



G-CLOUD SERVICE DEFINITION GUIDE

**CLOUD SOFTWARE & SUPPORT SERVICES**  
**LOCALGOV DRUPAL**  
**COUNCIL PUBLISHING PLATFORM**  
**SUPPORT**

Prepared by

S8080's Directors, Chris Cowell and Matt Howard, [directors@s8080.com](mailto:directors@s8080.com)



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## A BIT ABOUT US

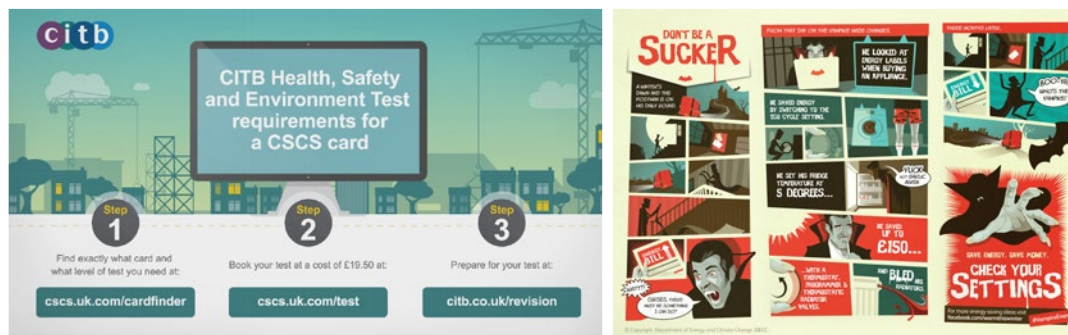
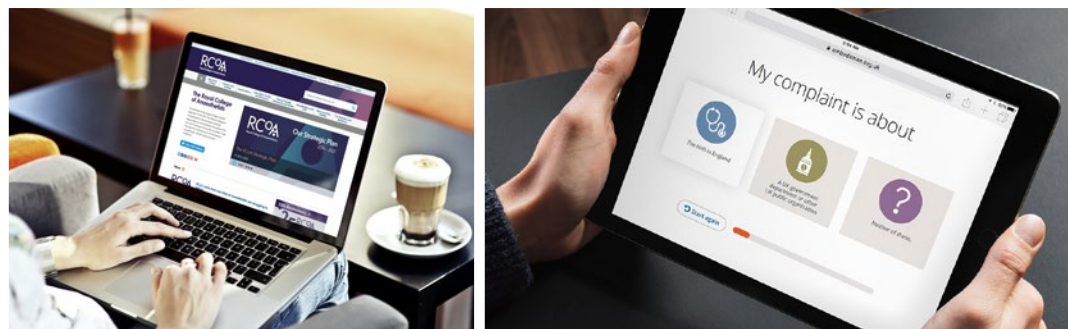
S8080 is a UK based, straight-talking 20 strong independent digital agency established in 2000 by Chris Cowell and Matt Howard. We are service led, not sales led, so we don't have a sales team and we don't use account managers; just very experienced and pragmatic technical project managers.

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 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

[WWW.S8080.COM](http://WWW.S8080.COM) [DIRECTORS@S8080.COM](mailto: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

## LOCALGOV DRUPAL PLATFORM ISO27001 CERTIFIED

ISO27001 certified LocalGov Drupal publishing platform support for councils. S8080's LocalGov Drupal support helps you deploy multilingualism, single sign-on integration with forms, transaction and CRM/case management systems, news, events, subsites and devolved publishing. Accessible and mobile friendly, the low cost LocalGov Drupal platform is designed around your council user's needs.

### Features

- LocalGov Drupal platform installation, configuration and deployment
- LocalGov Drupal on-boarding advice, migration and transition planning
- ISO27001 certified - Information security assured
- Customisable templates that work across mobile devices and different browsers
- Fully compliant, mobile and accessible to WCAG 2.1 AA
- LocalGov Drupal works with existing transaction systems
- User centred council top tasks with icon driven interfaces
- Easily create council sub-sites / microsites for campaigns, venues, events...
- Secure, fully managed UK based LocalGov Drupal cloud hosting
- Customisable devolved content authoring workflow with publishing approval

### Case studies

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

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

### Benefits

- 22 years public sector digital knowledge and Local Government experience
- Clients include No.10, ministerial departments, emergency services, local authority, education
- No vendor tie-in or licence fees, helping achieve target savings
- Local Government channel shift/digital transformation, reducing phone and in-person contact
- Learnings from SOCITM 'Better Connected' research
- LocalGov Drupal knowledge transfer and support for your internal teams
- Robust, proven and secure – with weekly security patching support
- UK based agency, development team and hosting provision. No contractors/freelancers
- Bilingual and multilingual experience and capability
- Exploitation Security - Anti DDOS measures and PEN testing options

## LOCALGOV DRUPAL DIGITAL PLATFORM FOR COUNCILS

**LocalGov Drupal's digital CMS platform securely handles devolved publishing, multilingualism and forms, transactions, CRM and case management integrations with single sign-on. Mobile and accessible, designed around your council's user's needs.**

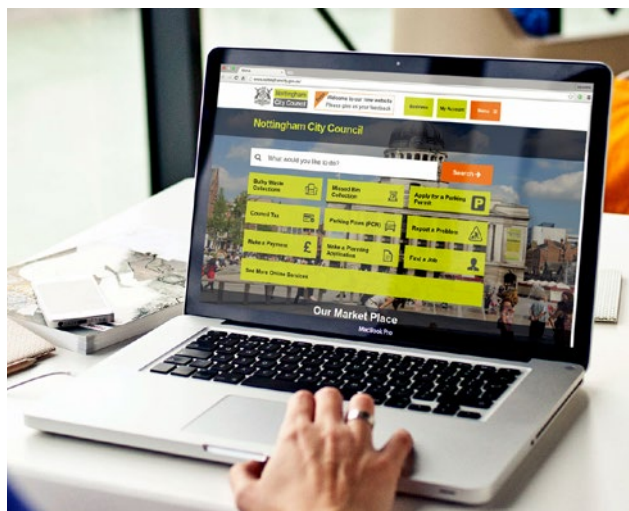
### Digital transformation - council web portal and publishing platform

Using the open-source LocalGov Drupal 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.

