

AQL ONLINE PRODUCT SPECIFICATION

1. AQL Online is a web system for evaluating strengths and weaknesses and creating and maintaining related action plans.
2. The system provides a *client* view that is used to provide the evaluation and action planning service and an *administration* view that is used to control the *client* view. The *administration* view is also used to access the aggregate data input via the *client* view for management purposes.
3. Both the *client* and *administration* views are accessed via a standard web browser.
4. The *client* view can be configured for direct self-evaluation or facilitated evaluation, where a facilitator/coach will login to a limited *administration* view, register the *client* and facilitate the evaluation using the *client* view.
5. The system is normally supplied with full technical backup including hosting.

Client view core functions

6. The main functions on the *client* view are: Login, Registration, Select Review, Questionnaire, Action Plan, Analysis and Reports.
7. A high degree of flexibility in the *client* view is afforded through the setup section of the *administration* view. For example;
 - Registration can be delayed until a questionnaire has been completed;
 - where a service consists of a single questionnaire the Select Review step can be bypassed;
 - Questionnaires can be made available to registered *clients* on a selective basis;
 - Action Plan, Analysis and/or Report functions can be hidden.

Login

8. The system is accessed via a login screen. This can be via a hyperlink from an existing web site. Customer branding can be incorporated to make this transition seamless to the *client*. Where the website includes a registration option this information can be passed to AQL Online so that the *client* view by-passes the AQL Online Registration. The login screen includes editable text fields for welcome and guidance.
9. The Login screen includes a link to the Registration function.

Registration

10. The minimum information requirements for the Registration are a username and a password.
11. The system supports registration routines that vary in size from 6 to 50 data fields. The number of registration fields, their labeling, data types and whether or not they are mandatory are controlled through the setup section of the *administration* view.

Select Review

12. This section is used where a *client* is to have access to more than one questionnaire.
13. The *client* view is controlled through the review setup section of the *administration* view. This can be used to control the questionnaires that are made available to *clients*. Default questionnaire(s) are available to any *client* accessing the system, whereas, non default are switched on for specific registered *clients*. The system can also have questionnaires that are deactivated. This is particularly relevant where a questionnaire is under development.
14. A questionnaire can be set for multiple use. This allows *clients* to re-evaluate their strengths and weaknesses and to compare these with an earlier session.

Questionnaires

15. The questionnaires that the system delivers use a framework designed to provide an objective evaluation of strengths and weaknesses. This includes evidence recording, which may or may not be activated for the *client* view.
16. Questionnaires are structured to give analysis of outcomes at varying levels of detail. The system uses a rating scale that is applied to all questions and can be set to give varying degrees of granularity from a simple yes/no to as many as 10 levels. Questionnaire text is created and edited using the *administration* review section. Questions have a number of related text fields to accommodate key considerations, rating guidelines (multiple choice answers), strength statements, evidence examples, action suggestions and action signposts.
17. There is also flexibility in the way questions and evidence are presented in the *client* view. For example the way that rating guidelines and selection are shown for a questionnaire may be by way of horizontal or vertical radio buttons depending on which is more appropriate to the particular questionnaire.

Analysis

18. This section allows *clients* to view a bar chart profile of their strengths and weaknesses based on their responses to the questionnaire.
19. There is a benchmarking option, which uses the average profile for a group of *clients*.
20. The data is also presented in tabular format.

Action Plan

21. This section presents *clients* with a list of the questions that they rated below a pre-defined cut-off point.
22. *Clients* can use this list to select particular questions for which they will plan actions.
23. Actions can be specified by the *client*. Suggested actions can be included along with hyperlinks to relevant information. A Google search can also be activated for the question.
24. Related fields for action outcomes, performance measures, target dates and responsibilities may be switched on or off using the *administration* setup section.

Report

25. The report section of the *client* view presents a short list of pre-defined reports which are generated as MS Word documents that can be saved locally.
26. *Client* report formatting such as header logo and title page disclaimer and other content is controlled using the *administration* setup section.

Administration

27. The system is supplied with an *administration* user-name and password that gives full access to the *administration* functions. Some of the key *administration* functions are referred to above and a summary of all functions is provided below.

Users

28. This section allows the administrator to manage registered users, manage review sessions and add new users.
29. The highest and lowest levels of access are full *administration* and *client*. In between there are a number of pre-defined access levels that reflect the common requirements of facilitators/coaches and programme managers.
30. All new registrations are given a *client* access level, which can then be modified by an authorized administrator to give higher levels of access.

31. *Clients* can be allocated to facilitator users who can then access information for their *client* group.

Reporting

32. Reports are generated from the aggregate *client* data using Microsoft Reporting Services. The initial setup will have a basic set of reports with filters and sort options agreed with the customer.
33. All reports can be downloaded in a variety of formats

Reviews

34. The reviews section controls the presentation and content of the questionnaires as described above.
35. Customers can use this to create and edit questionnaires from scratch or from a previous template created by Sirius.
36. Sirius has over 12 years experience in supporting a wide range of self-evaluation and performance improvement activity and during this time has generated many question scripts for use with AQL Online.

