S8080®

G-CLOUD SERVICE DEFINITION GUIDE

CLOUD SOFTWARE & SUPPORT SERVICES
OPEN SOURCE CMS
UPGRADES, SUPPORT AND MIGRATION
ISO 27001 CERTIFIED

Prepared by
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ISO 9001 27001 14001 45001

CYBER ESSENTIALS

CYBER ESSENTIALS PLUS

A BIT ABOUT US

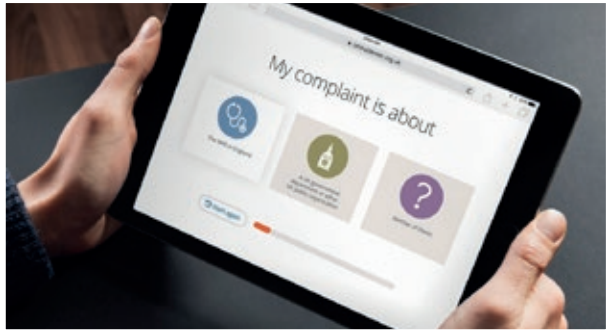
S8080 is a UK based, straight-talking 20 strong independent digital agency established in 2000 by Chris Cowell and Matt Howard. We are service led, not sales led, so we don't have a sales team and we don't use account managers; just very experienced and pragmatic technical project managers.

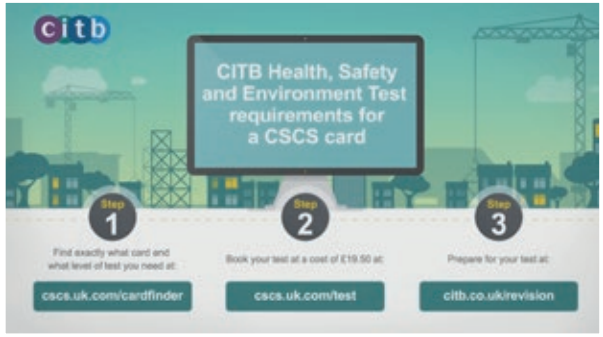
Our core areas of expertise are digital strategy, security and privacy, user research, service and user experience design, creative front-end design, technical development and systems integrations. We are ISO 27001 certified.

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

We have done this for some very important clients including No. 10, Welsh Government, Department of Energy and Climate Change, Office for Students, PHSO, universities and Royal Colleges, police forces and local government, including the LGA.

We are also on the Digital Outcomes and Specialists framework 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
- Welsh Parliament
- 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

OPEN SOURCE CMS SUPPORT AND MIGRATION

ISO27001 open source CMS support and CMS migration. Helping with content management system optimisation, CMS upgrades, maintenance, hosting, CMS security patching, development, training and 24/7/365 support. CMS migrations: S8080 assist with pre-migration transition planning, CMS code and content reviews, security, accessibility, usability and GDPR audits of existing websites or services.

Case studies

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

Features

- Open source consultancy, digital services and websites
- Open standards CMS development, deployment and configuration
- Open source migration and open source CMS upgrades
- Open source security hardening and patching
- Mobile optimised open source CMS templates
- Mobile and web browser site admin and editing
- Content versioning, audit and rollback
- Powerful search options including Apache Solr, Funnelback and Elasticsearch
- Open-source UK cloud hosting options, fully managed, public or private
- Multilingual publishing and Welsh Language Standards compliant

Benefits

- IA, user centred design, user testing and Alpha rapid prototyping
- Open-source solutions have 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 support
- 24/7/365 support with direct open-source developer access
- Accessibility testing to WCAG 2.1 AAA
- Clients include No.10, ministerial departments, emergency services, local authority, education
- UK based agency, development team and hosting provision. No contractors
- Anti DDOS measures and PEN testing options

OPEN SOURCE SOLUTIONS

What does 'open source' mean?

All digital services designed within government must meet the Digital Service Standard. One of the requirements of the standard is that new projects must be published under an open source licence.

Open source systems are built and maintained by a global development community. The CMS source code is available to all to modify and extend the feature set. Whatever features you want on your site, the chances are that there's already an extension for it.

The CMS platforms we build on, Umbraco and Drupal, on are totally 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.

Seasoned open source developers

Our seasoned team of open source 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.

Open source 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 open source website, helping update the CMS, secure it, make sure it's fully compliant and improve its performance.

This is often combined with a rethink of the information architecture and streamlining and modernising the user experience and CMS functionality.

Open source 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, the 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.

Open source platforms

Unless you are already decided on the content publishing platform you need, we generally advise that you remain CMS and technology agnostic until the discovery phase has been completed.

We develop on two leading open source platforms, both of which have been widely adopted by UK and international public-sector and private sector organisations.

Drupal (including Drupal 9)

- Ideal for large CMS digital services or websites with complex integrations into 3rd party systems
- The Drupal framework is infinitely extensible using 'modules' that are developed in a coding language called PHP
- Some of the world's most prestigious sites are powered by Drupal including The Whitehouse, Ikea, Welsh Government, Sony Music, Economist, Harvard, and Twitter

Umbraco

- Uses Microsoft .NET framework, so this could simplify things if you have a Microsoft based internal IT team
- Ease of extensibility - we can customise any of Umbraco's features or add new features for you
- An easy CMS to learn and use yet powerful enough for organisations like Heinz, Speedo, Tesco, Peugeot, Vogue and even everyone's favourite boy band, Take That.

