



Service Definition Guide



Design & Development



Support & Maintenance



Hosting



Digital Consultancy

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Service Definitions

Drupal Content Management System (CMS) Design & Development

We offer comprehensive development, upgrade and support services across Drupal 6, 7, and 8. Whether you are looking for a new enterprise level website, intranet and/or extranet CMS, further development of your existing platform, new features, integration services, hosting, or migration services, our experienced team can help.

Features

- Drupal and multi-site development and upgrade services (6, 7, and 8)
- Huge range of functionality available, from payment gateways to multilingual solutions
- Fully commented custom code development and use of contributed modules
- Updates for core and contributed modules
- Security support services, patching and upgrades
- Mobile-first approach: all projects fully responsive across all user devices
- Secure and compliant services - all code to Drupal best practice
- Wide service range, including design, migrations, API, and CRM integration
- Full accessibility (W3C) compliance - includes use of any third-party code libraries
- Work completed by our specialist team

Benefits

- Extensive experience of Drupal 6, 7, and 8
- Active Drupal Community contributors and Association members
- Fast-paced Agile development adhering to GDS open standards
- Fully compliant and transferrable code (you own all code)
- Rigorous testing and quality assurance
- Fully secure - ISO9001, ISO27001, and Cyber Essentials certified
- Over 23,000 quality assured modules available
- Ongoing support and maintenance packages available for post-launch support
- Established partnerships with UK data centres, including IL2 and PSN
- Public sector specialists with decades of combined experience



Service Specific Guidance

Backup, Restore & Disaster Recovery

We include backups and disaster recovery as part of our standard support and maintenance offerings, but we also offer these services independently. Procuring these services independently of your hosting provider spreads risk and removes potential single points of failure.

We take nightly database backups with retention periods as follows:

- Daily backups for a one week
- Weekly backups for one month
- Monthly backups for one year, or in accordance to your corporate data retention policies

Pricing

Please see our service pricing document for our daily rates for all of our team members: this ranges between £550 and £1000 a day dependent on the role and expertise required. Our separate SFIA rate card also details these rates against the Government Digital Service's "Skills For the Information Age" roles.

Termination Terms

This can vary per project, but we would expect this to be a one-month notice period and often involves off-boarding with a new partner, or a project closure.

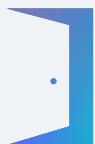
Training

We are committed to empowering clients to take control of their systems and their integration into wider business operations. The exact approach would be agreed with you directly, but we would typically:

- Run classroom-style training sessions
- Provide easy to follow and in-depth step-by-step guides
- Create accessible screencasts

On-boarding & Off-boarding

We provide a range of development and consultancy services. All engagements include clear on-boarding and off-boarding processes that are specifically relevant to the project in-hand and would be tailored to your organisation's needs. This will normally involve a number of face-to-face meetings and we can manage handover processes from a previous supplier for you as required.



Service Specific Guidance

Information Assurance

Big Blue Door is ISO9001, ISO27001, and Cyber Essentials certified. All staff are checked with the Disclosure and Barring Service, and relevant staff hold Enhanced clearances. In addition, senior architects hold SC clearance.

Ordering & Invoicing Process

Orders will typically be confirmed by a signed Statement of Work and associated client Purchase Order number. This will normally outline a payment schedule linked to project milestones.

Invoicing terms are thirty days following invoicing once a milestone is completed to your satisfaction in association with an agreed deliverable.

Service Levels & Constraints

For every project we will agree a full Service Level Agreement with you at the outset of the project which will allow us to ensure an appropriate level of support for your needs.

As standard we offer a full service desk, email, phone, and onsite support core hours: Monday to Friday, 8:30am to 6:00pm. 24/7/365 support is also available as required.

Technical Requirements

Technical requirements will vary per project but will generally focus on agreeing any specific organisational requirements you may have in terms of browser support, including security restrictions for hosting.

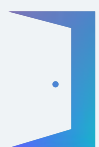
Consumer Responsibilities

These responsibilities will vary per project but normally focus on a commitment to:

- Resourcing the project internally
- Ensuring that key project sign-off points are met
- Making key decision makers available to review progress at points identified in the project plan

Financial Recompense For Not Meeting Service Levels

These would be agreed on an individual project basis according to the nature of the project.



Our Approach to Development



Our digital designers and development team are there to provide you with cost effective open source solutions that meet your users' needs. Whether you require a new website, intranet, or digital service, we will work with you to:

- Define a full set of user stories that will dictate the way the service develops
- Create a number of design iterations that reflect your brand and requirements
- Develop wireframes that map the exact information architecture and functionality required
- Plan and deliver a number of development 'sprints'
- Design user testing rounds that work for your team and your stakeholders
- Put on training sessions and develop supporting guides for your team
- Agree a support and maintenance plan that works for you going forward

Regardless of the project and which of these stages you commission us to undertake, our transparent Agile approach means that your team will be involved in how the project develops at every step. You will be able to review progress after each sprint using a secure staging environment and will decide what you would like to see developed in the next sprint.

This way of working also means that you can change elements of your requirements to reflect evolving organisational and user needs at any stage of the project. Everything that we develop for you will be fully responsive across all devices (mobile, tablet, and desktop) and will adhere to WCAG 2.0 accessibility standards by default. It will also be fully flexible and open to customisation.

Once developed, we are committed to empowering our clients to take control of their systems and their integration into wider business operations. We therefore ensure that everything we develop is designed to allow clients full access via the Content Management System (CMS): we never hardcode content, so your project team will not rely on us to make copy changes to the platform, or spend time and resource on support requests for content changes.



Who We Are & What We Do

Opening The Door To Your Digital Solution

We are a creative digital development and hosting agency with substantial experience in designing, developing, maintaining, and hosting enterprise level products in complex, multi-stakeholder environments. We specialise in working with Drupal and Wordpress for large public, third sector, and charity organisations, specifically working with digital communication specialists.

Our client-centered approach, coupled with the responsive Agile way in which we manage projects, has helped us support a wide range of clients, many of whom have chosen to partner with us for many years and consider us to be a seamless extension of their inhouse teams.

Our technology of choice is an open source framework called Drupal, an enterprise solution used by over 1.5 million websites including BBC Store, London Gatwick, Pinterest, Amnesty International, the Church of England, Investors in People and many more. Beyond the success and functionality of websites such as these, we work with Drupal for a variety of other reasons. One important reason is that the underlying code is open source, which means our clients do not have to pay for the software or any licensing fees. Another reason is Drupal's flexible and scalable foundation on which complex enterprise-level digital applications can be easily built, thus providing excellent long-term value.

Whether you need a full time partner throughout the lifecycle of your project, someone to help you get started, or a team to assist you with managing your existing platform, get in touch with us to find out how we can help.

We Offer a Range of Services, Including:



Strategy



Research



Digital Consultancy



Creative Design



Development



Support & Maintenance



Hosting

Accreditations

Our Accreditations

We partner with or have been accredited by a number of organisations which enable us to deliver the best possible products and services for our clients.





