



G-CLOUD SERVICE DEFINITION GUIDE

CLOUD SOFTWARE & SUPPORT SERVICES
DIGITAL TRANSFORMATION
SUPPORT

Prepared by

S8080's Directors, Chris Cowell and Matt Howard, directors@s8080.com



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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 digital services and website, onto secure UK based hosting environments.

We have done this for some very important clients including Welsh Parliament, Welsh Government, No. 10, 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

WWW.S8080.COM DIRECTORS@S8080.COM



- 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
- National Highways
- Devon and Cornwall Police
- CITB - Construction Skills
- Duke of Edinburgh's Award
- University of West London
- Traffic Wales
- Ombudsman Association
- Parliamentary and Health Services Ombudsman
- Adobe
- Development Bank of Wales
- Alzheimer's Research UK
- Local Government Association
- Cadw
- Wales Audit Office
- Grammy Awards
- Careers Wales
- Ryder Cup
- Historic England
- 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

DIGITAL TRANSFORMATION SUPPORT ISO 27001 CERTIFIED

Helping transform organisations by enabling the use of cloud technologies. ISO27001 cloud transformation planning and ICT strategy covering security, usability, tasks, accessibility, technology choices and development roadmap. S8080 supports organisations by embedding an agile digital culture and solutions to help them cut costs and become more effective and customer centric.

Features

- Expert review for quick wins
- Stakeholder research and interview experience up to Minister level
- User research workshops and depth interviews
- Complex cloud transformation expert resources and techniques
- System and interoperability audits
- Open standards development roadmap
- User journey design - compliant data collection and processes
- Multilingual user testing , and accessibility testing to WCAG2.1 AAA
- Knowledge transfer and building capability in your organisation
- Service design, prototyping and Agile development

Case studies

To see our latest public-sector case studies and examples of our work:

<https://www.s8080.com/our-work/>

Benefits

- Collaborative approach to working - working alongside your team
- Information security assured – ISO 27001 and Cyber Essentials Plus+
- Develop internal ICT capabilities giving lower costs and improved resilience
- Clients include No.10, ministerial departments, emergency services, local authority, education
- Allowing organisations to take control of their own ICT
- Design and build services that meet the Digital Service Standard
- Ensures service is optimised for user's security and privacy
- Exploitation Security - Anti DDOS measures and PEN testing options
- Platform recommendations to work with your existing technologies
- Pan-disability user testing available

EXAMPLE LOCAL GOVERNMENT PORTAL

Open-source, cloud-based digital platforms for Local Government / Local Authorities.

S8080's icon-driven self-service digital CMS platforms securely handle devolved publishing, multilingualism and forms, transactions, CRM and case management integrations with single sign-on.

Depending on your preference and your back-end systems, you have a choice of easy to use, yet powerful content management systems. Mobile and accessible, designed around your council's user's needs.



Digital transformation - Local Government web portals and digital platforms

Using an open-source cloud CMS as a digital platform or portal for your existing transactional services means that you no longer need to worry about being tied to a single vendor and you can integrate with services from many different suppliers whilst retaining your own, independent hub. If you decide to change a service provider, simply connect the new service to your hub.

S8080's mobile friendly, multilingual icon-driven platforms securely handle your forms, CRM and case management integrations with single sign-on for your citizens.

With fully customisable devolved publishing workflow, your organisation can easily create departmental sections and sub sites or microsites for campaigns, venues, events, while keeping the quality control and publishing approval central, via your web team.

- Self-service and information portals - installation, deployment and configuration
- Works with your existing transaction systems
- User centred customer journeys and top tasks with icon driven interfaces

- On-boarding advice, migration and transition planning
- No vendor tie-in and no licence fees - helping achieve target savings
- Learnings from SOCITM 'Better Connected' research
- Built for a mobile experience
- Meets government accessibility requirements
- Improved content findability and search
- Devolved publishing with central editorial control
- Multilingual and Welsh/English bilingual
- Forms, transactions, CRM and case management integrations, with single sign-on
- The same platform can also be used for your intranet
- Channel shift / digital transformation, reducing phone and in-person contact
- 24/7/365 support with direct developer access
- Modular, extensible systems - many secure extensions and plugins
- Robust, proven and secure – with weekly

security patching support

- UK based agency, development team and hosting provision. No freelancers
- User testing and pan-disability user testing
- Anti DDOS measures and PEN testing

What does 'open source' mean?

Open source software is free to use. It can be downloaded, used and modified by anyone, using the hundreds of free extensions and connectors, or with custom development.

The code undergoes independent peer scrutiny, so it's extremely secure and very high-quality.

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.

Savings – year on year

Drupal and Umbraco, the software we use to build local government web portals, is totally free, so you don't pay a penny for software licences or renewals, and due to the extensive developer network, you are never tied to a single vendor.

Flexible and secure

No vendor lock-in - you can integrate with online transaction services from different providers using your own independent portal. If you decide to change a provider, simply link their new service to your portal.

Customisable publishing workflow - with fully customisable devolved publishing workflow, your organisation can easily create departmental sections and sub sites or microsites for campaigns, venues, events, while keeping the quality control and publishing approval central, via your web team.

Migration – automated user, data and content migration from many existing websites and systems.

Security and privacy – Being ISO27001, Cyber Essentials and Cyber Essential Plus certified, we are experts in secure cloud hosting, helping clients like

10 Downing Street, Welsh Government, DECC and the Local Government Association harden their systems. And of course, GDPR compliance is built in from the ground up.

Learnings from SOCITM 'Better Connected'

research - The user experience is designed around quick and easy customer journeys, specifically developed for local government users, with formal and guerrilla using testing touchpoints as required. And of course, everything is fully compliant and accessible up to WCAG 2.1 AAA. We can help arrange pan-disability user testing.

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.

