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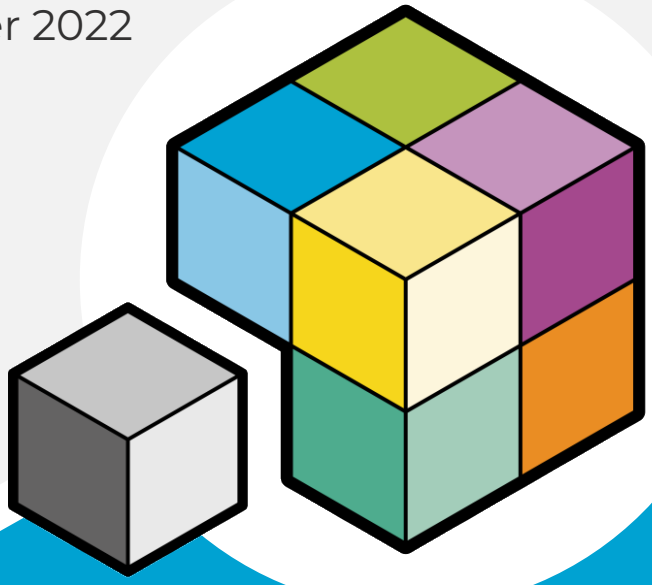
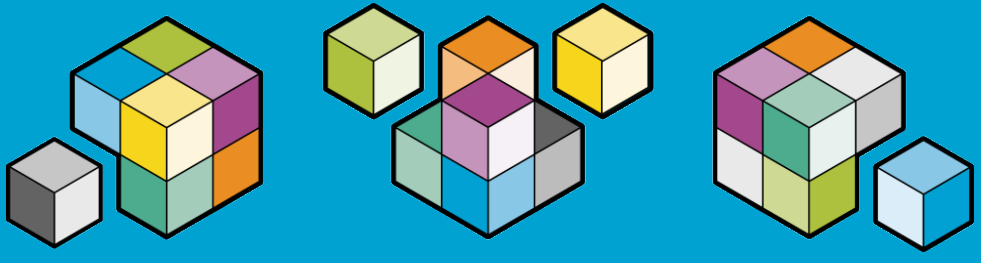
Digital Place for Local Public Services SAAS

G-Cloud 13 Service Definition

September 2022





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Digital Place for Local Public Services

G-Cloud Service Name

Digital Place for Local Public Services (SaaS).

Service Overview

Your integrated platform for making and re-using websites and digital services. Re-use cubes co-developed with Councils, create new services using Placecube's low-code Form Builder and Case Management cubes, or use the full-code development capabilities of the embedded Liferay DXP. Cloud-based, open-source and fully scalable to accelerate your digital transformation.

Service Features

- Web CMS: LocalGov templates, microsites, intranets/extranets, personalisation, Headless API
- User research-based local government information architecture and responsive UI/UX
- Low-code Forms: rules builder, multi-stages, custom fields, automation, integrations
- Low-code Case Management combines forms with visual workflow/process designer
- Customer Contact Management (CRM) cube supports phone, email, face-to-face interactions
- MyAccount: authentication, integrate back-office services, role-based access control, SSO
- Built-in integration tools, provide and consume OpenAPI compliant RESTful services
- Modular service architecture supporting open standards, built on open-source
- Reuse open-source licensed cubes, plus access to full-code developer IDE
- Includes powerful ElasticSearch engine and integrates AI/ML cloud services

Service Benefits

- Accelerate your digital journey with reusable features, co-developed with councils
- Well-designed reusable services support councils in meeting the Service Standard
- Reusing well-designed services improves cost-effectiveness of delivering services digitally
- Low code gives you control to adapt and extend services easily
- Workflow SLAs and digital automation improves service delivery speed
- End-to-end service digitisation and process improvement reduces operating costs
- Enables WCAG 2.1 AA compliance, improving service accessibility
- Cloud-hosted system fully scalable to meet high levels of demand
- Open standards, ease of integration removes legacy application constraints
- Independence from proprietary software vendor 'lock-in' – taking back control

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About Placecube

Now it's easier to build open, integrated services.

Our open platforms are co-created with the public sector for the public sector. We make it simpler for you to create services, integrate systems and personalise user experiences. Together we make your users' digital journeys easier, faster and better connected.

We work with you to build your Digital Place – your open and connected platform. We accelerate your digital journey through the reuse of existing digital services. We work collaboratively, ensuring that our clients never pay twice for the same development. And we differentiate ourselves through our actions and behaviours, living by the core principle of 'Doing the right thing'.

1. Making digital government more affordable.

By re-using well-designed services, already co-created with the public sector and their users, we make it easier to launch digital strategies that bring people, communities, businesses and infrastructure closer together for a more connected place. Multi-agency use comes as standard.

2. Open standards confidence, open-source flexibility.

Liferay DXP is our preferred open digital platform for making and re-using services that provides a sustainable way for local public services, health, housing and communities to rapidly adopt open standards and open source-based digital services in a new style of partnership designed to connect places and communities.

3. Reusable cube components avoid unnecessary redevelopment.

Clients use this capability to accelerate transformation, avoiding duplication and cost, using integrated tools to enable personalised services, engaged communities and secure collaboration.

4. 19 years working with the public sector.