Case Studies



City of Wolverhampton

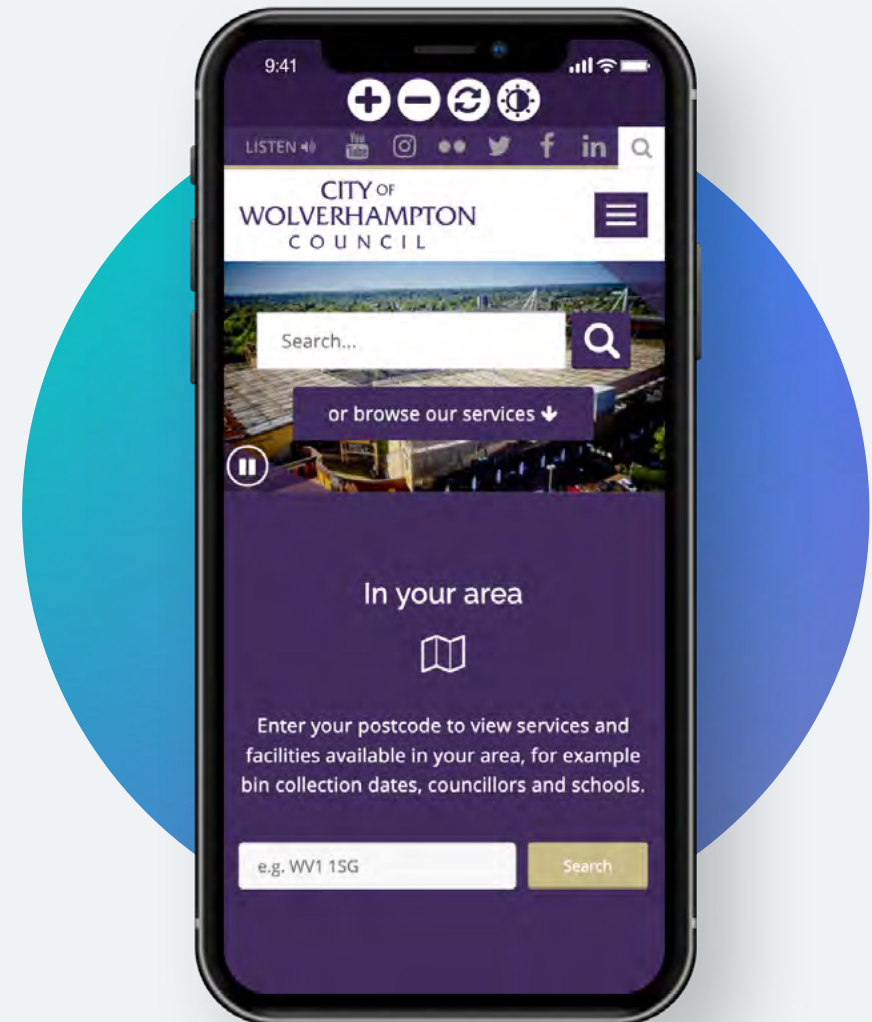
We launched a new corporate website for the City of Wolverhampton Council in February 2019, replacing a legacy system, that was no longer fit for purpose. This new site was developed in Drupal 8 over a four-month period using an Agile delivery methodology and fortnightly development sprints.

The project included migrating approximately 8,000 pages of content from a .net solution into Drupal along with associated URL redirects, and implementing a new design, which is fully responsive across all devices. This project is part of a three-year council wide transformation programme to centralise customer contact, identifying all transactional services that deliver a unified digital customer experience for end users.

The new system supports a number of complex webforms, allowing members of the public to complete data submissions (e.g. Register births, marriages, deaths) and includes a dynamic search engine allowing the public to quickly and easily find resources from across the extensive Council digital estate.

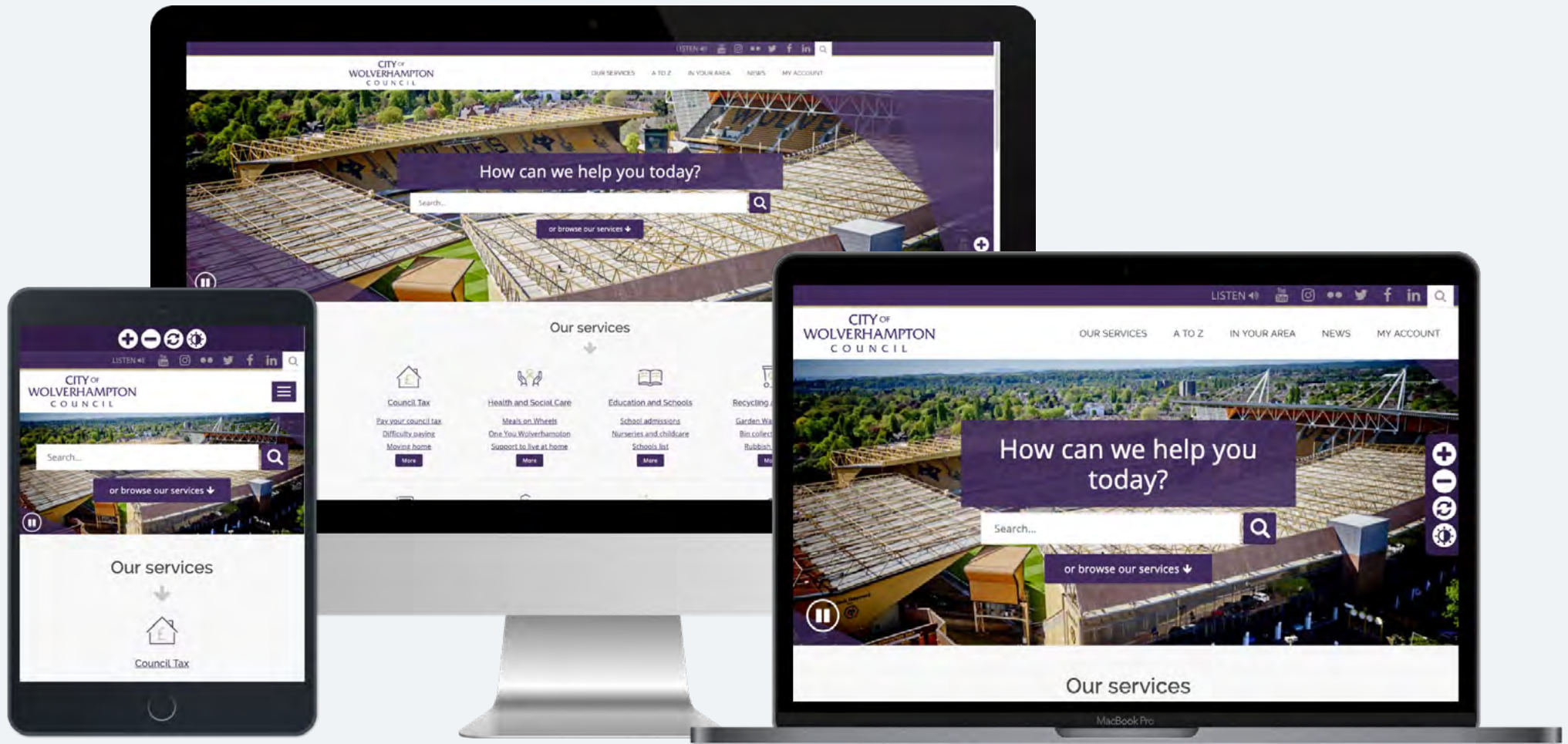
The new site is hosted within Amazon Web Services (AWS) via the London region, using separate availability zones for backups and disaster recovery. For more details please visit <https://www.wolverhampton.gov.uk>.

