S8080®

G-CLOUD SERVICE DEFINITION GUIDE

## CLOUD SOFTWARE & SUPPORT SERVICES

# DRUPAL
# OPEN SOURCE CMS FOR WEBSITES AND DIGITAL SERVICES

Prepared by
S8080's Directors, Chris Cowell and Matt Howard, directors@s8080.com

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ISO 9001 27001 14001 45001
CYBER ESSENTIALS
CYBER ESSENTIALS PLUS

# A BIT ABOUT US

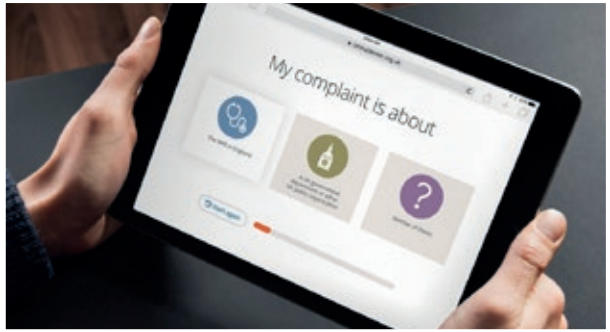
S8080 is a UK based, straight-talking 20 strong independent digital design and build agency established in 2000 by Chris Cowell and Matt Howard. We are service led, not sales led, so we don't have a sales team and we don't use account managers; just very experienced and pragmatic technical project managers.

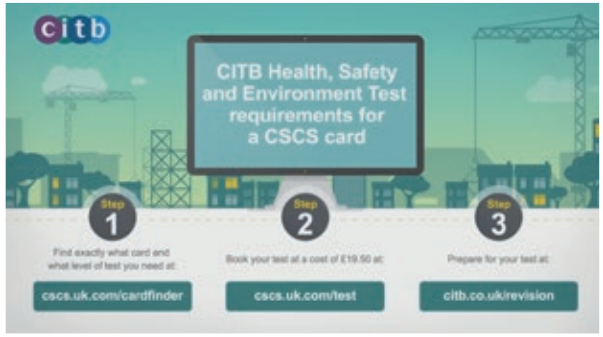
Our core areas of expertise are digital strategy, security and privacy, user experience design and user testing, creative front-end design, technical development and systems integrations. We are ISO 27001 certified.

We only work with public and third sector clients, helping them design, develop and deploy effective online strategies and user-centred open-source websites and digital services, onto secure UK based hosting environments.

We have done this for some very important clients including No. 10, Dept. of Energy and Climate Change, OfS, Universities and Royal Colleges, PHSO, police forces, local government (including the LGA) and Welsh Government.

We are also on the Digital Outcomes and Specialists frameworks and spent 10 years on the COI Digital Roster.



# SOME OF OUR CLIENTS

- Number 10
- Department of Energy and Climate Change
- HM Cabinet Office
- Health and Safety Executive
- Department of Work and Pensions
- Department of Health
- UK Trade and Investment
- National Assembly for Wales
- Welsh Government
- Royal College of Obstetricians and Gynaecologists
- Defra
- Leicestershire County Council
- Ministry of Justice
- BBC
- Highways England
- CITB - Construction Skills
- Duke of Edinburgh's Award
- University of West London
- Traffic Wales
- Parliamentary and Health Services Ombudsman
- Adobe
- Alzheimer's Research UK
- Local Government Association
- Cadw
- Wales Audit Office
- Grammy Awards
- Ryder Cup
- Nominet
- 20th Century Fox
- South Wales Police
- West Midlands Police
- Haringey Council
- NHS
- Transport for London
- Lee Valley Regional Park
- Office for Students
- Royal College of Radiologists
- Nottingham City Council
- Environment Agency
- Royal College of Anaesthetists
- Natural Resources Wales

# DRUPAL
# FOR WEBSITES AND DIGITAL SERVICES

ISO27001 certified Drupal 7 or Drupal 8 cloud hosted CMS for websites and digital services. S8080's GDPR compliant Drupal CMS platform securely handles multilingualism, CRM, integrations, single sign-on, forms and workflow. Drupal content management system is open-source, easy to use, yet powerful. Mobile, accessible and designed to your user's needs.

## Features

- Drupal consultancy, digital services and websites
- Drupal 7 and Drupal 8 CMS deployment and configuration
- Drupal migration and Drupal upgrades
- Drupal security hardening and patching
- Mobile optimised Drupal templates
- Drupal mobile and web browser site admin and editing
- Drupal content versioning, audit and rollback
- Powerful search options including Apache Solr, Funnelback and Elasticsearch
- Drupal UK cloud hosting options, fully managed, public or private
- Drupal multilingual publishing and Welsh Language Standards compliant

### Case studies

To see our latest public-sector case studies and examples of our work: https://www.s8080.com/our-work/

## Benefits

- IA, user centred design, user testing and Alpha rapid prototyping
- Drupal has no vendor tie-in and no licence fees
- Complex back-office and CRM integrations, with single sign-on
- ISO 27001 certified and ISO 9001 certified
- Cyber Essentials and Cyber Essentials Plus certified
- 24/7/365 support with direct Drupal developer access
- Accessibility testing to WCAG 2.1 AAA
- Clients include No.10, ministerial departments, emergency services, local authority, education
- UK based agency, Drupal team and hosting provision. No contractors
- Anti DDOS measures and PEN testing options

# DRUPAL SOLUTIONS

**S-Eighty Eighty are an experienced and creative UK based Drupal development agency, solving complex design and build, integration, single sign-on, configuration and workflow problems cleanly and efficiently**.

We have developed many high-profile websites and digital services for public-sector and private sector clients including the Department of Energy and Climate Change (DECC), HM Cabinet Office, National Assembly for Wales, Welsh Government, MoJ, Local Government, police forces, the Duke of Edinburgh's Award and a number of Universities.

## Seasoned Drupal developers

Our seasoned team of Drupal developers, all full-time employees, are based in our UK offices. We don't use offshore developers, freelancers or contractors for reasons we'll explain later.

But our team are not just 'front end' developers who throw a few modules together. S8080 is a very technical agency with expertise in open source CMS hosting, complex integrations, security hardening and systems performance.

Our project management and development team will guide you every step of the way – making sure you get a lean but functionally rich solution. We are well known for straight talking, so if we feel an external 3rd party web service will do a better job than a custom module, we'll advise accordingly.

## Drupal support

Due to our extensive experience working on the most important websites in the country (No.10 Downing Street and DECC for example), we are often called in to help breathe new life into an existing Drupal website, helping update the site, perhaps migrate to Drupal 8, secure it and increase its performance.

This is often combined with a rethink of the information architecture and streamlining and modernising the user experience and Drupal functionality. We've done this for some very significant clients.

## Custom and off-the-shelf Drupal modules

The Drupal framework is infinitely extensible using 'modules' that are developed in a coding language called PHP. This flexible system means that you can add very specific features and functionality to your core Drupal website. There are many robust and well supported 'off-the-shelf' modules available;

They are generally free of charge or very good value for money. This ensures a quick and easy upgrade process - for security patches and version updates, especially to Drupal 8.

This also means your Drupal website is transferable - so no vendor tie-in, as we will do everything we can to try and keep things 'standard' for you.

So whatever features you want on your site, the chances are that there's already a module for it, but sometimes 'off-the-shelf' doesn't cut the mustard.