Placecube has a wealth of government digital experience and has been working with local authorities and other public sector organisations, across Central, Civil, Health & Policing for over nineteen years (since 2003).

5. Platinum Liferay Service Partner.

As the UK's preeminent Liferay Service Partner, the Placecube team is highly regarded as a specialist in creating, migrating, and deploying the global leading open-source DXP (Digital Experience Platform).

6. Provider of Knowledge Hub, the open knowledge platform for public service communities everywhere.

A platform to collaborate and share across teams, organisations and communities. Co-designed with the public sector and used by more than 100,000 users from 5,000 organisations across 80 countries.

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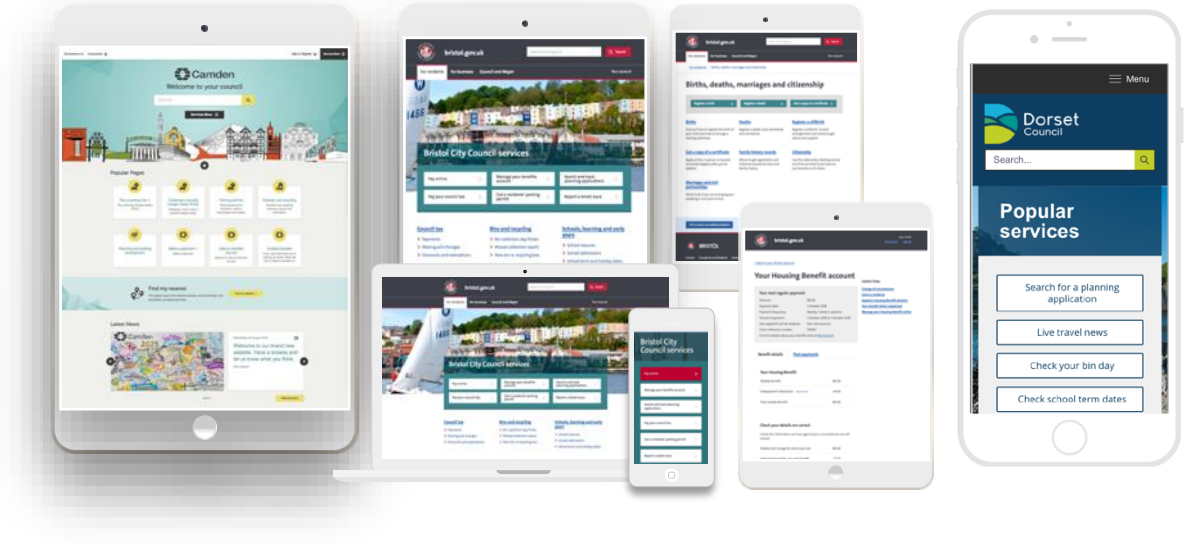
About Digital Place for Local Public Services

Councils and their partners in the public sector, voluntary and community organisations want to create and provide well designed accessible services for residents and local businesses, using digital capabilities to meet user needs and reduce operating costs.

We believe that to achieve meaningful results for local users it is important for councils to start with technology that makes it easier to deliver complex transactions in an integrated and unified way. But many councils have been forced to continue using outdated technology because they cannot justify the cost of platforms designed for big business, which are either expensive to buy or expensive to 'make work' in terms of integration and support costs.

This has left councils relying on mixing a variety of individual CMS, Forms and My Account packages, and paying for the integration between them, an approach which has proved costly, and frustrating as councils find they cannot offer the seamless user experience that people expect.

Digital Place is based on a fully featured Digital Experience Platform that combines all these capabilities, and more, in one integrated platform straight out-of-the-box and which typically operates at a much lower total cost of ownership.



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The Digital Place Difference

Other suppliers ask you to choose which modules you want to use, how many users to licence them for, how many residents will access them per month, and if you want to add on digital services built for councils, you'll need to purchase them in addition to the core platform.

Placecube's Digital Place takes the opposite approach - everything is included in one simple platform subscription, and is openly licensed for multi-agency, unlimited use. All features and services are available to be combined in whatever way helps you meet users' needs, and all digital services that are developed in collaboration with the community of Digital Place subscribers are made available for everyone to adopt and adapt locally.

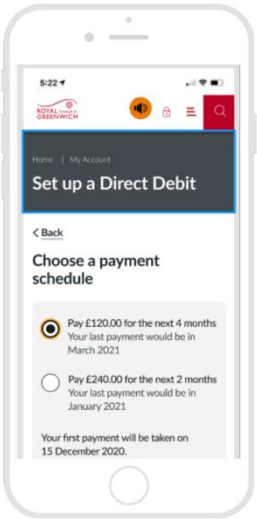
Our unique approach to re-use will also save your organisation from unnecessary escalating costs in the future because every development is componentised into reusable code (aka cubes) that we publish and make available to all our customers without charging for the code a second time. Once it has been developed, it is there for all customers to use – at no additional charge. This means you automatically benefit from a conveyor belt of continuous innovation from other customers, representing a practical way for you to unlock short-term cost benefit, whilst protecting long-term value.

We use open-source tools and support open standards (by default) in line with the Government Service Standard and Tech Code of Practice guidance for Local Government. Unlike proprietary software providers, our aim is to equip local authorities to operate their own platform and support councils who have signed up to the Local Digital Declaration principles.

