

**BCS Corporate Professional Development Products:
Technical Fact Sheet – Hosted Systems**

1.	Overview	The BCS supply three standard corporate professional development products (IT Job Describer, Skills Manager and Career Developer). Clients can upgrade from Job Describer to Skills Manager and then to Career Developer with no loss nor change to their data.
2.	SFIPlus Standard	<p>The SFIPlus version 4 standard integrates the high level SFIA framework – Skills Framework for the Information Age with the practical, comprehensive and detailed BCS standard.</p> <p>SFIPlus is embedded in all BCS professional development products and provides easy access to:-</p> <ul style="list-style-type: none"> • the SFIA 7 Level generic descriptions • the SFIA 86 Skill descriptions and SFIPlus Skill Resources • the SFIPlus 290 Task component descriptions covering:- <ul style="list-style-type: none"> ○ typical background ○ key work activities ○ related key knowledge and skills ○ possible training requirements ○ suitable professional development activities (PDAs) and ○ practitioner qualifications relevant to the Task <p>Comprehensive SFIPlus analysis and benchmarking tools are included.</p>
3.	IT Job Describer	<p>IT Job Describer functionality covers:-</p> <ul style="list-style-type: none"> • access to the SFIPlus standard and search tools • setting up customised Corporate Job Descriptions based on SFIPlus Tasks and related components, individual Components and the organisation's own Corporate Components including Specialisms
4.	Skills Manager	<p>Skills Manager functionality covers all the above IT Job Describer functionality together with:-</p> <ul style="list-style-type: none"> • assessment by users and Confirmation by Managers of skill competencies – for the 290 SFIPlus Tasks and the organisation's own Specialisms • various Gap Analysis tools:- <ul style="list-style-type: none"> ○ a Gap Analysis of SFIPlus Tasks by a summary matrix and drill down to specific organisational skill requirements and details of skills held by staff ○ Team Builder, to build virtual teams and select team members by specified Job Descriptions, SFIPlus Tasks and the organisation's own Specialisms ○ a quick Expert Finder to find people by selected Specialisms.

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5.	Career Developer	<p>Career Developer includes all the above Skills Manager functionality and additionally covers:-</p> <ul style="list-style-type: none"> • ability of a Career Developer Participant to activate either their Corporate Job description, or if allowed, their own personal Job Description ready to create a career development Cycle • creation of a career development Cycle and plan. The Participant's activated Job Description prompts them to create a training and development plan comprising Objectives and linked Actions based on:- <ul style="list-style-type: none"> ○ Work Activities and Knowledge and Skills and related training requirements ○ Professional Development Activities and practitioner qualifications <p>Optionally during this process a Participant can assess themselves against Work Activities and Knowledge and Skills</p> <ul style="list-style-type: none"> • Participants update this plan and add Journals to record actuals undertaken • Participants complete a End of Cycle review and can then start a new Cycle of training and development • Career Developer Supervisors are set up and review and electronically sign-off Participant Cycles • Overseers or career development champions are set up who will have access to all development records
6.	Data Protection	<p>Full details are provided on data protection when users first access the system. These conditions need to be accepted prior to using the system. A copy of the conditions is attached to this document.</p>
7.	Data Considerations	<p>These are standard products and they have been optimised taking into account the following assumptions dependant on the product taken:-</p> <ul style="list-style-type: none"> • an organisation will use the in-built team structure (either to represent teams or to provide some other form of categorisation) • an organisation will set up positions and allocate people and job descriptions to posts • use of the team structure/categorisation helps to optimise data displays and reporting, whilst allocating job descriptions to posts enables the gap analysis tools • to ensure relevant and speedy analysis it is recommended that organisation data items (ie job descriptions and corporate components including specialisms) be restricted to less than 100 separate entries per sub-team/category • for maintenance and reporting purposes there is a limit of 300 items for each type of corporate component including specialisms.