Drupal	Cloud Hosting	Development
APIs	Single Sign-On	Digital Consultancy
Support & Maintenance		





Case Studies





Case Studies

Church of England

We have been working in partnership with the Church of England since 2018 providing ongoing support and maintenance of their public facing digital estate, AWS hosting and strategic council across a range of digital services. This is a set of projects and a collaboration which we are particularly proud of and are enjoying working on.

Having won the opportunity to work on the project, our initial brief from the team was to stabilise the technical platform, following initial public launch. Subsequently, we have moved into an agile development pattern, working to a fortnightly sprint pattern to deliver a significant number of improvements across the site, as well as scoping out wider digital projects.

To date, this has included developing an API to allow third party sites to register users on the main CofE site via an app, as well as delivering the creative design and technical solution in relation to the #FollowTheStar Christmas campaign. We have also moved the Drupal 8 multisite infrastructure to an auto-scaling AWS solution, to help increase technical resilience across the estate.

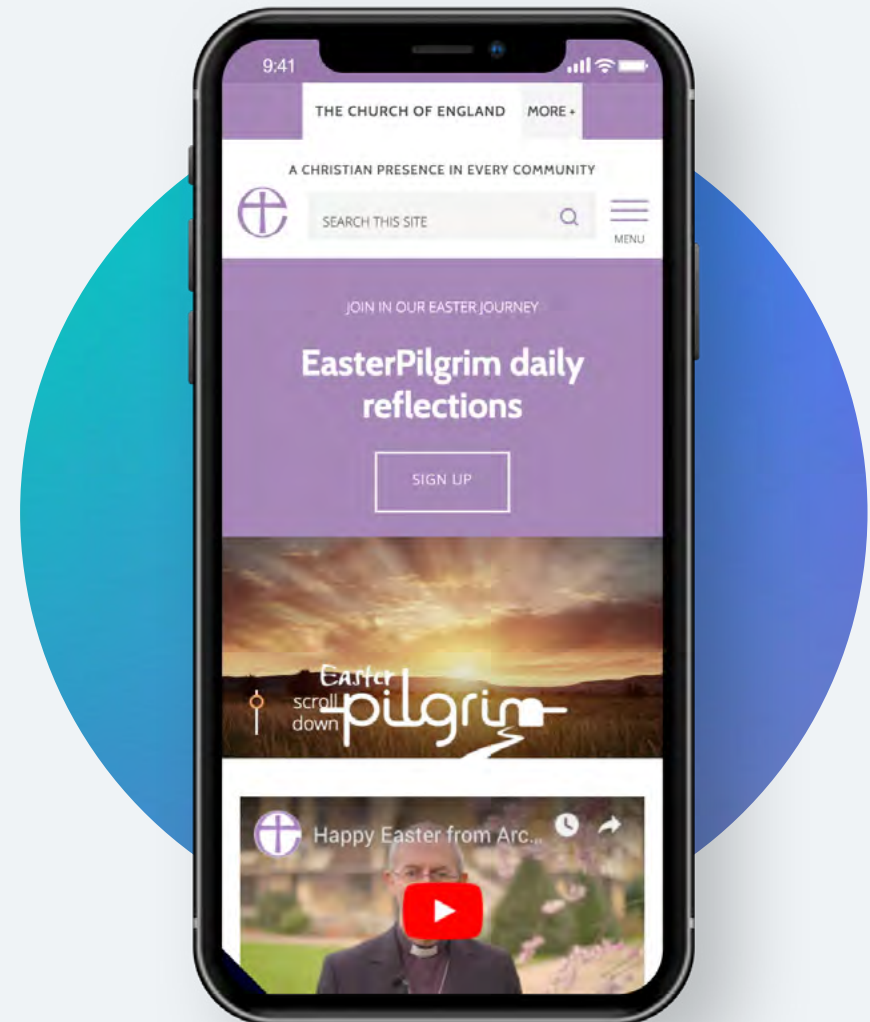
Our congratulations to the digital team at Church of England who won in five categories at the national Digital Impact Awards; it is hugely exciting to be working with such a great innovative team. For more details please visit <https://www.churchofengland.org>.

Drupal

Cloud Hosting

Development

Support & Maintenance



Case Studies



Case Studies



National Citizen Service

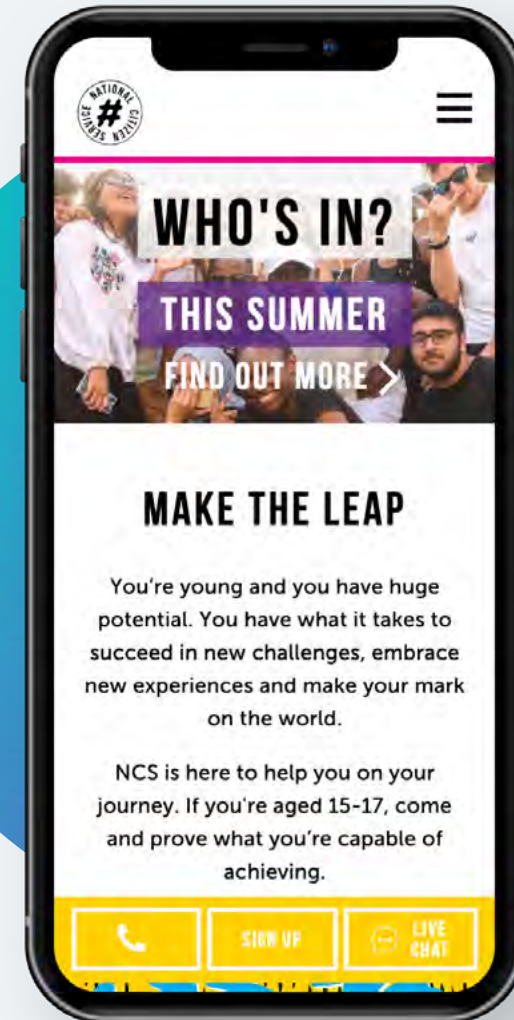
We have worked with the National Citizen Service since our inception in 2012. Recently we have worked with the Trust as part of their move to becoming a Royal Charter to deliver an ambitious digital transformation programme, helping deliver the next phase of the Trust's digital evolution and influence the life journey and social capital of young people across the UK.

We have worked to reinvigorate the digital experience for young people and wider groups throughout their online customer journey. This process needed to be revolutionised to help drive a far higher online digital first recruitment strategy, reflecting the needs of young Generation Z.

Practically this has meant reimagining the entire customer journey via <https://www.ncsyas.co.uk/> and implementing a new creative design and technical delivery via Drupal. This site now supports 60% of visitors via mobile devices, leading to more young people signing up to the summer 2019 programme than for any previous period in the Trusts history.