As we have worked on many types of websites and online applications across many sectors – extranets and intranets, corporate websites, large information portals, marketing sites and ecommerce, a core part of our expertise is in creating custom Drupal modules and bespoke Drupal themes. We've developed custom Drupal modules for clients including Welsh Government, PHSO, Royal College of Anaesthetists, Local Government Association, the University of West London and many more.

## Drupal migration

Most projects we work on involve migration of content from one system to another – either between two different content management platforms or moving between old and new versions of an upgraded CMS. This generally includes user migration (for example, full user accounts and privileges), data migration (for example, purchase history data or application process data) and content migration (pages, downloadable documents, digital assets, etc.).

The way we approach content migration depends on many factors, including:

- Is a content audit required / has a content audit been undertaken?
- Is the content going over as-is, mapping to a like-for-like information architecture?
- Is content being edited or rewritten as part of the migration strategy, and inserted into a new IA?
- Can we automate or semi-automate all or part of the migration process?
- Client resource available for any manual migration and UAT testing tasks?
- Length of process and embargo periods

If the client has available resource, manual elements of content migration are generally shared to keep costs down, with S8080 training the client content team and supporting them throughout the migration process. The migration / loading piece is a distinct phase in the project Gantt chart and the time allocated is discussed with the client, considering the above bullet points, and planned accordingly. Progress is communicated via your weekly status report and weekly status call.

Our creative team generally migrate / load and style your content to make sure your CMS pages not only look great, but also to provide examples for your editorial team to follow in the future. We usually help our clients with the more complex top-level pages and examples of all lower level pages templates, sharing the content loading with your team once they have been trained, but it's all very flexible and we can do as much or as little as you need.

Depending on the CMS system, content and data being migrated and migration strategy, we may be able to automate, or at least semi-automate content migration from existing websites. We will discuss this during alignment and investigate options during technical meetings.

## What key Drupal services do we provide?

We have been designing, developing and managing business-critical, complex websites, and digital services since 2000, working with some of the UK's most important organisations. We offer the following services:

- Drupal website and digital service design and build including bespoke themes and templates
- Drupal Multisite and enterprise CMS development
- Drupal migration, development, support and consultancy services
- Custom Drupal module development and API development
- Integrating Drupal with business systems including linking into 3rd party web services
- Microsoft CRM integration, SharePoint integration and many, many more
- And of course, supporting you – both technical support and 24/7/365 hosting support

## What about more complex Drupal work?

Below are a few examples of our work that goes beyond simple CMS deployment. Please email directors@s8080.com or telephone **01792 398266** if you'd like to discuss your technical challenges in more detail.

- Bilingual websites and multilingual websites
- Drupal Multisite development – that means that many sites, sub sites and services with different branding can run off the same Drupal CMS installation, each with their own unique URL
- XML integration into 3rd party bespoke systems
- JSON integration with.GOV.UK delivery platform / R.E.S.T. services
- Microsoft SharePoint integration
- Complex forms
- LDAP integration for authentication / sign in
- Extremely complex workflow, moderation and secure access areas with distributed content management across hundreds of publishers within an organisation
- Blogs, events systems, publications databases, document libraries, surveys and polls
- Social media integration
- Integration with CRM systems including MS CRM / Dynamics, SugarCMR and Integra
- Integration with 3rd party bespoke systems, APIs, XML importers and JSON feeds and of course bespoke module development
- Setup of hosting, security hardening, PEN testing and provided consultancy on server infrastructure requirements

## New to the Drupal CMS?

Drupal is an open source content management system and is the web publishing platform of choice for hundreds of thousands of websites and digital services worldwide. It is capable of supporting sites of all sizes, including enterprise level websites.

Its core software and modular system is developed by a vibrant and fast paced community. This means is it updated regularly.

Drupal CMS is free. Most of the modules are free, so you don't pay a single penny for the software and due to nature of open source software and the extensive developer network, vendor lock-in is no longer an issue.

Some of the world's most prestigious sites are powered by Drupal including The Whitehouse, Ikea, Welsh Government, Sony Music, Economist, Harvard, and Twitter. The reason Drupal is so well respected is because security is taken seriously, the platform is so well supported by an enormous developer community and it represents unmatchable value for money.

## Contact us

If you'd like to talk about Drupal CMS platforms as part of your G-Cloud research, please email Chris Cowell or Matt Howard, S8080's directors on **directors@s8080.com** or telephone **01792 398266.**

# USER EXPERIENCE DESIGN

## UX aims

Our aims are simple - to tightly align your organisation's objectives and your audience's needs. This ensures that whatever you develop is optimised for your users and will perform exactly as expected. A truly agile, user-centred design approach.

We need to understand*:

- who your likely users are
- what they're trying to do
- how they're trying to do it now
- how their life or work influences what they do and how
- how they use and experience existing services

## User research

Depending on the size and scope of your project, we'll run one or more alignment sessions with you, your stakeholders and your users. In these workshops, we spend time learning about you, your organisation's needs and online objectives. We'll begin discussing and gathering user 'needs and wants', all the while helping you to define your objectives and digital strategy.

## S8080's user experience design process

We work rapidly using simple digital tools and pens and paper, so it's quick and inexpensive to review and iterate, continuously updating our understanding of users and their needs .

We work collaboratively with you and your users to create sets of user needs, a very detailed experience map and technical personas that will inform your user journeys, information architecture diagrams, wireframes, engagement mechanisms and processes before any creative or technical design and development work.

This thorough and research driven, step-by-step approach allows us to test and iterate the usability of your website or service in various levels of detail at key stages through the project.

## Key steps in our user experience design processes can typically include:

- Alignment sessions
- Expert review
- Stakeholder and user engagement, requirements gathering workshops, depth interviews
- Competitor and peer analysis
- Content audit, analysis and migration strategy
- Analytics research to help inform user journeys
- Persona workshops and persona development
- User journey design
- Card sorting
- Website information architecture
- Wireframes
- Web prototyping
- Lab / online user testing and eyetracking
- Pan disability user testing
- Pop-up / guerrilla user testing
- Test and iterate
- Analysis and sharing findings

# CLOUD CMS HOSTING

**Some of our clients arrange their own hosting solutions, but for those that don't, we partner with three of the leading cloud hosting providers, using UK data centres, to provide a fully managed public or private cloud service.**

Microsoft Azure rackspace ukcloud

Choosing the right hosting provider and specification will be driven by your organisation's individual requirements. Depending on the size of your organisation, these requirements would typically be identified and provided by your internal IT department or web team. However, if you'd like help choosing a suitable hosting platform, we'll suggest and design a solution for you during the discovery phase.

On the next few pages we've provided **monthly hosting costs** for typical specifications, based on four real-life solutions for our public sector clients. Ask us to refine these specifications for you, contact directors@s8080.com

## Public or Private cloud?

### Public Cloud

UK government promote 'public cloud first' as a deployment model. Government Digital Service (GDS) state that highly personal and sensitive data can be stored and processed in the public cloud.

You have your own dedicated, highly secure resources, on shared multi-tenant infrastructure, that are not affected by other tenants. The infrastructure is owned and operated by a service provider, like Microsoft Azure or Rackspace. Because you can scale resources quickly to meet demand, it's a far lower-cost option for hosting and deploying websites and services. The vast majority of our public-sector clients, large and small, use public cloud.