Contact us

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

OPEN SOURCE CMS
USER EXPERIENCE DESIGN

User experience (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

During discovery, depending on the size and scope of your project, we'll run a number of research exercises with you, your stakeholders and your users. In these sessions, we spend time learning about you, your objectives and your users. We'll begin 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, prototypes, engagement mechanisms and processes.

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

User experience design services

S8080 employ qualitative and quantitative research methods including:

- Alignment sessions
- Expert review
- Stakeholder and user engagement, requirements gathering workshops, depth interviews
- Competitor and peer analysis
- Content audit, analysis and migration strategy
- Surveys and analytics research to help inform user journeys
- Persona workshops and persona development
- User journey design
- Card sorting
- Website information architecture
- Iterative prototyping and wireframes
- 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 requirements. Depending on the size of your organisation, these requirements may be identified and provided by your internal IT department or digital team. However, if you'd like help choosing a suitable hosting platform, we'll design a solution for you during the discovery phase.

In our pricing document 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 hosting first' as a deployment model. Government Digital Service (GDS) state systems and information classified as 'official' 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 services and websites.

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.

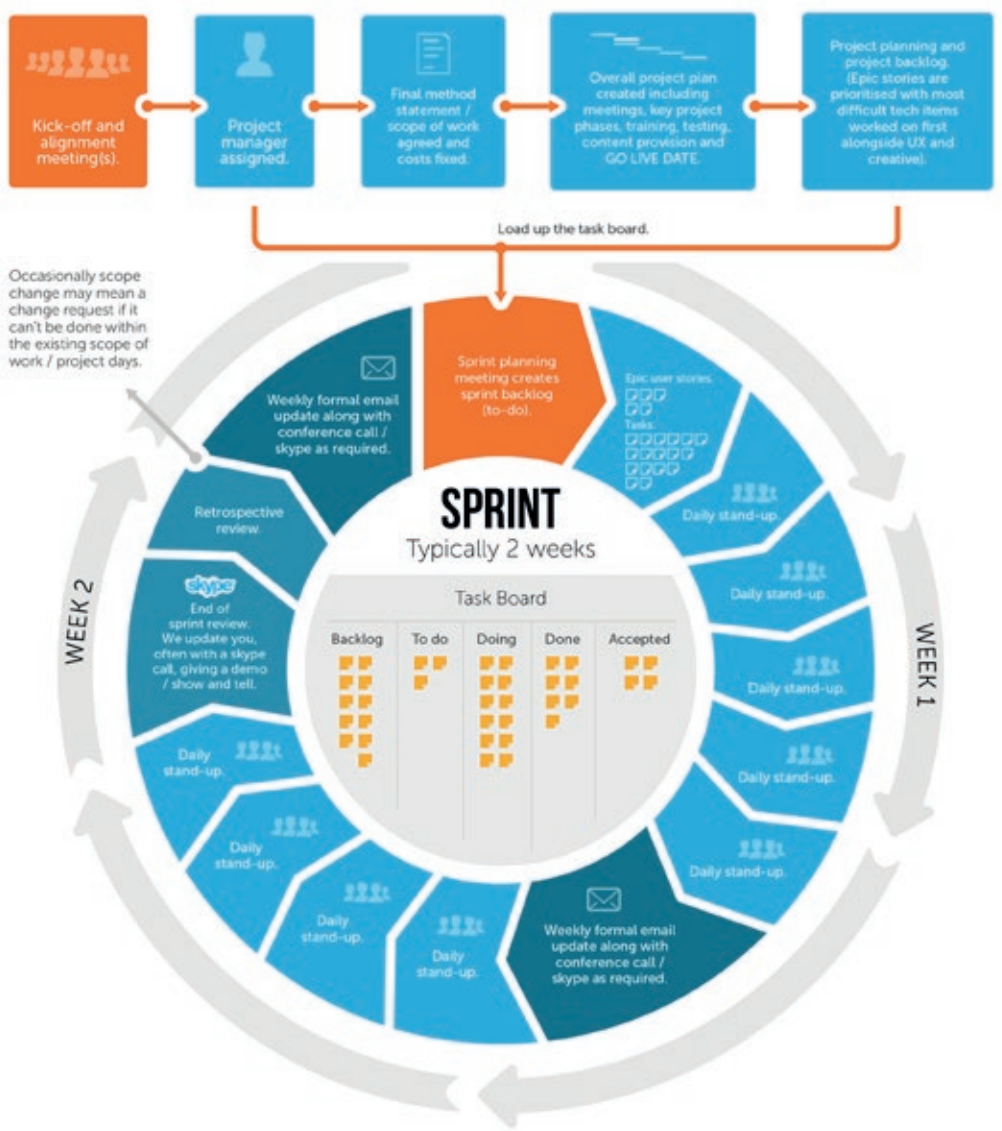
We pay great attention to the initial scoping of the project to ensure that all deliverables are clearly defined so that everyone is clear as to their responsibilities and the expected outcome of the project. The devil is always in the details.

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.

WHAT CAN S8080 OFFER YOU?

