

#### **[4.1] Telephony and IT Solution**

Provide details of your Telephony systems and equipment, including indexing, storing and retrieving electronic calls; including:

- A full Telephony and IT system and equipment specification;
- How you ensure that the Telephony and IT systems and equipment you will use to deliver are secure and auditable;
- The capacity/scalability of your systems and equipment;
- How it meets the telephony standards required by the Authority, including in queue messaging requirements such as long wait times, business disruption and out of hours treatment;
- Details of your plan to accurately capture, store and transfer (via Symantec PGP encryption or similar as directed by the Authority) customer data (especially sensitive personal data records – aggregated and un-aggregated), in line with Departmental Information Systems Security Standards and Cabinet Office security standards (Security Policy Framework);
- Details of the MI production capabilities, how those MI capabilities meet the requirements in the Statement of Requirements both in real time and historically;
- Arrangements for DWP to supply and maintain audio message files to be uploaded as needed;
- Details of your process to ensure DWP information can be archived in accordance with DWP requirements;
- Support and maintenance arrangements for your telephony and IT system and equipment, and provision of back-up systems and equipment for Disaster Recovery;
- How you will operate and manage the various call recording and retention requirements to meet DWP requirements;
- The facility for three-way conference call, when accessing the Authority's translation service;
- How you will deal with service interruptions due to unavailability or slow running of DWP systems;
- DWP wishes to be assured that all data will be handled adequately and proportionately secured, in line with the relevant DWP Security Standards and Policies. Please describe as a minimum:
  - Security Incident Management & Reporting;
  - Secure destruction and sanitisation of physical media used to store DWP data e.g. paper documents, CDs, IT equipment etc.;
  - Access controls and segregation of the LAN, IT equipment and staff;
  - Storage of information including call recordings;
  - Transfer of information;
  - Describe any sub-contracting arrangements and access to call recording;

- Outline the call recording systems to be utilised;
- Include specific detail on your Disaster Recovery provisions including time to resume normal service;
- Details of your controls to ensure safe and timely destruction of DWP data when it is no longer necessary to be held.

<b>Supplier Name</b>	<i>Serco Limited</i>	<b>Package</b>	<i>Package B</i>
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{Redacted}.

**A full Telephony and IT system and equipment specification.** The CCS service is predominantly an inbound telephony service for which we will create three virtual delivery numbers (VDNs) per service line. Our CCaaS Voice solution will be configured to receive calls from these numbers and intelligently queue them based on skillset for answering by an appropriately skilled agent. CCaaS Interactive Voice Recognition (IVR) will greet callers with an approved welcome message and provide updates for customers as they hold or in the event of business disruption. Out of hours messages will advise the caller on the service availability hours and alternative channels as agreed with the Authority. Our call recording platform {Redacted} that can record customer calls in their entirety based on a pre-defined retention plan, as set out in Appendix 7 of the Statement of Requirements (SoR). {Redacted}.

**How you ensure that the Telephony and IT systems and equipment you will use to deliver are secure and auditable.** CCaaS, and the data centres in which the service resides, are certified compliant with the standards set out in ISO27001 by an accredited certification body and will hold the Authority's Confidential Information and Customer User Personal Data in compliance with these standards. Serco currently works with HMG customers and understands the security requirements that need to be achieved {Redacted}.

The same regime will apply in this context. Systems are accessible only by appropriately cleared staff and are monitored by a Security Operations Centre, enabling auditability. Serco takes our GDPR obligations very seriously and have already commenced activity to comply with the new regulations which come into effect later this year. This approach will be fully communicated to and approved by the Authority.

**System Capacity and Availability of Additional Capacity.** {Redacted}.

We will work with the Authority to on-board additional service lines when requested under the agreed change control process.

**Telephony Standards.** We operate CCaaS to industry open standards, with no restrictions on closed architecture or vendor lock-in. The system can support a range of analogue, digital, IP and SIP protocols to meet the standards of an integrated solution, as required by the Authority. The solution can also monitor recorded and real-time calls. {Redacted}.

**Capturing, Storing and Securely Transferring Customer Data.** We recognise that customer identifiable information will be contained within the data files shared with us by the Authority, and in files shared with the Authority by Serco. In line with the Security Policy Framework and our GDPR obligations, we will provide a reliable and autonomous process that transfers PGP encrypted files to and from the Authority, {Redacted}.

**Details of the MI production capabilities, how those MI capabilities meet the requirements in the Statement of Requirements both in real time and historically** {Redacted}. (WFM) meets forecasting and scheduling requirements and the solution generates accurate forecasts and efficient staff plans to meet Authority requirements, as set out in Appendix 3 of the SoR. {Redacted}.

**Arrangements for DWP to supply and maintain audio message files to be uploaded as needed.** Audio prompts can be supplied in WAV format to be uploaded {Redacted}.

**Support and Maintenance Arrangements, Back-up Systems, Dealing with Service Interruptions, Applicable Service Levels and Details of Subcontracted Maintenance/Support.** {Redacted}.

Table 1: Target responses and resolutions per incident priority level {Redacted}.  
{Redacted}.

**Operate, Manage and Access Call Recording Securely and with Easy Retrieval.** Access to search and replay recorded calls is a licenced feature, and Serco system administrators will enable the requisite permissions for the appropriate CCS Managers and nominated Authority

personnel.{redacted}. Recorded calls are indexed and can be searched using a number of standard data fields associated with the call, including: agent name; inbound number; CLI and time of call.{redacted}.

**3-way Conference Call for Accessing Translation Services.** Telephone conferencing, including 3-way, is a standard feature of the telephone handset provided to all agents and supports the requirement to hold conference calls with translation services.

**How you will deal with service interruptions due to unavailability or slow running of DWP systems.** We will follow the DWP incident reporting process and alert the Authority at the earliest opportunity.{redacted} if authorised, we can put an emergency message on the IVR to advise customers to call back.

**Security Incident Management & Reporting.** Key to the effective management of security within this service will be our provision of Security Management and Reporting services: {redacted}.

**Secure Destruction and Sanitisation.** We will ensure that any media used to store Authority data is securely disposed of when it reaches end of life (in accordance with HMG Information Assurance Standard No 5).{redacted}.

**Access controls and segregation of the LAN, IT equipment and staff.** We use secure communication rooms, with separate lockable racks, to enable the segregation of the DWP and Serco LAN network.{redacted}.

**Disaster Recovery Provisions including time to resume Normal Service.**{redacted}.

Table 2: BC/DR recovery timescales {redacted}.