#### Advantages of public cloud:

- Lower costs – no hardware purchase, only pay for the service you use
- Near-unlimited scalability – on-demand resources
- High reliability – a vast network of servers ensures against failure

### Private Cloud

With private cloud, single tenant infrastructure on a private network that you own, is hosted on-site or in a hosting provider's data centre. This isolates your processing and data, increasing levels of control and security. As the solution is dedicated entirely to your organisation, you can customise processing, storage and networking components.

Typically used by financial institutions or other large organisations with mission critical operations who need ultimate control over their environment.

#### Advantages of private cloud:

- Improved flexibility – customisable cloud environment
- Improved security – resources are not shared with others
- High scalability – the scalability and efficiency of a public cloud

# PROJECT MANAGEMENT

S8080 employ a team of project managers to adopt and scale relevant elements of **PRINCE2 Waterfall** and **Agile** methodologies. The elements we use depend on the project scope and your specific requests, however all S8080 projects are run using these core principles and that means your project proceeds according to an agreed plan, with agreed deliverables and that all risks are monitored and communicated to your project team.

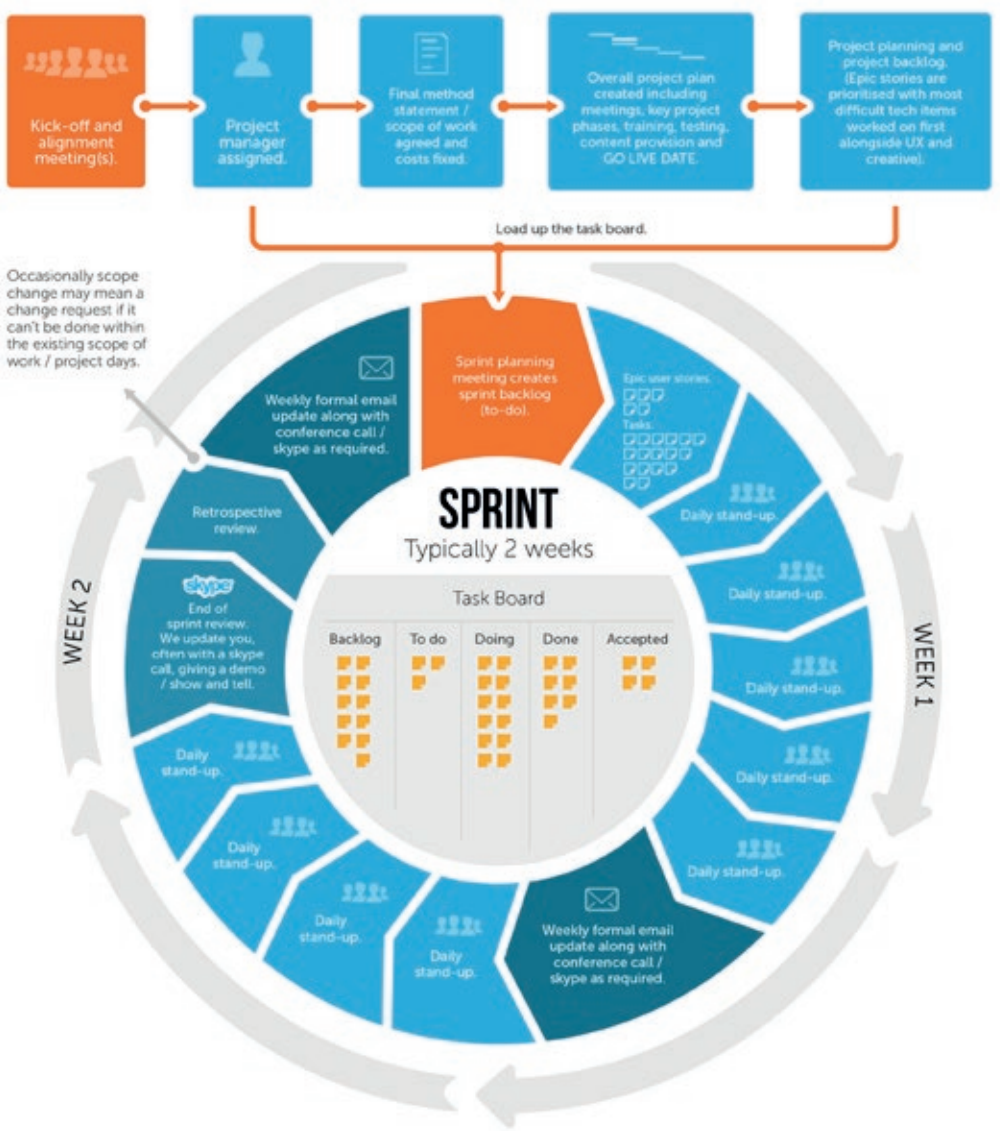
We pay great attention to the initial scoping of the project to ensure that all deliverables are clearly defined so that everyone is clear as to their responsibilities and the expected outcome of the project. The devil is always in the details.

**Most of our clients prefer a mix of Agile and Waterfall. This generally translates as...**

- Internal Agile development process based on user stories
- Daily stand ups (clients sometimes attend physically or via technology)
- End of sprint demo / show and tell and reprioritisation of user stories
- Retrospectives (lessons learned)

But with

- A project plan and an itemised and costed scope of work
- Weekly status reports and updates
- Project logs (action, issue and risk logs) and change request process documentation



# DOING THINGS RIGHT: OUR STANDARDS

We have invested heavily to make S8080 the best if can possibly be. We hope that the standards we have achieved give you confidence when dealing with us.

## Information Security Standards

- Information Security Management **ISO/IEC 27001:2013**
- **Cyber Essentials (IASME)**
- **Cyber Essentials Plus (IASME)**
- HSCIC **NHS Organisation Code**: 8WG82
- S8080's principles have **SC and CTC clearance**

## Quality, Environmental and Health and Safety Standards

- Quality Management System - BS EN **ISO 9001:2015**
- Environmental Management System – **ISO 14001:2015**
- Occupational Health and Safety Management System – **ISO 45001:2018**

## Investors in People

S8080 achieved the **Investor in People** standard on the 11th January 2007.

# SUB-CONTRACTING: WE DON'T

S8080 delivers all UX, creative and technical solutions using our UK based in-house teams. None of the work is entrusted to external contractors and all testing and quality control is carried out in-house.

## No freelancers or contractors

All of the design, development, training and support for your project will be delivered using permanent employees who are based in our Swansea offices. We do not use and have never used freelance staff or contractors.

You will find this is very unusual for an agency, but we demand complete control over our production schedule and allocation of human resources and this difficult to guaranteed if freelance staff and contractors are used.

This policy also ensures information security and maintains consistency in the quality of our development.

Not one line of code is off-shored, near-shored or any other kind of 'shored'.

