Public Sector Mapping Agreement

Guide for PSMA Principal Contacts
### Document change history

<table>
<thead>
<tr>
<th>Version</th>
<th>Issue date</th>
<th>Key changes</th>
</tr>
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<tr>
<td>1.0</td>
<td>Mar 2011</td>
<td>None – first issue of guide before launch of PSMA</td>
</tr>
<tr>
<td>1.1</td>
<td>May 2011</td>
<td>Minor changes to update the document after the launch of the PSMA</td>
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1 Introduction

1.1 Overview of the guide

This guide provides an overview of the role of a PSMA Principal Contact and has been developed to:

- Provide clarity on the role and responsibility of a PSMA Principal Contact.
- Help PSMA Principal Contacts raise colleagues’ understanding of the requirements of the role.
- Help PSMA Principal Contacts raise the profile of geographic information (GI) within their own organisation using the PSMA members’ area.
- Help support PSMA Principal Contacts in any request for additional time to work on PSMA issues within their own organisations.

PSMA Principal Contacts at organisations often have one of the following roles: GI manager, GI coordinator, GI user/analyst, or no explicit GI role but knowledge of the use of GI data within their organisation. Therefore, the amount of time the PSMA Principal Contact has available to them to fulfil their role can vary greatly.

1.2 Role of the PSMA Principal Contact

Each PSMA member nominates a PSMA Principal Contact who acts as the main point of contact on the PSMA for internal colleagues, for Ordnance Survey, for DCLG PSMA Manager, and for other members of the PSMA. Under the Mapping Services Agreement (MSA) this role was known as the ALO (Authority Liaison Officer), under the Pan Government Agreement (PGA) as the Main Contact, and in the NHS Digital Mapping Agreement as the Dotted Eyes Liaison Officer.

In brief, each PSMA Principal Contact:

- will manage the agreement on behalf of the member (for example, ensuring that all members of staff know their responsibilities when using data);
- is the focal point for all general and policy queries relating to use of PSMA data within their organisation;
- will manage the organisation's Contractors and End-Users Licences; and
- will also, as appropriate, represent their organisation to the DCLG management team or PSMA management groups.

1.3 Audience for this guide

This guide is created for the following:

- organisations that have recently joined the PSMA;
- when a change of PSMA Principal Contact occurs within an existing member; and
- when existing PSMA Principal Contacts are looking for information.
2 The role and responsibility of a PSMA Principal Contact

2.1 What is a PSMA Principal Contact?

Each PSMA member appoints a PSMA Principal Contact who will be the main point of contact within that organisation for suppliers, the DCLG PSMA Manager and the user community within that organisation. From a PSMA perspective, the key responsibilities of a PSMA Principal Contact are to:

- manage their organisation’s membership of the PSMA;
- manage PSMA licensing;
- make representations on behalf of their organisation to PSMA management groups, as required (for example, to raise issues or highlight new requirements);
- manage your organisation’s information and colleagues’ information on the PSMA members’ area; and
- liaise with Ordnance Survey on products.

These are described further under 2.2 and 2.3.

The role of the PSMA Principal Contact described here focuses on the PSMA management, but PSMA Principal Contacts frequently play an important role within their own organisations in promoting the use of GI and its benefits. PSMA Principal Contacts with one or more of the following characteristics are particularly effective:

- knowledge of GI use within their own organisation;
- links with data managers;
- an awareness of potential benefits of GI use within their own organisation;
- links with GI users within their own organisation or within organisations they have close working relationships with;
- links with policy maker;
- knowledge of internal business drivers for GI use; and
- links with business or finance managers.

A key benefit of the PSMA is that members can network and share experiences with others, and the PSMA members’ area allows members to contact other organisations. Any individual registered on the PSMA members’ area can make contact with staff in other PSMA organisations to discuss data exchange, best practice, and so on.

2.2 Key responsibilities within the PSMA

2.2.1 Managing your organisation’s membership of the PSMA

The PSMA Principal Contact is the main point of contact for all matters relating to the PSMA. Typically, PSMA Principal Contacts will act as a first contact point for (i) their colleagues who wish to use data, (ii) Ordnance Survey and, (iii) the PSMA Contract Manager. They also have a role to play in ensuring that their own organisation maximises the benefits it derives from PSMA data.
2.2.2 Managing information and members via the PSMA members’ area

Any individual with an interest in spatial data from your organisation may wish to have access to the PSMA members’ area. The PSMA Principal Contact can add colleagues and give them access to the members’ area, and can confirm the options available to them, such as data ordering, viewing product updates, and so on.

Section 3 explains the functionality available to you as a PSMA Principal Contact and to your colleagues.

2.3 Key responsibilities to Ordnance Survey

The main responsibilities to the PSMA suppliers are to liaise on the products and services required, confirm delivery addresses for products, and to manage the licences.

2.3.1 Managing PSMA licences

PSMA Principal Contacts have an important responsibility for having an overview of the copyright rights and obligations contained within the licences. This is important because if you breach the terms of the PSMA licences, your licence to use data may be withdrawn.

The PSMA Principal Contact is responsible for signing, or arranging for the signature of, the PSMA Member Licence. Within the PSMA Member Licence there are also End-User Licences, Standard Contractor Licences (and Royal Mail Postcode Address File Licences). The PSMA Licence Guide explains how each of these works (and the need to keep records of data use).