LocalGov Drupal's mobile friendly, multilingual platform 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 portal - 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
- Drupal 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
- Robust, proven and secure – with weekly Drupal 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 options

## 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

LocalGov Drupal 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.

We'll also help with knowledge transfer should you wish to take platform ownership fully in-house.

## 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.

**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 2.0 AAA. We can help arrange pan-disability user testing.

## How we can help you

We can help you with LocalGov Drupal platform installation, configuration, deployment and ongoing support and knowledge transfer.

Our seasoned team of Drupal developers, all full-time employees, are based in our UK offices. We don't use offshore developers, freelancers or contractors.

S8080 is a very technical agency with expertise in Drupal hosting, complex integrations, security hardening and systems performance.





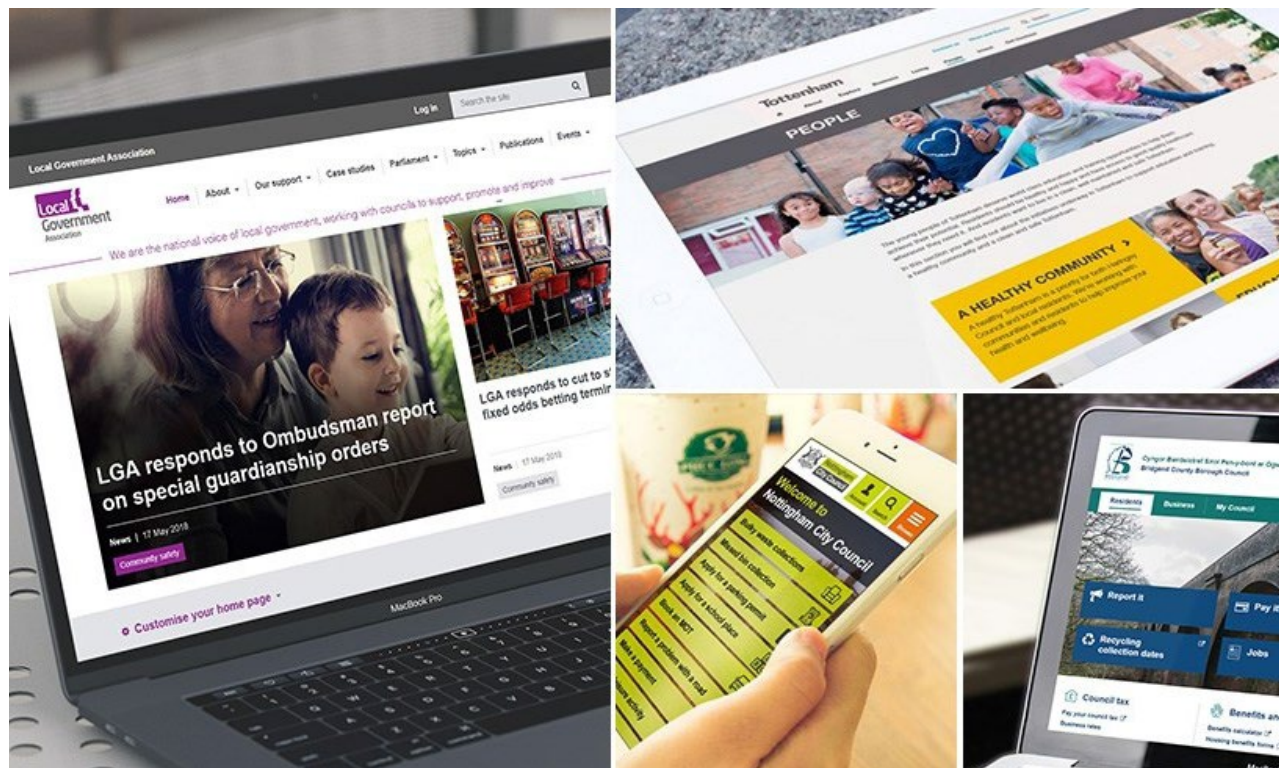


## Website migration

Most council 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 your current 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.

### Contact us

If you'd like to talk about LocalGov Drupal as part of your G-Cloud research, please email Chris Cowell or Matt Howard, S8080's directors on [directors@s8080.com](mailto:directors@s8080.com)

### Read more about LocalGov Drupal

Visit the LocalGov Drupal website <https://localgovdrupal.org/>

## LOCAL GOVT DISCOVERY & 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 & 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

## DRUPAL 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](mailto: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.