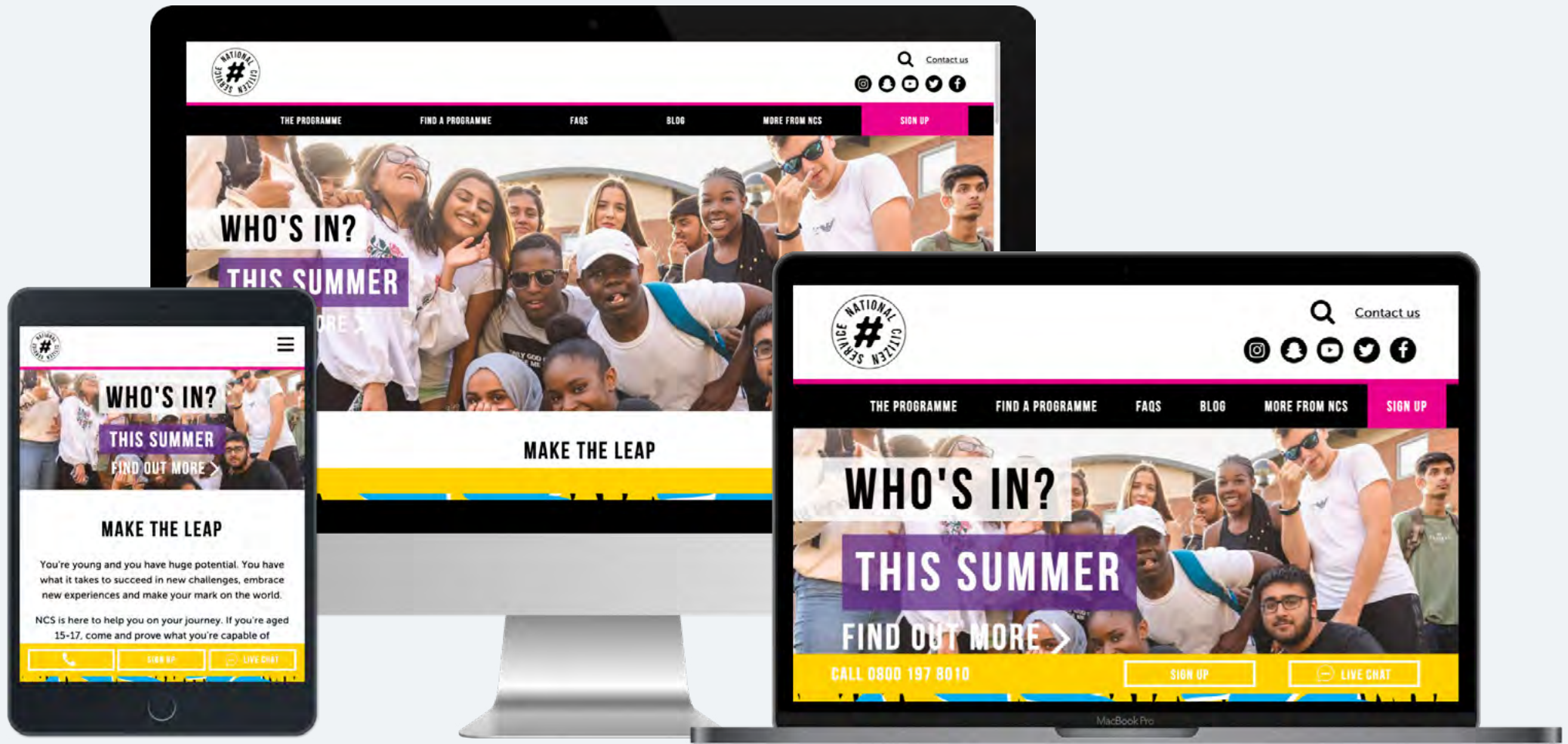
This project has also included delivering a close integration piece with the Trusts Salesforce CRM system, and we have also supported the Trust in migrating to a fully scalable and robust cloud solution within AWS. As well as delivering a >99.99% uptime since launch, we have also been able to deliver cost savings of over 30% for the Trust as part of this hosting move. For more details please visit <https://www.ncsyas.co.uk/>.

Drupal	Cloud Hosting	Development
APIs	CRM Integration	Digital Consultancy
Support & Maintenance		





Case Studies





Case Studies



Victoria and Albert Museum

The Victoria & Albert Museum approached us with a requirement to host and maintain five Wordpress websites. The existing architecture was managed internally and due to a lack of time and resources, Operating System and Content Management System patches were not fully up-to-date. These issues are non-compliant with Cyber Essentials - a certification Big Blue Door has, and which the V&A has since achieved.

We consolidated the servers using cloud hosting (AWS) in London data centers and upgraded to the latest OS and software packages.

Full-testing took place before deploying to the live environment with the help of V&A's team. The new solution utilises load-balancing and advanced caching through Varnish and Cloudfront CDN to ensure 99.95% uptime.

We have also recently completed a substantial design update across the V&A blogging platform on Wordpress, bringing the design inline with updated central guidelines. A fully responsive solution has been delivered, using cutting-edge drag and drop interfaces to allow content editors to build beautiful posts quickly through a page builder, removing any requirement to understand coding or even use a traditional WYSIWYG editor.