Specialist skills:

- Usability (UX) and accessibility consultants
- Digital service, website, intranet and extranet design and build
- Creative - including UI design, digital branding and campaign creative
- Functional specification and technical specification
- 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 cloud hosting
- CMS deployment - content management systems
- Open source platform development – Drupal and Umbraco
- Email newsletter design, build and broadcast (including GovDelivery)
- Creative content development (including copy, animation, video, illustration, infographics and interactive)

Support:

- Training across our specialisms
- Knowledge transfer and building capability in your organisation
- 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

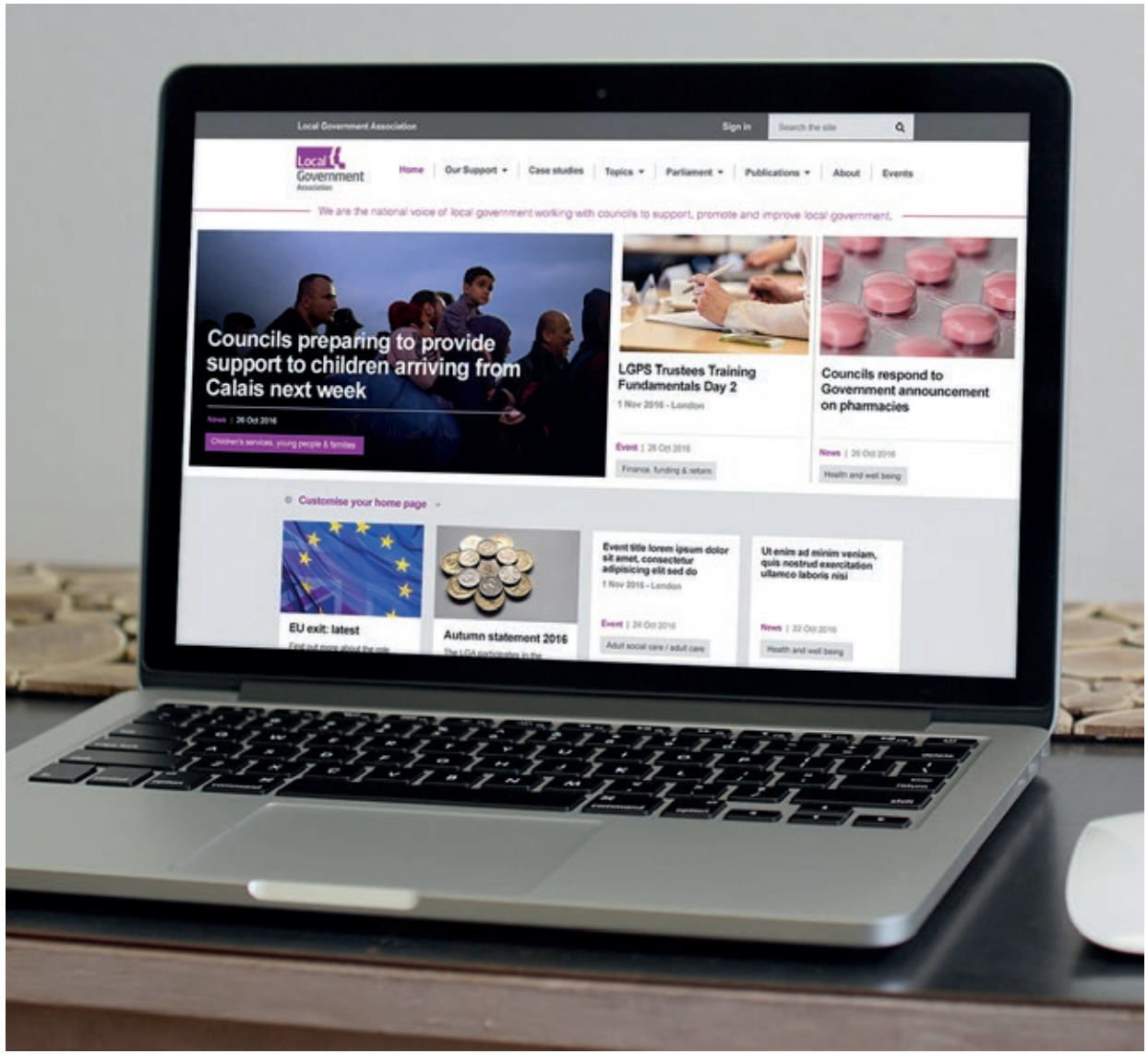
Our UX design experience covers:

- 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
- Learnings from SOCITM 'Better Connected' research
- 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)
- Iterative prototyping and wireframes
- Gorilla usability testing
- Accessibility - Pan disability user testing
- Lab based / online user testing and eye tracking
- Key phrase research for SEO (controlled vocabulary development)