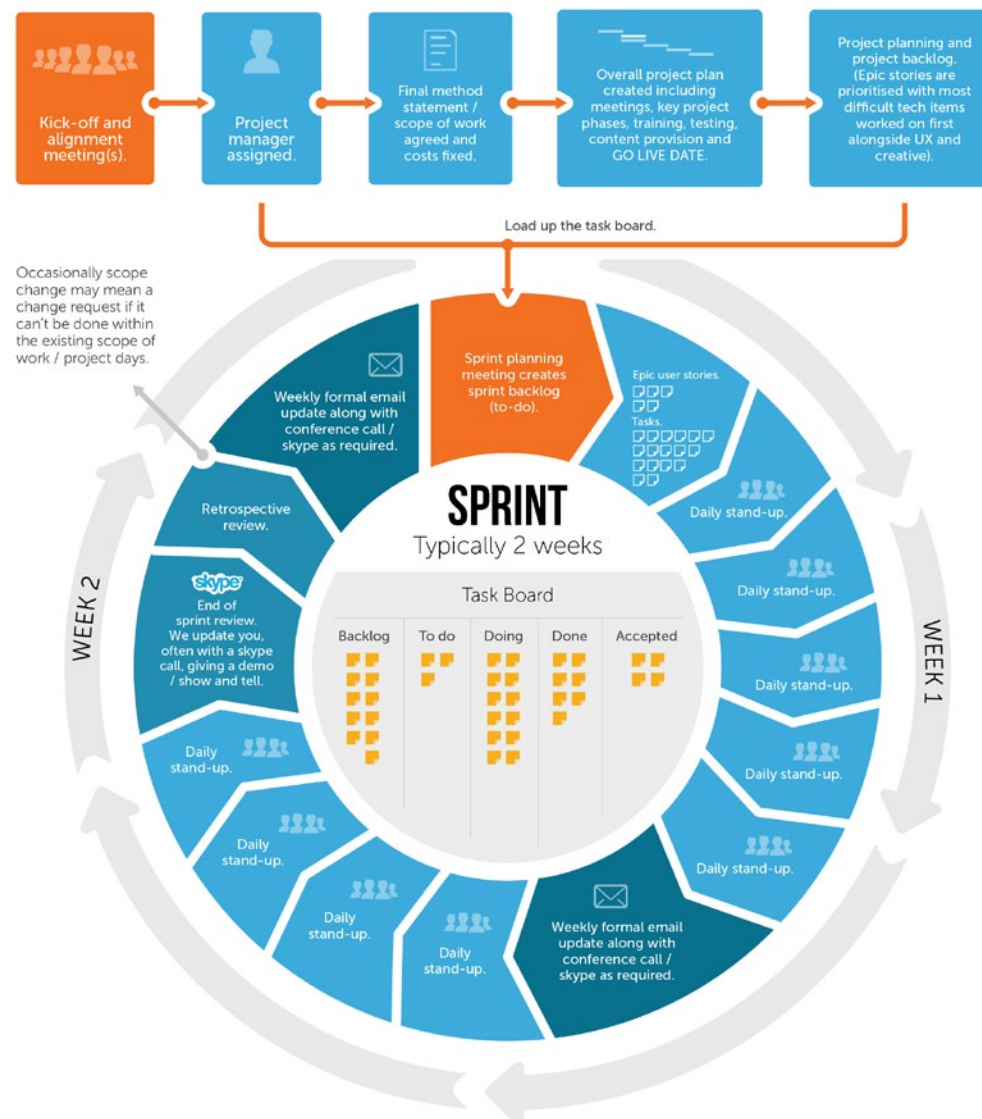
We pay great attention to the initial scoping of the project to ensure that all deliverables are clearly defined so that everyone is clear as to their responsibilities and the expected outcome of the project. The devil is always in the details.

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 & 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)