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

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 increase 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 local government 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 websites on 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:

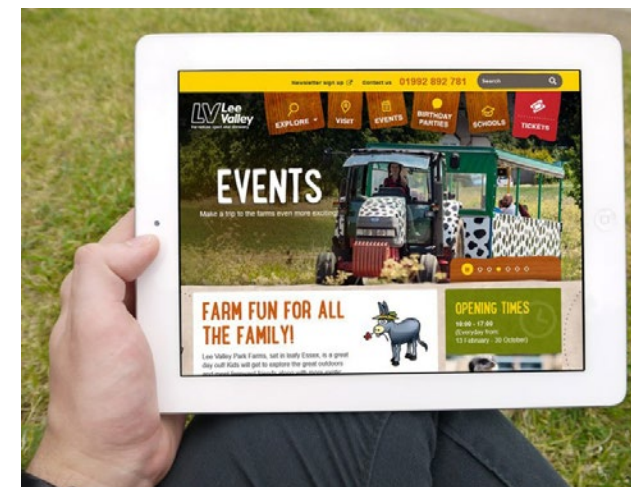
- Is a content audit required / has a content audit been undertaken?
- Is the content going over as-is, mapping to a like-for-like information architecture?
- Is content being edited or rewritten as part of the migration strategy, for a new IA?
- Can we automate or semi-automate all or part of the migration 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.

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 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, we can do as much or as little as you need.

Depending on the CMS system, 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.





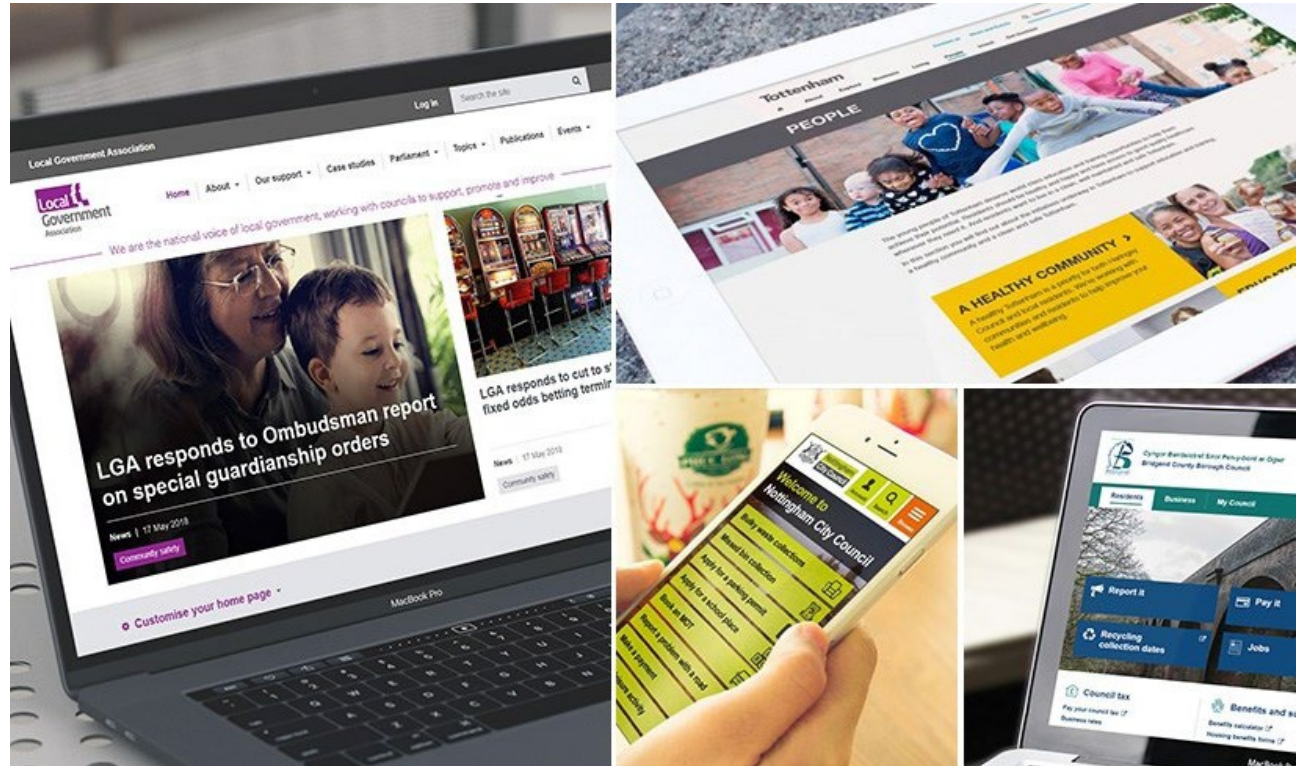
Which open source platform?

As we've mentioned, we develop on two leading open source platforms, Drupal and Umbraco, both of which have been widely adopted by UK and international public-sector and private sector organisations.

Unless you are already decided on the content publishing platform you need, we generally advise that you remain CMS agnostic until the discovery phase has been completed. For example, the use of Umbraco, which uses the Microsoft stack, could simplify things if you have a MS based internal IT team.

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



DIGITAL TRANSFORMATION USER EXPERIENCE DESIGN

Discovery & 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.

Discovery & UX 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 HOSTING

With our help, most clients procure their own hosting so they hold the contract and ultimate control of the account, reducing agency dependency, but for those that don't, we partner with three leading cloud hosting providers, using UK data centres, providing a fully managed service.



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.