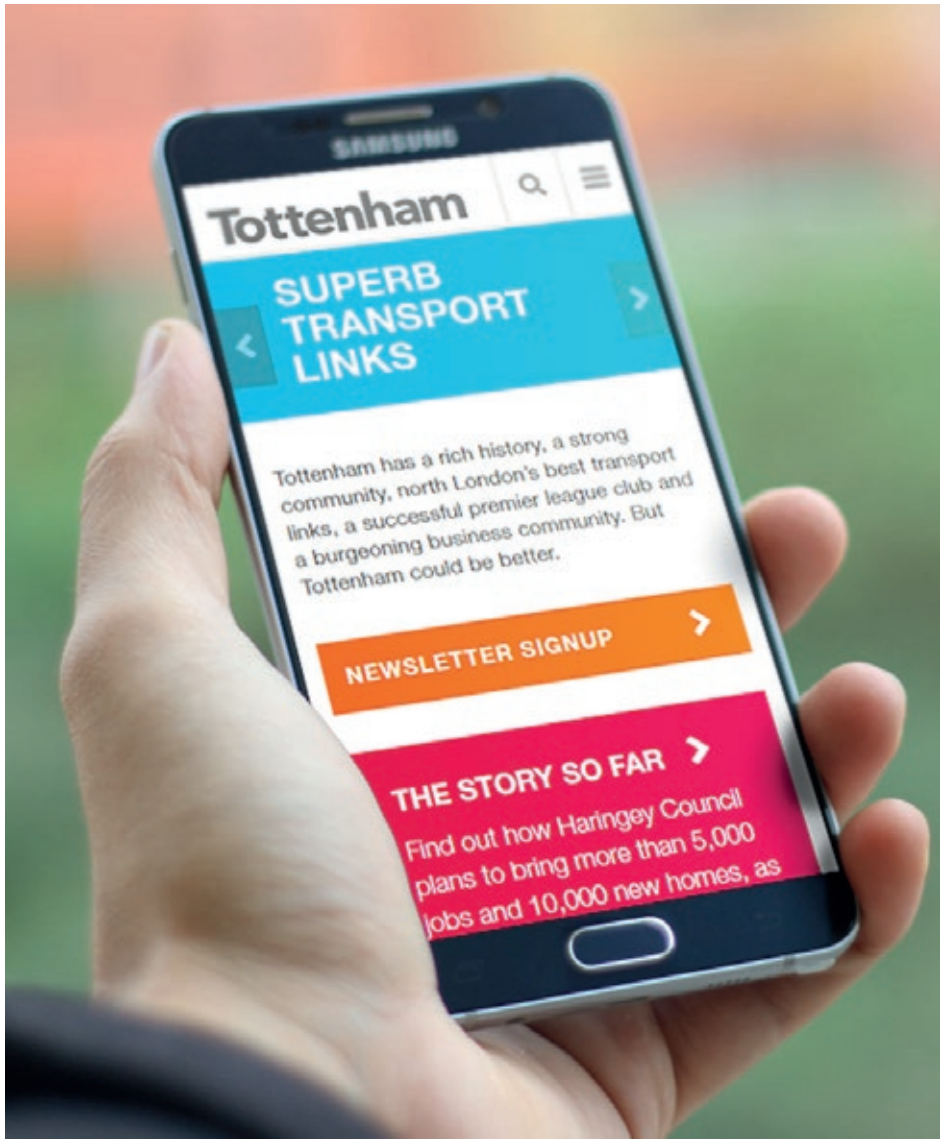
A FEW EXAMPLES OF OUR WORK

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

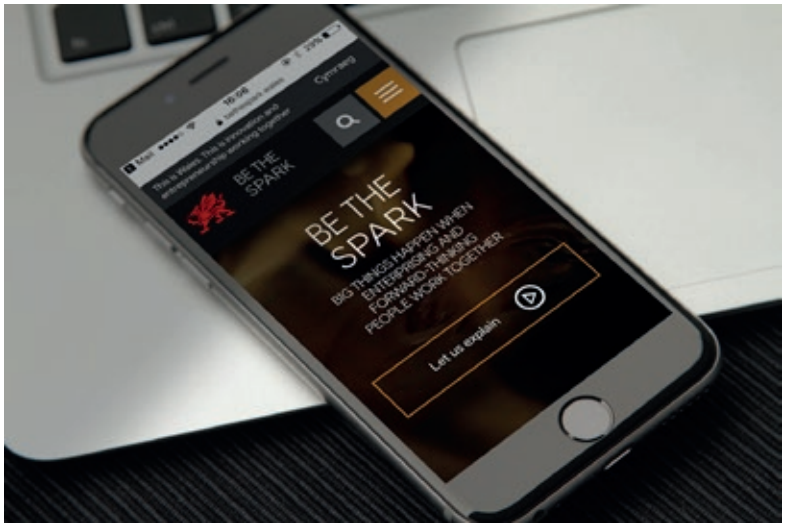


Client Local Government Association