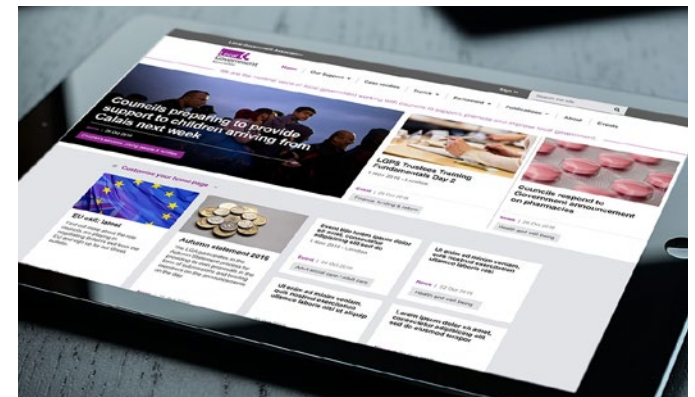
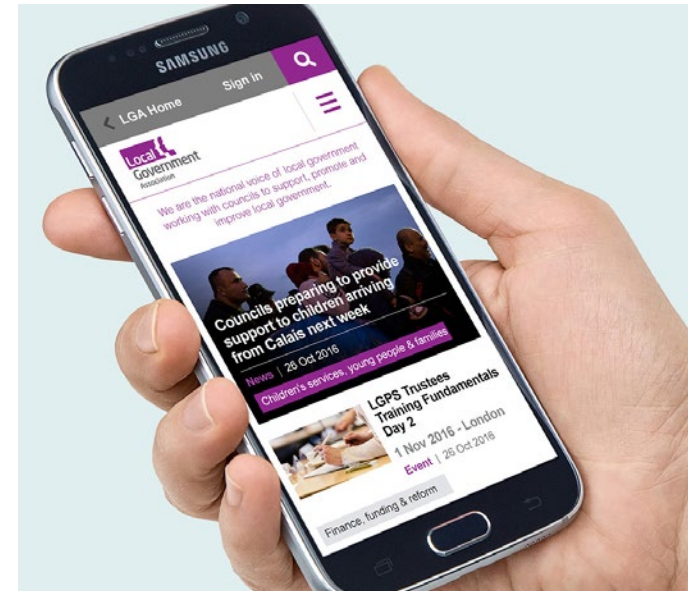
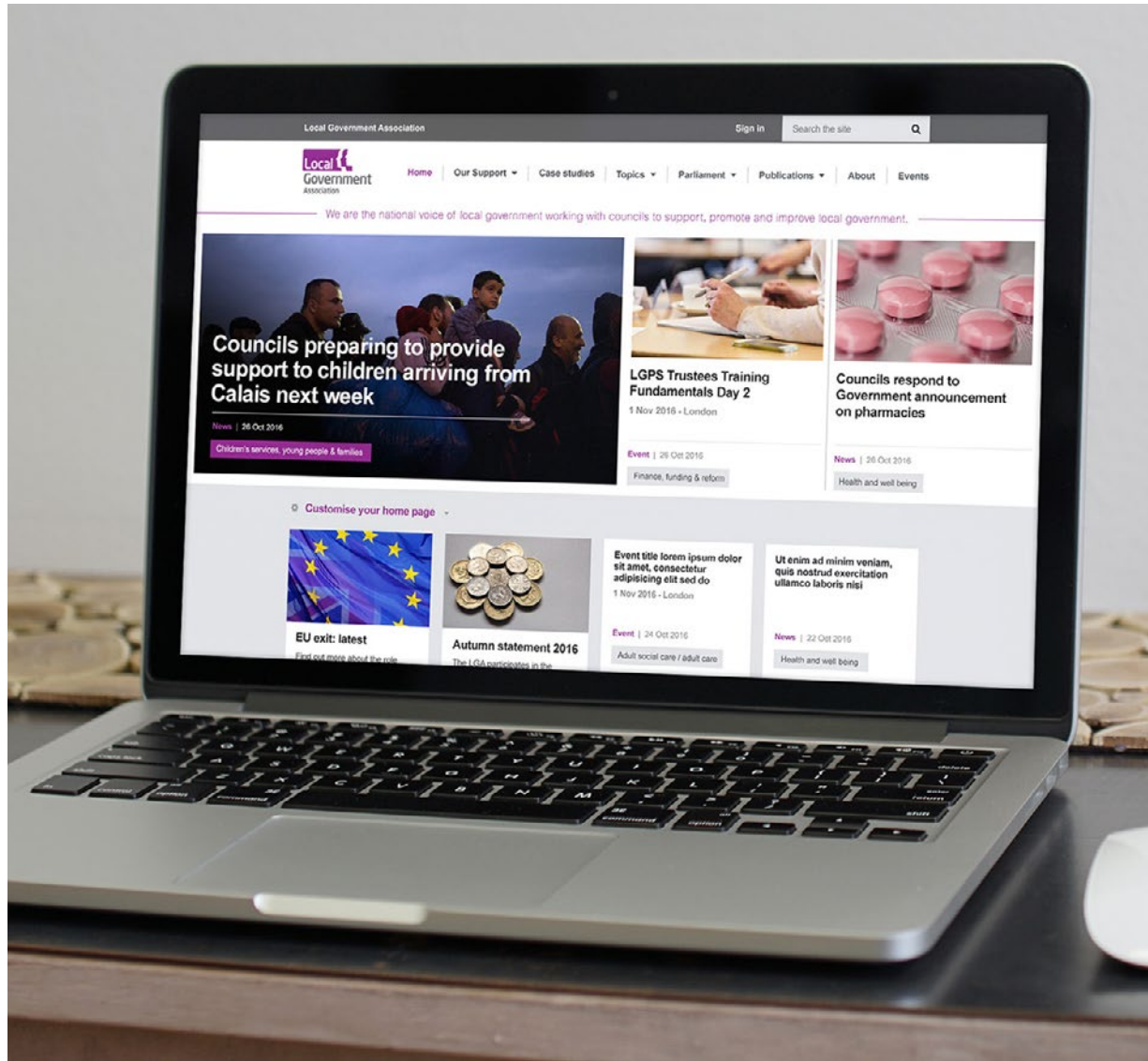


