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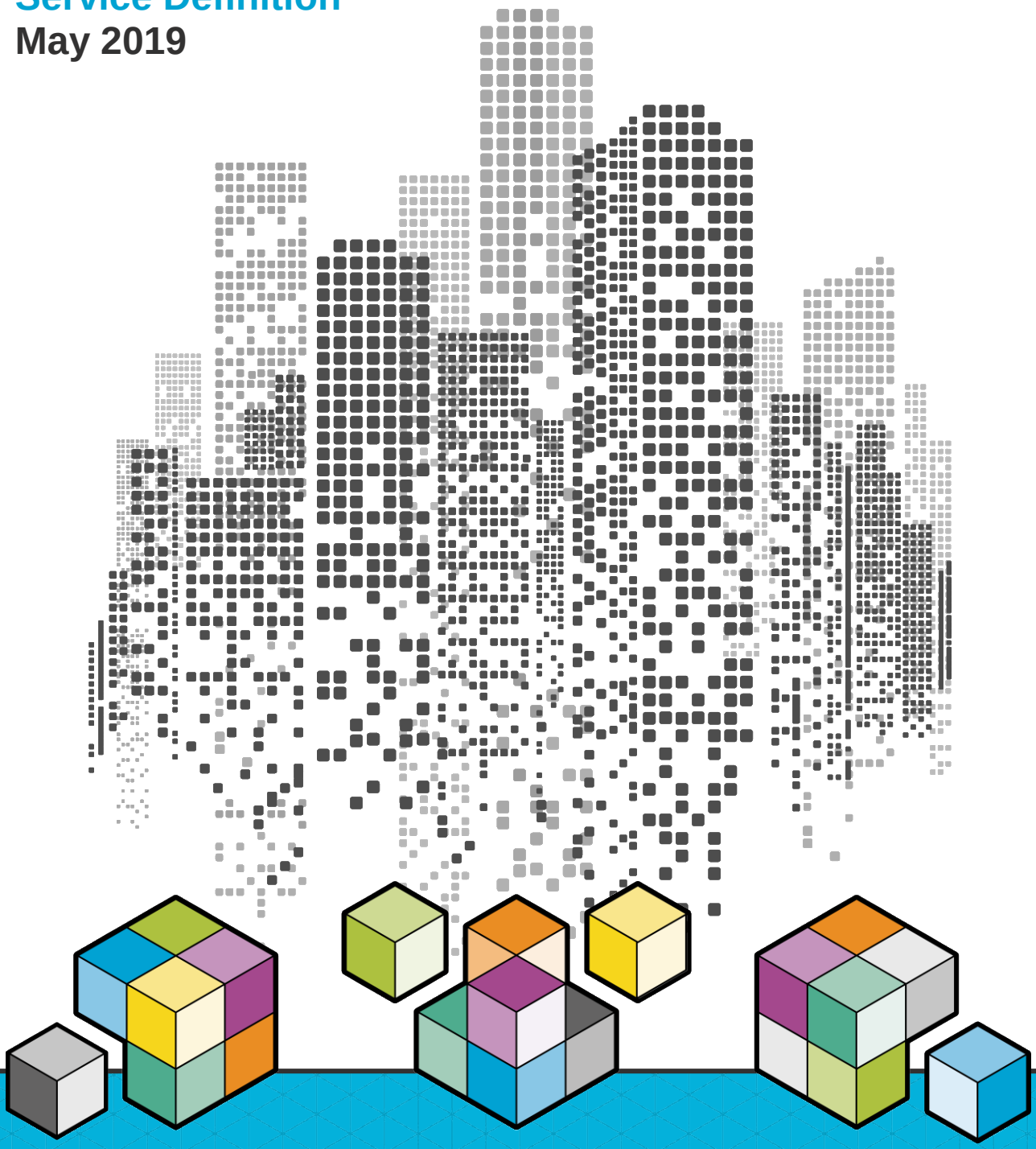
Digital Place for Local Public Services LITE

G-Cloud 11
Service Definition
May 2019



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G-Cloud 11 Service Definition

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Digital Place for Local Public Services Lite

G-Cloud Service Name

Digital Place for Local Public Services Lite.