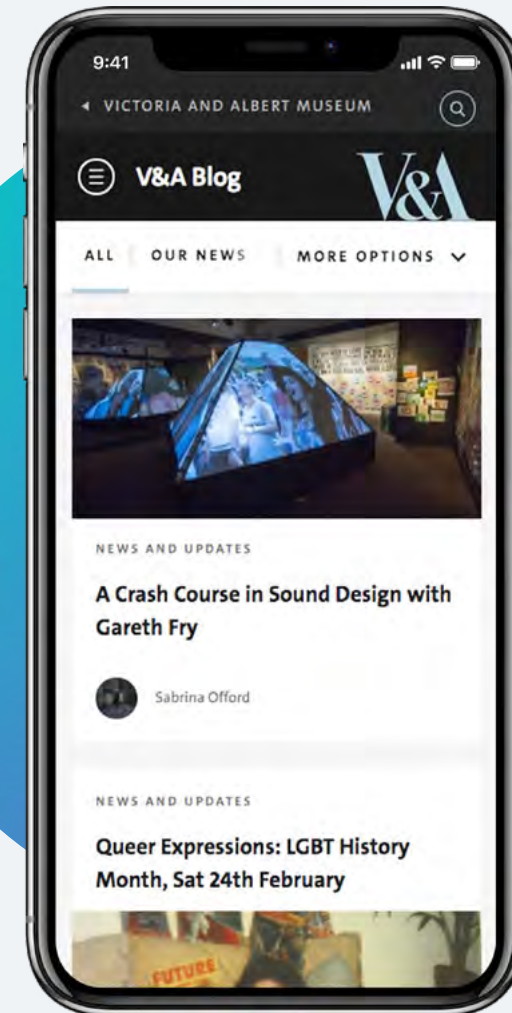
WordPress

Cloud Hosting

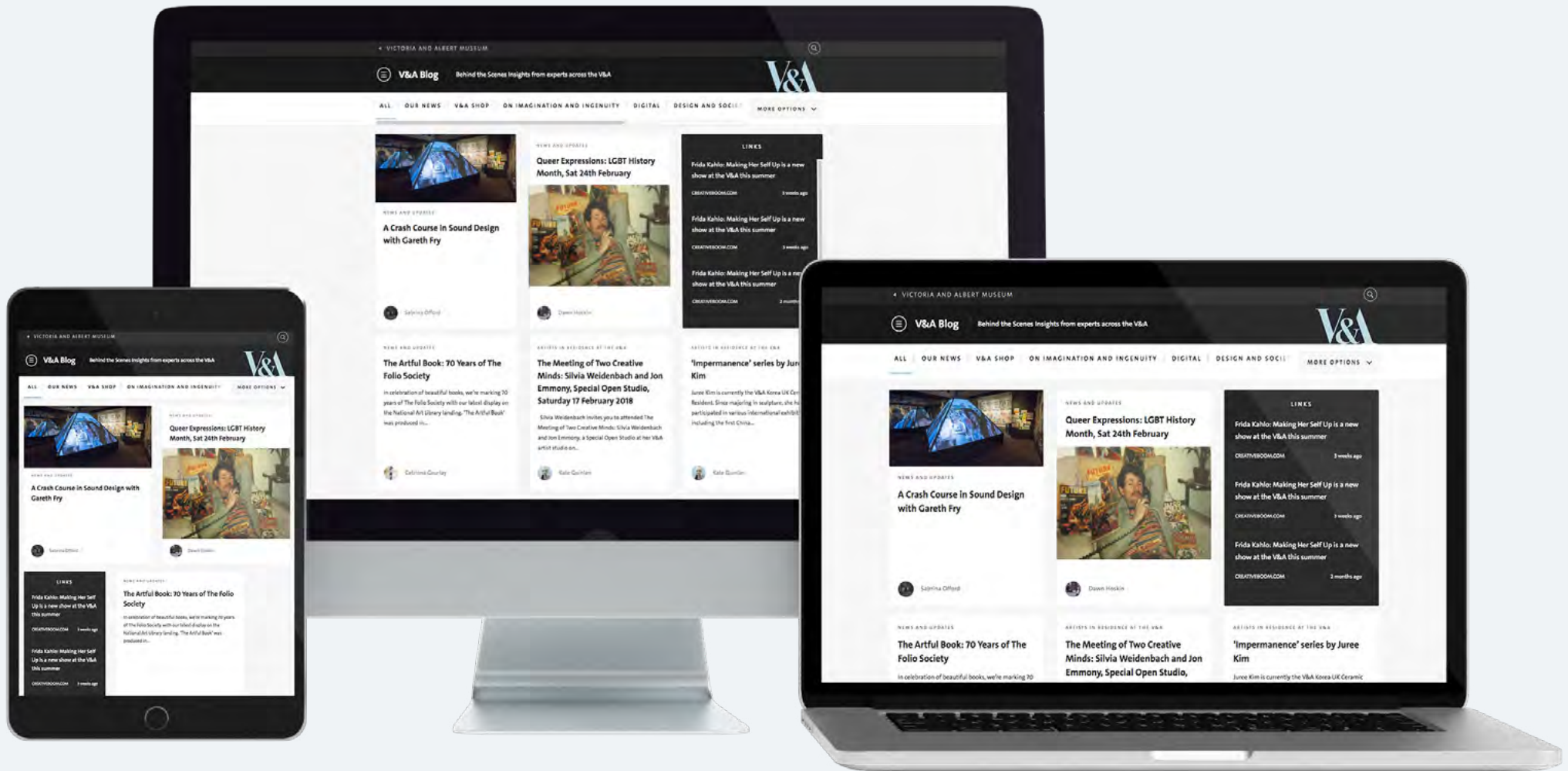
Development

Design

Support & Maintenance



Case Studies





Case Studies



Investors In People

We built the Investors in People survey platform as a small website “add-on” in 2013, and it has since grown substantially in volume and functionality. In 2016, we started work to separate this into a multi-platform Drupal system, with a full Service-Oriented Architecture (SOA) approach and custom-built APIs.

The decoupled architecture has multiple layers of custom-built REST APIs, and includes multiple caching tiers, event dispatchers, and messaging queues to aid performance, in addition to data migration of over one million data points. The system also utilises a single sign-on solution across the services, integrating with multiple other internal products, including CRM systems.

We worked with stakeholders and directly with third-party providers to establish business needs, map out workflows, dependencies and interactions before starting work. We integrated MailChimp and Mandrill for automated mailing, Microsoft Dynamics for CRM and Barclaycard ePDQ to enable users to purchase services and products seamlessly online.

The platform was fully tested before launch using both software and human intervention to simulate user journeys. The new system is far more scalable and performant and has received excellent feedback from users.