All of our cubes are published under the OSI approved AGPL v3 in our public code repository, giving you freedom from proprietary lock-in. But because we provide Digital Place for Local Public Services as SaaS you don't have to worry about hosting, maintenance, and retaining the skilled developers and operations staff needed to keep an open source platform running at peak performance, and we do the work to deploy new cubes into your UAT environment after they have been developed and tested, allowing you to evaluate them before choosing to deploy them to your live site.

Your Digital Place subscription includes all of these features with no additional fees:

- Web Content Management System
- Low-code Forms Builder
- Workflow engine
- Low-code Case Management
- Customer Contact Management (CRM)
- Customer Account
- Integration Connectors for a wide range of back-office systems and third party services
- An extensive library of Service Cubes including end-to-end digital services, case types and front-end forms



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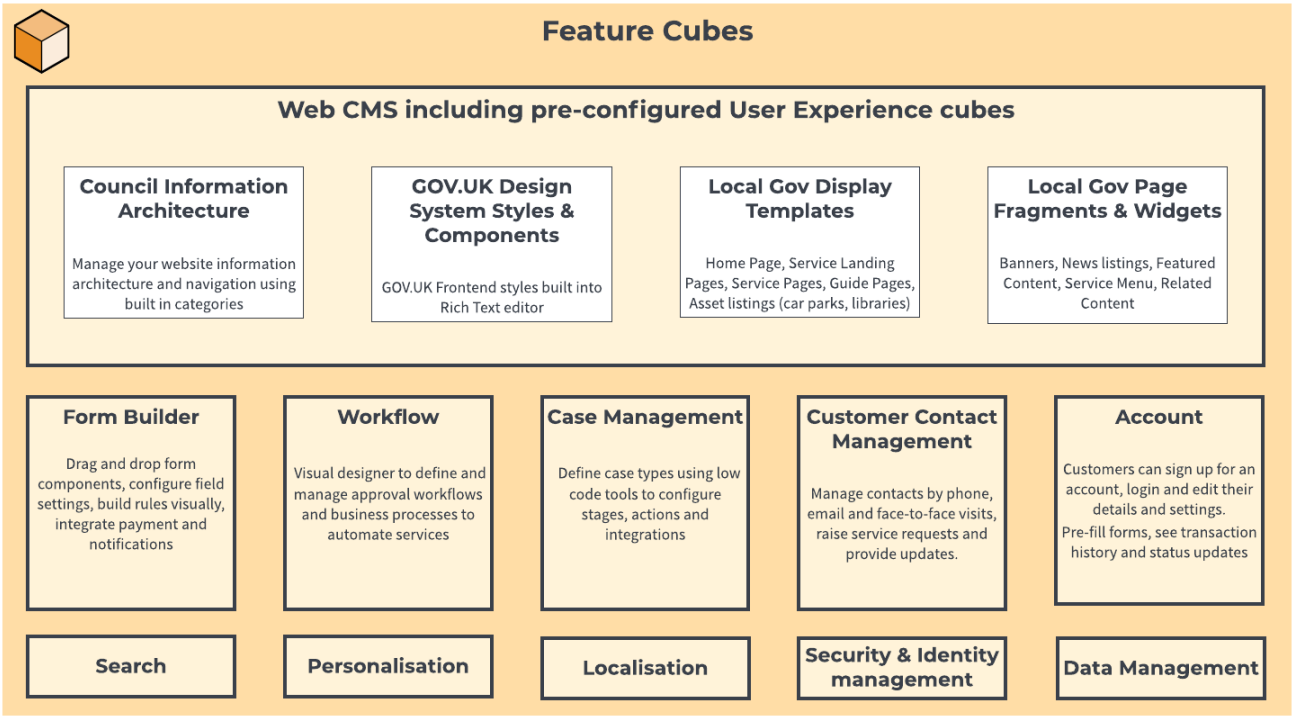
Digital Place Functionality Overview

Digital Place offers everything you'd expect from a globally leading Digital Experience Platform, including a CMS, Forms, Workflow, Case Management and CRM, but doesn't stop there. Digital Place is a proven way to access re-use, good design and open standards at a price that's affordable; delivering better connected services that are easy to integrate across your place.

Digital Place Feature Cubes



Web CMS

The Digital Place Content Management System is built on the sophisticated tools available in Liferay DXP, and is enhanced with a range of features built by Placecube, specifically for public sector customers. These include support for the GOV.UK Design System's front-end styles and components, easily available to content authors and editors as they work in the embedded Rich Text Editor and a set of predefined page templates and section layouts, and content fragments that enable councils to achieve a consistent layout and make it easier and quicker to compose new sections and pages.

The CMS supports the separation of content and presentation, enabling content authors and editors to create web content based on structured content types, and UX designers to create the display templates and customise CSS and Javascript that ensure a consistent user experience.

Placecube have designed and tested Digital Place's UX components and themes to be WCAG 2.1 AA compliant and responsively designed to work effectively on mobile devices, tablets and desktops. Our customers undertake independent testing and ant resulting updates are made available to all Digital Place customers.