Service Overview

Leverages global leading (Gartner) open-source Digital Experience Platform. Co-developed with Councils for local digital services. All the necessary tools to shape your services, plus reusable components to accelerate your transformation, provide low-code functionality and reduce cost. This ‘lite’ solution is built to scale within our shared public sector cloud environment.

Service Features

- User research based, local authority information architecture and visual templates
- Liferay Digital Experience Platform, combines developer and low-code features
- Fully featured Web Content Management System with granular controls
- Intelligent form builder solution with multipage and integration points
- Integrated Workflow engine serving CRM, Case Management and Intranet functionality
- Single Sign-On and Authentication options out of the box
- Role-based access control allows for "contextual personalisation"
- Fully responsive, mobile ready for any device
- Re-usable, pre-built common digital components (Cubes)
- Shared cloud environment dedicated to public service organisations

Service Benefits

- Accelerate your digital journey with co-developed, reusable features
- Established set of business processes to deliver local digital services
- Improve accessibility to Local Authority services
- Improve responsiveness from Local Authority services
- Improve the cost effectiveness of delivering services digitally
- End-to-end service and process improvement reduces cost
- Adaptability and flexibility in managing or extending features
- Scalable system to meet high levels of demand
- Multi-tenanted environment to reduce infrastructure costs
- Pre-built, co-developed, low-code functionality puts you in control

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About Placecube

Placecube develops connected digital places, designed by local government for local government, with over 15 years' working alongside public sector organisations specialising in local services, knowledge collaboration and secure information exchange.

Focused on open source technologies, Placecube offers clients a new style of partnership based on the co-creation and re-use of well-designed digital services that demonstrate local place leadership, growing a connected 'Digital Place' ecosystem that enables our clients to operate their own platform.

Our support, tools and services help clients to accelerate the development of a new generation of place-based digital services that make it simple to connect citizens and communities at the front-end and integrate complex systems at the back-end, reducing the administrative burden, unnecessary procedural waste and creating great digital experiences that users prefer.

Placecube has a wealth of experience and has been working with local authorities and other public sector organisations for over fifteen years (since 2003). As a Liferay Platinum Service Partner, the Placecube team is highly regarded in the UK as specialists in creating, migrating and deploying global leading DXP (Digital Experience Platform) technology.

Placecube is also the provider of – Knowledge Hub – the secure knowledge collaboration platform for the public sector that is currently used by more than 150,000 users from 5,000 organisations across 80 countries.

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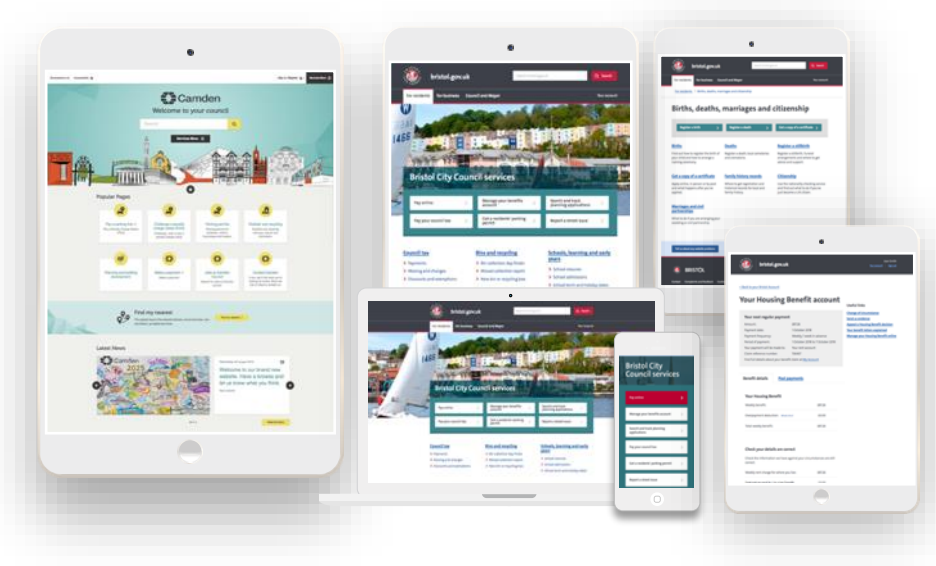
About Digital Place