2.3.2 Ordering PSMA products

The PSMA Principal Contact is often the nominated recipient of PSMA data, but this does not have to be the case. For example, when ordering data, the PSMA Principal Contact can nominate a colleague in another office, or a third party managing data on your behalf to be the delivery point via the PSMA members’ admin area (see section 3.3 for further details).

To change the nominated delivery point for existing data orders, this has to be done through either emailing the PSMA Helpdesk or phoning them on 08453 757 595.

Periodically, Ordnance Survey may ask PSMA Principal Contacts to confirm if there are any changes required to existing data orders, such as media type, format or frequency of updates.

2.3.3 Liaising with Ordnance Survey

If you have any queries about PSMA products, you can contact either your nominated Ordnance Survey account manager or the PSMA Helpdesk. Colleagues in your organisation should initially be encouraged to contact the PSMA Principal Contact so they can maintain an overview of any issues. If the PSMA Principal Contact is unable to respond to these queries then they can be forwarded to the PSMA Helpdesk.
3 PSMA members’ area functionality available to PSMA Principal Contacts

3.1 Overview

This section of the guide outlines the functionality which PSMA Principal Contacts have access to. It sets out what the PSMA Principal Contact can expect to see on the members’ area, how to set up colleagues’ with access, and also explains areas that you have access to as the PSMA Principal Contact for your organisation but other colleagues do not.

3.2 Online authorisation – first time signing in

When a new organisation joins the PSMA, the PSMA Principal Contact will be sent two emails:

- One with their contact details, URL and username to access the Single Sign On page.
- Second with their password to access the members’ area.

As the PSMA Principal Contact, you will need to register your contact details using the online Single Sign On process. The stages of this process have been outlined in the flow line chart below.
PSMA principal contact online sign-in (Initial access to private web pages)

1st time sign-on for PSMA Principal Contacts

PSMA Principal Contact sets up other users

OS sends 2 emails to principal contact
Principal Contact (PC) receives email
PC accesses link in email to single sign on
PC successfully changes password
PC provides 3 different security answers
On successful entry PC gains entry into private web pages
PC accesses identity manager to set up other users within their organisation
PC sets up other users including passwords
PC receives confirmation of changes
ADDITIONAL user receives credentials to access private web pages

For security reasons 2 emails are sent to signed up members of the PSMA
1 email for username
1 email for password

Sub-process for failed emails
Checking wording for identity manager

Identity protection
Once you have logged on, the ‘landing page’ for the PSMA members’ area will look similar to this:

From here, you will be able to access all of the functionality, including:

- News
- Product information
- Forums
- Data ordering
- Licensing information
- Support

Contributions to the content of the PSMA members’ area are welcomed from all members.
To access the PSMA members’ area, you will need to login in from the homepage which will look similar to this:

Public Sector Mapping Agreement (PSMA) for England and Wales

Welcome to the PSMA! If you are already a PSMA member login to the members’ area now to find out more detailed news about your agreement.

This will then take you to the Single Sign On landing page where you will be required to enter your username and password:
3.3 Granting access rights to your colleagues

As the PSMA Principal Contact for your organisation, once you have created your own password, you can then set up access to the members’ area for colleagues. This is your opportunity to provide colleagues with access to the PSMA members’ area or to deputise in your absence.

To help you do this, there are two categories of user, each with their own associated set of access rights, see table below.

<table>
<thead>
<tr>
<th>Functionality</th>
<th>User</th>
<th>User+</th>
<th>Principal Contact</th>
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<tbody>
<tr>
<td>User Management – Change Password</td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>User Management – View Own Details</td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>User Management – View Users’ Details</td>
<td></td>
<td></td>
<td>Yes</td>
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<tr>
<td>User Management – Create users</td>
<td></td>
<td></td>
<td>Yes</td>
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<tr>
<td>User Management – Amend Users</td>
<td></td>
<td></td>
<td>Yes</td>
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<tr>
<td>User Management – Delete Users</td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>User Management – Delegate Permissions</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Online Order – Permission to Login</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Online Order – View Orders</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Online Order – Create Orders</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Online Order – Save Orders</td>
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<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Online Order – Submit Orders</td>
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<td></td>
<td>Yes</td>
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<tr>
<td>Online Order – Expand Orders</td>
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<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Online Order – Amend Orders</td>
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<tr>
<td>Online Order – Resubmit Orders</td>
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<tr>
<td>PSMA Members’ Area – Permission to Login</td>
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As the PSMA Principal Contact, you will assign the access category for each person, and if required, you can amend the category at a later date. Once each user has been issued with their login details, they can also access the PSMA members’ area via the login button on the PSMA web pages.
4 Feedback and contacts

This guide is intended to be a living document and its content will be developed based on feedback from members.

PSMA secretariat – for comments on this guide and general user requirements

You can get in touch with DCLG’s PSMA secretariat by:

- Emailing Lars Calvert or Elizabeth Seaman.
- Phoning Lars Calvert on 0303 444 2318 or Elizabeth Seaman on 0303 444 2317.
- Writing to us at Department for Communities and Local Government, Eland House, Bressenden Place, London, SW1E 5DU.

Ordnance Survey – for questions and support to do with the online service.

You can contact the PSMA Helpdesk either by emailing the PSMA Helpdesk or phoning them on 08453 757 595