Setup

37. AQL Online is a highly parameterized system. Many of the setup features have already been described above. The key areas of flexibility are:
- The look and feel of the system can be tailored to reflect customers branding;
 - All narrative is editable, including tab labels such as "Evidence";
 - The amount of information required in the registration can be extensive or brief;
 - The extent to which the system is presented to the *client* can be controlled, eg. Questionnaire and analysis only or with action plan and reporting;
 - The way in which the *client* will interface with the system can be controlled – direct self-evaluation or facilitated evaluation.

Interface with other AQL products

38. Data can be exchanged with AQLnet, Sirius's desktop software for evaluation of strengths and weaknesses and improvement planning.

Interface with other IT systems

39. Data extracts can be provided in a range of formats including XML.

AQL ONLINE SERVICE AGREEMENT

1. LICENSE FEE – SIRIUS ONLINE

The license covers unlimited use by staff, *clients* and potential *clients*.

The application is licensed for own use only. The license does not confer any rights of ownership, IPR or otherwise.

The license is for a minimum period of 12 months with three months rolling notice thereafter.

2. PRODUCT PACKAGE

2.1. Initial Set up

Local System Administrator	A nominated member of staff will be the Local System Administrator. This person will act as a single point of contact for system set up and maintenance and will be trained in the use of the online editing functions and local administrative controls.
System Set Up	<p>The system will be set up to an agreed configuration by Sirius. This will include branding and pre-prepared diagnostic question set(s). System narrative is predominantly parameterised and this provides a high level of flexibility. Typical set up issues are:</p> <ol style="list-style-type: none"> 1. General System narrative; 2. Selecting the review(s); 3. Review availability – public and/or selective 4. Review narrative; 5. Local action signposting for each review; 6. Internal routings for results of self assessments; 7. Linking the application to an existing web site; 8. Arrangements for exchanging Registration data.
Support materials	An application overview will be provided for advisers and a user manual for site administrators, both in electronic format.
Training	There is a separate charge for on site training for the Local System Administrator. Sirius will also support awareness sessions for staff on a consultancy basis.

2. PRODUCT PACKAGE

2.2 Maintenance & Support

Editing	Sirius will make minor modifications to narrative and configuration.
System upgrades	Generic developments are included in the license cost.
Database maintenance	Backup, security, data integrity and functioning will be maintained by Sirius
Monitoring	Sirius will carry out regular monitoring checks to ensure that the application is functioning from the perspective of potential users.
Site Hosting	Sirius will host the application in accordance with the e-Government Strategy Framework Policy and Guidelines.
Support	Telephone and an email help desk for staff.
Feedback	Feedback sessions will be held at six monthly intervals including development suggestions.

3. CUSTOMER RESOURCE CONSIDERATIONS

AQL Online is designed to simultaneously screen *clients* and provide a self evaluated diagnostic service. Best results are achieved through a close working partnership with Sirius. The elements of the product package that Sirius will supply are detailed above. To secure best value from the investment in AQL Online the following resource implications should be considered:

1. Web Site marketing – the volume of diagnostics completed will be sensitive to the extent to which the brand, the web site and services generally are promoted both externally and internally. Staff will need to be encouraged to ensure that all businesses that are engaged are directed to the diagnostic as the first stage of help;
2. Web Site content - the action signposting will direct diagnostic users to specific web based information and support services. This will benefit from an up to date, well maintained and informative web site;
3. Staff time to contribute to the initial set up including customising the diagnostic question set and identifying relevant action signposts attached to each question in the diagnostic.

4. TECHNICAL CONSIDERATIONS

The application is accessible using standard browser software. Microsoft Reporting Services components are not supported on Apple Safari.

The customer is responsible for maintaining the link to AQL Online from their web site. Certain of the target recovery times are dependent on changes to this link.

5. KNOWN TECHNICAL ISSUES

Sirius will advise immediately of any technical issues that come to their attention.

6. SPECIFIC SERVICE LEVELS

The table below sets out target service levels. These are not guaranteed.

Activity	Target
Monitor service available	Electronically monitored every 15 minutes.
Recover service after web server, internal telecoms or power failure	2 to 6 hours
Recover service in the event of an external power failure	24 hours
Recover service in the event of an external telecoms failure	48 hours subject to customer changing IP address in link from their web site inside this time.
Disaster recovery such as a serious fire in Sirius's server facility	5 working days
Respond to support call	Immediate during working hours 9.00am to 17.30pm. Where a call back is necessary this will be inside 2 working hours.
Arrange training	Three weeks notice
Event giving rise to a Loss of data	Maximum loss will be current day's data.

7. SCOPE OF THIS AGREEMENT

Sirius will as a matter of course undertake generic development of their products based on latest best practice and user feedback. Where a user provides feedback for an improvement that will be incorporated in the generic development of the product the cost of this is covered in the ongoing maintenance fee set out above.

Where a user requires customised development Sirius will issue a proposal for carrying out such work with a cost and timescale.

Consultancy and training are not included in the license fee and will be provided on the basis of an agreed proposal.

8. ISSUING UPGRADES

The system will be upgraded. Customers can expect an upgrade that involves a new version at least once per annum. Minor changes to the *administration* and end user functions and reporting will not necessarily be notified to users. Advance warning will be given to the system administrator of noticeable changes in the *client* view. These changes will be posted on a test site for viewing and feedback for a three week period prior to being made live.