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8.	Software Partner	<p>The BCS software partner is InfoBasis. Their project and development methodologies include:-</p> <ul style="list-style-type: none"> • Hybrid project management methodology developed from Kepner Tregoe's, Microsoft's consulting technology, and PRINCE • adoption of Microsoft's Solutions Framework as main component of their development methodology <p>InfoBasis development environments and tools used include:-</p> <ul style="list-style-type: none"> • Microsoft Visual Studio .NET development environment • develop in HTML, ASP.net, C#, Javascript and utilise Microsoft SQL • Microsoft Visual SourceSafe provides version control, audit and backup during development <p>InfoBasis can provide customised versions of the software, including continued access and use of the SFIPlus standard. Further information on InfoBasis is provided on their web site – www.infobasis.com.</p>
9.	Testing and Upgrades	<p>The majority of internal InfoBasis, BCS and beta testing is undertaken on InfoBasis development servers on the target application using various database extracts. For the hosted system, bug fixes and upgrades will be applied as scheduled by BCS/InfoBasis. Bug fixes and upgrades requiring any downtime will normally be undertaken during evenings and/or weekends. We also mount on the hosted system demo and train urls (pointing to separate databases) but using the same application software for demonstration and training purposes.</p>
10.	Hosted Site	<p>The site is hosted by NaviSite Europe. A dedicated server is used to host all the BCS individual and corporate products. NaviSite's UK data centre sits on top of a major European Internet point of presence. Connection to the internet s via dual 1GBps circuits.</p> <p>Hardware and software includes:-</p> <ul style="list-style-type: none"> • a Dell PowerEdge™ 2650, Single 2.4 GHz Intel XEON Processor™, 1 GB DDR RAM, 2 x 36 GB 10,000 rpm, Ultra3 U160 SCSI hard drives, RAID 1, Onboard SCSI Controller, 2 hot plug power supplies for redundancy and a dual Ethernet network card • Microsoft Windows Server 2003 Standard including IIS and Microsoft SQL Server 2000. These are 32-bit and above applications. <p>Further information on Navisite is provided on their web site – www.navisite.com.</p>
11.	Third party software licenses	<p>The use of the BCS IT Job Describer, Skills Manager and Career Developer products is as agreed by the BCS with individual clients. The application code is covered by a software development licence agreement between the BCS and the software supplier InfoBasis including an escrow agreement. The hosted Microsoft Windows Server Standard including IIS and Microsoft SQL Server software licenses are covered by the hosted site agreement with Navisite.</p>
12.	Support	<p>The BCS professional development help desk (1st line support) log all contact with customers. If relevant we would ask for screen grabs of any errors or issues. We would normally expect to resolve or confirm action taken within a day and would liaise as necessary between InfoBasis 2nd line support and our customers.</p> <p>In addition Navisite log all support incidents into a trouble ticket tracking system and are classified according to the severity of the support issue.</p>

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13.	Data Centre	<p>Physical access to the Navisite data centre is strictly controlled. Video surveillance systems enhanced with infra-red sensors are installed throughout the building and security personnel staff the premises 24x7. Anyone entering the building must be pre-authorised and identify themselves to the security desk. In addition, a magnetic card is needed at three separate access points in order to reach the main NaviSite server room.</p> <p>The Data Centre's fire detection is provided by a 3 level Very Early Smoke Detection Apparatus (VESDA) system built that provides optical smoke and ionisation detectors located within rooms as well as overhead and under the floor. Fire suppression is achieved by an automated Argonite gas system that is harmless to all electronics. The automated system works in conjunction with the fire detection systems within defined zones. The building includes air conditioning to maintain a constant temperature of 20°C (± 2°C) and relative humidity of 40%-60%.</p>
14.	Network	<p>The server sits behind a dedicated firewall based on Nokia IP 120 Firewall running Check Point firewall software. NaviSite provides full 24x7x365 monitoring, support and maintenance for your firewall environment. This includes monitoring for suspicious activity by evaluating traffic patterns and Intrusion attempts by monitoring for excessive FTP/HTTP connections, port scans, excessive packet drops and excessive packet rejects.</p> <p>Monitoring also checks for firewall health as well as providing all hardware and software maintenance including firewall software updates. The InfoBasis ESI typical configuration which applies to the BCS products is attached.</p>
15.	Service Level Agreement	<p>NaviSite offers an industry-leading availability guarantee. The service level agreement includes availability and uptime for hardware, the network that supports it, Internet connectivity and data centre power. Standard service commitments are summarised below:</p> <ul style="list-style-type: none"> • 99.5% standard server availability, or • 99.9% for high availability solutions • 99.9% network availability • 100% power availability <p>NaviSite services will be available twenty-four hours a day, except for scheduled maintenance periods and periods of shut-down caused by external equipment, external systems, downtime due to third-party telecommunication provider access, or other causes beyond the reasonable control of NaviSite.</p>