# WHAT CAN S8080 OFFER YOU?

## Specialist skills:

- Usability (UX) and accessibility consultants
- Website, online services, intranet and extranet design and build
- Creative - including UI design, digital branding and campaign creative
- Secure technical web development and integrations (Microsoft and PHP)
- Network infrastructure and development security hardening (experienced at Ministerial Department level) ISO 27001
- Commissioning and hardening of hosting
- CMS deployment - content management systems
- Open source platform development – Drupal and Umbraco
- SharePoint and EPIServer development and integration
- Email newsletter design, build and broadcast (including GovDelivery)
- Creative interactive development (including animation, video, illustration, infographics and content development)

## Support:

- Training across our specialisms
- Email and telephone support - single point of contact, you always have guaranteed access to a named project manager and /or a developer
- 24/7/365 technical support for our development and hosting
- Tailored support packages for special high-load events or heightened security periods

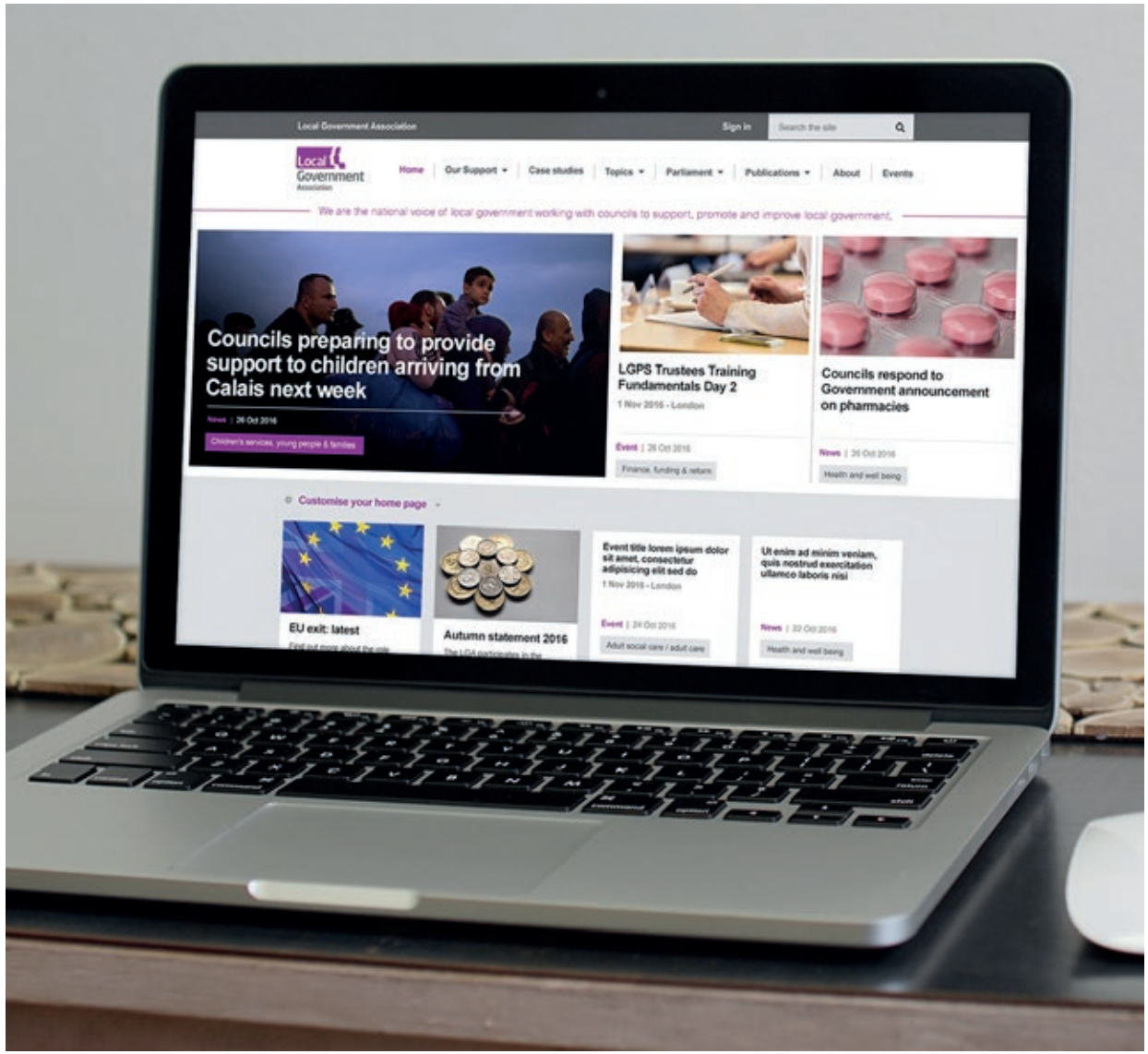
## Our UX design experience covers:

- Usability consultancy and user research
- Expert reviews - usability, accessibility and compliancy
- Stakeholder engagement workshops
- Requirements gathering workshops
- User experience design
- Web competitor analysis
- Web peer analysis
- Content audit, content inventory and content plan for migrations
- Persona development
- Scenarios of use
- User journey development (inc. GDPR touchpoints and process flows)
- Information architecture (IA)
- Wire frames and iterative prototyping
- Functional specification
- Technical specification
- Formal creative brief
- Gorilla usability testing
- Accessibility - Pan disability user testing
- Lab based / online user testing and eye tracking
- Key phrase research for SEO (controlled vocabulary development)

