



Enterprise web solutions

Service Definition

**GOV.UK online forms**

t: 0845 519 5465

e: [info@axistwelve.com](mailto:info@axistwelve.com)

w: [www.axistwelve.com](http://www.axistwelve.com)

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## Overview

Axis12 have developed a preconfigured framework for the rapid building, iteration and deployment of GOV.UK online forms. These adhere to the 10 GDS design principals and are underpinned by their 18 'Digital by Default' service standards.

Because they are securely hosted and can be deployed within minutes, our forms solution is ideal for Alpha, Beta and Live stages of your project. Some of our clients have used our solution just for Beta then redeployed the forms on their in-house architecture for Live, while for other clients we continue to host, support and develop their live GOV.UK forms offering.

Our forms solution is hosted on our Private Cloud architecture within ISO27001 certified datacentres based in Kent and Newbury. The datacentres are staffed 24x7x365 by security, technical and network staff that provide full support for our systems.

Backed by our own ISO 27001 certified processes for change control and server management, our GOV.UK forms offering is trusted to deliver superior performance, security and uptime.

A screenshot of a GOV.UK form titled 'Contact the Department of Health'. The form is in a 'BETA' stage, indicated by a blue banner at the top. Below the banner, there's a navigation bar with tabs: 'View', 'Edit', 'Webform', 'Outline', and 'Results'. The main content area is titled 'Contact the Department of Health' and contains a section 'I have a' with five radio button options: 'question', 'comment' (which is selected and highlighted with a yellow circle), 'complaint', 'disclosure in the public interest (including whistleblowing)', and 'freedom of information (FOI) request'. At the bottom of the form, there is a green button labeled 'Next Page >'. The GOV.UK logo is visible in the top left corner, and the Royal Coat of Arms is in the bottom right corner.

## Security

- Tier-3-equivalent datacentre
- ISO27001 accredited data storage facilities – providing a level of security that cannot be offered by alternative solutions such as Amazon's Cloud Services
- ISO27001 accredited support and maintenance (IS-598644)
- PCI DSS compliant, bearing the BSI Kitemark
- Regular, independent testing to ensure compliance and the highest of standards.

## Service summary


Our forms solution was designed from the ground up to be an effortless and great value way to deliver your GOV.UK style GDS compliant digital forms.

Built in PHP on top of Drupal (an open source web content management system), alongside our responsive GOV.UK styled theme, the service is resiliently and securely hosted in our UK based ISO27001 certified datacentres.

Axis12 is also certified to ISO27001 evidencing our commitment to treating the security of your data seriously.

## Features

- **GDS standards compliant:** Adhere to the Government Digital Service (GDS) 10 Design principals and 18 'Digital by Default' service standards.
- **Hosted and centralised:** Collect, connect, and manage your enterprise information all in one centralized location.
- **Mobile friendly:** All forms created with our solution are responsive (optimised to work on devices of all types and sizes.)
- **Flexible workflow:** Workflow and integration to map to your specific business process needs.
- **Secure:** Our forms are highly secure and scalable and sit on a hardened version of the popular Drupal CMS, so all text and labels in the forms are content editable.
- **Built in logic** to improve your forms usability and eliminate redundancies
- **Configure access levels** and permissions ensuring the right forms go to the right people
- **Attach documents** and capture photos from inside the form
- **Route information** intelligently based on rules applied to submitted forms data
- **Customisable:** If you require the forms to behave in a manner that our standard offering cannot offer we are happy to customise the forms in any manner you require
- **Integration:** Integrate directly via API with any database, ERP or CRM like Salesforce.com. Because our forms are built on open source and open standards, integration options are unlimited. Integrations with CRMs and other back end systems is a typical requirement for most of our forms customers
- **Email notifications:** When a form is submitted, you can specify as many email notifications as you wish, including sending a copy of the completed form to the submitter. You'll have fine-grained control over the contents of the HTML email that is sent to each recipient.


Contact the Department of Health

ALPHA This is a new service – your feedback will help us to improve it.

## Contact the Department of Health

### Your FOI Request

Before submitting a request, check [our previous freedom of information \(FOI\) releases](#) to see if we've already answered your question.

Read about how to make a [request](#).

If you can't find the answer to your question, please provide details of your request:

What is your FOI request about?

What is your FOI request?

### Your details

Title

- Select -

First name

Surname

Phone number

Email address

Email address (confirm)


### Upload document?

Choose file
No file chosen
Upload

Files must be less than 10 MB.  
Allowed file types: jpg jpeg png tif pdf doc docx odt xls xlsx.

We will respond to your request within 20 working days.

< Previous Page
Submit



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## Form creation

We build the forms for you – a well specified multi-step form can typically be built in less than a day.