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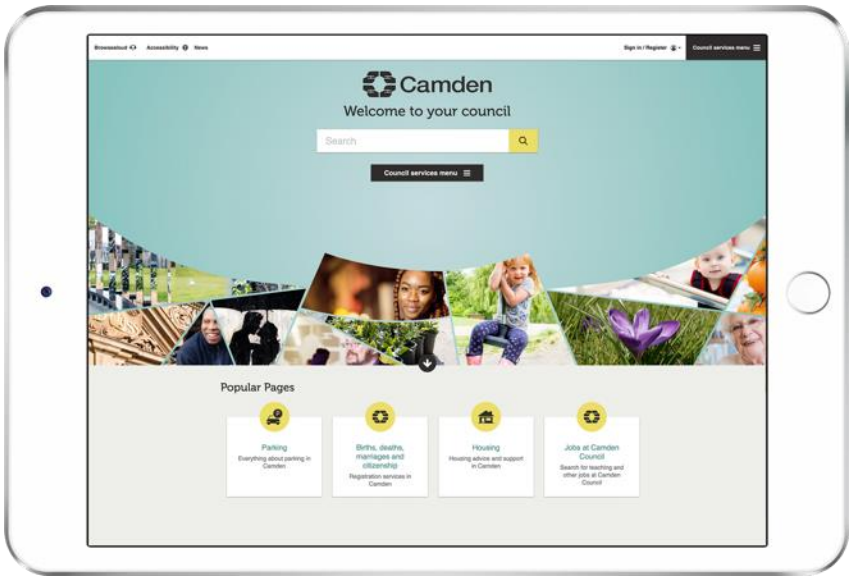
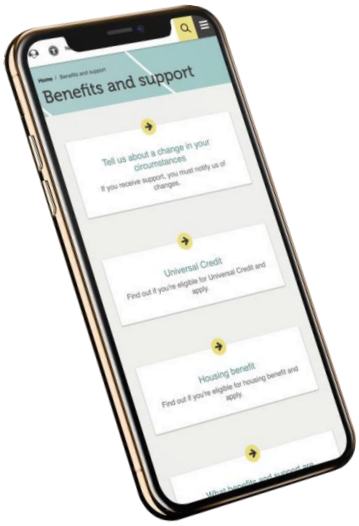
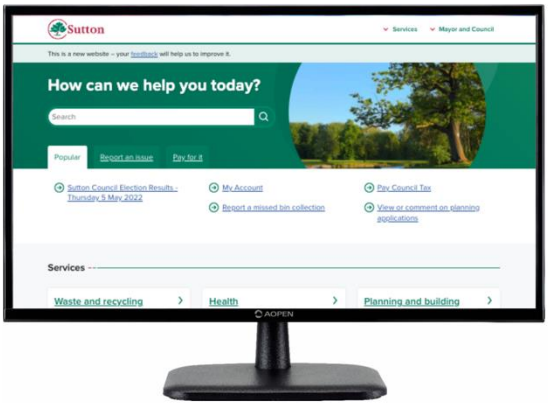




Web admins can configure the information architecture of the web site using the categorisation and tagging tools available in the platform, defining the vocabularies needed for navigation and relating content.

Digital Place for Local Public Services provides standard templates for:

- Home Page
- Service Landing Pages (Category Pages)
- Service pages (Content Pages)
- Guide pages
- Asset listings (Directories)



As well as standard page fragments and widgets including:

- Banners
- News Listings
- Featured content
- Site-wide service menu
- Related content

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Your Digital Place subscription enables you to create as many microsites as you need, all based on the same instance of the platform, with no additional licence or hosting costs, and with their own custom themes - designed by your own team or partner agencies. Some examples from existing customers include campaign sites, multi-agency recruitment sites, public health, fostering and directories of local attractions.

Digital Place supports standard Search Engine Optimisation techniques, and can integrate with Google Analytics or for more powerful data on the use of pages, content fragments and assets, you can choose to add-on the Liferay Analytics Cloud option. Use of Liferay Analytics with Digital Place also enables more sophisticated user segmentation and personalisation based on segments. Users who log in to their account can be included in more finely tuned personalisation of content and analytics - all based on explicit cookie consent opt-in.

Low Code Forms Builder

Digital Place includes components that enable you to capture data from users and create end-to-end digital services. An easy-to-use visual Form designer is a fully integrated module of the platform, which means that council web teams can move seamlessly from creating service content pages to adding form components within the website, and access data from external services through Digital Place's integration capabilities.

Creating and Structuring Form Components

Structuring your forms is easy with the drag-and-drop interface. Users can easily layout their form fields on a page and reorder pages through the intuitive interface. Users can also configure a URL for redirects after a form submission and standalone forms can have URLs independent of the default site navigation.

Form Rules

It's easy to create smart forms with conditional rules using the Form Rules feature. Conditional rules allow users to introduce dynamic behaviour in forms and allow personalisation of the questions or fields to show/require based on how users respond on your forms. A predefined set of form rules allows for quick customisations to users' form fields, including: setting a required field, enabling fields/options, autofill selects, show and hide, jump to a page, calculations, conditional success pages and an API to create and execute customised rules for your form needs, for forms created programmatically. You can also define validation logic for a specific form field by creating custom messages for form validation errors. This helps improve the completion rate of your forms.

