
G-Cloud 11 Software

Consultancy, Implementation and
Support Services for EPiServer Digital
Experience Cloud™ and Managed
Services

May 2019

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Service Overview

Introduction

CDS is an award-winning agency – voted Episerver Partner of the Year for UK/Ireland.

CDS provides end-to-end services for the implementation of websites and Intranets in EPiServer Digital Experience Cloud™ WCM, Commerce and Managed Services, including:

- Digital strategy consultancy
- User research
- UX design
- Implementation
- Transition planning
- Testing
- Training
- Ongoing support

CDS has a wealth of experience of using EPiServer to drive digital transformation and deliver standout experiences for customers. Our Episerver development team is one of the largest in the UK, and the team has delivered award winning enterprise level projects including:

- Bank of England Prudential Regulatory Authority - www.prarulebook.co.uk
- South West Water www.southwestwater.co.uk
- Metropolitan Police - www.met.police.uk
- Insight Investments - www.insightinvestment.com/uk/
- Northern Ireland Tourism Board - www.discovernorthernireland.com
- Tenet Group - Extranet

We have also won several awards for large-scale Episerver CMS projects including Transition Project of the Year at the [GSA UK Awards](#) for digital transformation of the [Metropolitan Police Service](#) and best public website of the year at the Drum Dadi Awards.



Winner of Best Public Sector website

Industry Standards

CDS delivers all our web products to internationally recognised standards, including WCAG 2.0. CDS is also accredited to the following quality standards:

- ISO 9001 Quality Management
- ISO 27001 Information Security Management
- CyberEssentials Plus
- ISO 22301 Business Continuity Management
- ISO 20000 IT Service Management
- ISO 18001 Occupational Health and Safety
- ISO 10008 Evidential Weight and Legal Admissibility
- General Data Protection Regulation 2016

Features and benefits of our service

Features

- Over 20 years' experience delivering large-scale public solutions
- Multi award-winning team
- Agile delivery
- Core product team allocated to your project
- ISO27000 and CyberEssentials Plus certified
- Security specialists
- Accessibility and assisted digital specialists
- Programme management
- ITIL support and ISO20000 service management

Benefits

- Understand and meet the needs of both customer and business
- Deliver policy goals efficiently and effectively
- Single point of contact responsible for successful delivery
- Reduce costs by digitally transforming services
- Confidence through successful track record
- Tailor support to your needs

On-boarding and off-boarding Services

On-boarding

CDS provides a tailored on-boarding pathway based on your individual requirements, to get a viable and effective service up and running as quickly as possible. On-boarding is a collaborative process, through which we will ensure we fully understand your short, medium and long-term goals, and configure the service accordingly to deliver the best value.

CDS works with digital service teams and communication teams to translate strategic goals into tactical, operational digital services. We offer end-to-end expert services, usually through multi-disciplinary, agile teams including:

- Digital technical strategy and target operational modelling
- User research
- UX design and testing
- Brand design
- Content design & migration
- Solution architecture and design
- Technical delivery
- Security and performance optimisation
- Additional software licences to meet operational requirements
- Additional hosting services to meet operational requirements

Our qualified scrum masters support our customers in delivering maximum value while ensuring budgets stay under control. Testing is an integral part of our service; we identify acceptance criteria for each sprint, underpinned by functional and technical tests. The test strategy can be extended to include user test labs, large-scale data testing and integration testing according to the requirements of the service.

We offer ongoing hosting and support tailored to the complexity and scale of your operation. CDS is certified to ISO20000 for service management of major digital services. See support section below.

Transition Services

CDS can support you in transitioning your business to the new system. We can provide a package of services including:

- Transition planning
- User and technical documentation
- Training
- Content migration

- Content process planning & workflow implementation
- Project Board presentations
- Cut-over planning and management

Off-boarding Services

CDS can provide a range of services to support off-boarding, including:

- Content archiving
- Content exports
- Supply of all IPR materials including designs and content

Ownership of the data contained in the solution belongs and rests with the client/customer. As the service is decommissioned the data will be extracted in its native format and transferred to the client via trusted hand or other agreed transport mechanisms.

The service offering will hold data in a fully relational database and all data held as part of the service will be made available to the customer in the following options.