## A FEW EXAMPLES OF OUR WORK

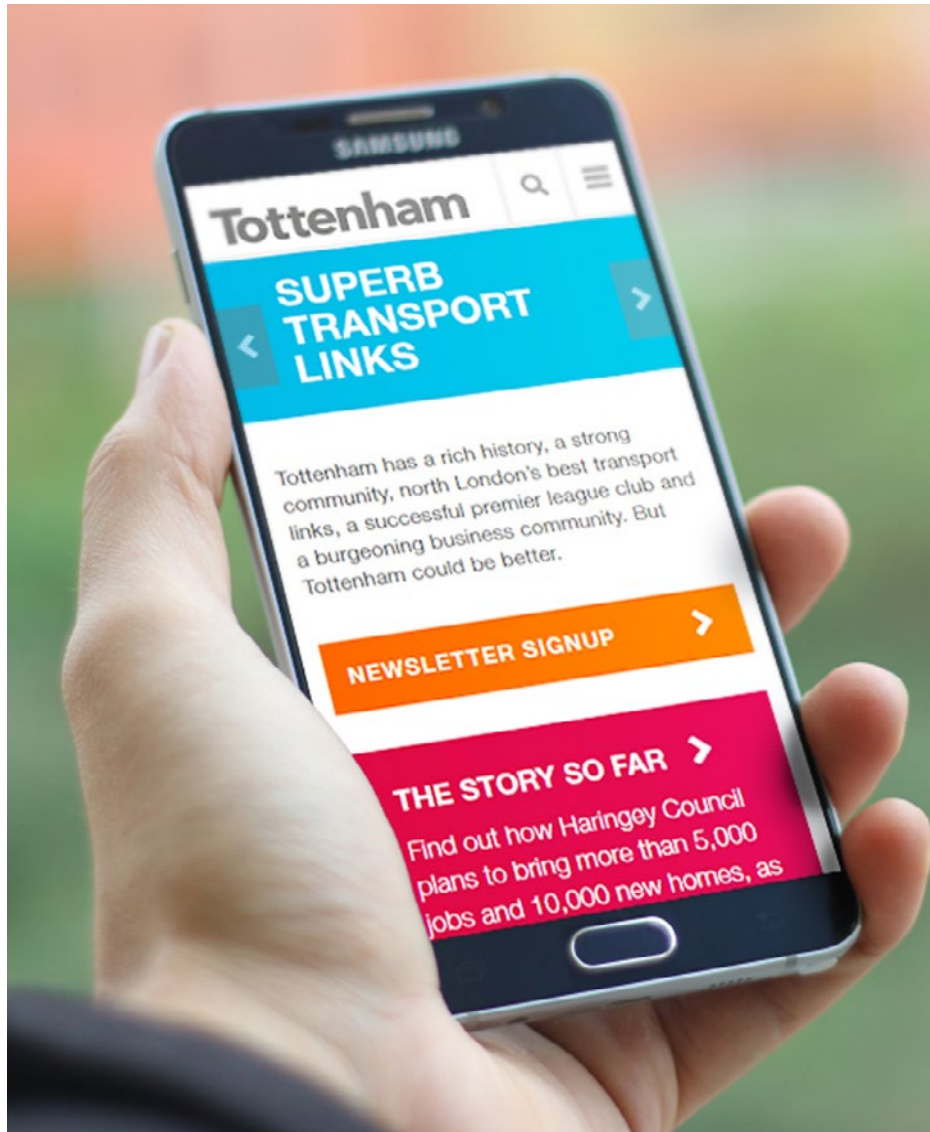
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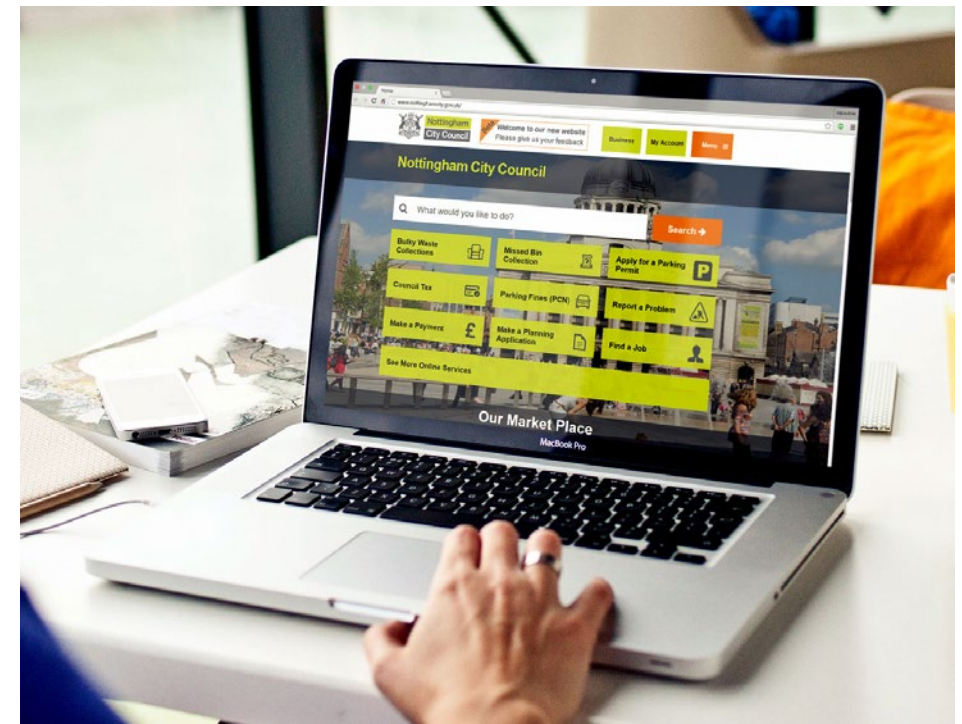
Client Prime Minister's Office, 10 Downing Street



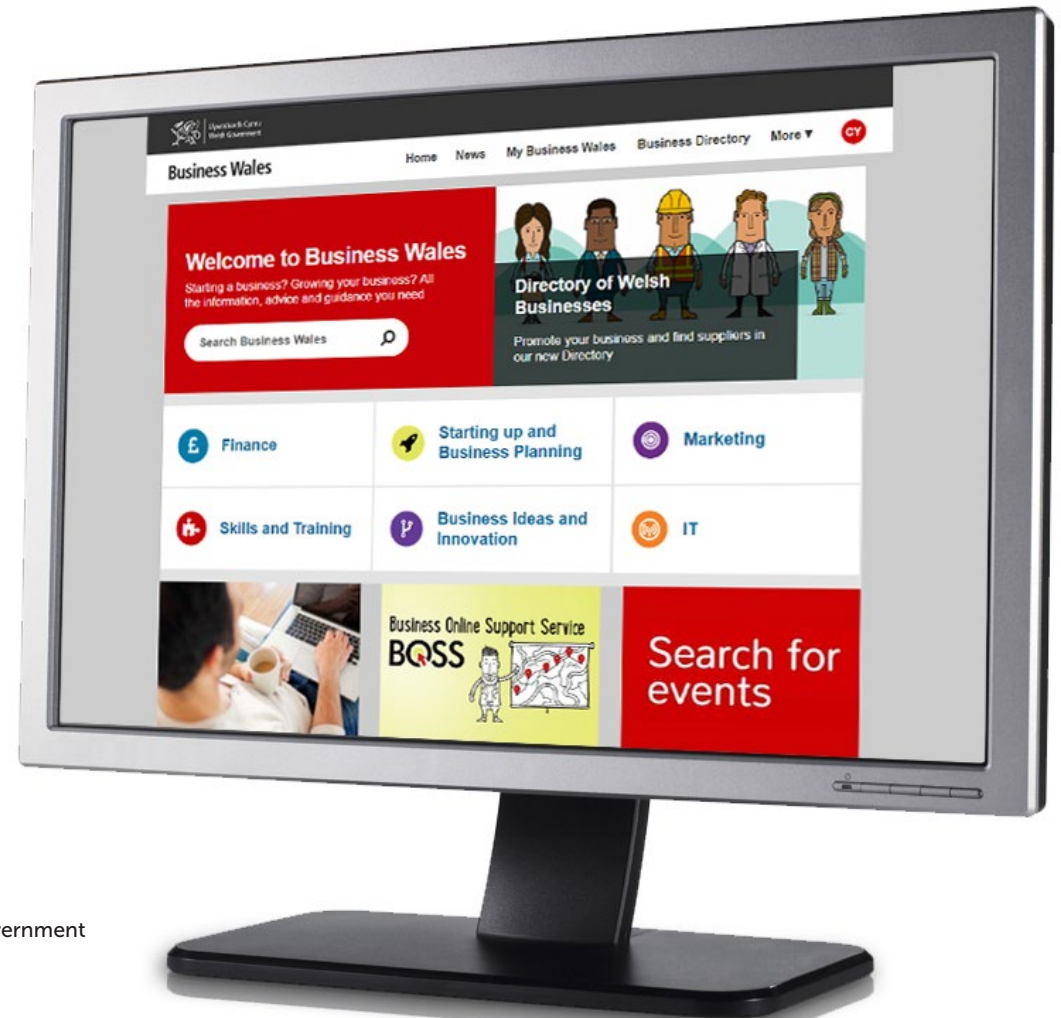
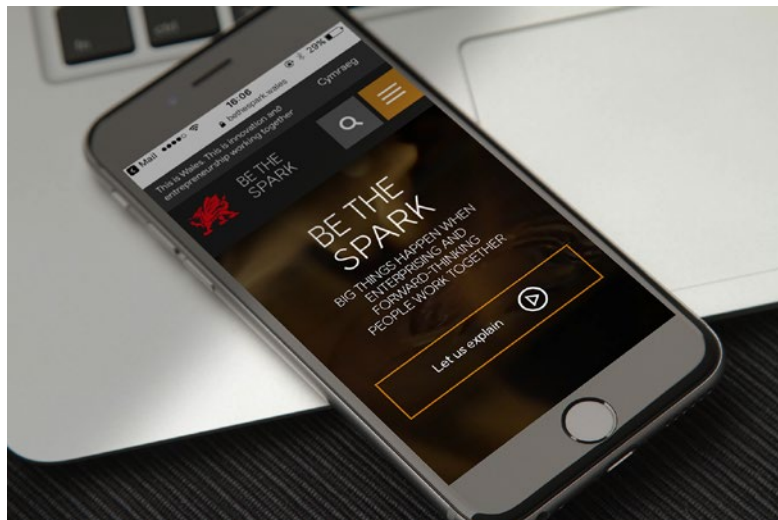