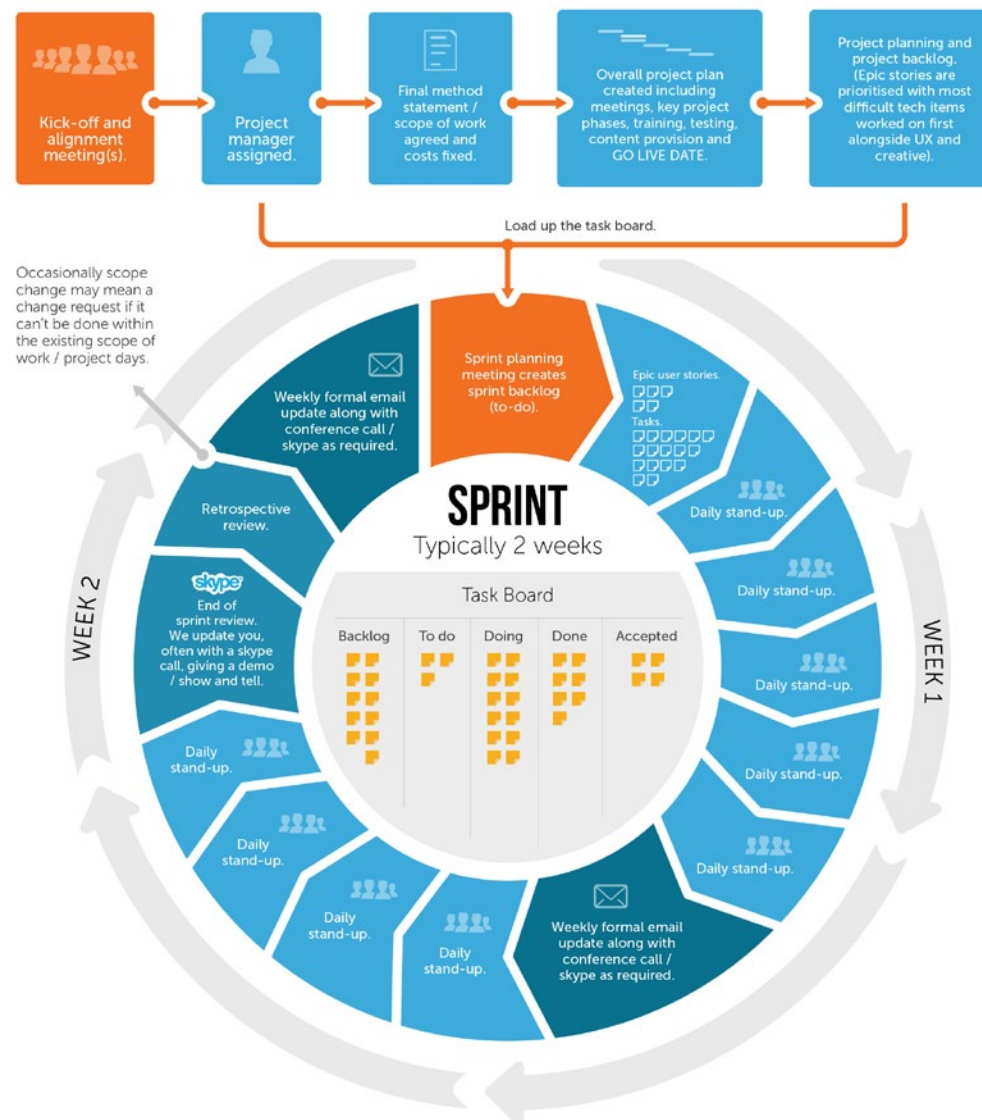
We pay great attention to the initial scoping of the project to ensure that all deliverables are clearly defined so that everyone is clear as to their responsibilities and the expected outcome of the project. The devil is always in the details.

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 it 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
- Cyber Essentials (IASME)
- Cyber Essentials Plus (IASME)
- HSCIC NHS Organisation Code: 8WG82
- S8080's principles have SC clearance

Quality, Environmental and Health and Safety Standards

- Quality Management System - BS EN ISO 9001
- Environmental Management System – ISO 14001
- Occupational Health and Safety Management System – ISO 45001

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 discovery and 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)

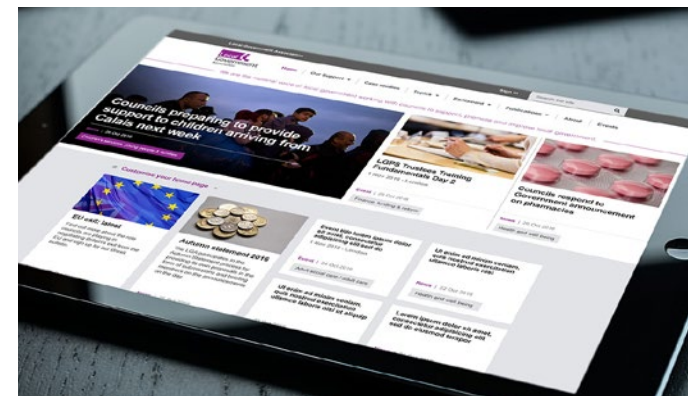
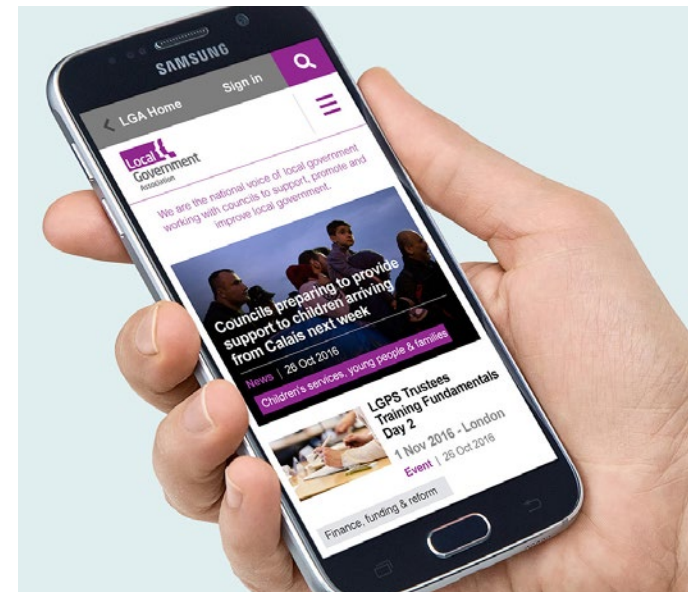
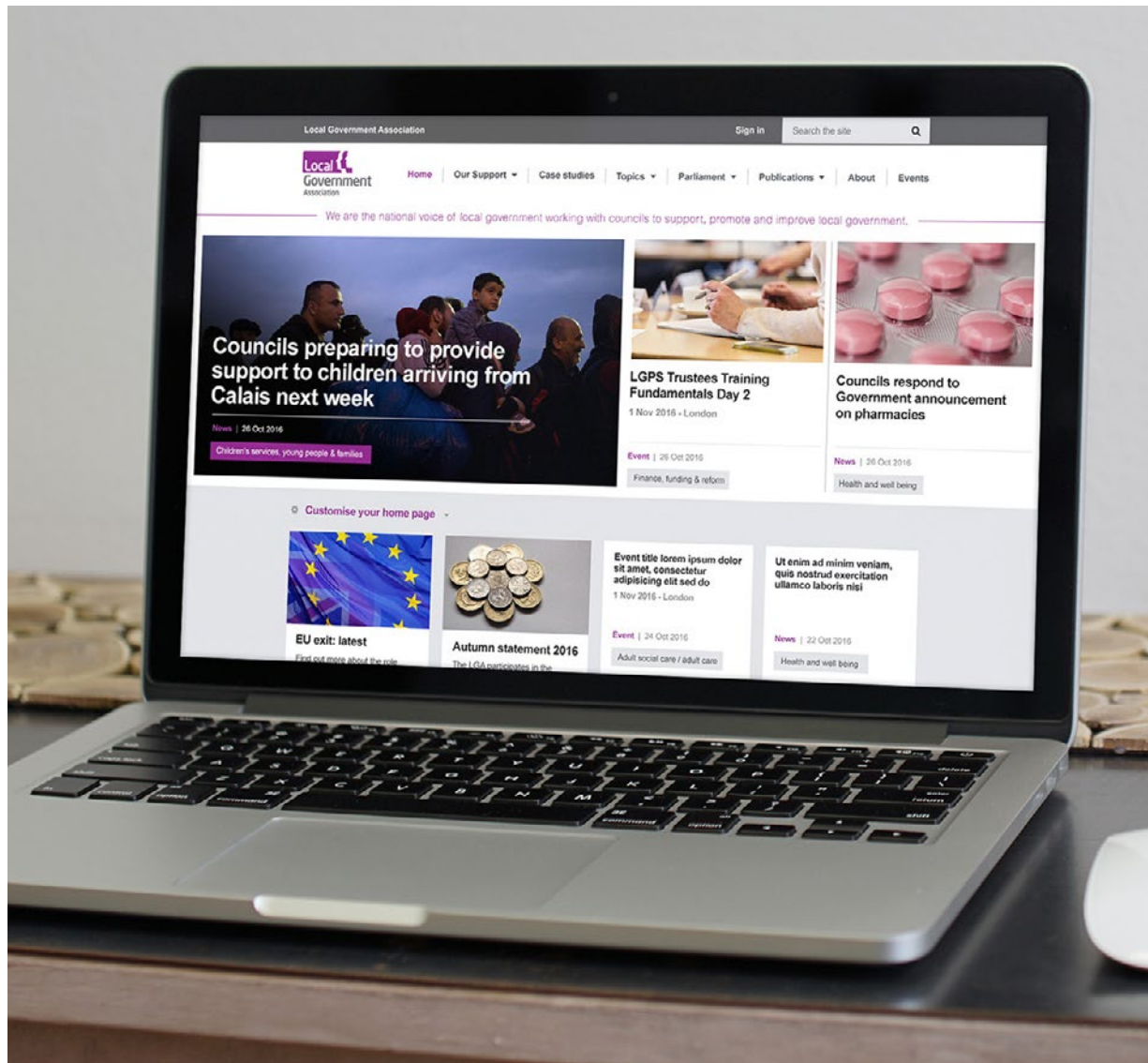


