

TERMS OF REFERENCE



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Standards & Governance Executive

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1. PURPOSE	2. BACKGROUND	3. SCOPE
<p>The purpose of this Terms of Reference document is to gain the Process and Standards Group (PSG) and the Standards and Governance Executive (SaGE) support for the proposed scope, objectives, timescales, resources and approach for the Document Vault Standard development project.</p>	<p>The intention of creating a Document Vault Standard is to enable advisers, through their practice management software, to digitally obtain secure client documents from a provider or platform's document store on behalf of their clients. This would reduce overall costs, make it easier to handle for clients and generally have less of an impact on the environment by potentially reducing the need for printing and posting of documents. It will save advisers and clients time by making all relevant documents available in the place they need them, e.g. back office, own client portal etc.</p> <p>The expectation is that advisers, using a Document Vault Standard, would be able to access specific documentation, at a policyholder or account level. Currently, to access client documents, advisers can log into a platform or provider, download and then upload documents for an individual client.</p> <p>This solution could work in conjunction with other digital solutions, e.g. secure email.</p> <p>Background for the Document Vault Standard can be drawn from previous work:</p> <ul style="list-style-type: none"> • Retrieve Documentation Standard- used as a means of requesting one or more documents from a platform provider. • Receive External Alert Standard- used to inform the requestor of an action or process that has taken place. 	<p>Access to client documentation generated by the platform and held in secure areas, which are relevant to the adviser is in scope.</p> <p>This does not include the use case for documents that are obtained in 'real time' as part of an integrated transactional journey, where documentation has yet to be produced as a result of a transaction. For example, a Document Vault Standard is not expected to be used as part of a contract enquiry integrated journey, but the Document Vault Standard could be used to access those documents in the future.</p> <p>Notifications to inform the adviser or third-party whether the request for documentation has been successful could be included, subject to further working group discussion.</p>



4. OBJECTIVES	5. TIMESCALES/RESOURCE REQUIREMENTS	6. APPROACH
<p>The project objectives are to:</p> <ol style="list-style-type: none"> 1. Understand adviser demand for the ability to obtain client documentation without the need to login to a platform/provider extranet. 2. Define the process requirements and business data for the provision of a Standard to support a document vault. 3. Assess any additional security or legal considerations that emerge from these detailed requirements. 4. Consider if any changes are required to the Legal Framework Standard to support a Document Vault Standard. 5. Identify which solution model or combination of solution models are most appropriate for a Document Vault Standard to adopt, including assessment of any support for identified processes in existing standards. 6. Publish all business, technical and supporting artefacts required to support successful implementation of a Document Vault Standard. 	<p>Expected Start Date: April 2025</p> <hr/> <p>Elapsed Time: Following the working group being established: Three months scoping and design; Three months development.</p> <hr/> <p>Resource Types: Programme Delivery Director; Business Analyst; Technical Analyst.</p> <hr/> <p>External Parties: This development project will benefit from representation from platform providers, back-office system suppliers and advisers who have direct interest in developing and implementing a Document Vault Standard. Participating organisations are expected to provide from one to two days per month input to the project.</p> <hr/> <p>Proposer: aberdeen, Stephen Ward</p> <hr/> <p>Seconder: Aviva, Paul Wood</p>	<p>Criterion will invite interested parties to form a Document Vault Standard Development Working Group, to assist in the assessment and analysis of the requirements. The working group's involvement will initially be in ensuring there is a well understood and agreed scope for the development and confirming that industry demand for a Standard exists. This will be followed by gathering and validating the requirements, agreeing with the detailed scope, assisting in resolving any issues, reviewing and signing off the deliverables.</p> <p>Prior to the Standard being published - and potentially at earlier stages in the development - the working group will provide information regarding implementation plans in order that industry appetite for the Standard can be assessed.</p> <p>The working group will meet either at an agreed frequency (e.g. monthly) or when there are issues or activities which would benefit from discussion by the group. These meetings are likely to be virtual but may occasionally be in person if appropriate.</p> <p>Working group members must make themselves aware of, and operate in compliance with, Criterion's Competition Act Policy Statement.</p>