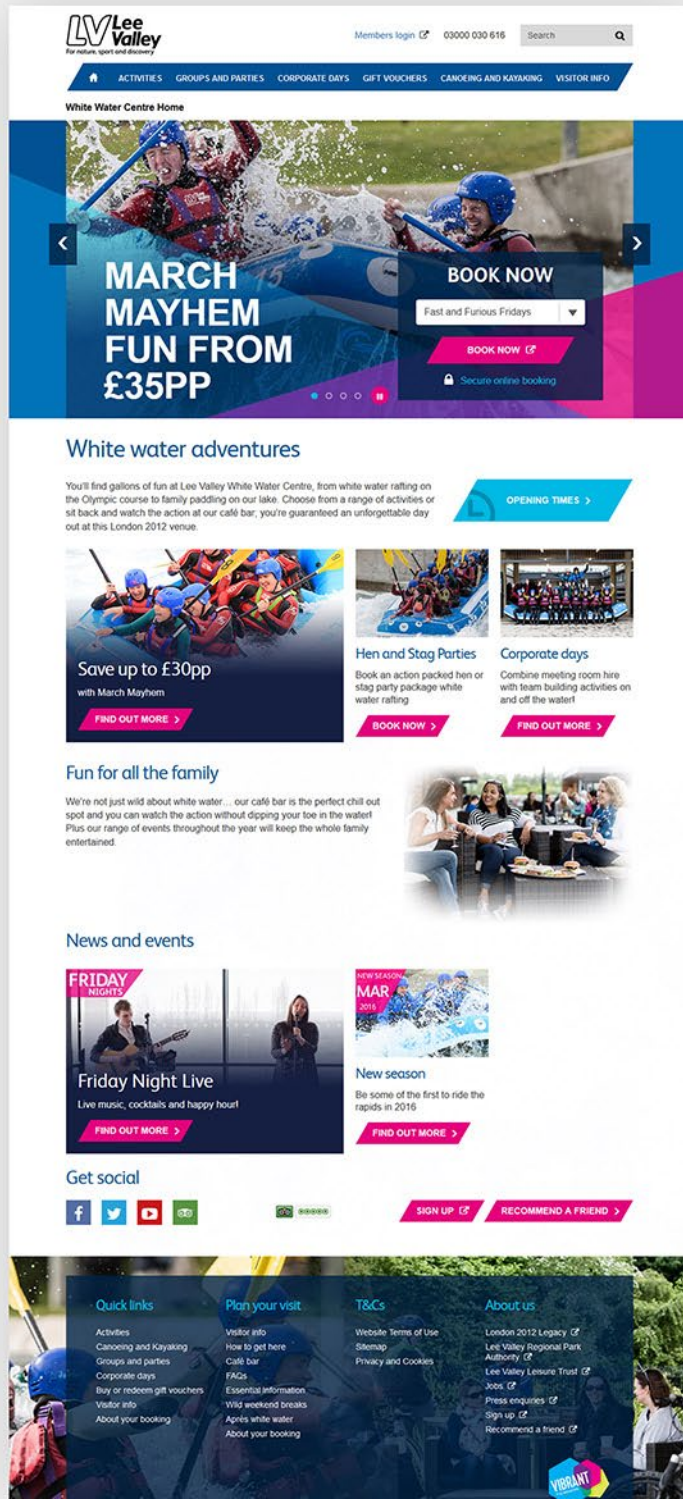
Client Haringey Council



Client Nottingham City Council







Client Visit Lee Valley







Crown  
Commercial  
Service

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Client Volunteer Police Cadets