Digital Place provides clients with a scalable, extensible, true Digital Experience Platform (DXP) that provides out-of-the-box tools to help teams create and maintain their own digital services and design consistent digital experiences quickly and easily.

Starting by re-using work we've already done with authorities like Bristol City Council, we are able to accelerate digital progress, just as we have done at other authorities such as Camden, and, unlike proprietary software providers, our aim is to equip local authorities to operate their own platform, Digital Place.



The Digital Place platform contains powerful tools and a framework designed for integration across places, giving clients:

- A digital platform that offers full end-to-end integration of the customer's digital experience
- Control of digital development in achievable outcome-producing stages
- Capability to solve local business problems and create digital applications quickly
- A way to prototype quickly and test digital solutions by engaging users earlier in design
- A solution that delivers Open Standards and promotes interoperability of systems and data
- Flexibility to buy and mix together best-of-breed, fit-for-purpose tech from a variety of providers
- Integration with legacy systems so they don't have to be replaced
- Independence from proprietary software that keeps you 'locked in'
- Freedom from inflexible suppliers for whom change is difficult, costly and slow

At the core of Digital Place is the global leading open source DXP from Liferay that is designed to make it easy to create, manage and optimise digital experiences across multiple customer touchpoints to deliver personalised experiences at scale. In order to achieve this, the DXP provides an integrated suite of software tools and components that are designed to connect and integrate with your existing systems, such as multi-site content management, roles, design, personalisation, forms, publishing, workflow, document management, collaboration, permissions and analytics. This powerful, integrated toolset provides the ability to construct complete end-to-end services quickly and consistently. A more detailed summary of the key features of Digital Place can be found in the Appendix to this document.

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Integration, Deployment & Management

Concentrate on developing the digital services for your organisation. Leave the infrastructure and software stack to us. You don't have to invest in physical assets; being able to 'rent' virtual infrastructure and software has both cost benefits and practical benefits.

Lite: The Digital Place Lite option provides the same set of features as the standard service but is intended for smaller implementations. The Lite option utilises shared software components in order to keep costs to a minimum. Customisation and integration options are more limited when using the Lite option.

Onboarding & Offboarding Support

Our solution is ready-to-use and can be deployed at pace.

Firstly, we will work with you in person and via virtual meetings to discuss branding, design and the tools you want to use. We will then set up sessions to walk through the service, demonstrating the various administrative and end-user interfaces. You will have opportunities to practice, test and ask questions.

Once deployed, we provide a dedicated web-based support desk, available from 09.00-17.00, normal business days as standard. Alternatively, telephone, on-site or 24/7 extended support can be made available at extra cost. Our support team consists of highly skilled, experienced professionals, who can help troubleshoot any problems.

Additionally, we have a team of expert community managers, who are able to advise on how to build and run successful online communities and develop knowledge management skills. They can offer additional training days at extra cost.

In the event that you no longer wish to use the service, we can provide an encrypted archive of all client-owned data stored within the platform.

Security & Privacy

We are committed to keeping your data safe and secure and adhere to extremely strict security standards. This includes operating from SSAE16 certified datacentres run by Amazon Web Services (AWS) and maintaining ISO27001 certification covering both our corporate and datacentre environments.