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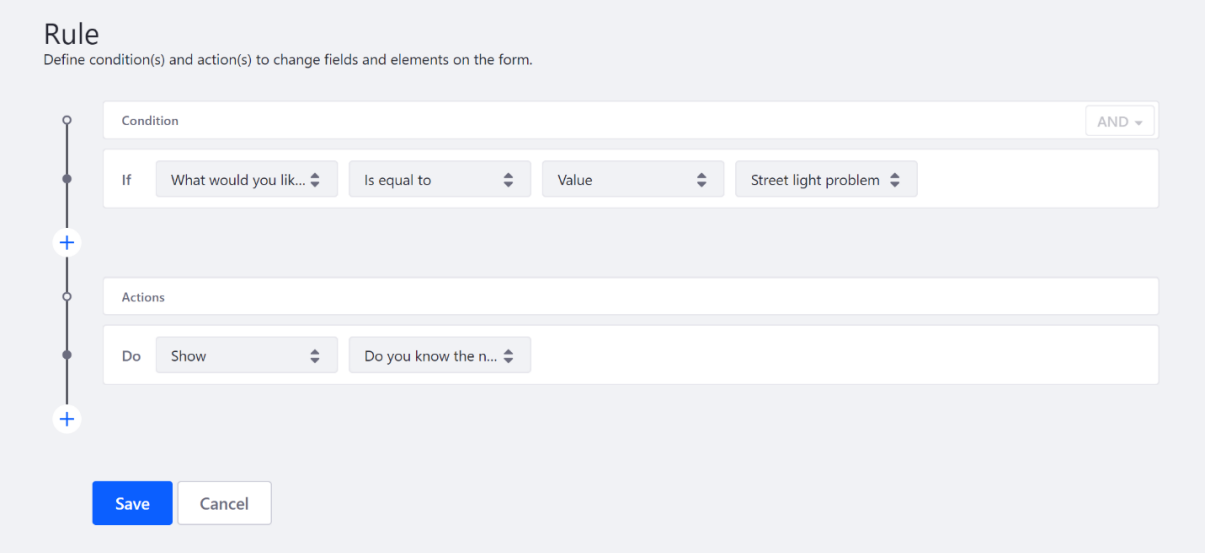
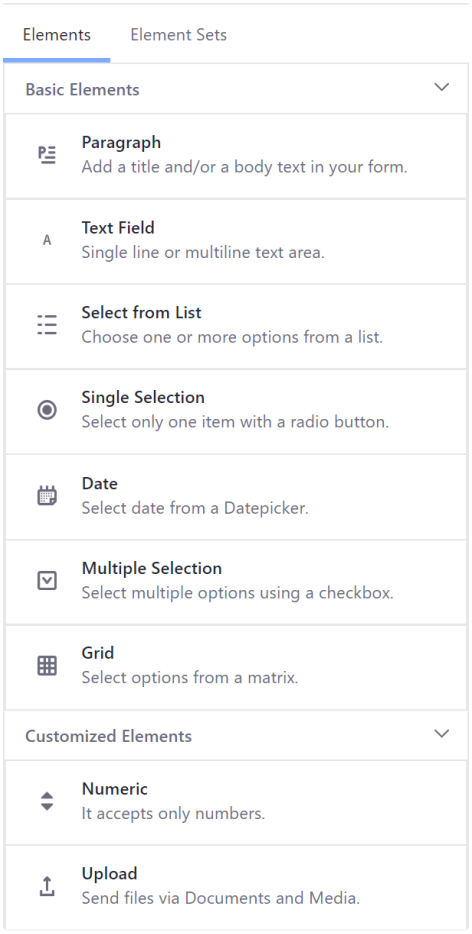


Fields and Properties

The default form fields included in Digital Place contain all of the standard types you would expect. The ability to create form field sets, by grouping fields together and easily repeat that group of fields help speed up the creation of long forms where repeated inputs may be necessary. An API also allows users to create new customised field types, with a provided template and documentation.



Field Library

Liferay DXP comes with a default predefined library of form fields, as well as capabilities that help you build a library of fields so that users can easily begin building forms they need by reusing pre-set fields. Digital Place for Local Public Services includes additional form field types and element sets that Placecube has created with councils to meet specific local government use cases including postcode lookups, payments, notifications, map fields and configurable success messages.

Integrating forms with data services and storing output

Digital Place is designed to make it easy to integrate forms with external web services. “Data Providers” can be configured to access REST APIs and pull data through to pre-populate fields with data from external services.

Once forms are completed, a variety of actions are possible. Back-office staff can be sent email notifications after a form entry, and form entries can be exported into different formats: CSV, XML, and XLS. Form submissions can also be integrated with workflows that can trigger tasks for people. Digital Place also helps you take the next steps beyond manual processing, enabling you to pass form data to back-office systems or store it in the Digital Place database using the StorageAdapter API.

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Workflow

The Workflow module in Digital Place enables councils to create, amend and deploy workflows for a variety of purposes. The core Liferay workflow engine allows users to review and approve content such as Blogs, Web Content, Wikis before they are published. The Workflow application makes it possible to define any number of business processes/workflows, deploy them, and manage them through a visual interface.

However, workflows can be created and applied to the handling of form submissions, as part of an automated digital service. Councils can combine workflow with forms and integrations, using scripting within the workflow designer. Placecube have made it even easier to use workflow within low code digital service development by including it as a core component of the Digital Place Case Management module described below.