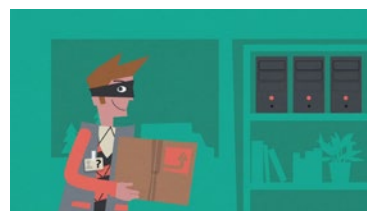
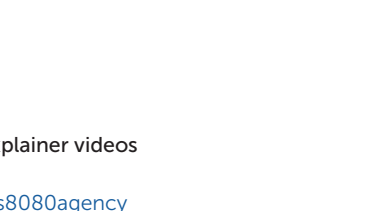
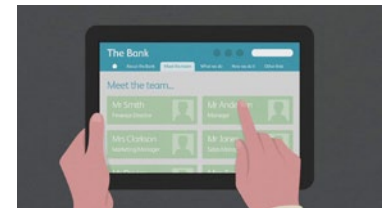
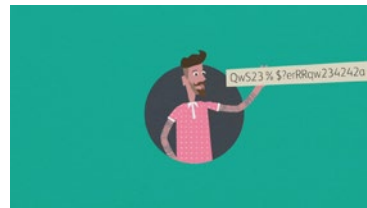
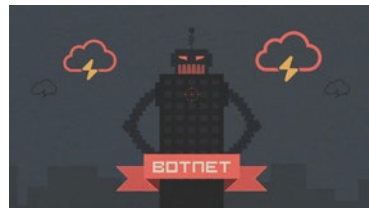
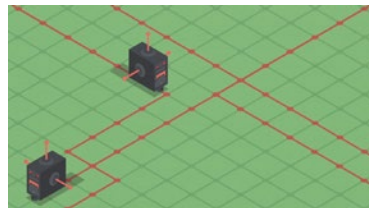
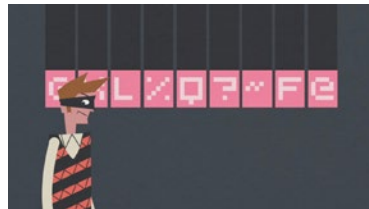
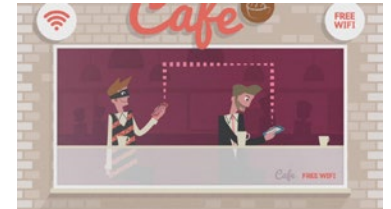
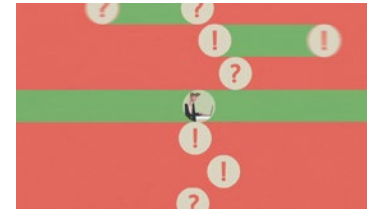
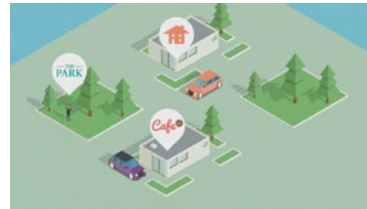




Crown  
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Service

G-CLOUD - S: EIGHTY EIGHTY DIGITAL AGENCY

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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.

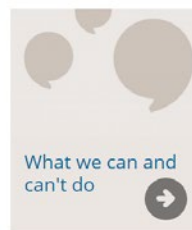
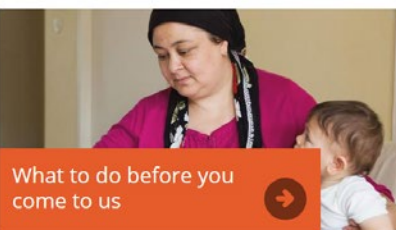
We do this fairly and without taking sides. Our service is free.

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



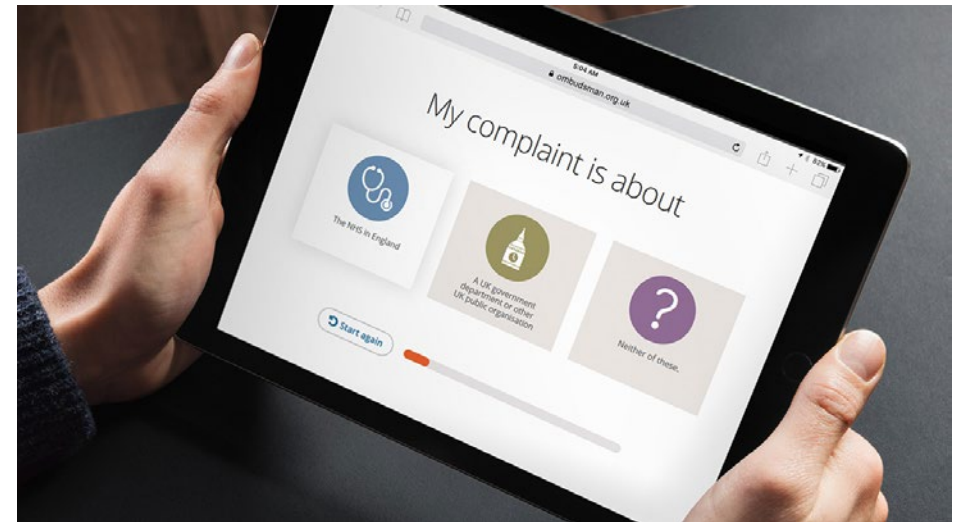
Information for:

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





Crown  
Commercial  
Service

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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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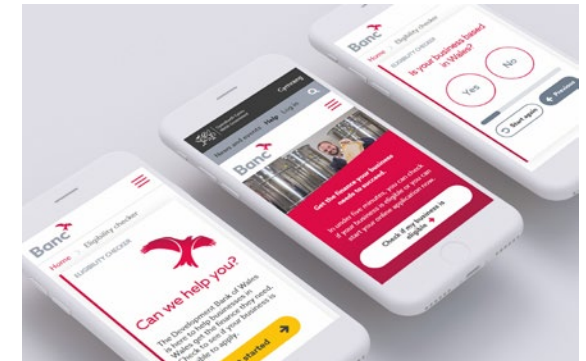
wmbran