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16.	Service Monitoring	<p>NaviSite uses a combination of proprietary and industry-standard monitoring tools to send alarm messages when certain statistics exceed specified thresholds. Should problems arise, alarm messages are sent via pager and email to NaviSite's certified technical team, which monitors the servers 24 hours a day.</p> <p>Management agents monitor numerous system and network management parameters. The system initiates alarms in case of faults, and provides updated management information to the network operations centre.</p> <p>Critical events automatically page NaviSite support personnel, who initiate recovery plans and escalations as warranted by the problem's severity.</p> <p>Application exception message are reviewed by the InfoBasis development team daily. IIS and sequel server have full logging enabled. Full web logging takes place on the sites and logs are retained for a minimum of 1 month.</p>																									
17.	Backup	<p>NaviSite has set processes and procedures in place for backups and disaster recovery. Backups include data and critical operating system files. Legato® is used for full system, differential file system, and database backups.</p> <p>Backups are taken via a dedicated and secure LAN so as not to impact the performance of the public facing network.</p> <p>The server will be backed up to a shared tape seven days a week. NaviSite will perform a full backup one-day a week and differential backups six days a week with databases fully backed up every day. To ensure maximum protection in case of a significant outage, Navisite maintains monthly and yearly backups in a secured offsite facility.</p>																									
18.	Performance planning, sizing and scalability	<p>The planning model used to determine initial and planned infrastructure upgrades is detailed below:-</p> <table border="1" data-bbox="683 1178 1466 1352"> <thead> <tr> <th></th> <th>Min</th> <th>Med</th> <th>High</th> <th>Max</th> </tr> </thead> <tbody> <tr> <td>Processor Specification</td> <td>1 GHz</td> <td>1 GHz</td> <td>2 GHz</td> <td>2 GHz</td> </tr> <tr> <td>Memory</td> <td>1 GB</td> <td>2 GB</td> <td>2 GB</td> <td>4 GB</td> </tr> <tr> <td>Concurrent Users</td> <td>200</td> <td>500</td> <td>700</td> <td>1500</td> </tr> <tr> <td>User Population</td> <td>4000</td> <td>10000</td> <td>14000</td> <td>30000</td> </tr> </tbody> </table> <p>Hosting costs are minimal compared to the total budget and if a infrastructure upgrade was required to maintain performance this would be done. To facilitate scalability the software development platform is based on Microsoft .NET and SQL Server.</p>		Min	Med	High	Max	Processor Specification	1 GHz	1 GHz	2 GHz	2 GHz	Memory	1 GB	2 GB	2 GB	4 GB	Concurrent Users	200	500	700	1500	User Population	4000	10000	14000	30000
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19.	Access and Accounts	<p>When the BCS sets up a new organisation, their admin email address and standard password are issued via email for immediate use. As soon as this is accessed, the administrator is forced to change their password. An organisation scheme administrator can force the users they set up to change their password. Issue of internal passwords is controlled by the organisation concerned. The BCS can monitor first user access of the system. Passwords are hashed within the SQL Server database.</p> <p>Types of users, dependant on the software are: -</p> <ol style="list-style-type: none"> 1. BCS (for setting up accounts) 2. Client Administrators 3. Client Managers 4. Client Supervisors for Career Developer 5. Client Overseers for Career Developer 6. Client Users for IT Job Describer and Skills Manager and Participants for Career Developer <p>Behind this there are 14 different groups that users can belong to. Privilege access is controlled by access to high level menus or Tabs.</p>
20.	Password Configuration	<p>Users are able to configure their own account information and change details including passwords. The password policy ensures that users choose passwords with a minimum number of characters, a mixture of upper and lower case and including a character other than a-z.</p>
21.	Account detail encryption	<p>The transfer of username (email address) and password details from the client's web browser to the live applications is encrypted using SSL (Secure Sockets Layer – a very common encryption process used by web browsers and web servers). This very secure option is designed to prevent network 'snoopers' from capturing password information as it travels across the network.</p>
22.	Bandwidth and local machine	<p>As for all browser applications, good response times require sufficient bandwidth and a reasonably specified machine suitable for the machine's operating system and selected browser.</p>
23.	Browser Support	<p>The software supports use of the following browsers:-</p> <ul style="list-style-type: none"> • Internet Explorer 4.0 and later • Netscape 7.0 and later • Safari • Mozilla 1.1 and its derivatives, including:- <ul style="list-style-type: none"> ○ Opera 6.0 (or later) ○ Galeon (the Gnome Environment browser) ○ Konqueror 3.03 (using KDE3.0.3 desktop environment). <p>No Active X controls are required.</p>
24.	Font	<p>Fonts are resizable and no font has a fixed font size. This allows standard web browser accessibility features to function correctly.</p>
25.	Screen resolution	<p>Screen resolution has not been dictated by the application. Page widths flow to the browser size – with the exception of certain grid based pages that are fixed and scrollable in order to match printed materials.</p>