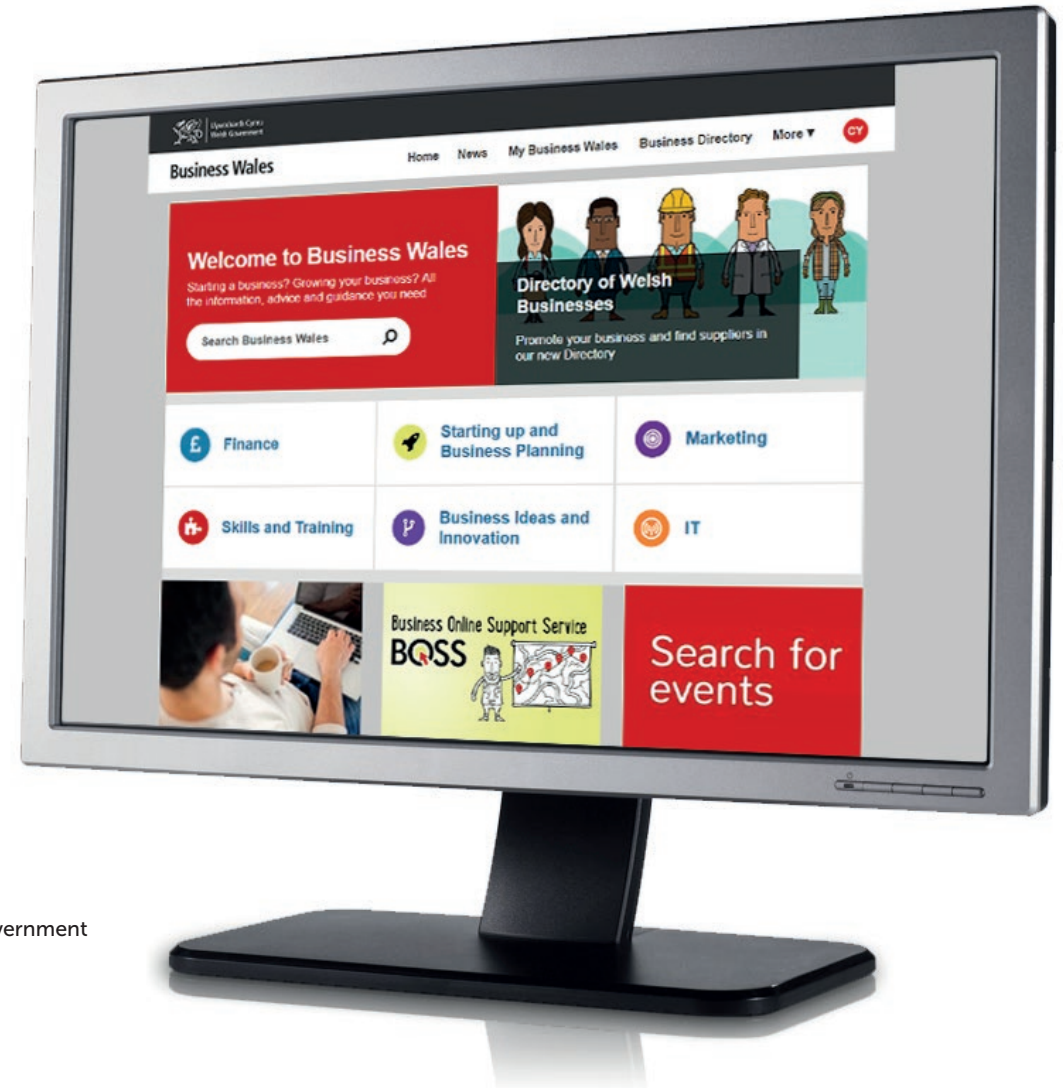


Client Haringey Council

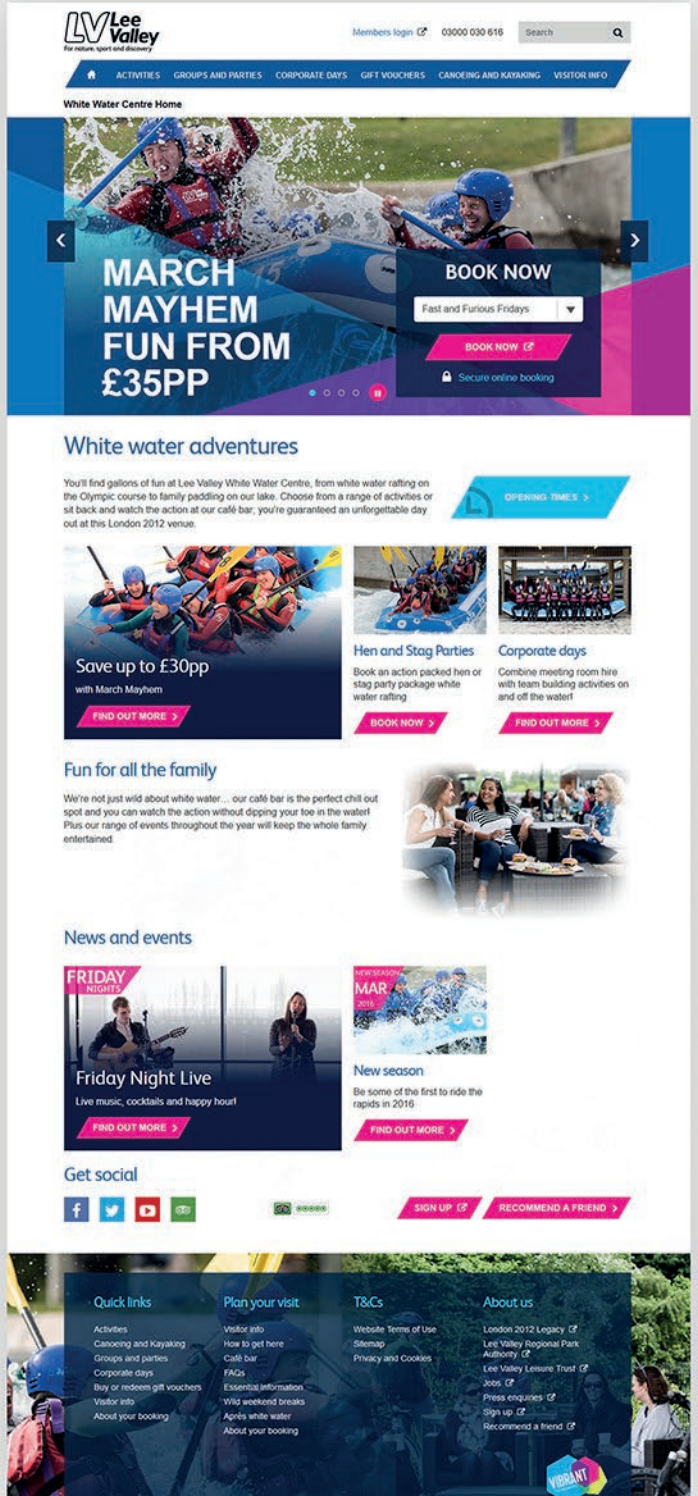
Client Nottingham City Council



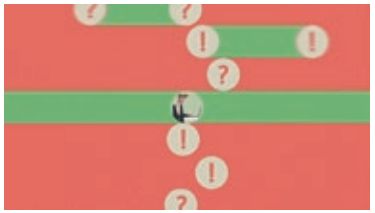
Client Welsh Government