Digital Consultancy

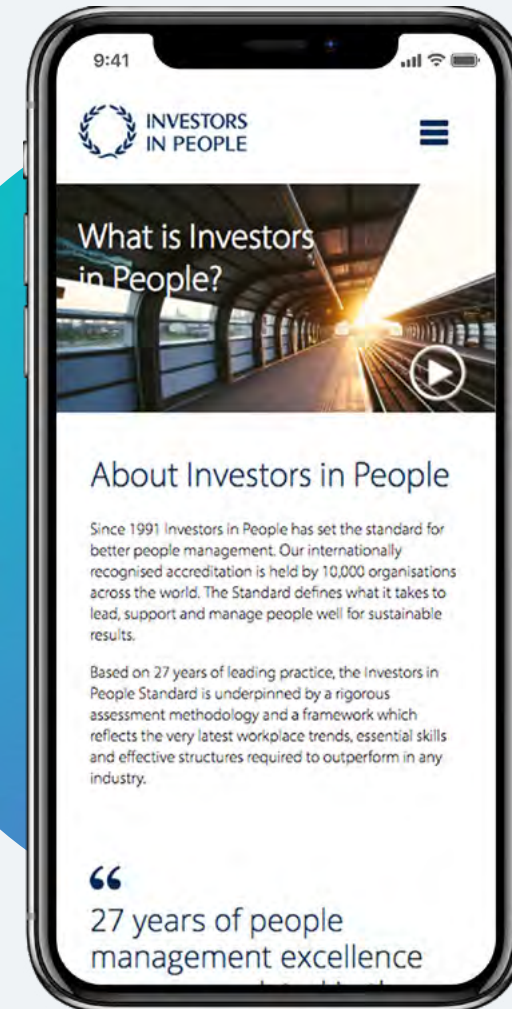
Drupal

Development

APIs

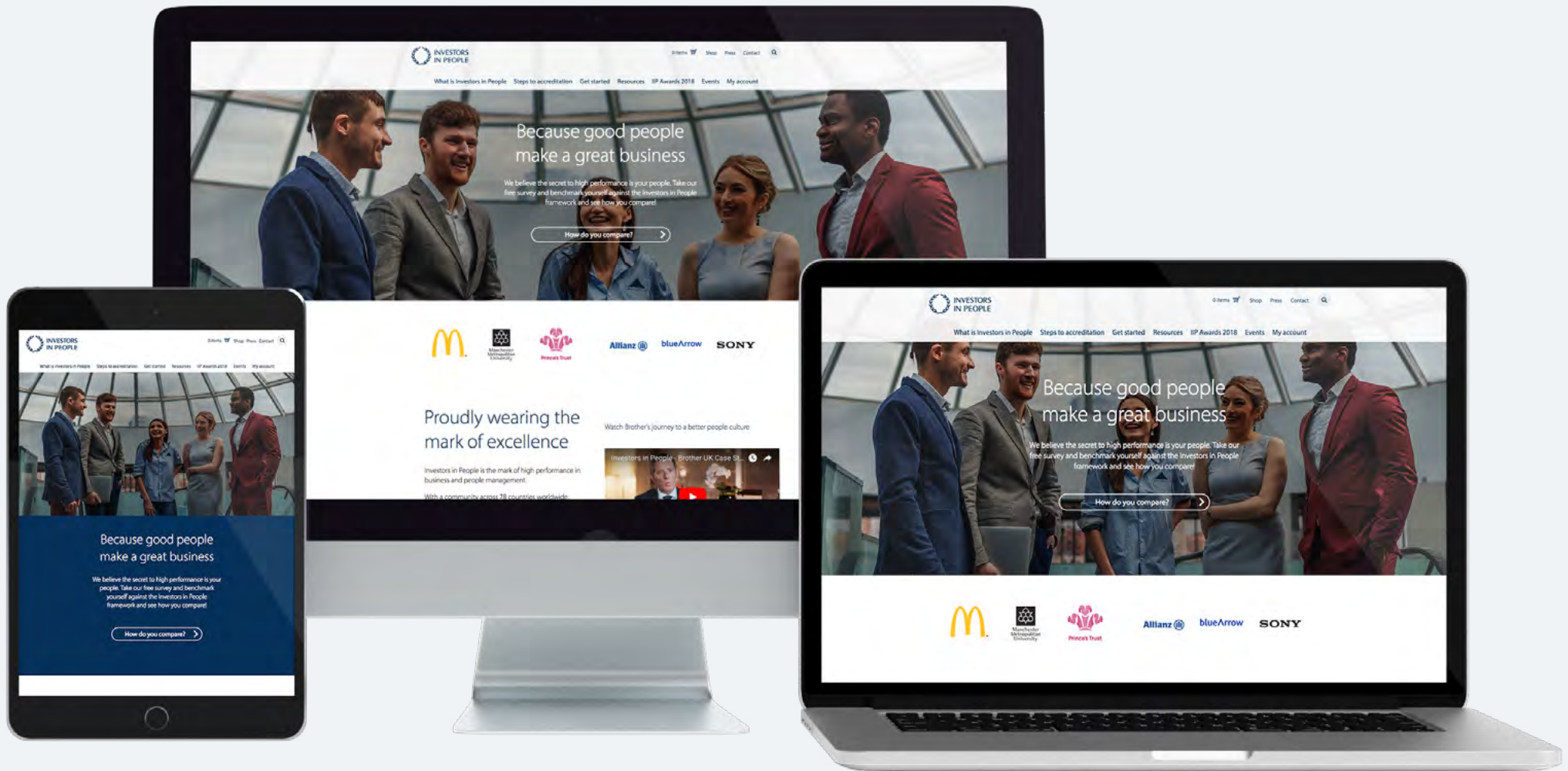
Single Sign-On

Cloud Hosting





Case Studies



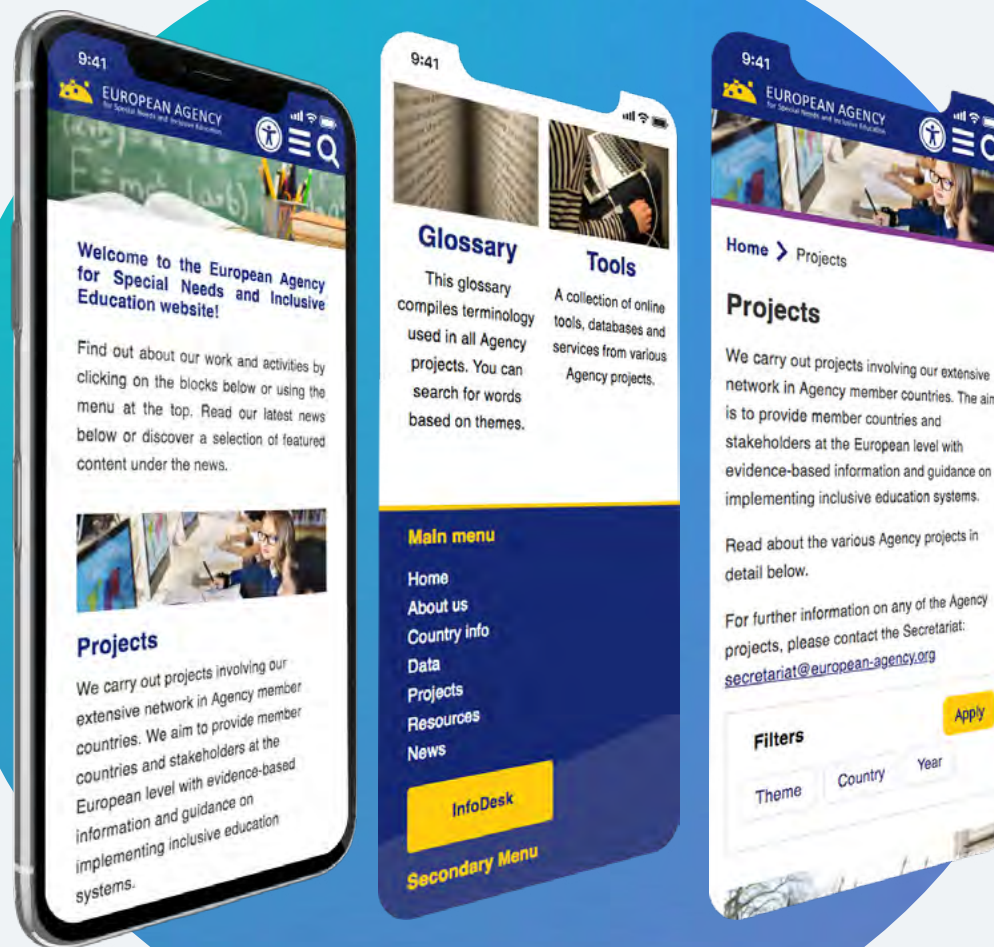
Case Studies



European Agency for Special Needs and Inclusive Education

We designed and built a new Drupal 8 website for the European Agency for Special Needs and Inclusive Education, with accessibility as the core pillar of the project. The website included a specialist accessibility review by users with visual impairments to ensure that content is available to meet their needs and we delivered an accessibility tool (as a new Drupal module) which helps users control aspects such as colour/contrast/font size.

