G-Cloud 10 Service Definition

Drupal Cloud Services

May 2018
Zoocha are a specialist Drupal development agency with specific expertise working with public sector organisations, corporate clients and innovative digital start-ups. Our technical expertise is primarily focused on Drupal, PHP and Open Source Components, with cloud based hosting and digital marketing support capabilities.

- 36 people with the company
- All permanent members of staff, no contractors
- 12+ certified Drupal Developers and 3 Drupal Grand Masters
- ISO 9001 Certified (Quality Management)
- ISO 27001 Certified (Information Security Management)
- Cyber Essentials Certified
- CiSP Member
- London Digital Security Centre Member
- G Cloud and DOS2 Supplier
- Scrum Alliance Certified Project Managers
- UXA Certified Design Team
- GDS Recommended MicroService Architectures
Accreditations and Awards
Our clients

Long standing client relationships

With clients like Financial Conduct Authority, Ofsted, VisitBritain, Accessibility Guides, and Clarion, Zoocha have a strong track record of cutting edge design and development using Open Source technologies like Drupal to drive true innovation and step changed performance.

- Long standing client relationships
- Increasing engagement with clients over time
  a. VB from 3 sites initially to 15 sites now
  b. FCA Panels websites initially to main website platform now
- Combination of hosting, support and ongoing development

Since 2014
Since 2015
Since 2015
What is Drupal?

The World’s busiest sites run on Drupal

A Platform for digital innovation and ideas

- Free
- Open Source
- Fully featured CMS / CMF
- Drupal can be used to build everything from a social network to an intranet, to an e-commerce store
- Massive adoption across Governments across the globe
- Huge talent pool of Drupal Developers and Agencies within the UK
- Latest version of Drupal already has ~4000 modules that are actively maintained, and under active development
- Growing in usage within the UK government
- Reputation for Security, Reliability and Performance

The World’s busiest sites run on Drupal

We’re the leading open source CMS for ambitious digital experiences that reach your audience across multiple channels. Because we all have different needs, Drupal allows you to create a unique space in a world of cookie-cutter solutions.
Zoocha Onboarding Process

Service Transition

The onboarding process commences with a workshop to engage all the stakeholders, introduce the Zoocha service team and agree the details for the service transition. This will include:

- New Website Project Onboarding
  - Ways of working
  - Project Roadmap
  - Digital Strategy
  - Commence Discovery Phase
- Service design walk through
- Agree monthly service review KPI’s and agenda
- Map the continuous integration implementation

Face to face onboarding process
Intelligent UX Design

Analytics
Understanding the how the website/application is being used, what and how content is being searched/found and on what device

User Personas
Defining and understanding the audience - who they are, what their needs are and how they expect those needs to be serviced

User Research
In-depth insights through quantitative and qualitative research to understand user journeys, behaviours and to discover true user needs that provide evidence-driven and informed design decisions.

Brand Guidelines
Building a comprehensive set of brand guidelines and design principles ensuring a consistent experience throughout all the users journeys
Managing Projects

Zoocha use an agile methodology for all project work

- Discovery
- Detailed requirements and acceptance criteria
- Backlog management and refinement
- Sprint planning meetings
- Daily scrum stand ups
- Regular team demos
- Sprint retrospective meetings

Tools:
- JIRA
- Slack
- G Suite
Support process

24/7 Support

Zoocha provide a comprehensive and proactive support service including 24/7 support for critical issues

- Call/ email the Zoocha account manager on their direct line/ email address
- Call the 24/7 support line provided
- Email support@zoocha.com
- Log the issue/ contact enquiry directly into the web based systems provided by Zoocha

- Logging - creating a ticket
- Validation - review and clarification
- Assignment - assigning story to relevant team member
- Analysis - estimate of time required to resolve
- Resolution - completion of the story ready for acceptance
- Tracking - assignment of unique reference number
- Escalation - recorded method of escalating an issue
- Acceptance - closure
Zoocha Cloud Support

What’s Covered:
Zoocha provide enterprise support, which includes:

- Drupal application support
- Infrastructure maintenance
- Updating software and patching all security vulnerabilities
- 24x7 critical support
- Daily backups stored for 30 days
- Proactive security and module updates
- Monthly service reporting
- Quarterly service meeting and improvement plan
- Dedicated account manager
- Unused support hours roll over

Service Level Agreement:

<table>
<thead>
<tr>
<th>Task/item</th>
<th>Response</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1 Critical*</td>
<td>15 minutes</td>
<td>2 hours</td>
</tr>
<tr>
<td>P2 Serious</td>
<td>4 hours</td>
<td>8 hours</td>
</tr>
<tr>
<td>P3 Normal</td>
<td>6 hours</td>
<td>37.5 hours</td>
</tr>
<tr>
<td>P4 Low</td>
<td>8 hours</td>
<td>75 hours</td>
</tr>
</tbody>
</table>

* SLAs for Severity 1 issues are based on a 24x7 calendar. SLAs for Severity 2-4 issues are based on our UK office hours, 9am to 5.30pm Monday - Friday (Excluding English and Welsh Bank Holidays)