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26.	Usability	<p>The following consistent guidelines have been implemented:-</p> <ul style="list-style-type: none"> • hyperlinks take the user somewhere and visually indicate whether the link opens in a new window • there is no use of frames so every page and process step can be revisited using the browser's 'Back' button • buttons carry out actions that modify data • solution has been written with reference to the W3C Web Content Accessibility Guidelines 1.0.
27.	Client Interface	<p>Web browser based interface with no additional software requirement on the client machine. Java scripting and cookies need to be enabled. Some firewalls with a block on 'pop-ups' can cause problems. In such cases you can normally over ride this by holding down the 'ctrl' button whilst clicking on the link or by allowing 'pop-ups' for a nominated site.</p>
28.	Supported standards	<p>The interface conforms to the following standards:-</p> <ul style="list-style-type: none"> • HTML4.0 • CSS2.0 • ECMA262 (Java script).
29.	Spell Checking	<p>Due to possible browser dependencies no third party spell checking product has been included in the software.</p>
30.	Reporting	<p>A number of on-line reports have been provided which can also be downloaded to either Microsoft Word (version 2000 or above) or Excel (version 2000 or above). Dependant on demand, additional on-line reports will be provided. Being a web application the user can copy and paste data into a application of their choosing. The user will need to ensure that both the BCS and InfoBasis copyright is protected.</p> <p>NOTE</p> <p>Certain specific documents depending on the document complexity, including some of the reports produced by the BCS professional development products, will cause Word versions up to 2002 to fall over when attempting to 'Save As' or print the document. This does not occur in Word 2003. This is caused by use of the Background Save/Print options. This is despite the fact that Microsoft have reported this error being fixed in SP3. Please see the following article:- http://support.microsoft.com/default.aspx?scid=kb%3Ben-us%3B821526</p> <p>If problems are being experienced, either when attempting a 'Save As' or printing, these background options need to be turned off. Namely:-</p> <ul style="list-style-type: none"> • In Word click on top menu tab Tools • In the drop down menu click on Options • Click on the Save tab • De-select the "Allow Background Saves" • Click on the Print tab • De-select, "Background Printing"
31.	Help	<p>A well as the quick guides and training viewlets provided on the BCS website, the application provides:-</p> <ul style="list-style-type: none"> • generic Help topics • where necessary, specific instructions on how to use a particular feature and • information on each field on the page requiring user input.