*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."*

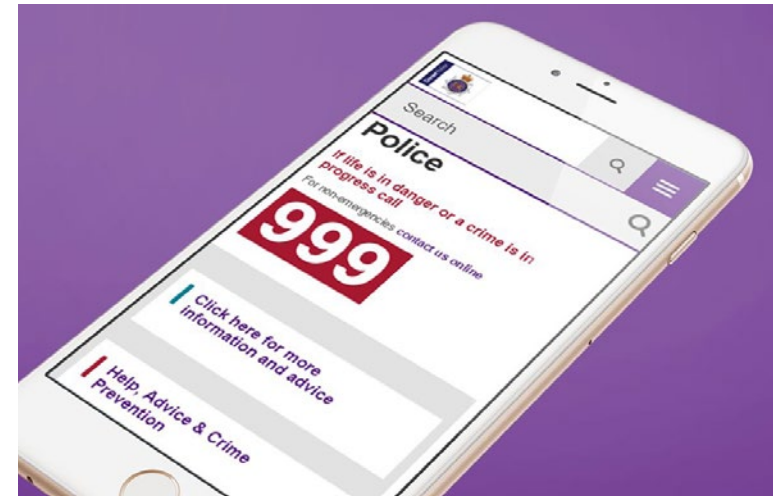
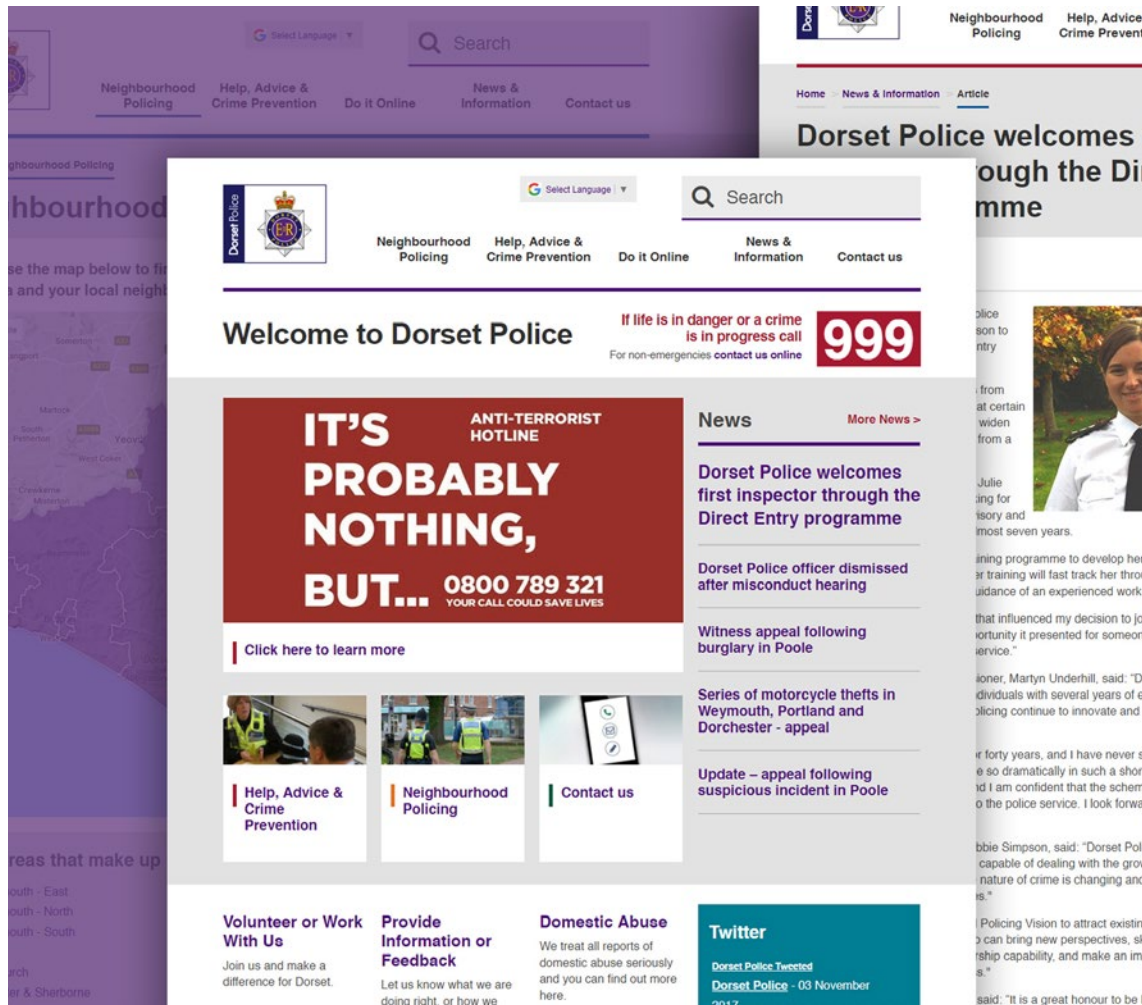
Myriam Hassan, Founder and Owner

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



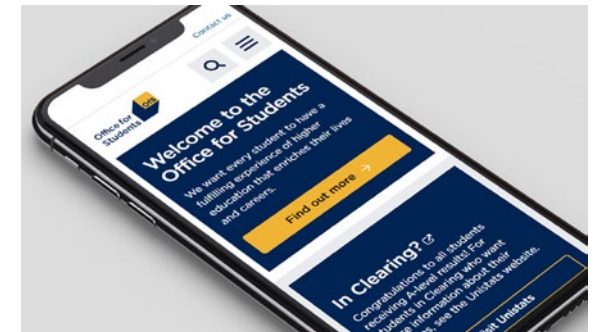




Crown  
Commercial  
Service

G-CLOUD - S: EIGHTY EIGHTY DIGITAL AGENCY

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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

