

### Contact Management

- Stores details of all customer contacts to provide a single audit trail of interaction with a person
- Ergonomically designed for high volume use
- Create relationships to most other records such as organisations, courses, registrations and campaigns
- Create actions against the enquiry
- Track referrals and items sent
- Quickly and easily gather criteria for childcare provision matching, to be used for provider searches
- Track and manage brokerage

### Information Management

- Core record types include:
  - People (including qualifications)
  - Organisations (including extended details for schools and children's centres)
  - Providers (with individual carescheme details)
  - Activities
  - Recruitment vacancies
  - Training courses
  - Qualifications
  - Campaigns
- Supports the childcarelink.gov.uk bulletin board (until decommissioning in 2009)
- Supports importing of core registration data from Oftsed (including the new registers from September)
- User defined fields supported
- All appropriate records are geographically located and automatically geocoded
- Address data auto-completion based on postcode
- Core records can be relationally linked
- Merge duplicate records for people and providers
- Compliant with the Childcare Act Information Duty (section 12) guidance

### Search and discovery

- Basic and advanced childcare provider search on numerous criteria
- Contact, people, organisation and bulletin board search
- Training course search
- Job vacancy search
- Ability to save advanced searches for repeated use
- Search by custom defined areas

#### ***Geographic Information System (GIS)***

- Searches can be constrained geographically
- Results can be displayed on a map and constrained by radius and by routes between points
- Ability to define routes or generate a shortest route between points automatically
- Controls to zoom, pan and interrogate data through the map interface
- GIS system includes street level map data at multiple scales

### User interface

- Web based application (excluding the reports editor which is a click-once downloadable application)
- Requires no browser plugins or additional browser components to use
- Meets e-government standards (eGif)

## MIS and reporting

- Allows the FIS to monitor and evaluate the quality of services with user definable evaluation questionnaires
- Fully featured custom report and query designer
- Includes a large selection of standard reports
- Reports can be output in HTML and Adobe Acrobat format
- Report templates stored online for shared use or can be shared by email

## Integration

- Exports data to [childcarelink.gov.uk](http://childcarelink.gov.uk) website
- Integrates with Integrated System for Parents and Providers (ISPP) (available from ~October once the ISPP system is in place and tested)
- Supports the ISPP data standards (in the September release once the DCSF have finalised the standards)
- Public FIS website provided which allows childcare searches on published records (September release)
- Integrates with Opportunity Links' Children's Service Directory
- Compliant with e-government standards (eGif)
- Export data sets to Excel
- Reports produced in Adobe Acrobat format for secure emailing
- Open data model for interoperability with third party systems

## Administration

- Access to the system is restricted by username and password
- Access to information is role based
- Modular design for access control
- Data for each customer stored in separate databases
- A flexible permissions system allows restriction of access for each class of account
- Selection lists within the application are fully configurable

## Technical

- All web interfaces are secured with SSL
- System is UTF8/Unicode based throughout for multiple language support

### *Hosting environment*

- evince is a hosted application delivered from Opportunity Links' resilient datacentre facilities in the Docklands
- Opportunity Links' is ISO27001 (Information Security Management) accredited
- The infrastructure is built upon industry standard Microsoft technologies

## Non-functional

- Significant system events are captured in an audit log
- Security settings are configurable for each named user license
- System is fully multi-user with no limits on concurrent usage
- Full documentation available for the system including self-service online learning videos
- Training courses available on request
- Expert helpdesk available 09:00 to 17:00 Monday to Friday
- Four new releases are scheduled per annum with minor updates and bug fixes monthly
- Customers are encouraged to participate in the evince user group and influence future releases

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