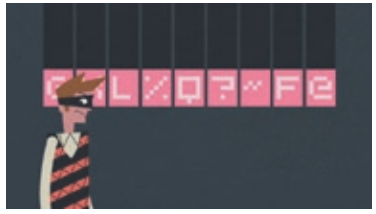


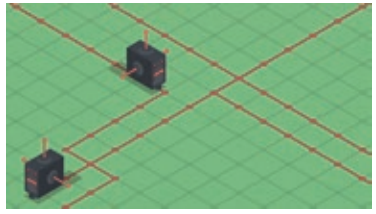
Client Visit Lee Valley

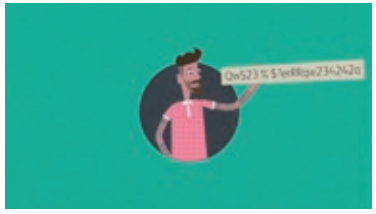


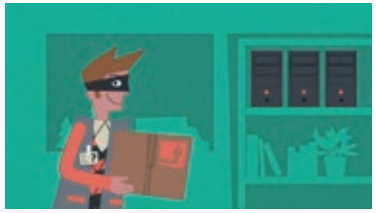
Client Volunteer Police Cadets







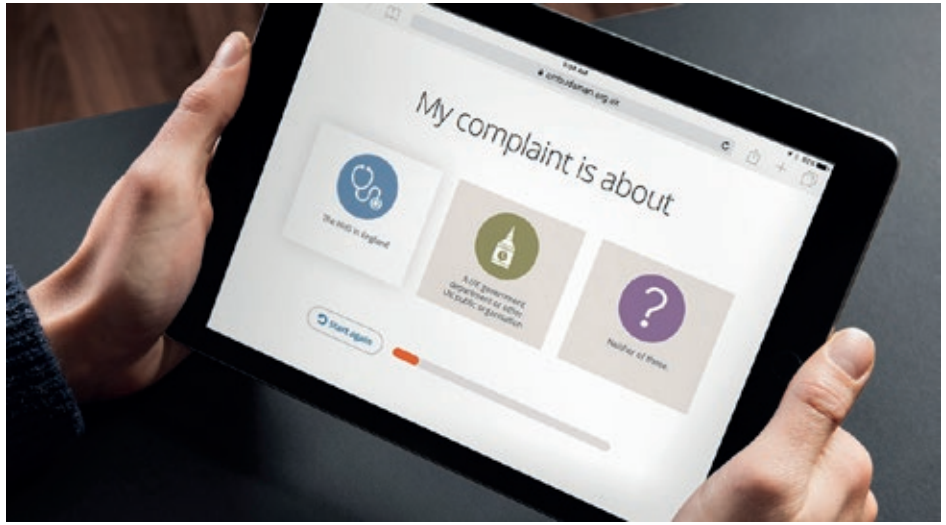




Client Welsh Government - bilingual explainer videos

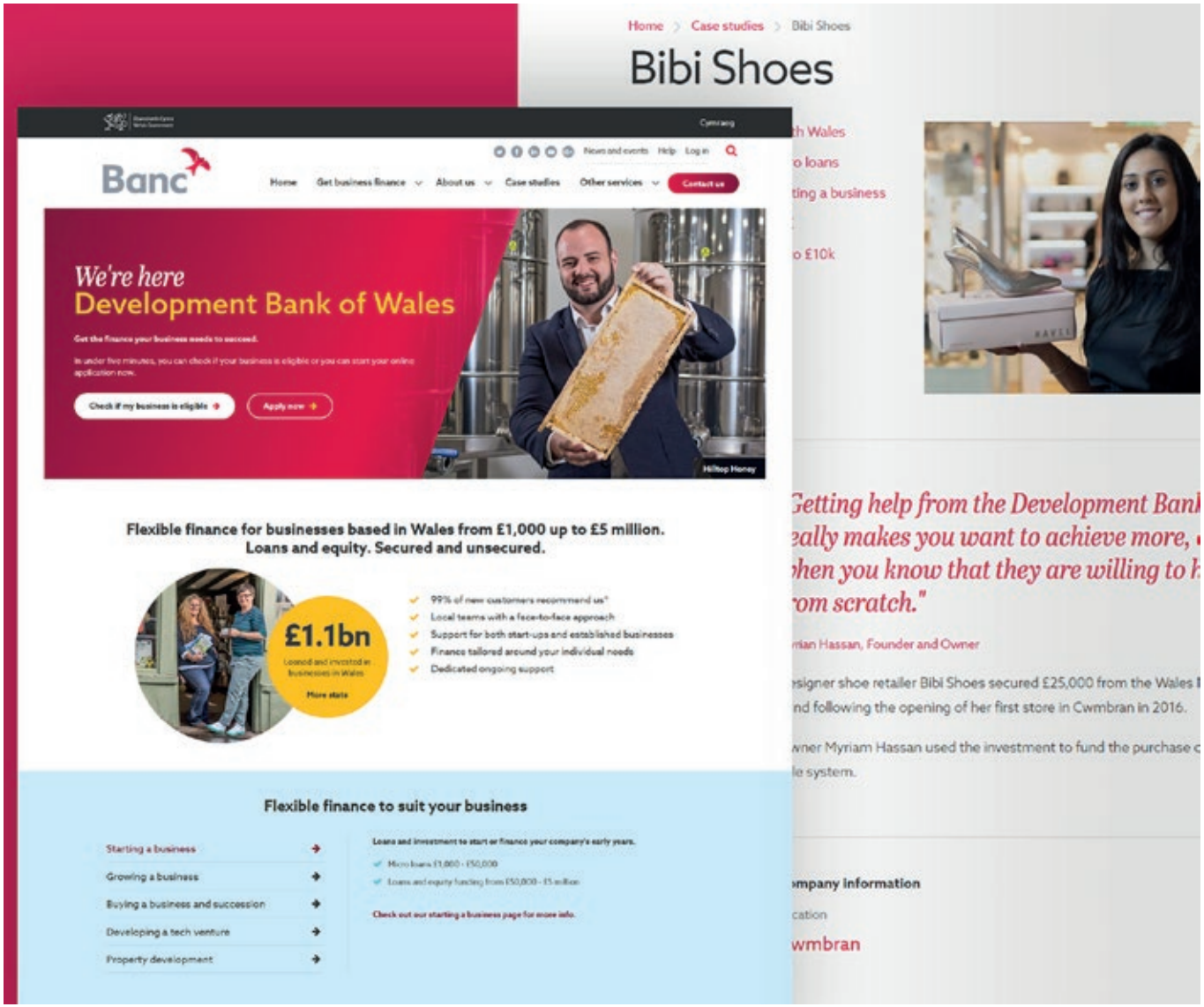
https://www.youtube.com/user/s8080agency