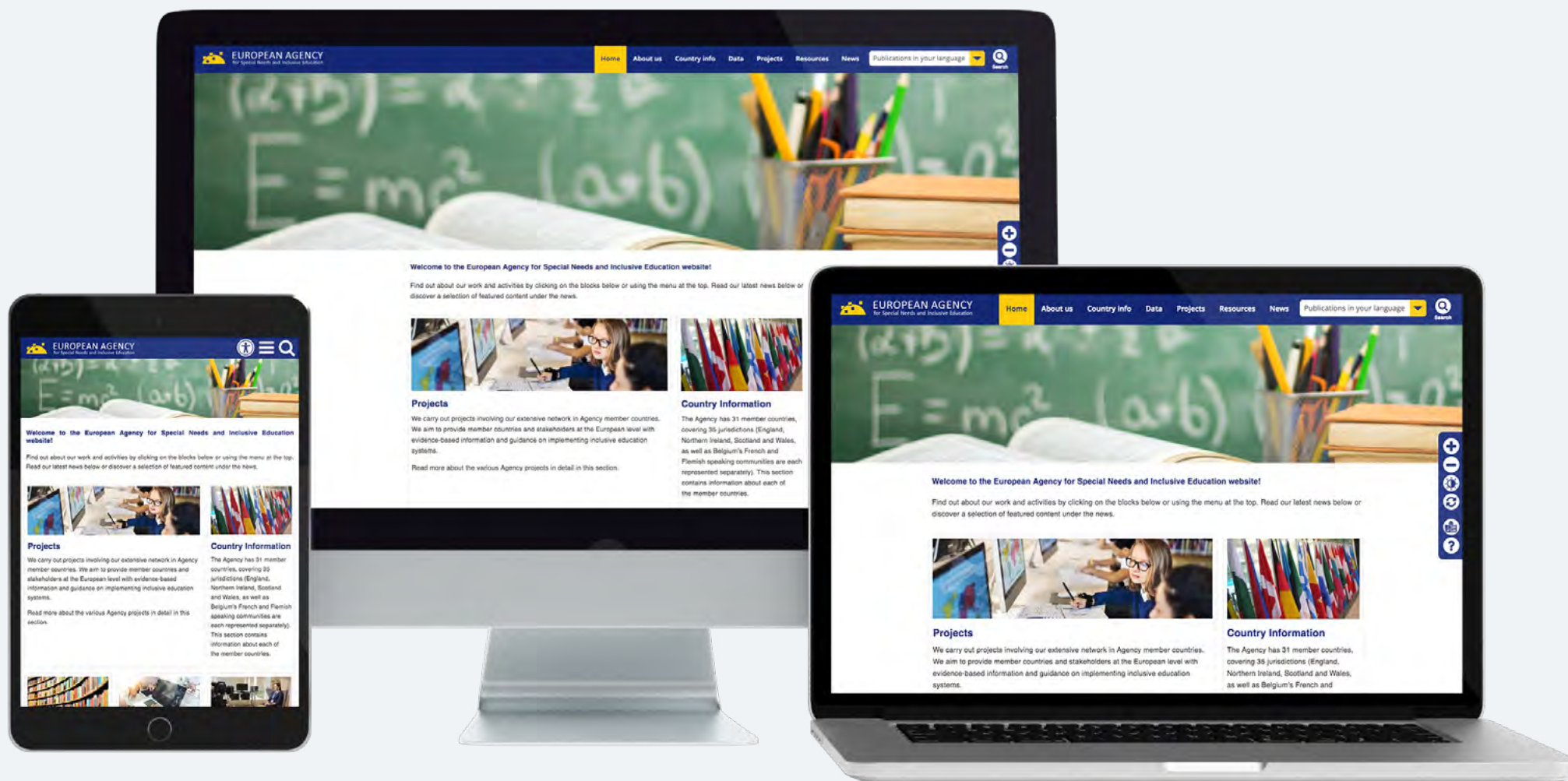
The project involved an extensive research phase, engaging users from across a number of countries and a complex migration of data from a previous system into Drupal 8. This project also included delivering a creative new design which is fully responsive, on-site CMS training for the project team (completed in Denmark), hosting for the new service, and ongoing support and maintenance as part of an ongoing partnership of work.



Research	Creative Design
Drupal 8	Accessibility
Hosting	Support & Maintenance



Case Studies



Case Studies

Grenfell Tower Inquiry

We recently developed the Grenfell Tower Inquiry website using an agile methodology, allowing us to complete the project within a three month period. Following the face-to-face kickoff meeting, we drafted a full project plan and timeline with targets and key milestones, linked to fortnightly sprints and punctuated by daily stand-ups and weekly conference calls.

We used Basecamp (communication and updates), Slack (instant messaging), and Pivotal Tracker (tracking software development/ticketing), enabling the Inquiry team to assess progress and priorities at all points, and redirect efforts to other tasks when required.

This project included a comprehensive design process as well as data migration from an interim Wordpress solution into a new Drupal 8 website, as well as working in partnership with a separate hosting company on the infrastructure and developing Jenkins jobs for continuous integration.

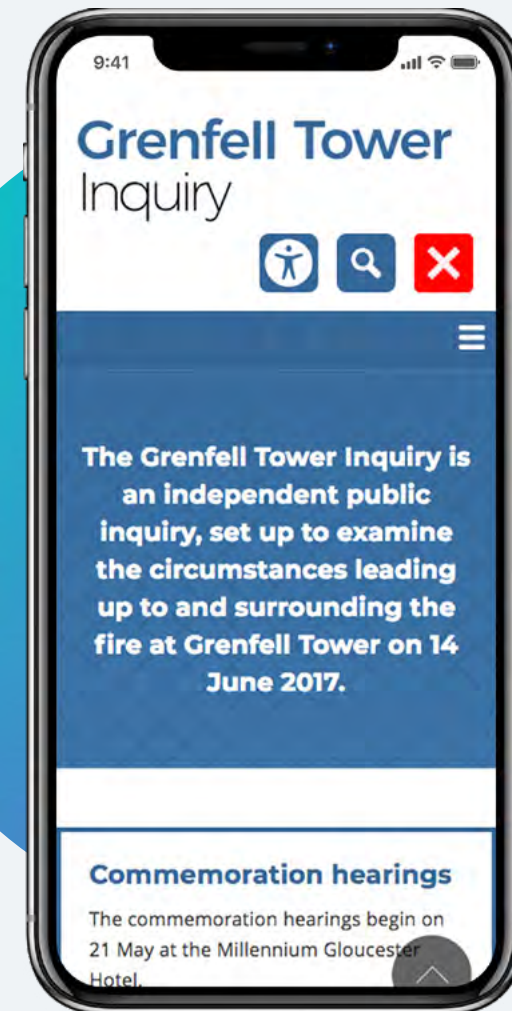
Since launch we have extended the website to support new hearings and evidence sections, and continue to work collaboratively and transparently to ensure Inquiry staff see us as an extension of their in-house team.