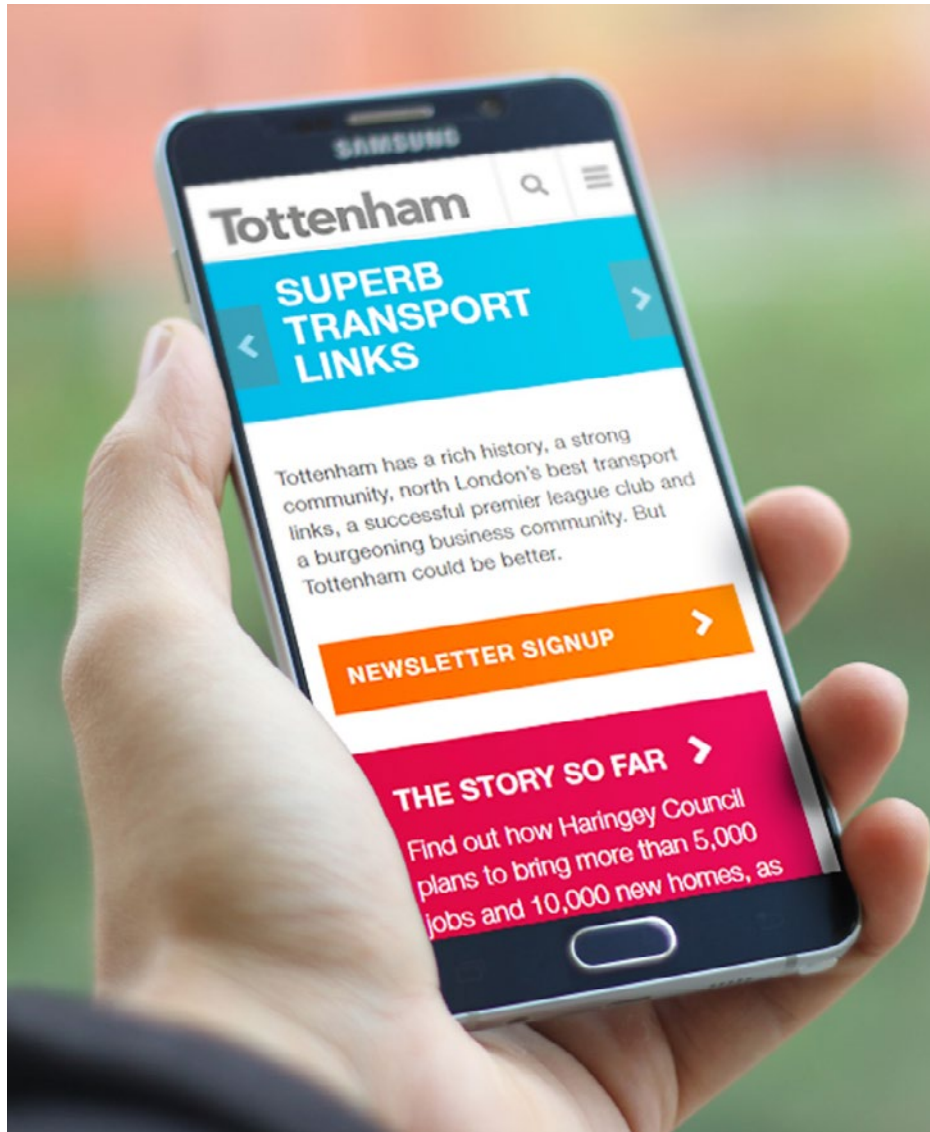
A FEW EXAMPLES OF OUR WORK

To see our latest public-sector case studies and more examples of our work:

