Drupal Hosting & Managed Services

G Cloud 7 (Lot 4) - Specialist Cloud Services

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1. Service Definition Overview

1.1 Hosting & Managed Services

In conjunction with our hosting infrastructure partners #AberdeenCloud and AWS, Zoocha offer a full cloud platform for Drupal ensuring unparalleled reliability and performance for Drupal CMS.

Our Drupal hosting and managed services offering provides:

- **Reliability.** Thanks to #AberdeenCloud revolutionary virtual clustering technology, business critical Drupal applications and enterprise scale websites enjoy the highest levels of reliability. For enterprise level hosting, we make use of the full AWS product range to build you a robust, highly available, scalable infrastructure that can serve a global audience.
- **Performance.** Flexible and scalable performance as and when the site needs it, delivering the constant, fast load times that only virtual parallel processing can offer.
- **Control.** #AberdeenCloud virtual clusters allow for granular control over the allocated system resources -- Enjoy cloud server clusters without the hassle. For our enterprise customers on AWS, we configure the infrastructure on our clients own accounts, so there is absolutely no lock-in with Zoocha, and full transparency of costs.
- **Sites hosted with Acquia.** We are an Acquia partner, and have experience setting up, developing against, and supporting Drupal sites that are hosted on the Acquia cloud platform.

1.2 Zoocha

With our UK based team of Drupal developers, permanently employed at our Hertford head office, Zoocha provide Drupal development services for enterprise clients. With over fifteen full time specialist Drupal developers, Zoocha have the breadth and depth of skills, coupled with the range of experience to provide an industry leading solution for Drupal Development.

Current clients include **FCA**, **VisitBritain**, **Ofsted** and **Tesco PLC**.

Zoocha was founded in 2009 and has grown to become one of the leading Drupal development agencies in the UK.

1.3 Drupal CMS

Drupal is an open source content management system (CMS) maintained and developed by a community of over 1,000,000 users and developers. It's distributed under the terms of the GNU General Public License (or "GPL"), which means it is freely available to download and share. The Drupal community encourage modularity, standards, collaboration, ease-of-use, and security.

Widely used by public, private and third sector organisations, Drupal provides the following features and benefits:

- **Secure**. Drupal has an active, dedicated security team
- **Powerful CMS.** Drupal makes it very easy to organise content of different types, and enables you to present that content back to users in intuitive ways.
- **Scalable and future proof.** New functionality can be easily bolted on at a later date due to Drupal's modular design.
- **Search engine & Social Media.** URL optimisation, smart .htaccess, and a host of contributed modules to boost visibility of your site

Considering your hosting options? Contact Zoocha today!

2. Information Assurance

2.1 Impact Level Assessment & Accreditation

Zoocha Drupal Development services are supplied as Specialist Cloud Services (SCS) and do not include infrastructure, platform or software and is therefore not eligible for accreditation. However, Zoocha conduct risk assessment procedures focusing on:

- confidentiality: the potential impact if the information is seen by those who should not see it,
- integrity: the potential impact if the accuracy or completeness of the information is compromised,
- availability: the potential impact if the information becomes inaccessible.

Based on this risk assessment, Zoocha believe an indicative IL of 1-2 may be used for the purposes of the G-Cloud 6 framework.

2.2 Disaster Recovery, Data Restoration and Service Migration

Zoocha employ a combination of clearly defined process and secure systems to ensure all assets, whether 'code' or 'data' that are

being developed on behalf of clients are comprehensively backed up and have a documented disaster recovery (DR) plan. The regularity of these back ups is agreed with the client based on the business impact risk assessment. These systems provide the facility for data restoration and if needed, migration to an alternative service provider.

3. Service Management

3.1 On boarding/ Off Boarding and Scope

The on boarding process commences with a project kick off meeting. This meeting has a structured agenda with clear outcomes, detailed below.

3.1.1 Project Team /Role Definition

A successful Drupal Development project depends on a coherent team structure with clearly defined roles and accountabilities. At the kick off meeting, the following roles are assigned:

- Project Champion - usually a senior member of the Zoocha team (often a board member) who will assume overall accountability for the project within Zoocha
- Primary Stakeholder - usually a senior member of the client team who is ultimately accountable for the project
- Product Owner - usually the main ‘operational’ contact within the client team who is responsible for defining and prioritising requirements, agreeing acceptance criteria and signing off development output.
- Project Lead - Zoocha project manager

3.1.2 Project Communication Planning

Daily update meetings:

- Team members come prepared with updates to share
- The meeting should happen at the same time every day and duration is 30 minutes
- Zoocha conduct the majority of scrum meetings by ‘Google hangout’ or ‘Skype’
- During the meeting, each team member answers three questions:
    - What have you done since yesterday?
    - What are you planning to do today?
    - Are there any blockers preventing progress?

The meeting are run by the Project Lead and any issues that arise are taken offline to ensure the meeting is completed in the half hour. The project lead will follow up with the relevant team member after the meeting to ensure the issues are resolved.

3.1.2 Project Documentation

The Zoocha Hybrid Methodology uses the following tools for documenting and recording each project:

Area	Tool Name	Notes
Proposal	Google Docs	To build the initial proposal we use Google Docs so that we can collaborate internally, bringing in knowledge from across Zoocha to meet the objectives of the brief.
Requirements Refinement	Google Docs	In projects where the requirements haven't yet been fully defined, we again like to use Google Docs in conjunction with the client to attempt to refine, develop and agree on what is to be delivered. We then use these requirements to make recommendations with regard to project phasing.
Project Management	Pivotal Tracker	Collaborative, lightweight agile project management tool.
Github	Github	We use a code repository know a github which we give all our clients access to should they wish a peek into the world of what goes on at a code level to drive their site.
Bug Tracking	Mantis Bug Tracker	MantisBT is a free popular web-based bug tracking system.
Conference Calls	Skype / PowWowNow	We can facilitate conference calls across multiple stakeholders using Skype or PowWowNow.
Chat	Skype / Google Hangouts	When the project is underway we make the project team available on Skype and Google Hangouts to encourage regular communication and rapid clarification of the requirements.