Creative Design

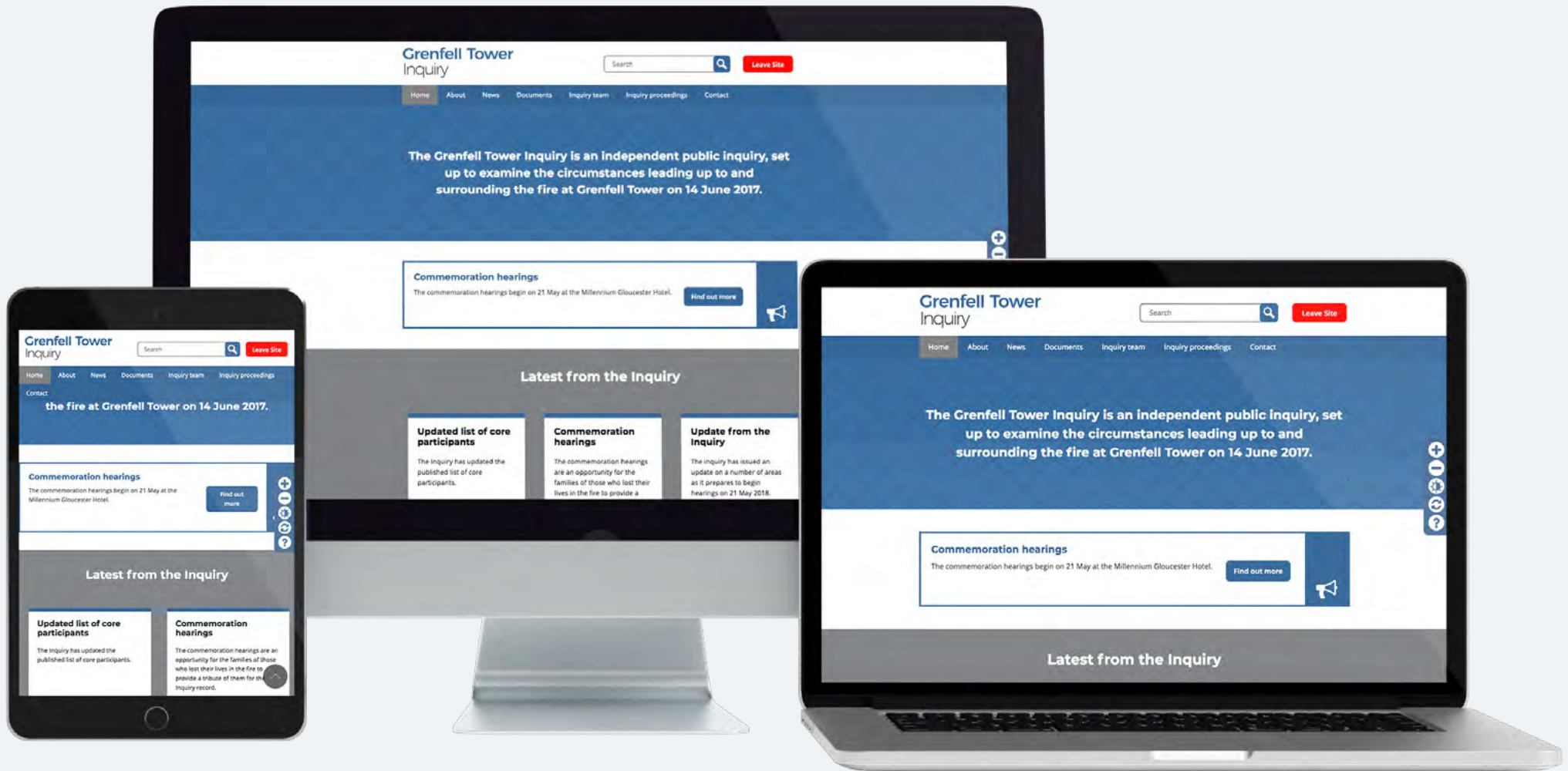
Drupal 8

Migration

Support & Maintenance



Case Studies



Case Studies

Government Property Agency

The Government Property Agency (GPA) was launched as an Executive Agency of the Cabinet Office on 1 April 2018 and as part of this launch Big Blue Door designed, built, and launched the new Intranet which all staff use on an ongoing basis. With a two month timeframe we delivered the Intranet using the GovIntranet WordPress theme; this project included an initial research phase followed by a review of user personas and IA development, and an agile build process split across two fortnightly sprints.

Big Blue Door supported the GPA communications team with content upload into the system and provided full Wordpress training. We also completed the hosting setup using a cloud based solution (Azure) and continue to provide ongoing support and maintenance for the platform as well as security updates for the infrastructure.

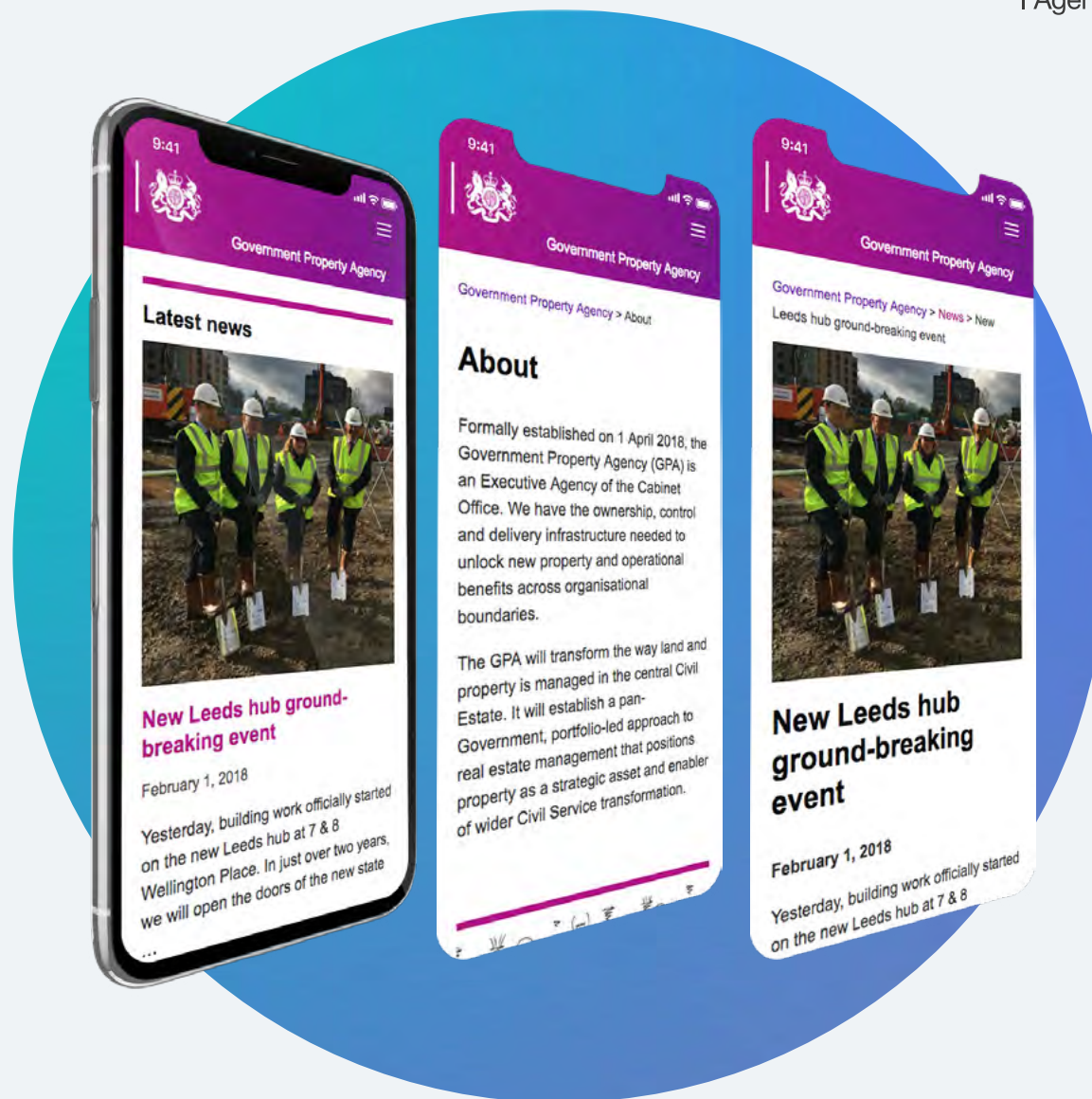
WordPress

Cloud Hosting

Development

Design

Support & Maintenance



Case Studies



Find Out More

More About Us

Big Blue Door is a Drupal Association member and employs a number of qualified ScrumMasters and Product Owners who can help bring your project aspirations to reality.

As a company we are ISO9001 and ISO27001 accredited and we are also certified to the stringent requirements of Cyber Essentials, ensuring that any data we manage follows international information security best practices and that we work against a robust quality management system. We apply the same stringent methods to our Information Security Management System to ensure security of all information and data in our control, fully compliant with GDPR.

In more general terms we as a company believe in corporate social responsibility and are a Living Wage Employer.



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