



College of
Policing

Working together
to prevent crime

Service Management intent for College Learn

Digital, Data and Technology

Version number 4 May 2023

Service Management – College Learn

The Customer Service Management document for College Learn replaces the previous Customer Charter for NCALT and MLE. The Customer is the Licensee.

Purpose of the Service Management document

The College endeavours to provide first class customer service. The purpose of this Service Management document is to set out the intended practice and management of the College of Policing in respect to College Learn.

Service Description

College Learn is a Learning Management System (LMS) developed, hosted and owned internally by the College of Policing Digital, Data and Technology team (DDaT).

Key Personnel

The following roles are considered to be key in relation to the College Learn system.

- The Supplier - College of Policing
 - The Senior Responsible Officer within DDaT is the Head of Digital, Data and Technology
 - The Senior point of contact is the Service Delivery and Operations Lead.
 - The prime point of contact is the Senior IT Service Manager
 - The technical operational point of contact is the Lead Application Operations Engineer – existing maintenance of the system
 - The application development point of contact is the Senior Product Manager
 - All of the above key roles are in communication with Developers, Information security, Infrastructure Engineers and Data Managers.
- The Licensee – Home Office Police Forces and wider law enforcement and public sector organisations who hold a PL-P-101 Digital Services Licence or licensee's who hold a PL-P-200 Digital Content Access Licence.

The following link provides an area to check if there is a licence in place and how to apply for a licence.

[Licensed products | College of Policing](#)

Roles and responsibilities

The College DDaT team are responsible for hosting, maintaining and service managing College Learn. This section provides further information on roles and responsibilities essential to operating and managing the ongoing system.

Licensee's responsibilities for using the system are stipulated in the relevant licence schedules and can be accessed using this link

[Licensed products | College of Policing](#)

College Customer Contact Centre

Principal duty: First point of contact for all enquiries. Support to police forces, general public and internal College staff for College Learn. This may be incidents, problems, general enquires and requests. The Contact Centre will answer, triage or escalate as appropriate.

Covered support hours: 8am to 5pm, Monday to Friday, excluding weekends and public holidays.

Contact Details:

Phone: 0800 692 1122

Email: contactcentre@college.police.uk

There are College Learn FAQs on the site.

If Contact Centre are unable to resolve your request, they will escalate to the Application Operations Engineer for College Learn:

DDaT – Application Operations Engineer

Principal duty: Provide 2nd line support. They will investigate, diagnose and resolve incidents, problems and service requests.

Covered support hours: Monday to Friday, excluding weekends and public holidays.

If the Application Operations Engineer is unable to resolve your query, they will escalate to the Senior Application Operations Engineer for College Learn.

DDaT – Senior Application Operations Engineer

Principal duty: Provide subject matter expertise, technical analysis and specialist customer support for College Learn. Working alongside:

- Product Managers
- College IS Security Unit
- College Legal Services
- College Data Protection Team
- Software Development Team
- Production Team
- Database Team
- Infrastructure Manager
- Business Administration Team
- National Policing Curriculum Team
- **Covered support hours:** Monday to Friday, excluding weekends and public holidays.

The Senior Application Operations Engineer works alongside the Product Manager.

Any major incidents, events, problems or incidents are escalated to the Lead Application Operations Engineer and then the Senior IT Service Manager who, if necessary, escalates to Senior Leadership Team and any 'gold' incident group if required.

DDaT Product Manager

Principal duty: Lead the continuous improvement of College Learn, including gathering and prioritising system and customer requirements. They define the product vision, and work with the development and design team to deliver this.

Covered support hours: Monday to Friday, excluding weekends and public holidays.

Incident Management

An incident is defined as 'any event which is not part of the standard operation of a service, and which causes, or may cause, an interruption to, or a reduction in, the quality of that service'.

The incident management process aims to restore normal service operation as quickly as possible.

All incidents should be reported to the College Customer Contact Centre.

Once the incident has been resolved a notification will be emailed to the customer.

All reported incidents are logged, and trend analysed to help continually improve the service provision.

Classification of an incident

Priority classification

Priority	Indicative scope of service disruption
1	<ul style="list-style-type: none">▪ Total loss of service or system down.▪ Major security incident that compromises the confidentiality, availability or integrity of the service or platform.▪ Critical technical issue or an integral part of the system not functioning for a large number of customers.▪ Reputational impact due to content.
2	<ul style="list-style-type: none">▪ Partial loss of service where mainstream and popular areas of the platform are unavailable.▪ Loss of administrative access to College Learn▪ Platform functionality impacted by systems issues affecting part of the system where a workaround is available.▪ Internal business event disrupted due to systems issues or service unavailability.▪ Security issue that could compromise the confidentiality, availability or integrity of the service or platform.▪ A small customer group is experiencing severe disruption to the platform.▪ Periodic interruptions or partial instability in system performance.
3	<ul style="list-style-type: none">▪ Partial loss of service where mainstream and popular areas of the platform are not affected.▪ Styling, layout or interface issues.▪ Partial loss of access or system functionality.▪ Functionality is degraded or impaired but can be circumvented without material impact on the service.
4	<ul style="list-style-type: none">▪ Incidents causing inconvenience but not stopping work or accessing content.