3.1.3 Project Scope - Workshops & Sprint Planning

Project workshops are an essential part of the onboarding process. They enable the project leaders to set the strategic context of the project as well as facilitate discussion and agreement of the project methodology. Training in the systems listed above can also be provided at this point, if relevant.

The workshop will also consider aspects of the project like risk assessment (which is recorded in a risk register on Google Docs) and any 'unknowns' are discussed and documented. At this point, the first sprint/ phase can be planned.

The agenda for sprint planning meeting is:

- Review development backlog (bugs, chores and features that need to be completed)
- Agree the priorities and estimate the time it will take to do that work, with the entire team
- Agree the velocity - this is the amount of resource available for the duration of the sprint
- Identify and communicate how much of the work is likely to be done during the current sprint

3.1.4 Acceptance Criteria and User Acceptance Testing (UAT)

Acceptance criteria are the requirements that must be met for a story to be assessed as complete. Acceptance criteria are incredibly important in agile methodologies because they spell out what the product owner expects and what a team needs to accomplish.

UAT is the functional testing of the product or feature by the client against the agreed acceptance criteria. The purpose is to check that the stories completed during the sprint meet the acceptance criteria and to capture any bugs or issues. UAT is a continuous process during a sprint so that bugs are identified and fixed well in advance of the demo and release of the product/ feature.

3.1.5 Off boarding/ Review/ Retrospective

Zoocha will host a meeting to review the project process and deliverables. Any items of scope which for any reason have not been delivered are fully interrogated and added back into the backlog/ planned into next sprint. It is also an opportunity to evaluate the process and identify areas for improvement, update the risk register and agree refinements to the process ahead of the next sprint planning meeting.

In the case of the final sprint of a project, Zoocha will host a final ‘project closure’ meeting where the project goals and objectives are reviewed.

3.2 Technical Standards and Service Levels

3.2.1 The Zoocha Way

At Zoocha we take pride in our development and our developers. We use the latest front end technologies (HTML5, CSS3, jQuery, Node.js, Geo-location) and web standards, the latest Linux architecture (Ubuntu 12.04 LTS server, nginx, php-fpm + MySQL Percona), and where possible Open Source projects such as Drupal and Apache Solr to deliver easy, maintainable solutions that in turn will save you money in the future.

One major point of difference between Zoocha and other development agencies is that **we don't outsource any of our IT development work**. Although it is attractive from a commercial point of view to outsource the IT development on our projects, we think that this comes with unacceptable levels of risk. We therefore have a 18 strong development team based out of our office in Hertford. This makes it much easier for us to maintain a high level of code quality and consistency in our projects, apply shared learnings across our organisation, and not lose client specific knowledge through developer churn.

3.2.2 Service Levels and Coding Standards

Zoocha Drupal Development is a Specialist Cloud Service (SCS) and as such, service levels are often hard to define as they are usually in the context of 'code output'. Rather than having our own in-house coding standards, Zoocha instead adhere to the Drupal coding standards (https://drupal.org/coding-standards) that are being continually revised and improved upon as technology moves forward. The Drupal coding standards cover not only what is expected of a Drupal module, but also cover custom PHP, CSS, HTML, JavaScript and SQL programming languages. During a project we also peer review each others code, and at the end of a project (or release cycle) we automatically validate the entire codebase of a project using a tool known as SonarSource (http://www.sonarsource.com/).

3.2.3 Technical Workflow

We have several environments in place to support the development work of every project:

Environment	Notes
Local environment	All our developers choose their own computers so that they can be as productive as possible.
Developer environment	An internal development server where we carry out in-house testing on a project before a client gets to see it. This is an important environment to help us catch and fix any obvious bugs before clients get the opportunity to feedback, and sign-off.
Staging environment	This is a password protected secure environment where clients get to feedback against the project in development. Work only makes it onto the staging environment once it has satisfied our internal tests, and work only leaves the staging environment once a client has signed it off.
Production environment	The public facing environment tuned for performance, reliability and security.

3.2.4 Browser Compatibility

The following table represents a list of browsers that we will support by default on any web project. We have the capability in-house to support a wider array of browsers (such as IE 6 and 7), but we need to be made aware of this requirement at the start of the project as it will have a bearing on how we approach parts of the project.

Browser	Supported Version	Operating System
Firefox	Latest version	Windows / Linux / Mac
Chrome / Chromium	Latest version	Windows / Linux / Mac

Safari	Latest version	Mac
Opera	Latest version	Windows / Linux / Mac
Internet Explorer	8, 9 10 & 11	Windows

3.2.5 Code Handover

We use a code repository known as github (https://github.com/) to store our development work. The code base for a project will be held in a private repository that we will be able to provide you with read-only access to from the moment the development work commences. Github will also give you a full revision history of all files should you require that too.

3.2.6 Service Hours & Support

Zoocha operate in normal business hours (09.00 to 17.30, Monday to Friday, excluding public holidays), however if the provision of development resources are required outside of these times, they may be negotiated at Zoocha's discretion.

3.2.7 Training

Within our Drupal Development services, agile training (including basic training in our project management systems) is provided during the workshop session. Drupal CMS training is provided as a separate service, the details of which can be found in the Service Definition document for Drupal CMS training.