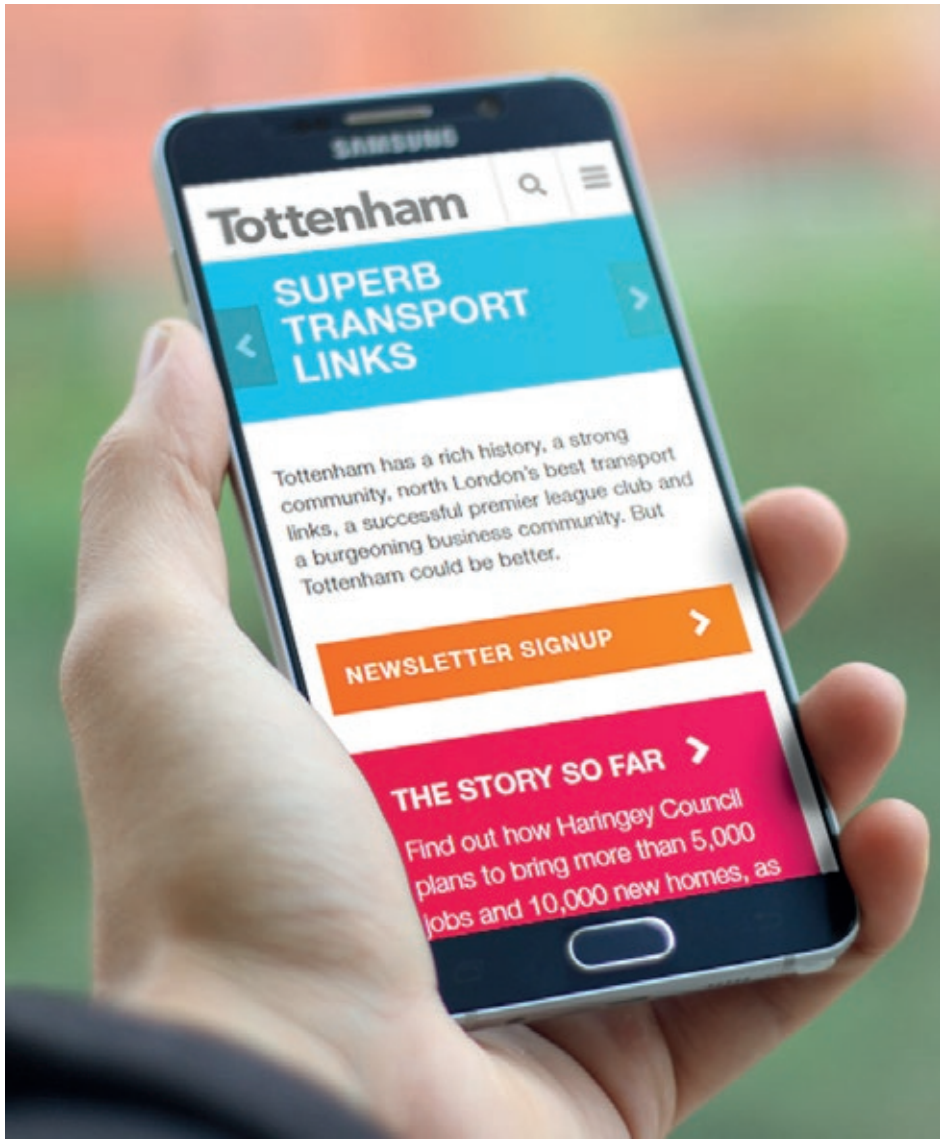
# A FEW EXAMPLES OF OUR WORK

To see our latest public-sector case studies and more examples of our work: https://www.s8080.com/our-work/