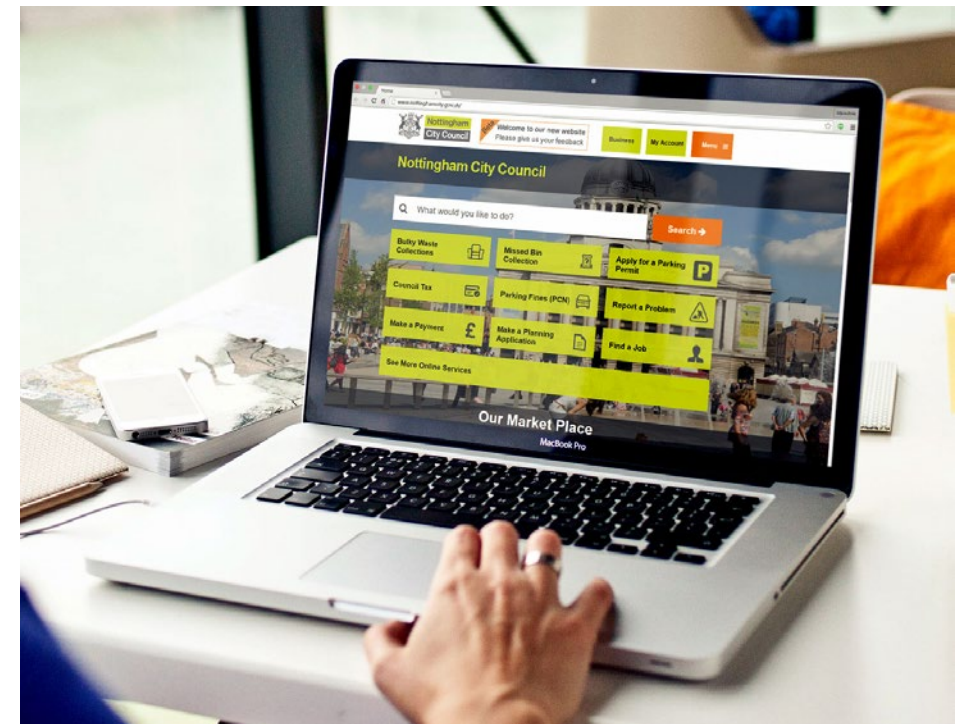
<https://www.s8080.com/our-work/>

Client Prime Minister's Office, 10 Downing Street

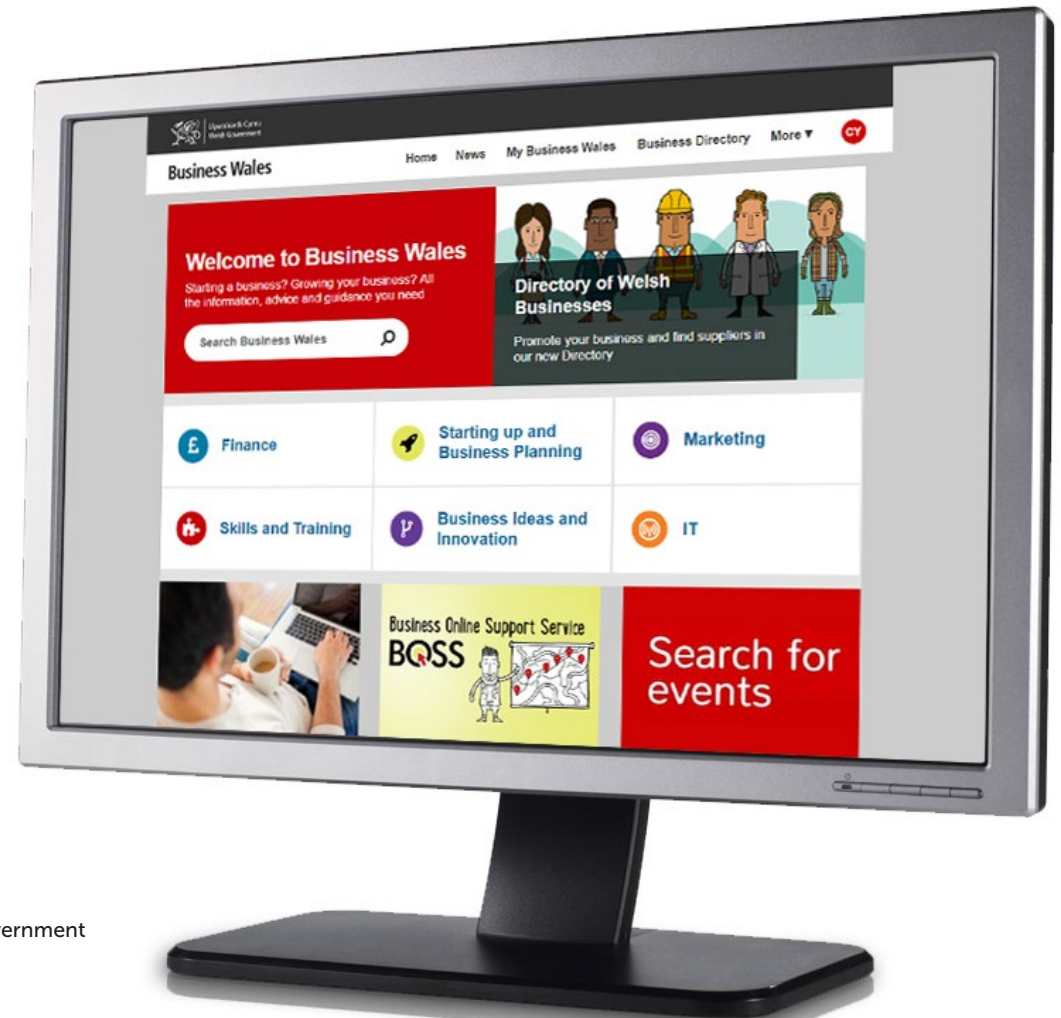
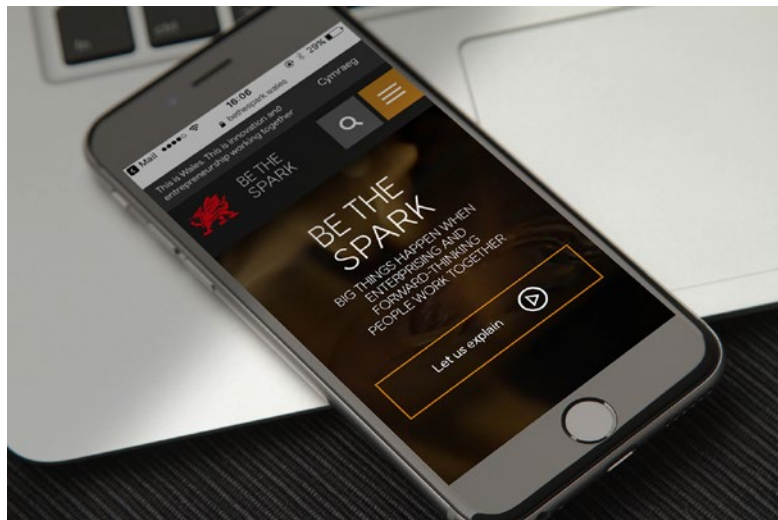