Low Code Case Management

Digital Place's Case Management cube provides a comprehensive framework for councils to define any type of case they need to manage through its lifecycle. Our Case Management functionality is built on top of the form builder, enabling customers or staff to create new cases by completing an initial form, and the workflow cube, providing the ability to define the process stages and transitions that the case flows through.

A number of action modules and configuration settings are available to be used at the appropriate stage of the workflow including

1. Assigning the case to a role or individual user
2. Setting working day SLAs and notifying responsible officers of actions/deadlines, and automated visual traffic light system indicators
3. Sending requests for clarification and information internally or externally, using templated emails, managed within the CMS that can include One Time Form URLs so that cases can be updated without the user having to log into an account
4. An evidence upload feature that enables users to provide documents required for the service, and stores them linked to the case data
5. The ability to link new cases to existing cases
6. Notifications that can be configured to ensure the user is updated at each stage as to the status of the task via email or SMS
7. Templated responses for use in notifying customers of the outcome of cases, including generating and attaching PDFs to emails.

Each case type has a Case Management Dashboard with configurable search/filters and column layouts, that enables staff to view incoming cases and their allocated case workload. Case Management is integrated with the Account to give users a view of their cases status, and with Customer Contact Management so that Customer Services officers can respond effectively to calls.

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The case management features of Digital Place are also able to use all of the other features of the platform - including integrations with back-office systems or third-party services through RESTful APIs or database connectors.

Customer Contact Management (CRM)

Digital Place's Customer Contact Management cube was developed to meet the needs of councils who wanted an alternative to either a full traditional CRM, or the existing CRM lite options.

We co-designed CCM with our customers starting from the perspective that most people prefer to use internet age, user centred digital services – but that there are still some people who need to use phone and face to face services, and that councils want to unify their services and data across channels. Because CCM is built on Digital Place it is fully integrated with any digital services you build, with data and integration connectors and the Account cube.

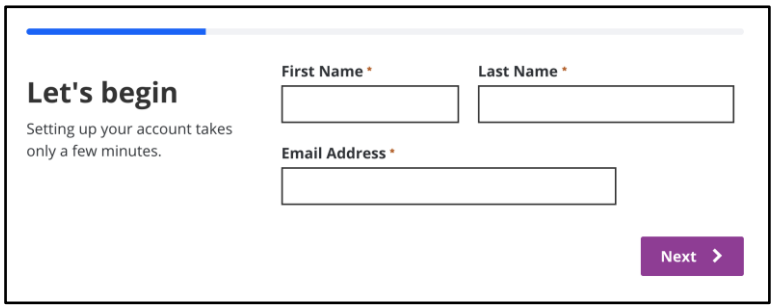
CCM can be implemented flexibly, beginning wherever you are on your digital journey. You can start by sending service requests to the back office by email, then move on to raising cases through the Case Management cube, and/or fully integrated digital services that create jobs, bookings and reports in your back-office systems.

CCM supports the jobs your customer service officers do - taking calls, finding the customer record, viewing their previous service requests, searching for information on the service they are calling about and raising new service requests. You can edit the customers profile details, merge accounts, indicate relationships with other people, and invite customers to self-service. Services requested through CCM are recorded against the customer's account, and visible to them when they login.

Account

Digital Place allows residents and businesses to create a customer account. Our MyAccount feature is configurable allowing the Council to choose which services require an account to be created and which do not.

MyAccount allows users to record their contact details and notification preferences, pre-fill form fields with these details when the user is logged in and to store a transaction history of service requests or cases raised by the customer.



The MyAccount features have been co-created with and continually improved over time with a number of our council and public sector customers including. MyAccount provides a secure method for customers to create and modify their profile with all data stored within a GDPR/PECR compliant database.

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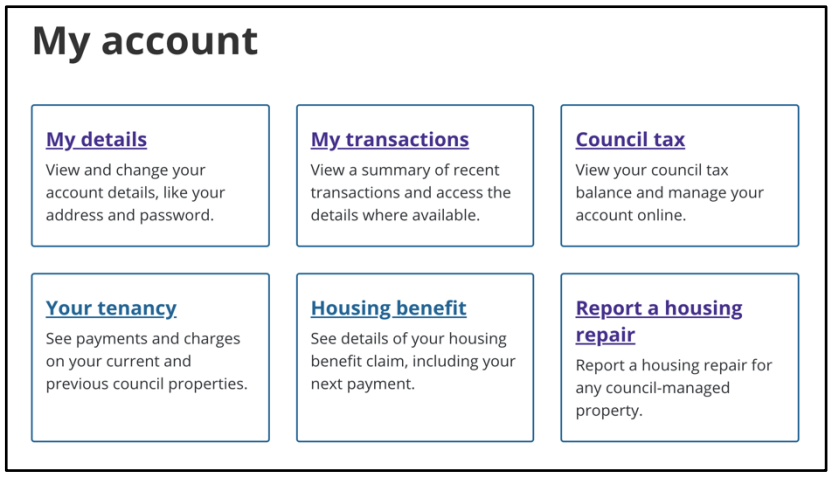
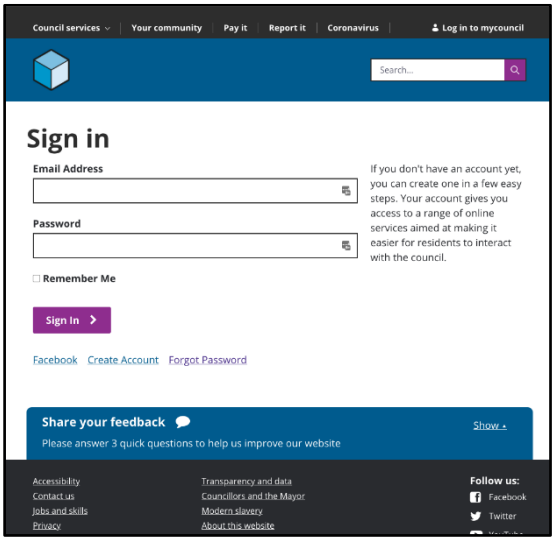
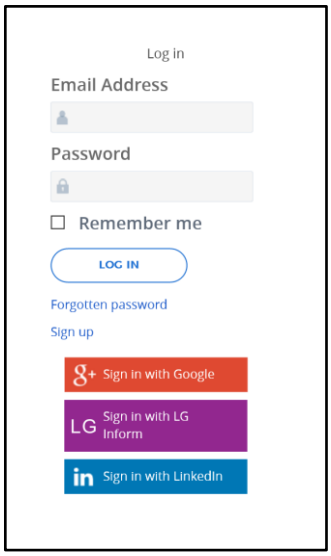