Client Prime Minister's Office, 10 Downing Street

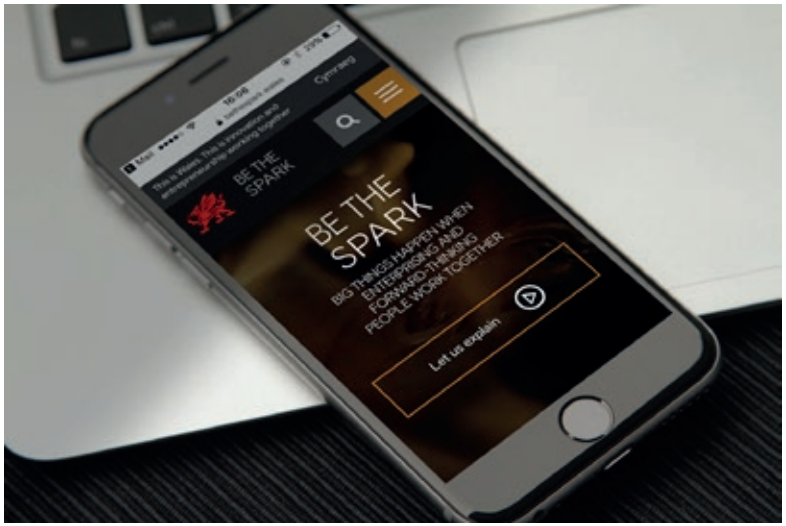


Client Local Government Association

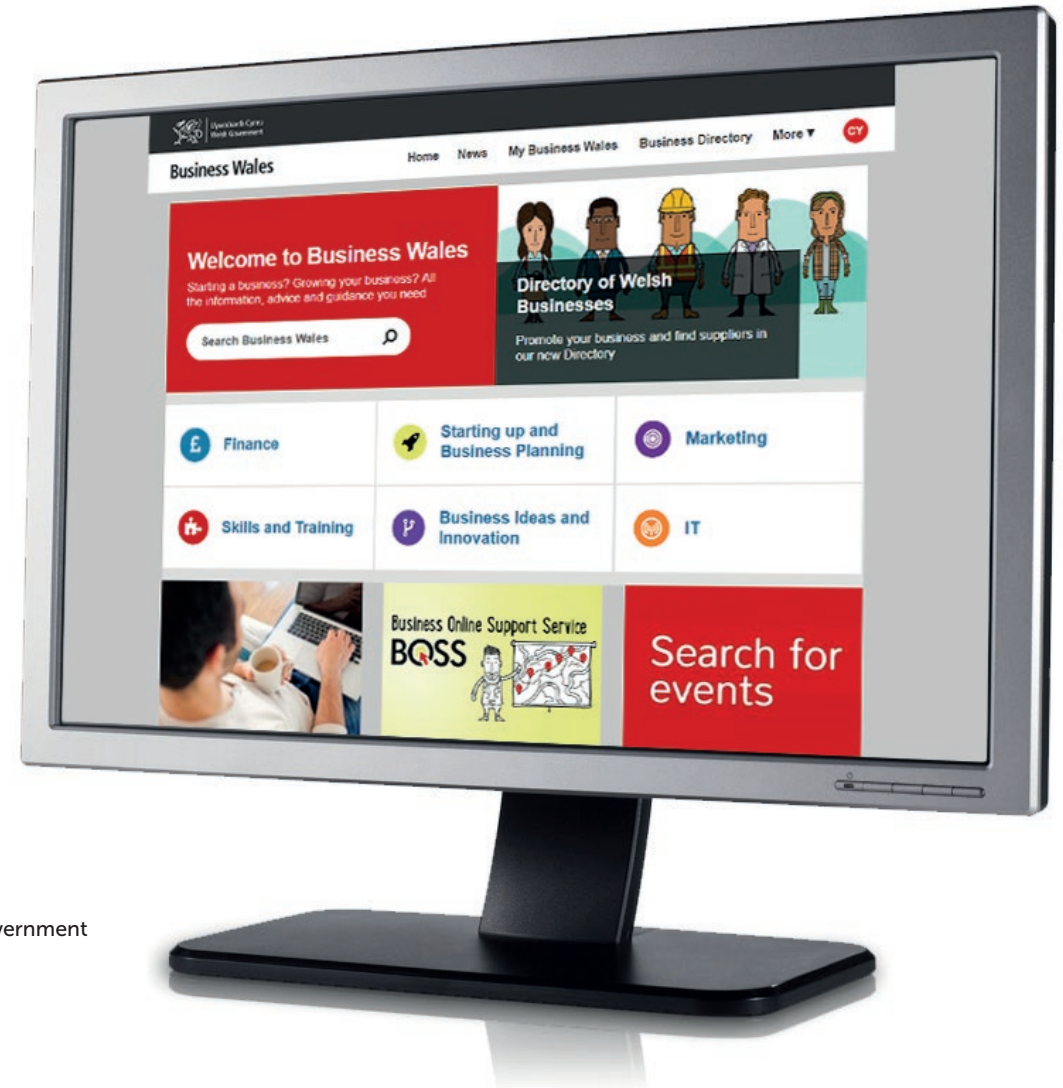



Client Haringey Council

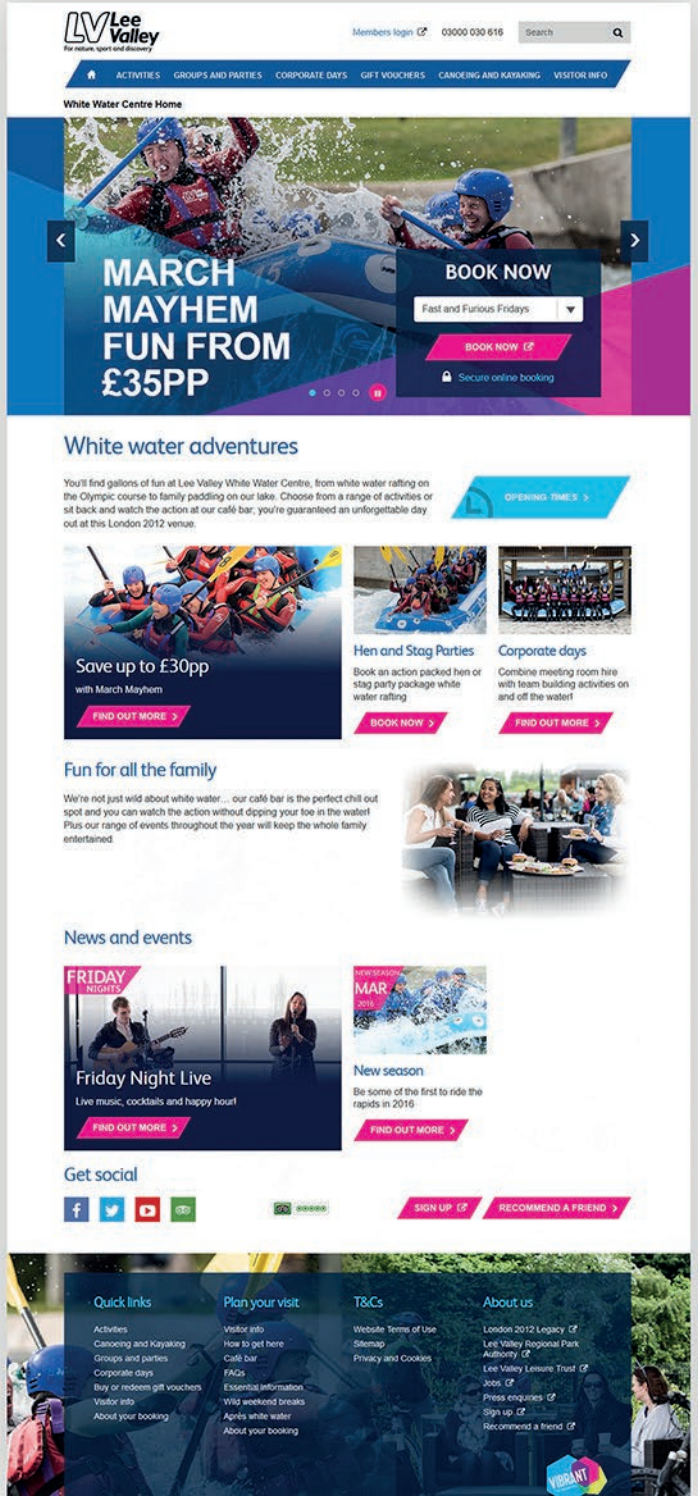
Client Nottingham City Council



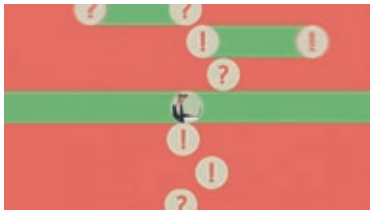

Client Welsh Government

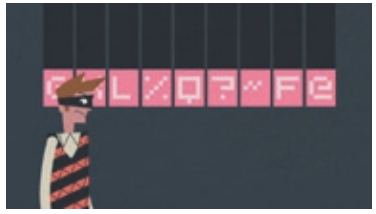


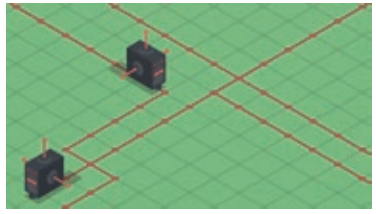
Client Visit Lee Valley

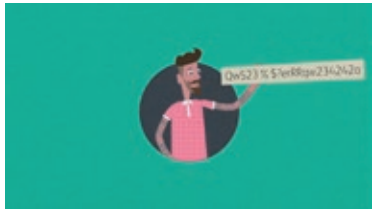


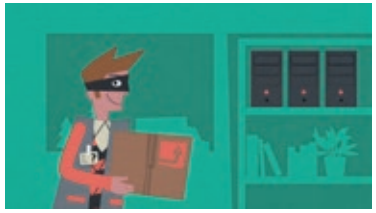
Client Volunteer Police Cadets





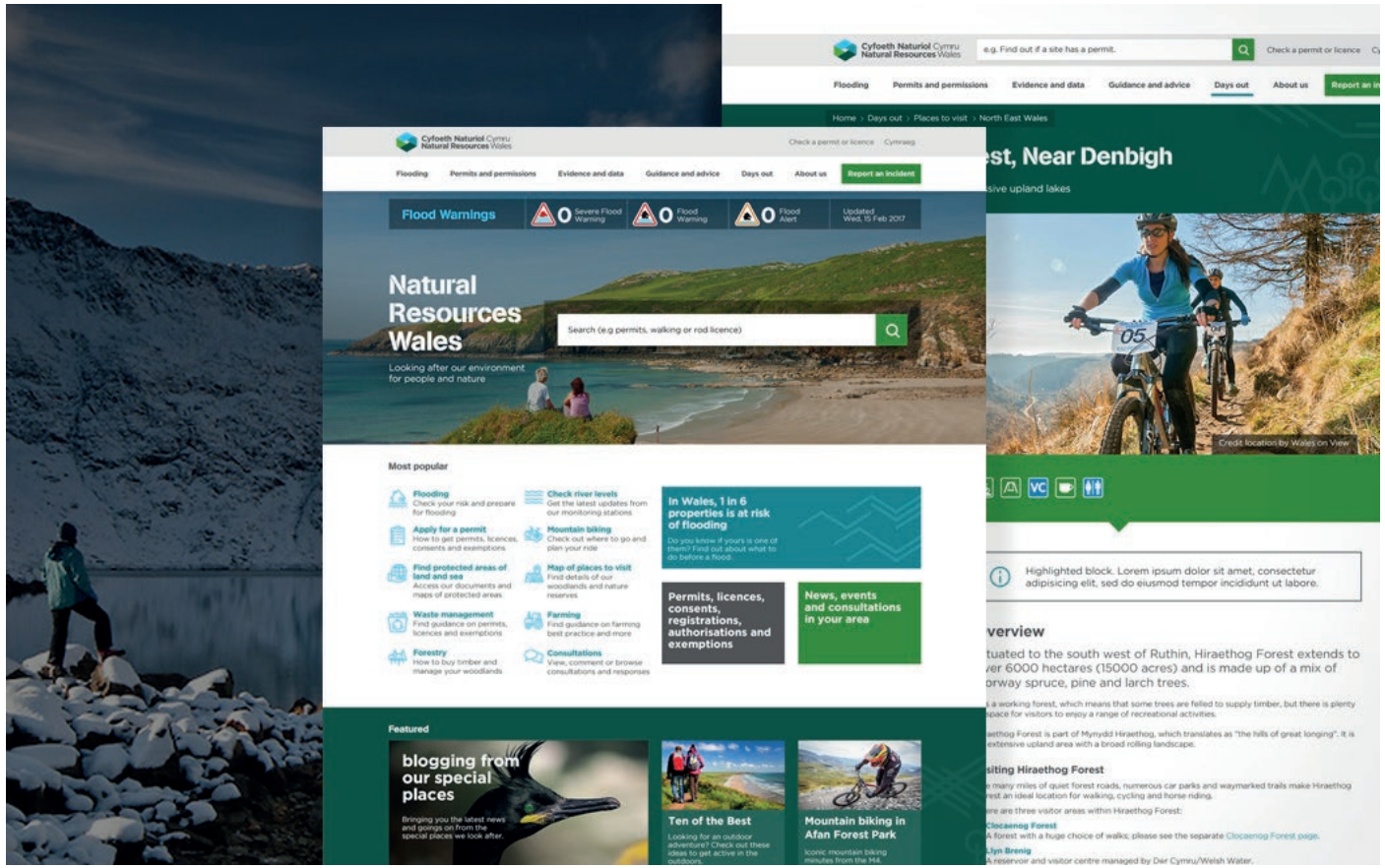




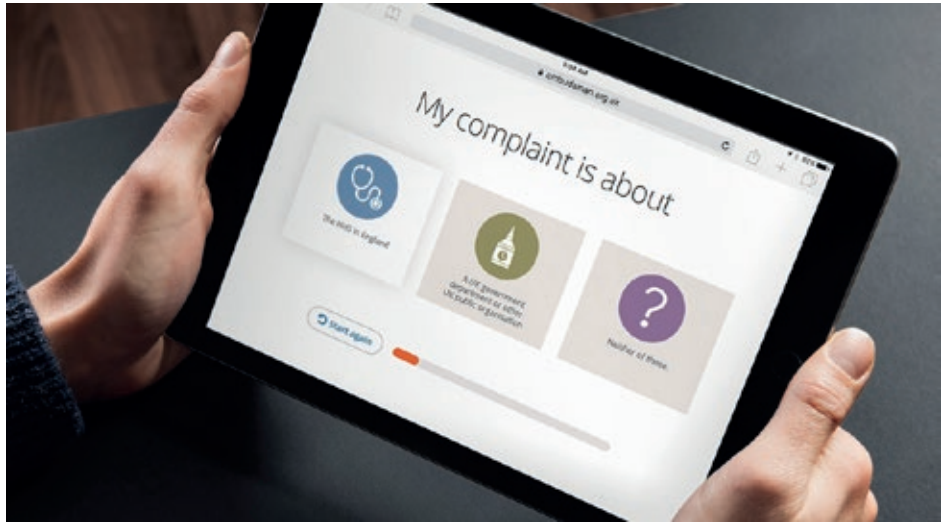


Client Welsh Government - bilingual explainer videos