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Data Protection Statement

INTRODUCTION

Using a BCS professional development product

You are using or are about to register to use a BCS professional development product. When you use these products you will be required to provide certain information which may relate to, and/or identify, you ("personal data"). The BCS and its agents respect your right to privacy. Before registering and using these products please take a moment to familiarise yourself with the following "Data Protection and Privacy Statement" which will apply to any "personal data" provided by or in respect of you.

BCS Member

Certain individual members have automatic eligibility for certain BCS professional development products and corporate registration may require corporate membership registration.

The use of this information and any additional information relating to use of the BCS professional development products is covered by the Data protection Act 1988.

Data Protection Act 1998

The British Computer Society will hold your personal data on its computer database and process it in accordance with the Act. This information may be accessed, reviewed and used by the Society for administrative purposes (for example, processing your membership application/renewal and contacting you in respect of your membership) and conducting market research. All of these purposes have been notified to the Information Commissioner. If you are based outside the European Economic Area (the "EEA"), information about you may be transferred outside the EEA in accordance with the requirements of the Act.

DATA PROTECTION AND PRIVACY STATEMENT

SFIPlus and Career Builder

You have to be licensed to use the BCS professional development products. All BCS members are licensed to use the Browse SFIPlus product whilst certain grades of BCS members are licensed to use the Career Builder product.

When you use a BCS professional development product you will be required to provide certain information which may relate to, and/or identify, you (such information is referred to as "Personal Data"). For the purposes of applicable data protection law, the BCS is the "data controller" of the personal data and the BCS and its agents are the "data processor".

The Personal Data will be used in the manner described and outlined in the professional development products.

BCS and its agents will comply with applicable data protection law in dealing with and processing the Personal Data. It will use the Personal Data for the purposes of operating and administering the hosted products. You have the right at any time to request a copy of any Personal Data that the BCS may hold about you (for which BCS may charge a small administration fee) and to have inaccuracies in that information corrected.

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Requests for copies of any Personal Data should be addressed to the BCS Administrator.

In operating and administering these hosted products, the BCS may engage third party service providers. If it does so, it will require such third party service providers to respect the privacy and confidentiality of the Personal Data and to act in accordance with applicable data protection law.

If the applications are hosted on a server located outside of the United Kingdom, then will be done pursuant to a legal agreement between BCS (or its agent) and the third party service provider on whose server the applications are located which will include, in accordance with applicable data protection law, provisions requiring such third party service provider to respect your privacy and comply with applicable data protection law. This Data Protection and Privacy Statement relates to the BCS products. The BCS is not responsible for the content or privacy practices of other websites. Any external links to other websites are clearly identifiable as such.

In addition to the Personal Data, the BCS products retain certain statistical and other analytical information on an aggregate and non-individual specific basis of all users and browsers who visit the website. This statistical and analytical information provides BCS with general and not individually specific information about the number of people who visit the website; the number of people who return; where they were before they came to the website, etc. This information helps BCS and its agents to monitor traffic on the website so that it can manage its capacity and efficiency. It also helps to understand which parts of the website are most popular, and generally to assess user behaviour and characteristics in order to measure interest in and use of the various areas of the website.

This type of non-personal information and data can be collected through the standard operation of Internet servers and logs, as well as "cookies". "Cookies" are small pieces of information, stored in simple text files, placed on your computer by a website. Cookies can be read by the website on your subsequent visits. The information stored in a cookie may relate to your browsing habits on the web page, or a unique identification number so that the website can "remember" you on your return visit. Generally speaking, cookies do not contain personal information from which you can be identified, unless you have furnished such information to the website.