Our cloud software service production systems are hosted by AWS in the UK in some of the most highly specified datacentres available. They're built to exacting, rigorous standards and deliver unparalleled security, power, connectivity and environmental control. It's a world-class infrastructure and keeps our servers running uninterrupted 24/7. The datacentres are engineered with fully redundant connectivity, power and HVAC to avoid any single point of failure. Each datacentre is staffed by highly trained technical support staff.

We manage the infrastructure for you, so you can concentrate on managing your platform and your users. We ensure that all software within the environment, including operating systems, databases and application-level software is fully patched. We use enterprise-grade monitoring solutions on all our cloud environments to allow us to pre-empt and react to system events and resource usage.

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The underlying software of our solution, Liferay DXP, is regularly penetration tested and verified by Veracode. The platform as a whole is regularly penetration tested by an independent CHECK service provider.

We have appropriate data processing agreements in place with all clients to meet the requirements of the General Data Protection Regulations.

Service Levels, Performance & Availability

We aim to provide at least a 99.9% uptime service availability level. The service is fully resilient, with no single points of failure throughout the technology stack. The service comes with a 4-hour recovery time objective (RTO) and a 24-hour recovery point objective (RPO). This means that in the event of a major loss of infrastructure, the service would be available again within 4 hours, with a data loss of no more than 24 hours.

Availability excludes agreed scheduled maintenance events, customer-caused or third party-caused outages or disruptions, or outages or disruptions attributable in whole or in part to force majeure events. Any service-impacting planned maintenance work is always performed outside of UK business hours, with adequate notification to our clients.

We take nightly backups of all operating system and user data, with a 35-day backup retention as standard.

Governance

Across our organisation, we have established systems in place in order to enable us to monitor and report against our performance quickly and effectively. We are proud of our track record in which we consistently exceed all of these required standards for our existing clients. However, we are not complacent about this, and are constantly reviewing technology, processes and controls in order to ensure we maintain or improve these standards.

Our clients' requirements are typically aligned with our own well-established service standards, so we know we are able to provide an appropriate level of service having done so for other similar clients for a number of years. Priority classification is also a well-understood prioritisation model, which provides additional assurance that we will deliver reliable support service based on established best practices.

In addition to operating a responsible governance model, and providing outstanding support to our clients, our clients receive additional peace of mind through the eight stated commitments that we openly make about how we will continue to operate.

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These eight commitments are just a part of how we uphold our reputation for doing the right thing.

1. **Our subscription pricing will be transparent and fair** – we will not surprise you with hidden costs or seek to charge you extra to keep features, services or integrations working in the way we have committed to you throughout our contract with you. We will only seek a fair return for providing genuine additional benefit and value to your organisation.

2. **We will not charge you a premium to integrate with our software or any digital services we provide** – we will facilitate this through the use of open APIs. When we develop a new interface it will automatically become part of your existing subscription unless we agree with you in advance that it may put either party at a disadvantage to do so or that, as a pre-requisite, another third party must also be consulted and asked to contribute to the cost.

3. **We will use and support open standards** – we will strive to re-use, develop and contribute to a growing library of open source code and supporting collaborative initiatives to develop open standards. We require third party partners to meet these standards. This includes a commitment to publish open source code so that it is accessible to others who may wish to adopt it, and to support growing open source communities in which we participate. Our intention is always to promote re-use wherever possible and avoid duplication of investment and costs on the part of our clients and partners.

4. **We will uphold the principles of data protection, security and privacy by design** – personal data will remain private, open data will be open to share and any data services we provide will be designed for the benefit and improvement of your services. We will never seek to undermine the trust users place in services we provide through inappropriate collection, manipulation or exploitation of user data.

5. **We believe web accessibility is essential, always** – we will strive to meet leading standards of accessibility in any services we provide or websites that we build, and we will uphold this principle in any quality review we undertake. This includes conformance with Web Content Accessibility Guidelines standards as a minimum.

6. **We will always seek to minimise the impact or disruption of any change** – when you entrust us to provide software and services on your behalf, we will always seek to co-ordinate and communicate any changes, updates or new releases so that your services are not disrupted. Where a fault occurs, we will remedy this fault according to the highest professional standards, by communicating openly with you and rectifying the issue as quickly as possible.