- Disconnected copy of the database
- Full data extract into csv file format
- A full documented data dictionary to define the data structure

Our reporting structure means that the data is always maintained separately from the reporting and metadata layer. This guarantees that it is always possible to move customer data to and from our service or utilised in tandem with another service.

CDS are ISO27001 certified for information security management and would adhere to these standards at all times including data removal and destruction.

The above services will be charged for based on effort required and our SFIA rate card.

Service management

CDS is one of the few SMEs to operate an accredited ISO20000 Service Management process which is geared towards maintaining the integrity of business-critical, high profile and complex systems, where availability and accuracy are vital.

CDS provides 2nd and 3rd line support as standard through our dedicated service desk and access to support technicians. The Service Desk is based upon ITIL Service Management Methodology and clients can interact with the Service Desk team via email, telephone and an online portal. All CDS Service Managers and Service Desk staff are ITIL certified.

CDS operate every process and policy required by the ISO 20000 standard, including the following key functions:

- Service Desk - Incident and Service Request Management
- Problem Management
- Change Management
- Release and Deployment Management
- Service Level Management and Service Reporting
- Configuration Management
- Service Management Plan
- Service Level Agreement

Support and Maintenance Agreement

Access to the service desk is subject to establishing a Support and Maintenance Contract with us. This would include a minimum level of support provision per month, appropriate to the size and complexity of your project. This provision enables us to maintain the level of resources required in order to provide an efficient and responsive service across all aspects of your delivered system, to the agreed service levels.

The support and maintenance contract entitles you to the equivalent in hours of support time at standard daily rates. Additional time required is chargeable at the agreed contract daily rate.

As support requirements vary, the provision can be reviewed every six months to ensure it fully meets your requirements.

CDS' typical Service Level Agreement includes Service Desk support Monday - Friday, 9am - 5.00pm (flexible). We can extend our support to include out of hours (on-call) up to 24x7 on prior request.

Details of Response Times

Priority levels (P1 to P5), **Response times** and **Resolution times** are shown in the table below.

Priority	Description of incident/problem	Hours of availability	First contact	Target resolution time
1	Business Critical E.g. service unavailable or severely degraded. <i>Please contact us by telephone to confirm the raising of a priority 1 incident.</i>	0900hrs to 1700hrs Monday to Friday, excluding public holidays	15 minutes	2 hours
2	Critical E.g. service partially unavailable or degraded, or a major function inoperable.		1 hour	1 working day
3	High Priority A fault that has clear impact on the live platform and requires a speedy resolution. Can also be used for high priority service requests.		1 hour	3 working days
4	Medium Priority A non-pressing fault or service request that would benefit from a relatively rapid turnaround. This priority can also be used for service requests (e.g. create a short URL).		4 hours	5 working days
5	Low Priority/Problem Management Intended for trivial or cosmetic incidents/service requests, or the management of transactions determined to be underlying problems.		1 day	10 working days
6	Release Management Intended for tickets where it is agreed that the solution(s) will be deployed as part of the next	0900hrs to 1700hrs Monday to Friday, excluding	1 day	Next scheduled or agreed code deployment

	scheduled or agreed code deployment.	public holidays		
7	SLA Exempt This priority will be used to capture out of scope items that may benefit from being logged in the Service Desk ticketing system for visibility or audit purposes. E.g. minor change requests, problem Management.		N/A	N/A

Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.);

Please refer to SLA extract contained in service management

Contact Details

Company Name:	CDS
Correspondence Address:	7 Eastgate Leeds LS2 7LY
Registered Address:	As above
Telephone Number:	0113 399 4000
Fax Number:	0113 399 4200
Website:	www.cds.co.uk
Name of Contact:	James Davis / Jonathan Astin
Telephone Number:	0113 399 4076 / 4023
Email Address:	sales@cds.co.uk

Industry Standards

CDS delivers all our web products to internationally recognised standards. CDS is accredited to the following quality standards:

- BS ISO 9001 Quality Management
- BS ISO 27001 Information Security
- BS ISO14001 Environmental Management
- BS ISO 20000 Service Management
- CyberEssentials Plus
- ISO 22301 Business Continuity Management
- ISO 18001 Occupational Health and Safety
- ISO 10008 Evidential Weight and Legal Admissibility
- General Data Protection Regulation 2016
- PRINCE2 / Agile (BCS)