The commercial model for Digital Place is not based on the number of user accounts, so there are no cost implications linked to you driving user take-up. Every resident, partner organisation and business in your council area can be supported within your annual subscription fee.

Placecube has implemented Multi-Factor Authentication for the account, which simply requires a phone or alternative device with an App compliant with RFC 6238, a standards based TOTP (time-based one-time password) algorithm. Example apps include Authy, Duo Mobile, Lastpass Authenticator, Microsoft Authenticator, Google Authenticator.

Customers register for an account using their email address, or through several federated, social login options, including Facebook, Twitter, Google, and LinkedIn. Standards based authentication providers can be used through the OAuth2.0 protocol and/or OpenID Connect.





MyAccount includes the ability to display the transaction history from digital services that the user has performed when logged into the platform and can also have records pushed into it from other back-office systems through an open API. Current examples include the display of council tax, benefits, and housing related data. The Account can also display personalised and localised content, enabling a “personalised”

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Account landing page driven by the user's location and attributes from their user account, displaying content and widgets that show relevant services, events, ward councillor and other related information.

Digital Place allows customers to update their own contact details through their Account. System Administrators can select which fields can be updated and which cannot, or which might require additional authentication. If customers wish to update address details because they are moving within or out of the council area, the account links to the appropriate forms and can send notifications of these changes to back-office teams and/or integrate with their line of business systems, through APIs.

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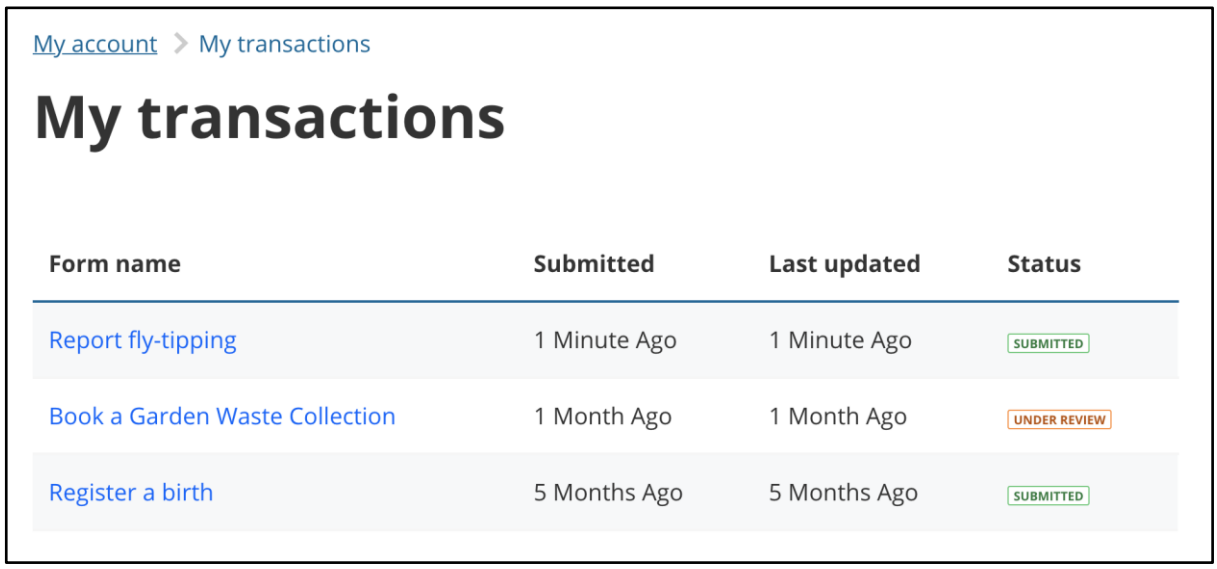

Search

Digital Place integrates the leading open source Elasticsearch engine, which provides search for users of the website, case management, and CCM cubes. Core web search features include:

- Configurable Search results page including faceted search filters
- Using tags to boost relevance.
- Adding and managing synonyms
- Managing result rankings and boosting specific results
- Crawling, indexing and including external sites/pages in results

Placecube has developed the out of the box Liferay implementation of Elasticsearch to provide a range of enhancements including "search as you type" suggestions and enabling Customer Services Agents using the Customer Contact Management (CCM) cube to search by all the details recorded against customers and transactions, including case reference, phone number, username (email address), full name, address and postcode.