Client Natural Resources Wales

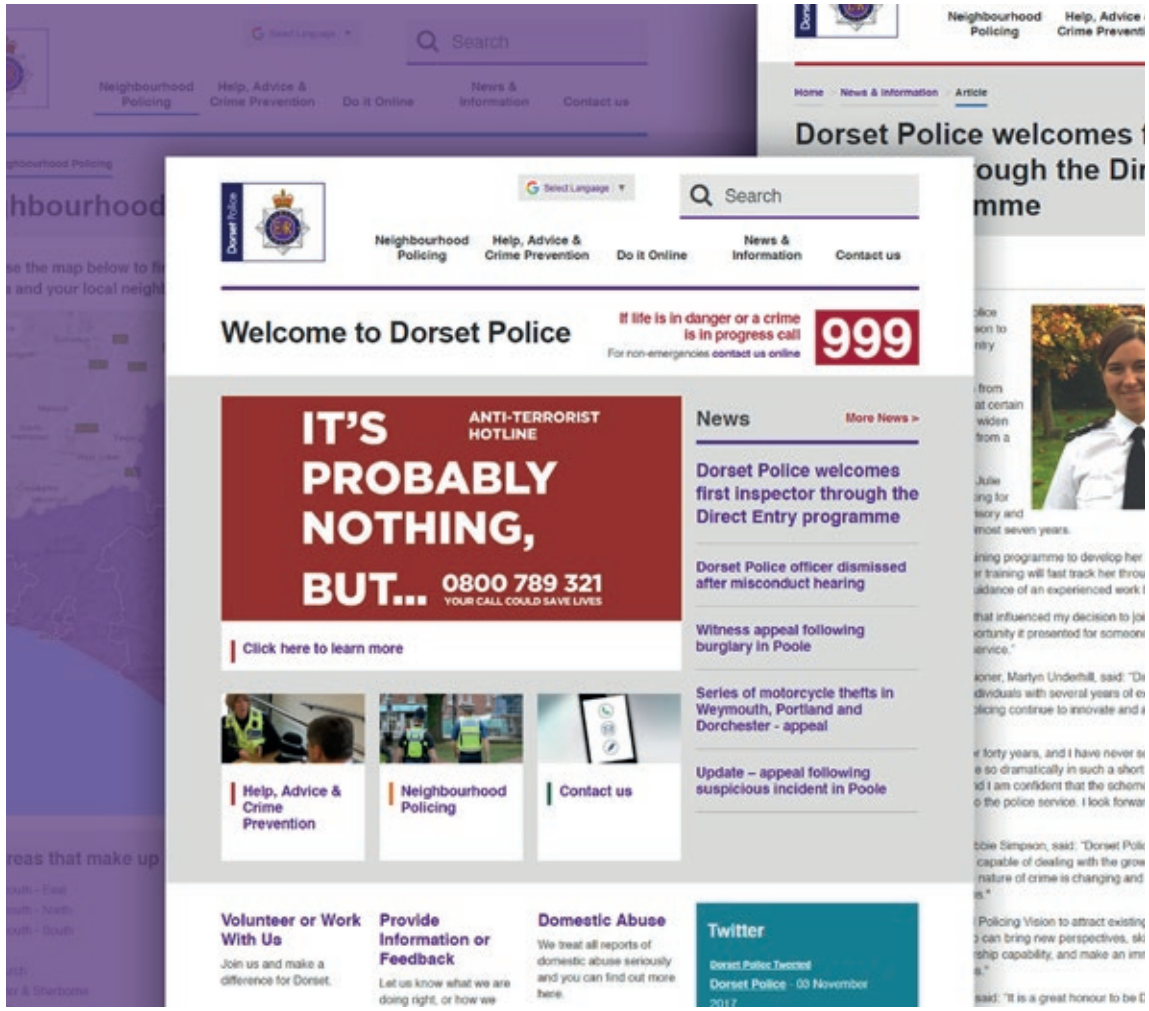


Client PHSO, Parliamentary and Health Service Ombudsman

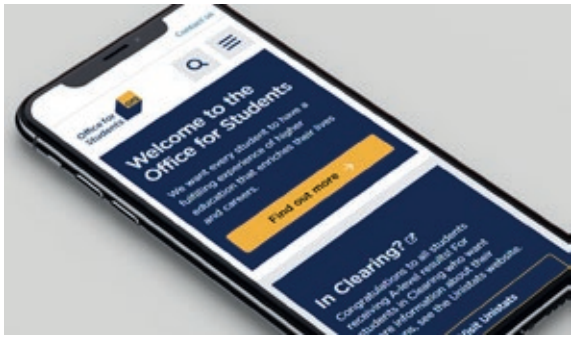
Client CITB, Construction Industry Training Board



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.

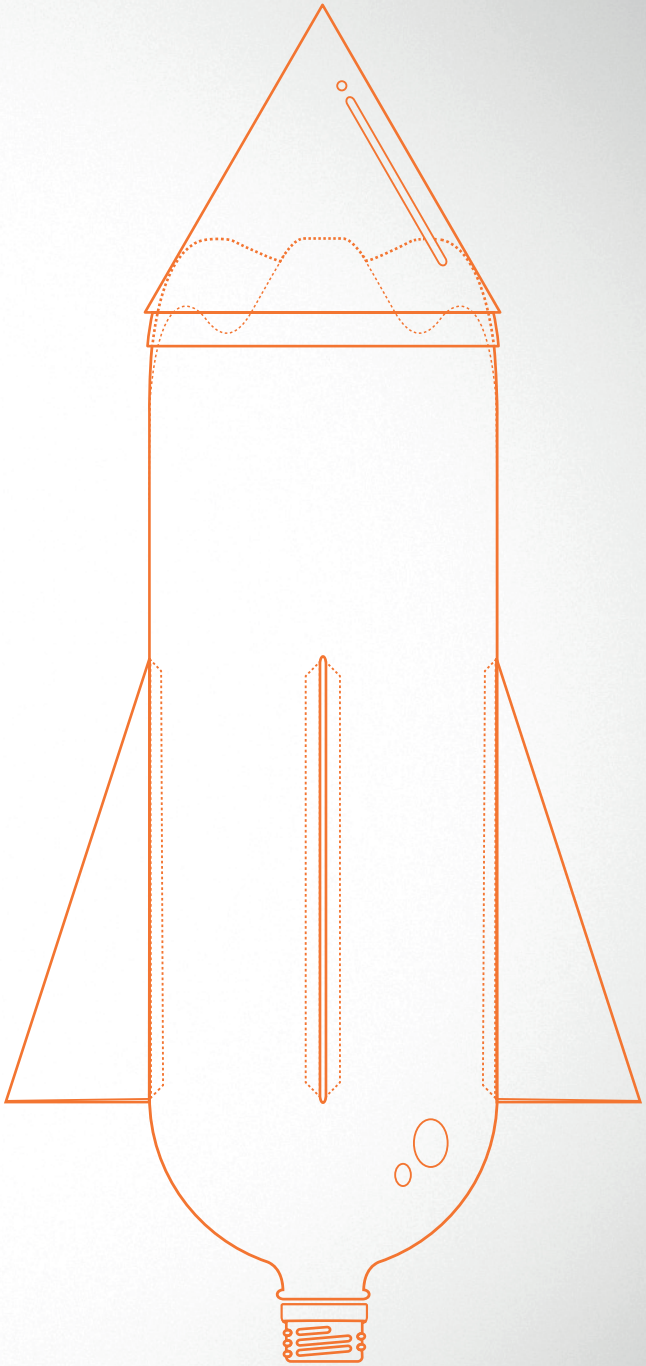
Working with them my whole team and I developed trust and respect for their expertise on both the creative and technical side. We really enjoyed working with them and would love to do so again”.

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