2013;

11.8.3 Technical Domain Description v4.0, May 2013;

11.8.4 the PSN's Public Key Infrastructure Strategy – version 1.0, Jul 2011; and

11.8.5 the PSN's Identity Assurance Strategy – version 2.0, May 2011.

11.9 The Hosting Supplier shall comply with the Standards specified in the HMG ICT Strategies for Data Centres, End User Devices and Cloud Computing, including but not limited to Operating Models, and Technical Domain descriptions. The Hosting Supplier shall also comply with the international industry standards for data centres, including:

11.9.1 BS EN 50600-2-5:2016: Information technology. Data centre facilities and infrastructures;

11.9.2 ANSI/TIA-942-A-1 (2013): Telecommunications Infrastructure Standards for Data Centers;

11.9.3 BS EN 60297-3-100:2009 Mechanical structures for electronic equipment – Dimensions of mechanical structures of the 482,6 mm (19 in) series;

11.9.4 ASHRAE, Best Practice for Datacom Facility Energy Efficiency, Second Edition (2009);

11.9.5 ASHRAE, Design Considerations for Data and Communications Equipment Centers, Second Edition (2009); and

11.9.6 ASHRAE 2011, Thermal Guidelines for Data Processing Environments – Expanded Data Centre Classes and Usage Guidance, 2011.

11.10 The Hosting Supplier shall comply with the EU Code of Conduct on Data Centres Energy Efficiency. The Hosting Supplier shall ensure that any data centres used in delivering the Hosting Services are registered as a participant under the Code of Conduct.

11.11 The Hosting Supplier shall comply with the Authority and HMG's objectives to reduce waste and meet the aims of the Greening Government: ICT Strategy contained in the document "Greening Government: ICT Strategy issue (March 2011)". The latest official version can be found at: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/155098/greening-government-ict-strategy.pdf

11.12 The Hosting Supplier shall with comply with the Authority ICT Strategy and HMG Sustainable Development in Government objectives, as updated from time to time.

11.13 The Hosting Supplier shall comply with the Government Policy for Open Source, Open Standards, and Reuse (published 27 January 2010). This latest version can be found at https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/61962/open_source.pdf.

11.14 The Hosting Supplier shall ensure that the FITS Services will take account of best practice from The National Archive for Email Archiving. The latest version can be found at: http://nationalarchives.gov.uk/information-management/manage-information/policy-process/managing-email/

12. ARCHITECTURE STANDARDS

The Hosting Supplier shall comply with the COBIT and TOGAF 9.1 Architecture Framework and Standards.

13. QUALITY MANAGEMENT SYSTEM STANDARDS

The Hosting Supplier shall comply with either HMG Standards for Quality Management, e.g. ISO 9001 or other best industry Standards as agreed and documented in the Quality Management System.

14. PORTFOLIO, PROGRAMME AND PROJECT MANAGEMENT STANDARDS

14.1 The Hosting Supplier shall comply with PRINCE2 methodologies, supplemented where appropriate by the tools and methods of the Hosting Supplier's own project management methodologies.

14.2 The Hosting Supplier shall make use of the COBIT framework for business / IT alignment and the CMMI framework for organisational maturity assessment.

15. SYSTEMS DEVELOPMENT AND INTEGRATION STANDARDS

15.1 Where applicable for the delivery of the FITS Services, and especially in the area of data interchange with other organisations involved in the delivery of criminal justice services, the Hosting Supplier shall comply with CCCJS/IBIS Standards and principles. The Authority shall make these available to the Hosting Supplier.

15.2 The Hosting Supplier shall comply with the Digital By Default Service Standard as set out at: https://www.gov.uk/service-manual/digital-by-default.

16. SERVICE MANAGEMENT STANDARDS

16.1 The Hosting Supplier shall comply with Industry and HMG Standards and best practice guidelines in the delivery of Hosting Services including but not limited to:

16.1.1 ITIL v3 2011;

16.1.2 ISO/IEC 20000-1 2018 ITSM Specification for Service Management;

16.1.3 ISO/IEC 20000-2 2012 ITSM Code of Practice for Service Management;

16.1.4 ISO 10007 gives guidance on the use of Configuration Management within an organisation; and

16.1.5 BS EN ISO 22313:2014 Code of Practice for Business Continuity Management Systems and, ISO/IEC 27031:2011 and ISO 22301 in the provision ITSC/DR plans.

17. TESTING STANDARDS

17.1 The Hosting Supplier shall comply with the Authority Test Strategy.

17.2 The Hosting Supplier shall comply with the Authority's testing Product Descriptions.

18. EXTERNAL CONNECTIVITY STANDARDS

18.1 FITS Supplier solutions must comply with the following Codes of Connection, Connection Criteria and Standards and departmentally accredited variants governing connectivity to external networks:

18.1.1 PSN Compliance v3.7, Jul 2012; and

18.1.2 PSN Code of Connection v2.7.

19. LANGUAGE STANDARDS

19.1 The Hosting Supplier shall ensure that all Hosting Services and, where required by the Authority, all Future Services are delivered using UK English and comply with the Welsh Language Act 1993 and the Welsh Language (Wales) Measure 2011. All software shall be configured for UK English where this option is available.

20. PROCUREMENT STANDARDS

20.1 The Hosting Supplier shall procure ICT related goods (including both equipment and consumable items) for use in delivering this Agreement such that, where available, HMG Buying Standards are conformed to.

20.2 Where, specific ICT related goods are not covered by the HMG Buying Standards, the Hosting Supplier shall conform to available ECMA standards.

End of schedule