7. **We believe you have a right to know how your service is performing at all times** – we will share performance data summaries with you at no additional cost and will be open to discussing any additional detail you may require where it is reasonable and practical to do so without imposing any further charges. We will only seek to charge for requests that require significant development effort to provide.

8. **We are committed to Place by design** – our investment in place-based initiatives, through our solutions and technology, will always be designed to bring government, businesses and communities closer together to promote healthy, thriving local ecosystems with improved outcomes and sustainability for the Place. We will act responsibly and make a positive contribution to society.

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Appendices: Key Features of Digital Place

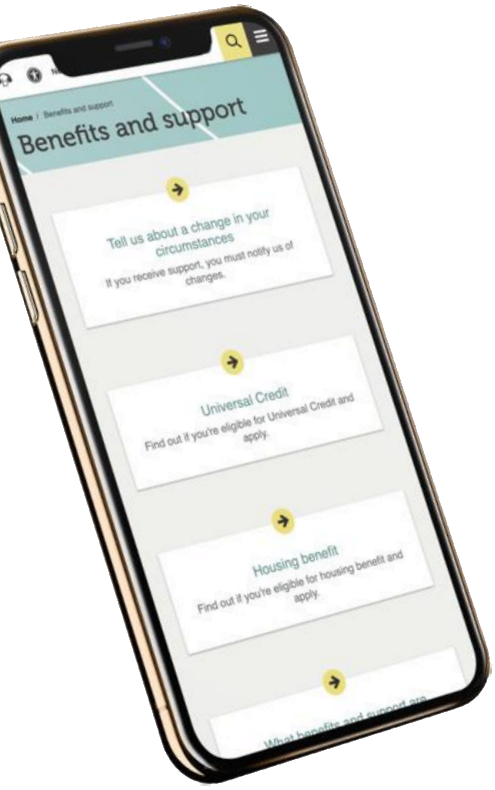
DXP Platform

Digital Place gives clients core DXP platform capabilities, with the ability to connect back-end systems through integration along with a flexible, modular architecture that enables agile growth with user needs. Key functionality includes site administration, identity management, search and simplified user interface controls. Its DXP capabilities simplify the user experience of internal, external and channel websites — notably those that allow users to login for personalised services or views and those that require a workflow approval process to update content and integrate or aggregate multiple existing services (and data). Digital Place provides a presentation layer for integrating all enterprise systems into a single easy-to-use interface for end users.

Features include: • Simplified UI • Quick Configuration • Integration Framework • Multi-tenancy and Virtual Hosting • Product Menu • Search • Data Protection • Cloud Support • Workflow Framework • Auditing and Performance Monitoring • Modularity • Security • Page Customisation • Custom Fields • Site Administration • High Availability and Scalability • Identity Management • Single Page Applications

Experiences

Digital Place is designed to support omni-channel experiences, including digital touchpoints across web, mobile and connected devices. Features around business productivity also help clients create useful experiences for employees and partners, making the platform a solid foundation for almost any project. Create consistent, personalised experiences quickly and easily.



Content Management: Content Management features provide support for creating and managing web experiences for developers and business users, including a modern UI, content authoring, no-code page creation, geolocation and staging tools.

Features include: • Web CMS • Web Content Display • Modern UI • Widget Pages • Content Pages • Page Templates • Page Editor • Page Fragments • Fragment Editor • Display Pages • Inline Editing • Menus • Asset Publisher • Related Assets • Tag Cloud • Dynamic Tagging • Geolocation • Web Content Differences • AlloyEditor (WYSIWYG) • Role-Based Content Delivery • Site Content Sharing • Site Map • Breadcrumbs • Navigation • File Selector • Inline Image Editor • Recycle Bin • Nested Layouts • Multi-Language Support • Localisation • Web Content Folders Workflow • Web Content Prioritisation • Staging • Publish and Export Templates (Staging) • Restart a Finished Process (Staging) • Multiple Step Staging • Search Engine Optimisation (SEO) • Application Display Templates • Search Applications

Mobile: The DXP's mobile experience suite is a collection of software to enable responsive design, native and hybrid app development, push notifications, and mobile integration with different Liferay instances and applications.