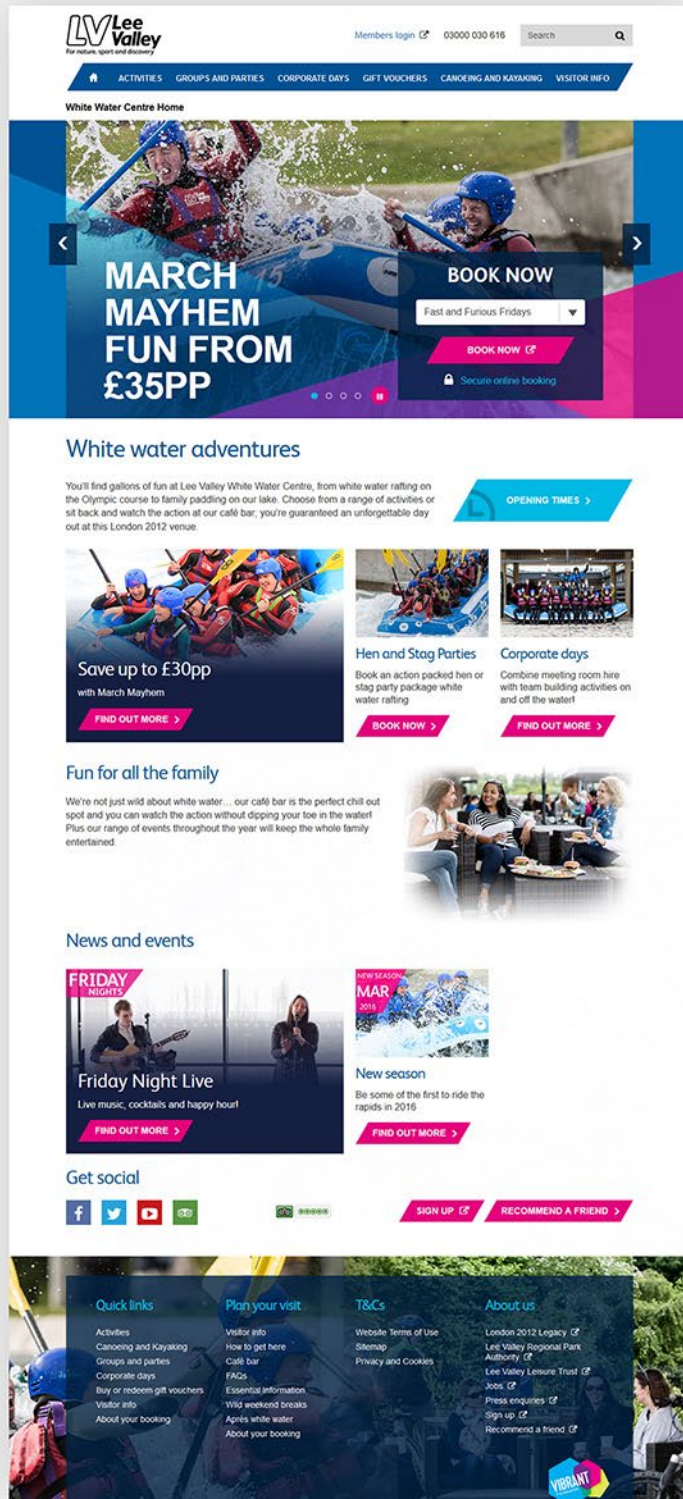


Client Haringey Council



Client Nottingham City Council





Client Visit Lee Valley

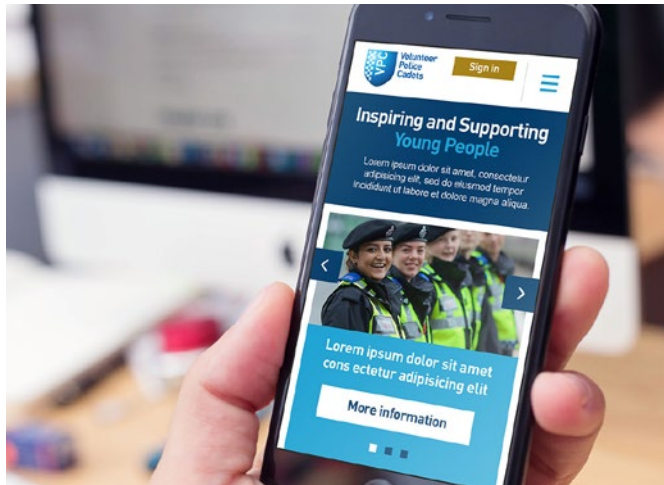




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Commercial
Service

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Client Volunteer Police Cadets