https://www.youtube.com/user/s8080agency

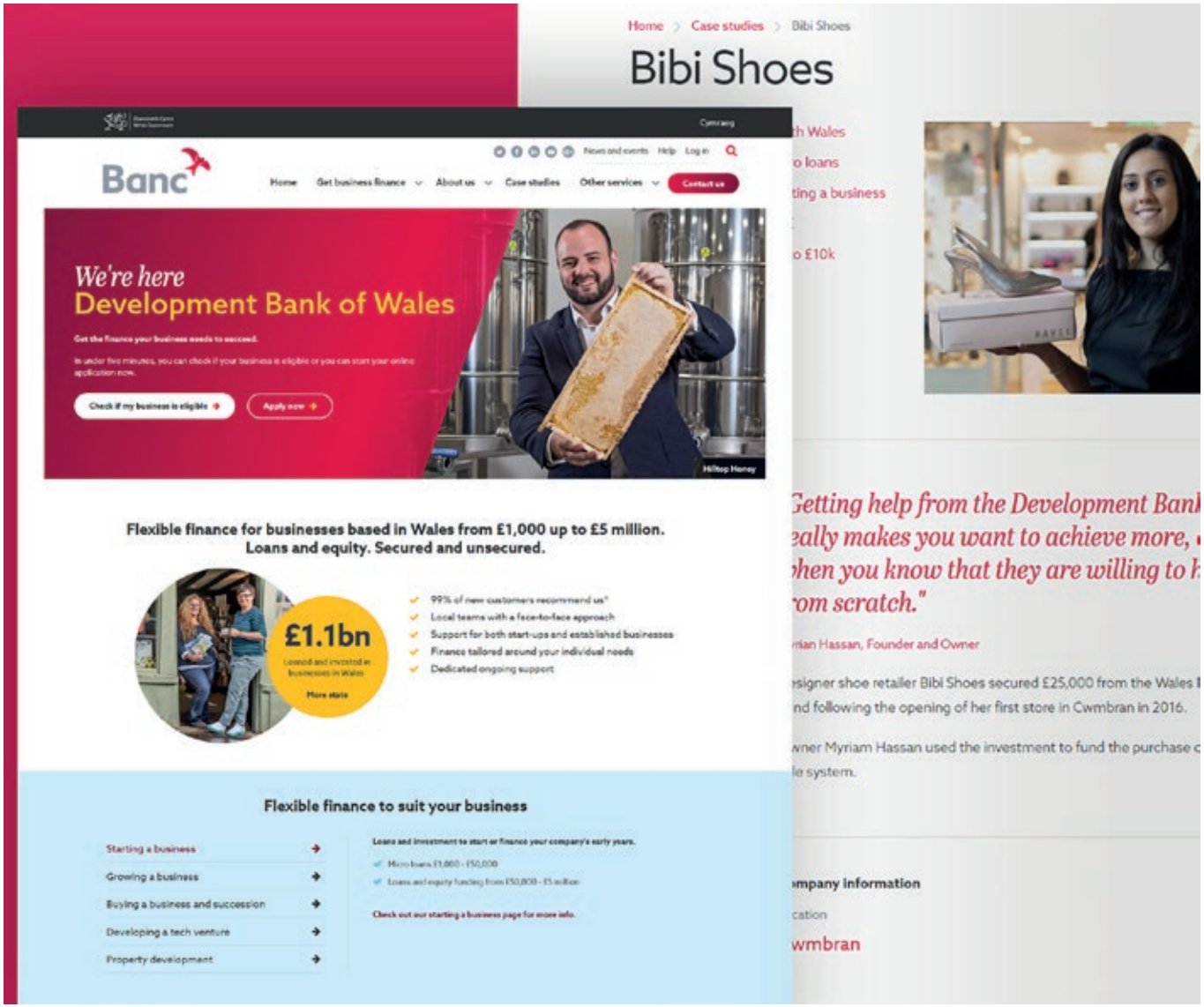


Client Natural Resources Wales

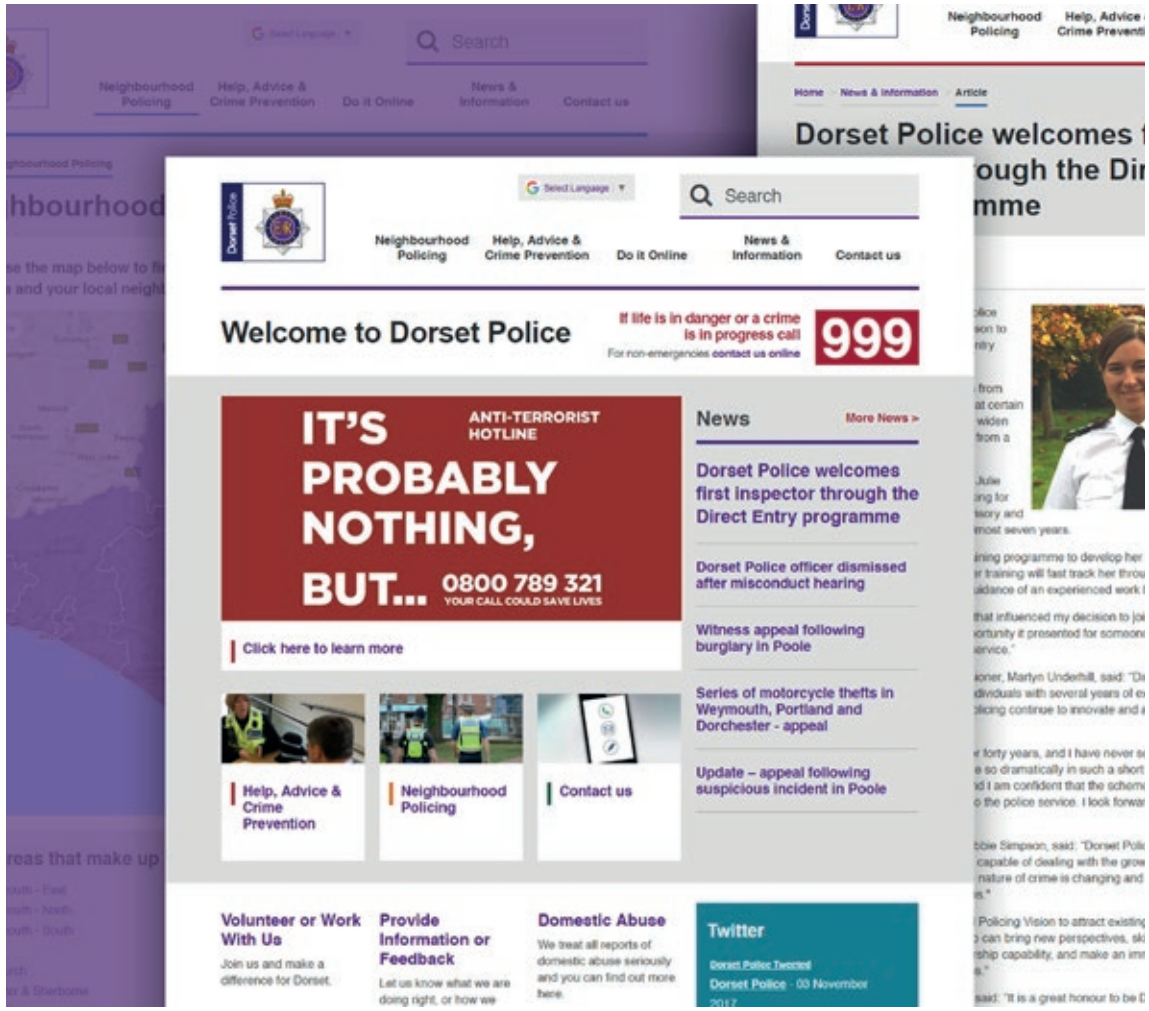



Client PHSO, Parliamentary and Health Service Ombudsman

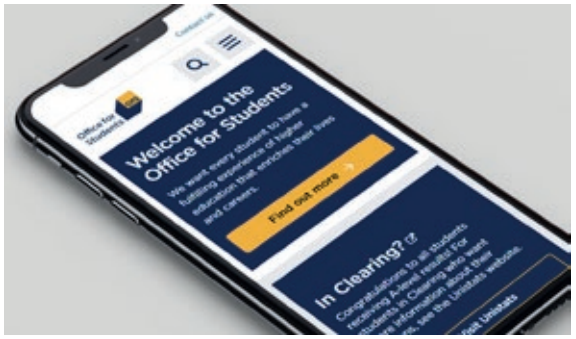
Client CITB, Construction Industry Training Board



Client Welsh Government - Development Bank of Wales



Client Dorset Police




Client Office for Students

# NICE PEOPLE DOING A GOOD JOB

**“S8080 are by a long way the best digital agency I’ve ever worked with.**

**They worked with us, very much in partnership, in a very supportive way on a very large complex project with lots of issues (none of their making). They were at