Features include: • Mobile Device Rules • Responsive Design • Mobile Device Preview • Adaptive Media • Native App Development with Liferay Screens • Hybrid App Development with Liferay Screens • Liferay Push • Liferay Mobile SDK • Mobile Sync App

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Personalisation: In order to facilitate deeper, personalised digital experiences, the DXP capability provides features for role-based content delivery, audience targeting and segmentation.

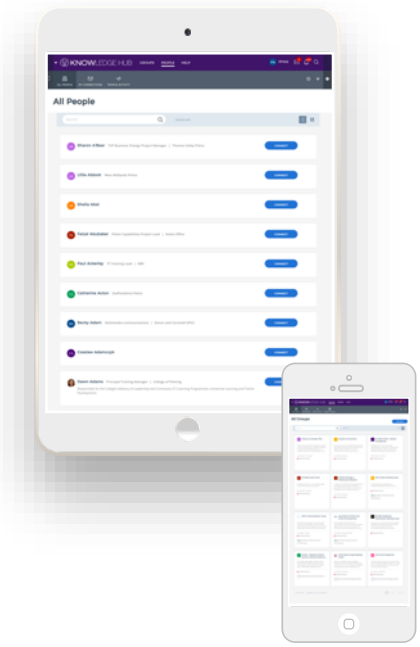
Features include: • Audience Targeting • Segmentation • Optimisation • Campaigns • Role-Based Content Delivery • Page Customisation

Business Productivity: Powerful and flexible forms, workflow and reporting features give users more ways to simplify processes and provide access to information.

Features include: • Forms • Form Rules • Translation/Multi-Language Support for Forms • Fields and Properties • Forms Structure • Validation • Field Library • Data Provider Integration • Entries Management • Reports • Workflow • Dynamic Data Lists • User-Driven Workflow and Approval

Assets

Manage and publish any asset in your system, allowing your clients, customers, communities and employees to easily collaborate and share documents and media.



Documents: Features around document and media management offer administrators more control over how assets are stored, shared and accessed. Additionally, Digital Place can integrate with repositories such as SharePoint, Google Drive and Alfresco.

Features include: • Documents and Media • SharePoint Integration • Alfresco Integration • Document Types and Metadata Sets • Preview Generation • Search • File Types • Versioning • Inline Image Editor

Sync: The DXP uses Liferay Sync, which is a central, easy-to-use document sharing service that automatically synchronises documents across popular desktop and mobile environments, allowing users to share files with a simple drag-and-drop.

Features include: • Liferay Sync • Single Sign-On Support

Collaboration: Collaboration in Digital Place is supported with applications for blogs and social networking, as well as a solid set of tools for forums, message boards and other functionalities.

Features include: • Knowledge Base (Display, Article, Search, Section) • Search and Tagging • Invitations • Page Comments • Page Ratings • Page Flags • Blog • Blog Aggregator • Recent Bloggers • Forums/Message Boards • Wiki (and associated apps) • Calendar • RSS • Alerts and Announcements • Microblogs • Polls

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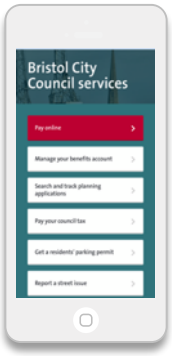
Local Services and Support