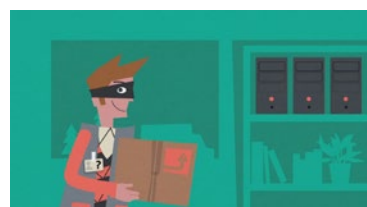
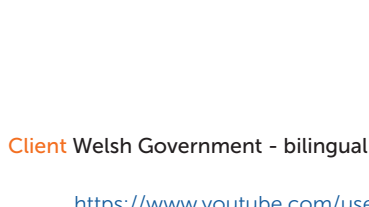
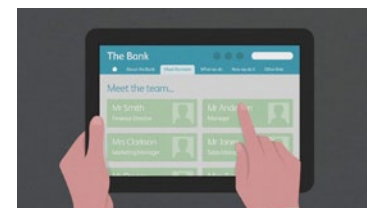
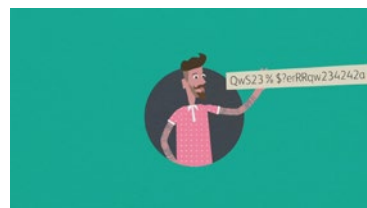
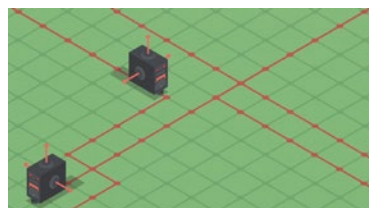
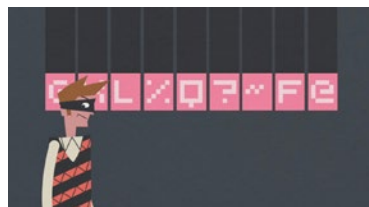
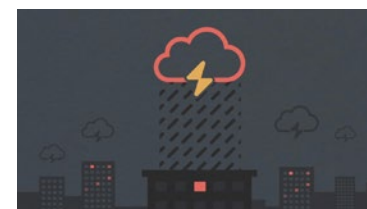
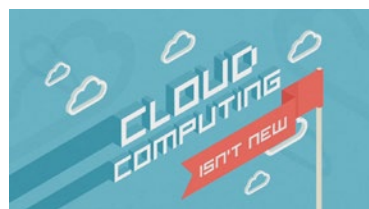
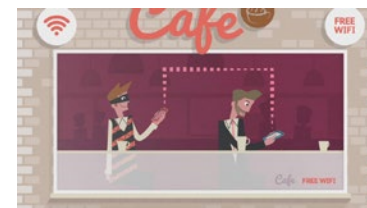
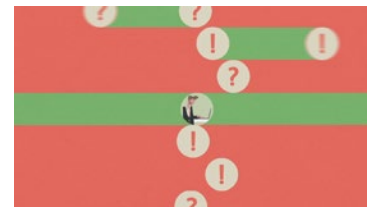
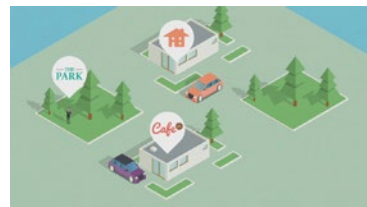




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Client Welsh Government - bilingual explainer videos

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





Accessibility Listen to this website Language

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Home Making a complaint For organisations we investigate About us News and blog Publications

Welcome to the Parliamentary and Health Service Ombudsman

We make final decisions on complaints that have not been resolved by the NHS in England and UK government departments and other public organisations.

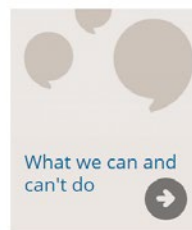
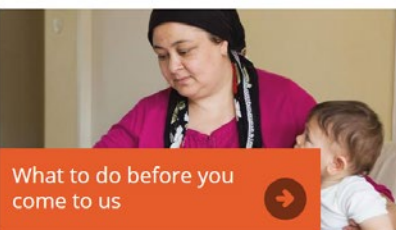
We do this fairly and without taking sides. Our service is free.

Can we look into your complaint?

We need to check a few things first. It only takes a couple of minutes. Then we will take you to the right complaint form.

Get started

Information for people who want to make a complaint



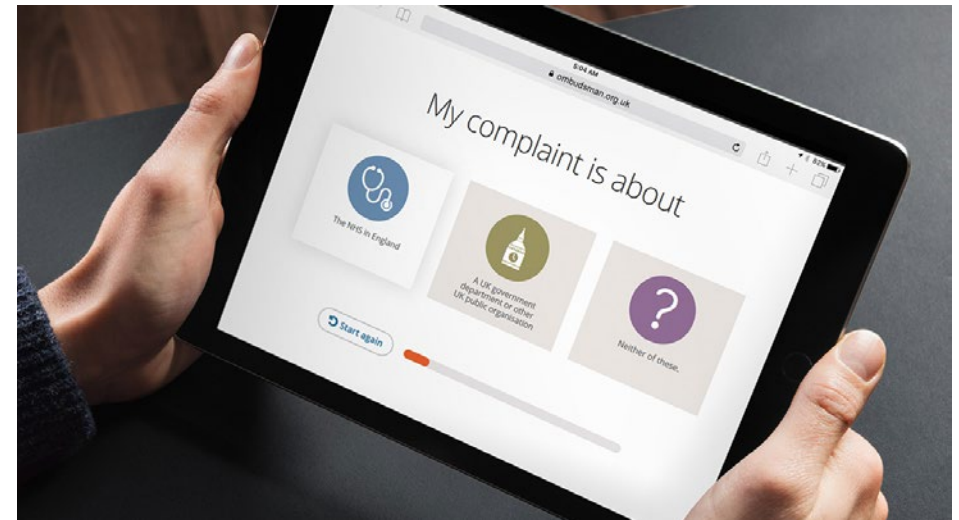
Information for:

People who want to complain

Advocates and representatives

MPs

Organisations we investigate



Client PHSO, Parliamentary and Health Service Ombudsman



Client CITB, Construction Industry Training Board



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Home > Case studies > Bibi Shoes

Bibi Shoes

Wales
loans
starting a business
£10k

We're here
Development Bank of Wales

Get the finance your business needs to succeed.

In under five minutes, you can check if your business is eligible or you can start your online application now.

[Check if my business is eligible](#) [Apply now](#)

Flexible finance for businesses based in Wales from £1,000 up to £5 million.
Loans and equity. Secured and unsecured.

£1.1bn
Loaned and invested in businesses in Wales
[More stats](#)

- ✓ 99% of new customers recommend us*
- ✓ Local teams with a face-to-face approach
- ✓ Support for both start-ups and established businesses
- ✓ Finance tailored around your individual needs
- ✓ Dedicated ongoing support

Flexible finance to suit your business

Starting a business	→	Loans and investment to start or finance your company's early years.
Growing a business	→	✓ Micro loans £1,000 - £50,000
Buying a business and succession	→	✓ Loans and equity funding from £50,000 - £5 million
Developing a tech venture	→	Check out our starting a business page for more info.
Property development	→	

Company information

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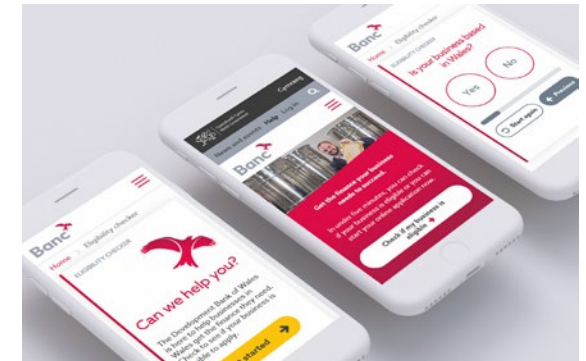
wmbran

Getting help from the Development Bank of Wales really makes you want to achieve more, when you know that they are willing to help you from scratch."