One simple way to prevent the use of cookies is to activate the facility which is available in most web browsers that enables the user to deny or accept cookies. However, you should realise that certain cookies may be necessary in order to provide the visitor with certain features or to use certain parts of the site.

IT Job Describer, Skills Manager and Career Developer

Your employer has been licensed by BCS to use these products. Your employer and the BCS respect your right to privacy. When you use these products you will be required to provide certain information which may relate to, and/or identify, you (such information is referred to as "Profiled Personal Data"). Additionally other persons will have the right to input and access information which may relate to, and/or identify, you. Such persons will include those persons within your employer's organisation who act as verifiers of the information that you input (and such information is referred to as "Verified Personal Data"). Profiled Personal Data and Verified Personal Data are collectively referred to as "Personal Data".

For the purposes of applicable data protection law, your employer is the "data controller" of the Profiled Personal Data and the Verified Personal Data, the BCS and its agents are

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the "data processor" in respect of the Profiled Personal Data and the Verifier Personal Data (acting as "data processor" on behalf of your employer).

The Personal Data will be used in the manner described and outlined in the product documentation.

The BCS and its agents will comply with applicable data protection law in dealing with and processing the Personal Data. It will use the Personal Data for the purposes of operating and administering these products. You have the right at any time to request a copy of any Personal Data that the BCS and its agents may hold about you (for which the BCS may charge a small administration fee) and to have inaccuracies in that information corrected. Requests for copies of any Profiled Personal Data or Verified Personal Data should be addressed to your employer as "data controller" of such information. The use by your employer of the Profiled Personal Data and the Verified Personal Data other than for the purposes of these products will be subject to whatever arrangements are in place between you and your employer with regard thereto. You accept that the BCS will have no responsibility to you for any such use by your employer of such Profiled Personal Data and/or Verified Personal Data.

In operating and administering these products, the BCS may engage third party service providers. If it does so, it will require such third party service providers to respect the privacy and confidentiality of the Personal Data and to act in accordance with applicable data protection law.

These products may be hosted on a server located outside of the United Kingdom. If this is done, it will be done pursuant to a legal agreement between BCS (or its agent) and the third party service provider on whose server these products are located which will include, in accordance with applicable data protection law, provisions requiring such third party service provider to respect your privacy and comply with applicable data protection law.

This Data Protection and Privacy Statement relates to these product websites. The BCS is not responsible for the content or privacy practices of other websites. Any external links to other websites are clearly identifiable as such.

In addition to the Personal Data, the website retains certain statistical and other analytical information on an aggregate and non-individual specific basis of all users and browsers who visit the website. This statistical and analytical information provides BCS and its agents with general and not individually specific information about the number of people who visit the website; the number of people who return; where they were before they came to the product websites, etc. This information helps BCS and its agents monitor traffic on the website so that it can manage its capacity and efficiency. It also helps to understand which parts of the website are most popular, and generally to assess user behaviour and characteristics in order to measure interest in and use of the various areas of the website.

This type of non-personal information and data can be collected through the standard operation of Internet servers and logs, as well as "cookies". "Cookies" are small pieces of information, stored in simple text files, placed on your computer by a website. Cookies can be read by the website on your subsequent visits. The information stored in a cookie may relate to your browsing habits on the web page, or a unique identification number so that the website can "remember" you on your return visit. Generally speaking, cookies do not contain personal information from which you can be identified, unless you have furnished such information to the website.

One simple way to prevent the use of cookies is to activate the facility which is available in most web browsers that enables the user to deny or accept cookies. However, you

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should realise that certain cookies may be necessary in order to provide the visitor with certain features or to use certain parts of the site.

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InfoBasis ESI Typical configuration