Expected resolution times during working hours

Priority	Expected response time	Expected resolution time
1	1 hour	24 hours
2	4 hours	48 hours
3	8 hours	7 days
4	8 hours	Planned work

Change Management

Change Management is the practice of ensuring changes to DDaT products and services are carried out in a planned and authorised manner.

DDaT products and services are subject to continuous development and the College of Policing reserves the right to make changes to the way they operate.

Changes could occur under one of the following categories:

- **Known error**
- **Security**
- **Hosting**
- **Enhancements**
- **Configuration**
- **Documentation**
- **Functionality**
- **Data**

All changes are prioritised, scheduled and authorised at a Change Advisory Board (CAB). Changes are planned, developed, and tested before they are deployed to the live system. Where necessary, stakeholders will be invited to work on this process with the College.

Priority level	Type	Description
1	Emergency	Causing loss of service or severe problems to a large number of customers, whereby immediate action is required, or related to security assurance.
2	Urgent	Severely affecting some customers or affecting a large number of customers, whereby prompt action is required.
3	Normal	No severe impact on customers but needs to be rectified in the next release or upgrade.
4	Low	A change is justified and necessary, but can wait for a scheduled release or maintenance cycle.

Release Management and communication

Digital content releases and system release notes will be sent to the relevant key personnel to inform them of new products, changes and updates.

Release Notice Periods

DDaT will endeavour to provide notification of any changes in accordance with the minimum periods stated in the table below. Information may include FAQs and Guides.

Release Type	Change type	Licensee impact	Contact Centre impact	Business Admin impact	Minimum Notification (working days)
Minor	Cosmetic changes, Bug Fixes, small scale functionality or usability changes	No action or should be able to explain the change to customers	May receive a small number of calls and may need to explain the change	No action required	5 days
Significant	Significant changes to functionality in some areas	Needs to understand the changes and plan for the effects	May receive large numbers of calls and need to explain the change. May need training.	May need to make small adjustments to operations	15 days
Major	Significant changes affecting core functionality or large customer population	Need to understand the changes and plan for the effects	May receive large numbers of calls and need to explain the change. May need training.	May need to make significant changes to operations or allocate extra resources to cope	30 days

Where a change affects the overall infrastructure (such as a change in the minimum technical requirements for computers) or the implementation and execution of training programmes DDaT will provide 3 months' notice of such change.

IT Service Continuity

The goal for IT Services Continuity is to ensure that the required IT services can be recovered within required and agreed business timescales.

College of Policing ensure regular backups are performed to ensure no loss of data in the case of a major incident.

System Availability

The College Learn Infrastructure is designed to ensure high levels of availability.

DDaT aims to provide the best possible service but cannot warrant that the service will be uninterrupted, error free. DDaT may need to suspend or restrict access to College Learn from time to time for maintenance or repair purposes. When such need arises DDaT will provide advance notification wherever possible and will endeavour to restore the service as soon as reasonably practicable.

College Learn aims to be available 24 hours per day, 7 days per week. It is the aim of DDaT to provide to the Customer 98% availability of these Services.

Security

The College DDaT ensure the security of the system.

College Learn is assured as a National Police System. The College works with the National Policing Information Risk Management Team (NPIRMT) and The Police Information Assurance Board (PIAB) conforming to the standards set for the police service. The system is risk assessed by the College Security Manager. All the system risks, architecture, operations and policy's, including the Data Protection Impact Assessment (DPIA) are included in an Information Risk Assessment Report (IRAR) along with Candidate Control set for Services, Terms and Conditions for use of the system and the latest Information Technology Health Check (ITHC) and any subsequent remediation plans. These controls give the College Assurance on security.

All services are IT Health Checked by an independent service provider registered on the National Cyber Security Centre (NCSC) CHECK scheme either annually or whenever there is a significant change to the system. These tests include build reviews, penetration tests, and vulnerability scans of infrastructure and applications.

Capacity Management

The DDaT Service Management team are responsible for ensuring that the capacity of the infrastructure corresponds with the evolving demands of the business.

Bandwidth

The connectivity services are a dedicated 32MBps link for the Public Service Network in Policing (PSNP) and 100MBps for the Internet. Activity and usage is monitored regularly whereby monthly reports are produced to analyse trends and areas of demand.

Complaints

Complaints regarding incident handling or DDaT products and services will be dealt with in the first instance by the College Customer Contact Centre who will carry out an investigation and reply to the Customer. Where the investigation cannot be completed by the Contact Centre it will be escalated via the relevant chain. Complaints will be dealt with on an individual basis and may be escalated earlier in the process depending on the nature of the complaint.

About the College

We're the professional body for the police service in England and Wales.

Working together with everyone in policing, we share the skills and knowledge officers and staff need to prevent crime and keep people safe.

We set the standards in policing to build and preserve public trust and we help those in policing develop the expertise needed to meet the demands of today and prepare for the challenges of the future.

college.police.uk