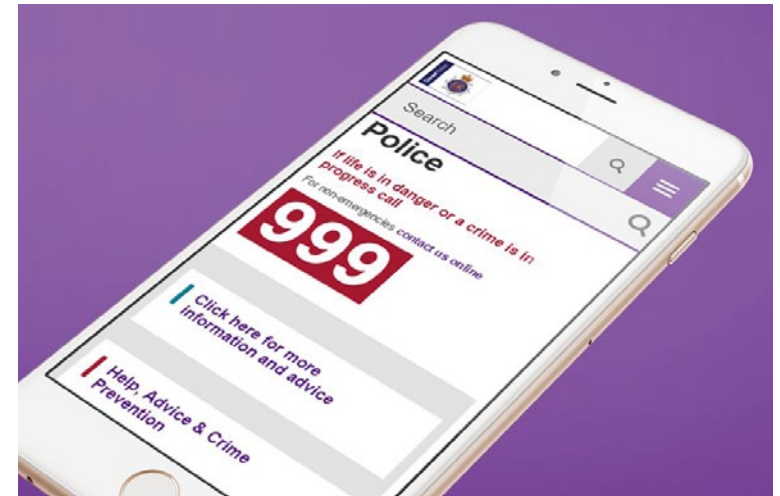
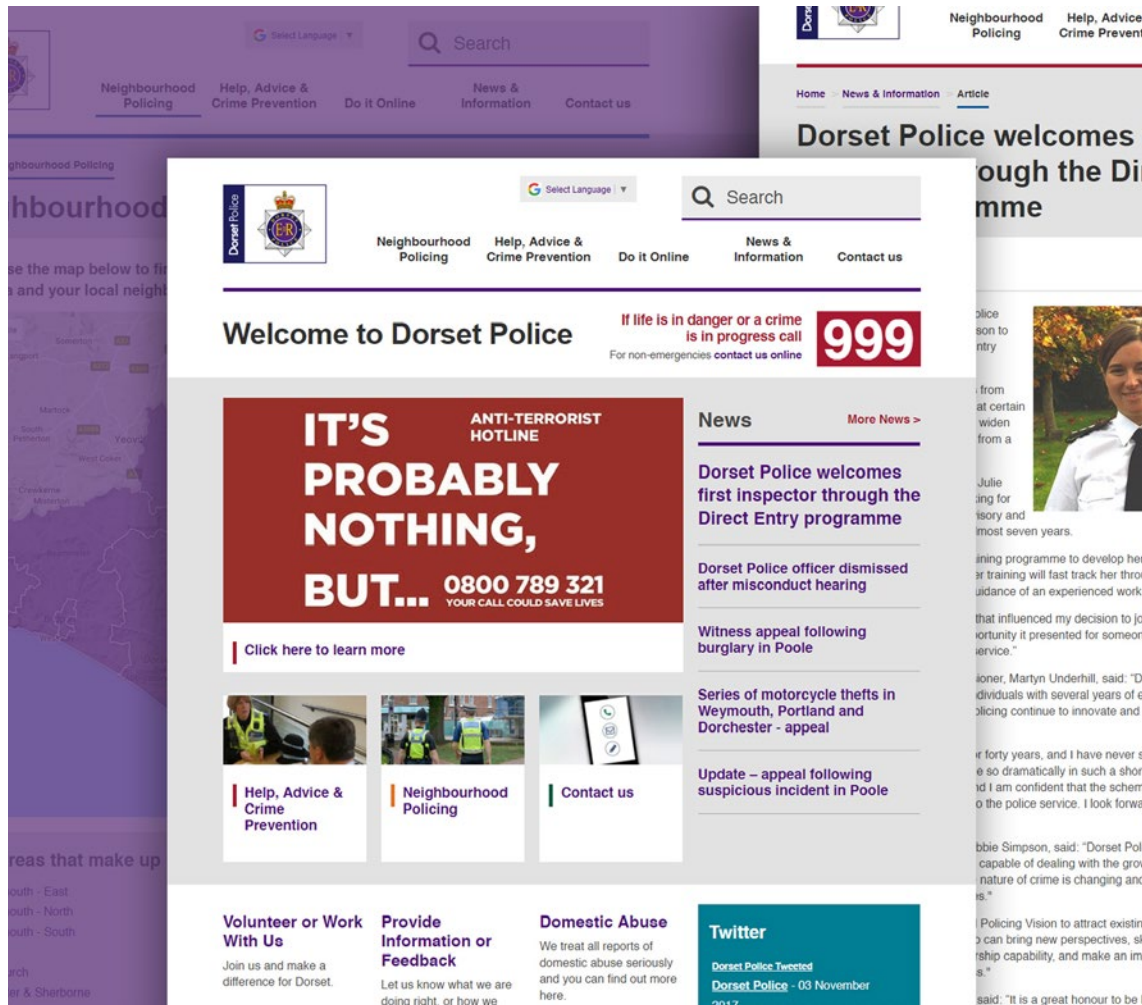
Myriam Hassan, Founder and Owner

Designer shoe retailer Bibi Shoes secured £25,000 from the Wales Development Bank following the opening of her first store in Cwmbran in 2016.

Owner Myriam Hassan used the investment to fund the purchase of a new computer system.



Client Welsh Government - Development Bank of Wales

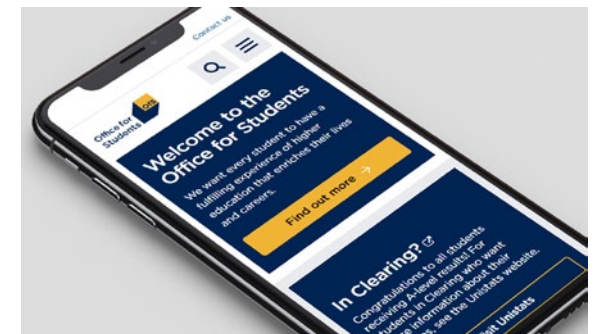




Crown
Commercial
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Client Office for Students

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