## Form maintenance

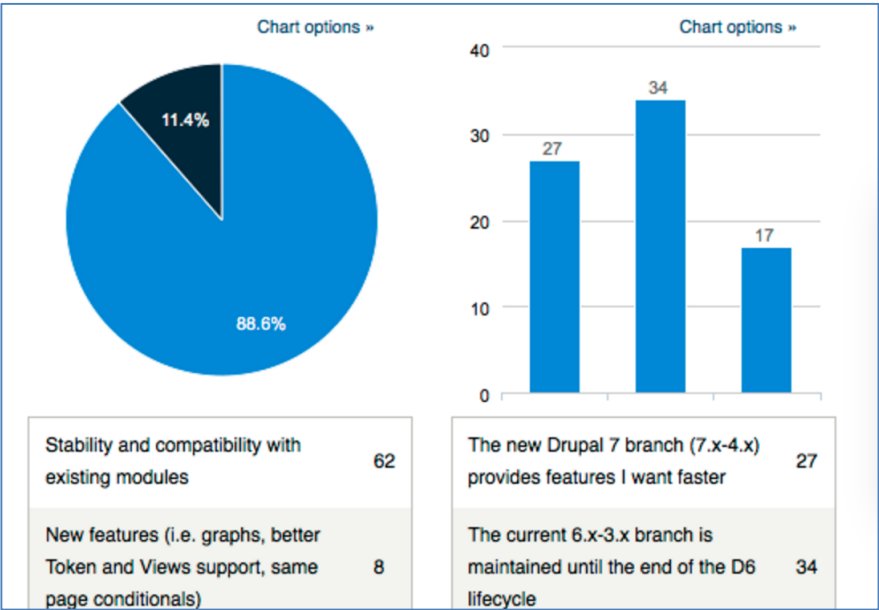
We can create editor accounts for you to maintain the content on the forms including labels, descriptions and help desk. Alternatively, we can maintain the forms for you as part of a pre-agreed support package.

# Reporting

Detailed reporting on submissions is provided as standard, with several output and visualisation options including:

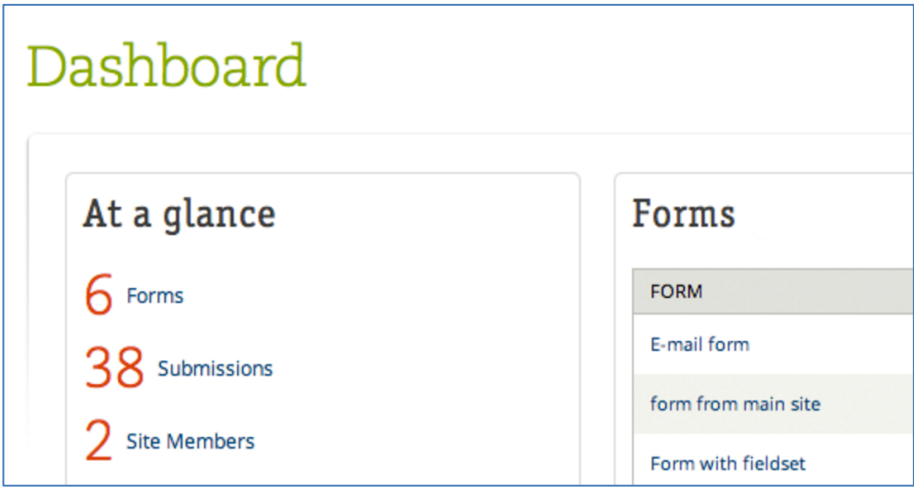
## Charting tools

Every answer received automatically feeds into a chart view to allow you to quickly analyse responses. Each chart is customizable and embeddable within the forms you create on your site



## Online dashboard

The dashboard gives administrators a high-level overview of recent forms and new submissions allowing them to drill down into more information.



## Export options

A comprehensive range of export options including native MS Excel and Delimited Text (e.g. CSV).

Export format

☒ Microsoft Excel
 ☐ Delimited text

Column header format

☐ None
 ☒ Label
 ☐ Field Key

Choose whether to show the label or field key in each column

Select list options

Select keys

☒ Full, human-readable options (values)
 ☐ Short, raw options (keys)

Choose which part of options should be displayed from keys

Select list format

☒ Separate
 ☐ Other

Option A	Option B	Option C
x		

## Volumetrics/Scalability

Our standard service unit can handle up to 30,000 questionnaire submissions per year. Should the service grow, this can easily be accommodated by adding additional units seamlessly at a flat rate cost of £1300 per unit per month with no additional setup or provisioning fee.

## Open-source framework

Our forms solution is built on the Drupal PHP framework, which is a leading PHP framework to create websites and web applications. By choosing a solution based on Drupal you will have the certainty that you are choosing a solution that is both maintainable and upgradable into the future.

## Integration

Integration is not included in our base SaaS offering but our online forms solution can provide output in standard JSON format to enable any http or https enabled system to consume the data submitted in real time. We have extensive experience of integration with middleware layers and back-end systems (CRM, Data Warehouse) so can offer integration services, should you require them.

## Case studies

Axis12 have extensive experience in building digital forms using open-source frameworks. We have delivered secure, responsive, adaptive digital forms that streamline essential customer-facing application processes (including ones that include highly sensitive data such as information about mental health) for the **Care Quality Commission** – The regulator of Health and Social Care in England, and the **Department of Health**. References are available on request.

## Contact us

Get in touch via email at [info@axistwelve.com](mailto:info@axistwelve.com), or call us on 0845 519 5465