

## **FIPS GUIDANCE**

This guidance explains the process you need to use to apply for and manage User Permissions for FIPS, the charges and payment process, and provides links to the terms and conditions that apply to each User Permission. SDS reserves the right to amend this guidance from time to time so please check these webpages regularly in case the guidance has been updated.

### **1. Process for acquiring User Permissions for FIPS Software**

1.1. This guidance explains the process for applying for and managing User Permissions to access the financial information processing system used by SDS ("FIPS"). SDS requires service providers/funding recipients ("you" or "your") to use FIPS as part of the service provision for certain services or as part of other SDS funded projects. Please read this guidance before completing the application for User Permissions for your organisation. Failure to comply with the process may result in your access to FIPS being suspended, your contracts with SDS being suspended or terminated, or charges being levied for damages and other costs.

1.2. You require to obtain a User Permission for each individual who shall access FIPS at any time.

1.3. To obtain and manage User Permissions, you shall require to appoint a Delegated Authority for each SDS programme/funded project for which User Permissions are required. The process for appointing and managing Delegated Authorities is set out below at section 2.

1.4. Each Delegated Authority shall require to request and manage all User Permissions required for the relevant SDS programme/funded project. The process for requesting and managing User Permissions is set out below at section 4.

### **2. Delegated Authority**

2.1. Each organisation requiring a User Permission will require to appoint one or more Delegated Authorities. Each Delegated Authority shall: -

- act as the contact for SDS in respect of all matters relating to User Permissions for the designated programme(s)/funded project(s),
- be responsible for the application for and management of, individual User Permissions for the designated programme(s)/funded projects(s);
- be responsible for ensuring that the information provided to SDS in respect of personnel accessing the FIPS products and services in relation to the relevant programme(s)/funded projects(s), is at all times accurate and up to date; and
- ensure that any information requested by SDS in connection with your organisation's use of FIPS under the relevant programme(s)/funded projects(s) is immediately made available to SDS on request.

2.2. Please insert the details of each Delegated Authority using the form available. You must have a minimum of one Delegated Authority for each SDS programme/funded project. You may appoint the same person as Delegated Authority for multiple SDS programmes/funded projects.

2.3. All fields highlighted in yellow must be completed.

2.4. The completed Delegated Authority form must be submitted to SDS (in accordance with the return instructions detailed in the form) by the person who has formally accepted the offer of contract for the relevant programme/funded project.

2.5. The terms and conditions for each User Permission are set out in the User Permission terms and conditions ("FIPS Ts & Cs") which are available here. Please note that these terms and conditions may vary from time to time. By submitting any request for a User Permission you agree to the FIPS Ts & Cs.

2.6. Details of the applicable charges for User Permissions are set out below at section 3.

2.7. Details of how the Delegated Authorities can apply for and manage User Permissions is also set out below at section 4.

2.8. SDS reserves the right to withdraw any Delegated Authority from the Delegated Authority form submitted by you, immediately on notice, in the event that SDS believes the Delegated Authority has acted, is, or is likely to act other than in accordance with the Delegated Authority duties set out in this paragraph 2. Without prejudice to SDS' other rights and remedies, you shall require to immediately submit a further Delegated Authority form to SDS in the event that such action results in no Delegated Authority remaining appointed for any live programme/funded project for which User Permissions are required.

### **3. User Permission Charges**

3.1. User Permissions are charged annually on the following basis:-

- £271.83 per year (including VAT) per User for financial year 19/20. This is a one-off payment charged at the beginning of the financial year.
- Any additional licences requested throughout the year (which are not replacing a current user) will incur a licence fee from the month of set up to March 2020. This will be a rate of £23.21 (including vat) per month.

3.2. Please note that these charges apply for annual User Permissions with an effective date (commencement date) before 31<sup>st</sup> March 2020.

3.3. To enable SDS to create FIPS invoices and issue to the correct invoicing address, Training Providers are required to complete and submit a New Customer Request form which can be found in the User Permissions - New Training Provider documents. See link in 4.1 below.

### **4. User Permission Application Form**

4.1. The User Permission Application Form (new Training Provider) is available here.

4.1.1. The User Permissions Application Form (existing Training Providers) is issued by SDS to Training Providers who already have FIPS users in the previous financial year.

**4.2. User Permissions Application Form – New Training Providers (this also includes delegated authority Form-** Insert the contact details for each User Permission required. A separate form must be used for each SDS programme/funded project. Where the same user is listed for more than one SDS programme/funded project, only one charge shall apply in respect of that individual. (To be clear, if you have

already been charged for that User Permission under another SDS programme/funded project, you shall still require to complete the request and obtain approval for that individual to use their User Permission for any additional SDS programme(s)/funded project(s), but there shall be no additional charge for each additional programme/funded project). You are reminded that User Permissions cannot be shared between or among individuals and are granted for use only by the named individual for the uses specified in the identified SDS contract(s), and for no other purpose whatsoever. Failure to comply with the applicable terms and conditions may result in your contracts being suspended or terminated, and your organisation being held liable for damages.

**4.2.1 User Permissions Application Form - existing Training Providers** – Issued prior to the start of each new financial year. Review and update as per the guidance on the form. Where the same user is listed for more than one SDS programme/funded project, only one charge shall apply in respect of that individual. (To be clear, if you have already been charged for that User Permission under another SDS programme/funded project, you shall still require to complete the request and obtain approval for that individual to use their User Permission for any additional SDS programme(s)/funded project(s), but there shall be no additional charge for each additional programme/funded project). You are reminded that User Permissions cannot be shared between or among individuals and are granted for use only by the named individual for the uses specified in the identified SDS contract(s), and for no other purpose whatsoever. Failure to comply with the applicable terms and conditions may result in your contracts being suspended or terminated, and your organisation being held liable for damages.

**4.2.2. FIPS User Form - In Year Additions & Amendments-** Review and complete as per guidance on the form. Access the form [here](#).

4.3. You are further reminded that a User Permission cannot be reassigned, and you shall not request for a User Permission to be reassigned by SDS, within 90 days of (i) the grant of that same User Permission by SDS and/or (ii) its reassignment, unless:

4.3.1. the reassignment is due to temporary reallocation to cover a user's absence or the unavailability of a device that is out of service; or

4.3.2. where the reassignment is in respect of Software only, it is due to permanent hardware failure or loss or termination of the initial user's employment or contract with you.

4.4. All fields highlighted in yellow must be completed.

4.5. You require to submit the request for User Permissions (in accordance with the return instructions detailed in the form). Please note that there may be a restriction on the number of User Permissions available, but SDS will discuss your requirements with you should your request exceed the number available at any time. Failure to submit the duly completed form by the specified date may result in your delayed access to FIPS, for which you shall be liable.

4.6. SDS has limited numbers of licences. Should you require any additional User Permissions, please bear in mind that there is a charge for each User Permission, and that there is likely to be a lead in time before the User Permission can be granted.

4.7. User Permissions shall only be valid once formally approved by SDS in writing.

4.8. User Permissions are available with 'Manager' status and associated functionality and 'Administrator' status and associated functionality. The associated functionality is set out in the User Permissions Application. Your request must identify which status is

required for each User Permission. The User Permission can only be used for the functionality status approved by SDS.