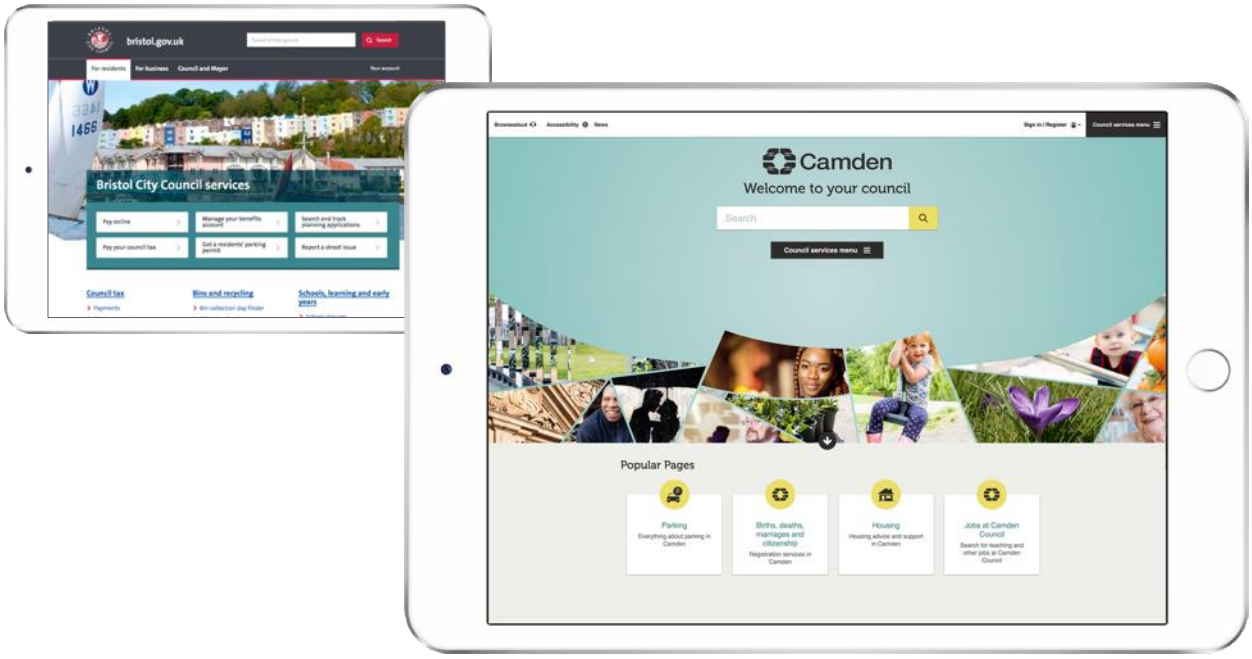
Our support, tools and services help clients to accelerate the development of a new generation of place-based digital services that make it simple to connect citizens and communities at the front-end and integrate complex systems at the back-end, reducing the administrative burden, unnecessary procedural waste and creating great digital experiences that users prefer.

This includes a growing catalogue of digital services and forms in many of the primary Local Services areas required by local authority clients.

Local Services include information, forms and workflows in the following areas: • Bins & Recycling • Births, Deaths, Marriages & Citizenship • Business Rates • Council Tax • Crime & Emergencies • Customer Services • Data Protection & FOI • Elections • Housing • Licences & Permits • Parking • Parks & Open Spaces • Pests, Pollution, Noise & Food • Planning & Building Regulations • Schools, Learning & Early Years • Social Care & Health • Streets & Travel

Creating digital services users will prefer is a highly collaborative process, often pulling in stakeholders from multiple roles, such as developers, designers, site administrators, content managers, digital leaders, executive sponsors and a wide range of place-based local collaborators, including users. To address their needs, it is crucial that digital platforms provide broad, robust applications that contributors in any role can quickly learn to access and use. Additionally, local teams should be empowered to open up and customise their platforms, giving them the freedom to create new services and experiences that make use of the available data and match the needs and expectations of their users.

With the confidence of using a globally respected technology and our highly skilled team of Liferay specialists providing expert local support, often operating in mixed teams, councils and business partners will be able to ramp up new projects or teams in less time with intuitive, business user friendly interfaces that make onboarding and training easy.



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