all times very positive, solutions driven, and we felt they were always there to help – above and beyond what one would normally expect of an agency.**

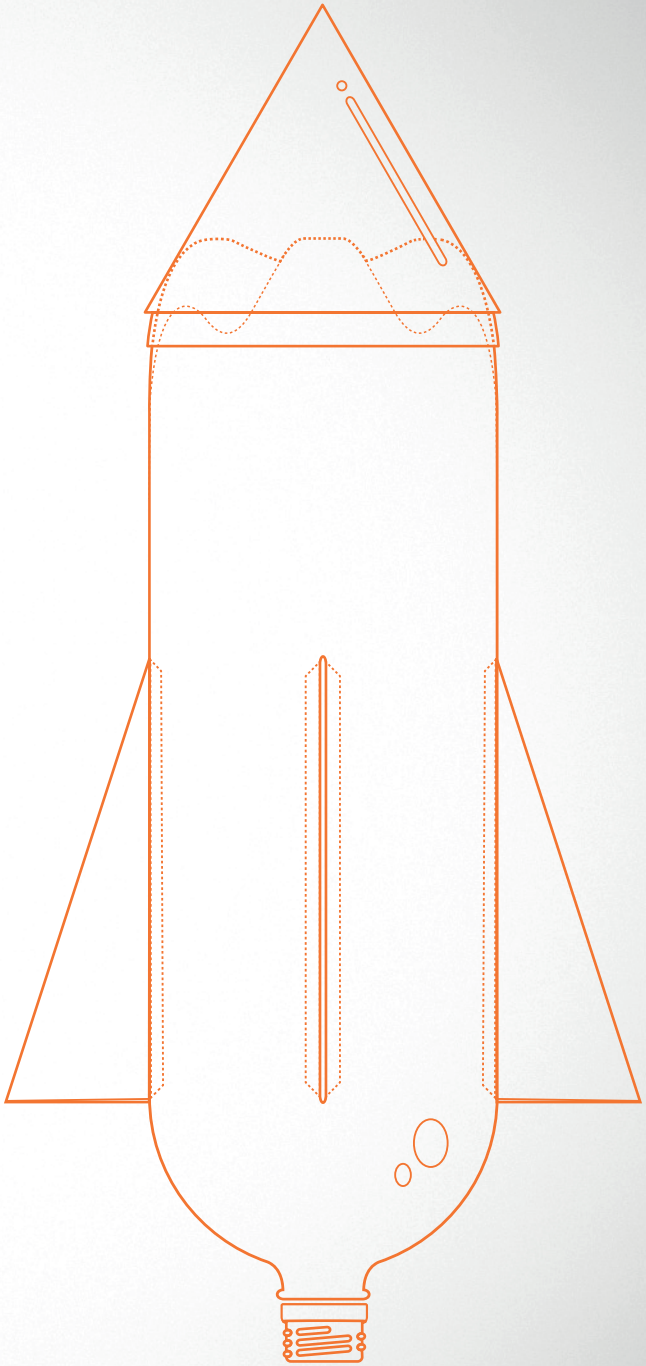
**Working with them my whole team and I developed trust and respect for their expertise on both the creative and technical side. We really enjoyed working with them and would love to do so again”.**

CITB - Construction Industry Training Board

# IT'S NOT ROCKET SCIENCE

**"Just a quick note to say many thanks for all your efforts on the upgraded No.10 site. It has been well received."**

Prime Minister's office, 10 Downing Street

**"Best agency in the world!"**

Department of Energy and Climate Change