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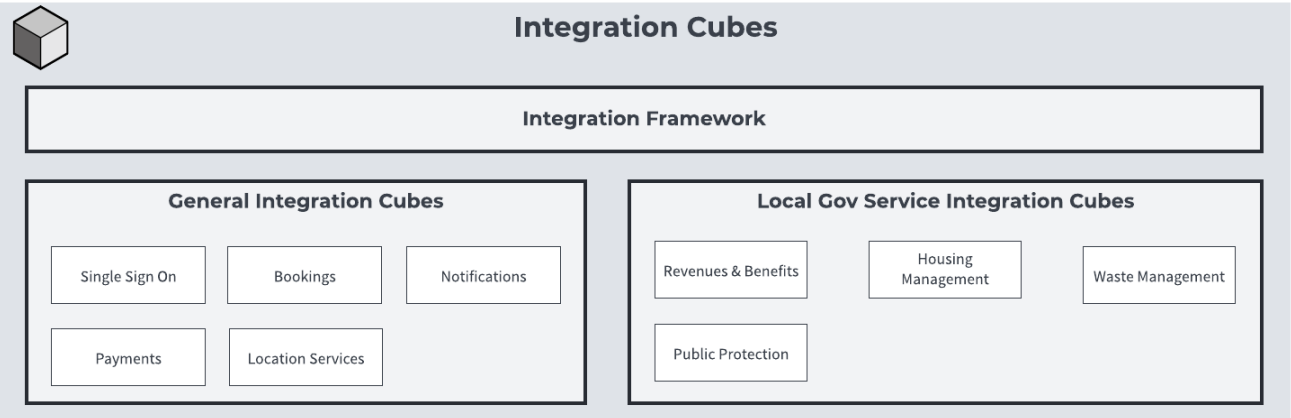
Digital Place Integration Cubes

Your Digital Place subscription includes the integration capabilities of the platform, enabling you to create new integrations, but also comes with access to every Service Integration cube that has already been created for back-office systems. We are constantly developing new integrations with our customers, and in line with our promise that the public sector never pays twice, these integration cubes are available for no additional cost. Contact us for the latest cube list.



Integration Framework

Digital Place natively integrates with REST APIs and provides access to APIs for its own components using the OpenAPI specification. The developer tools available in the platform can be used to build integration connectors that translate between older integration methods like SOAP, databases and files and REST APIs. Placecube uses this approach to create the Service Integration cubes for local government back office systems.

Functional Integration Cubes

- Active Directory/ ADFS
- SharePoint
- BookingLive
- JRNI
- GOV.UK Notify
- GOV.UK Pay
- Ordnance Survey Places
- ArcGIS
- Capita Pay360
- Civica Icon

Service Integration Cubes

- Revenues & Benefits systems
    - Capita One
    - Northgate Revs & Bens
- Housing Management systems

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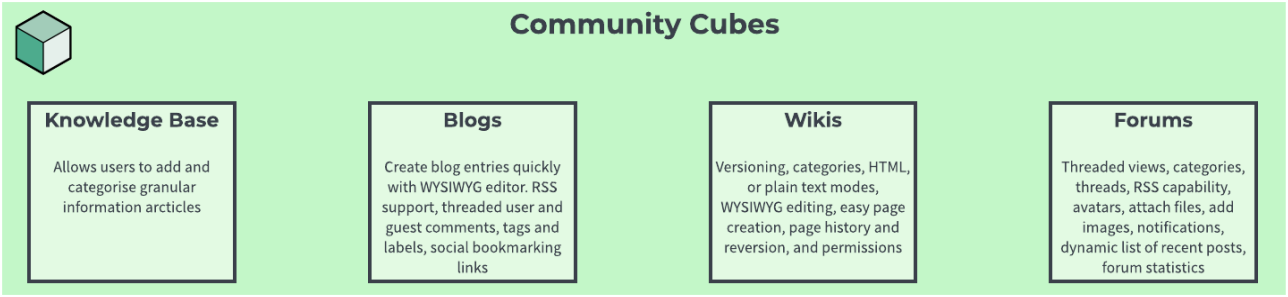
    - Northgate OHMS
    - Civica CX
- Waste Management systems
    - Bartec
    - Echo
    - Mayrise
    - Webaspx
    - Whitespace
- Public Protection & Regulatory Services systems
    - Civica APP
    - NEC M3
    - Idox Uniform

Digital Place Community Cubes

Digital Place contains a number of community collaboration tools, that can be used on any website built by the council, and are also used within other cubes – for instance CCM uses the Knowledge Base. Councils can enable these community cubes to open up methods of communicating, receiving direct feedback, capturing and sharing information communally and engaging in discussions.



Placecube also provide a full Community Collaboration platform, designed to support professional communities of practice and interest, with a range of tools to support group management and collaborative activities – see our “Digital Place for Communities” service definition for details.

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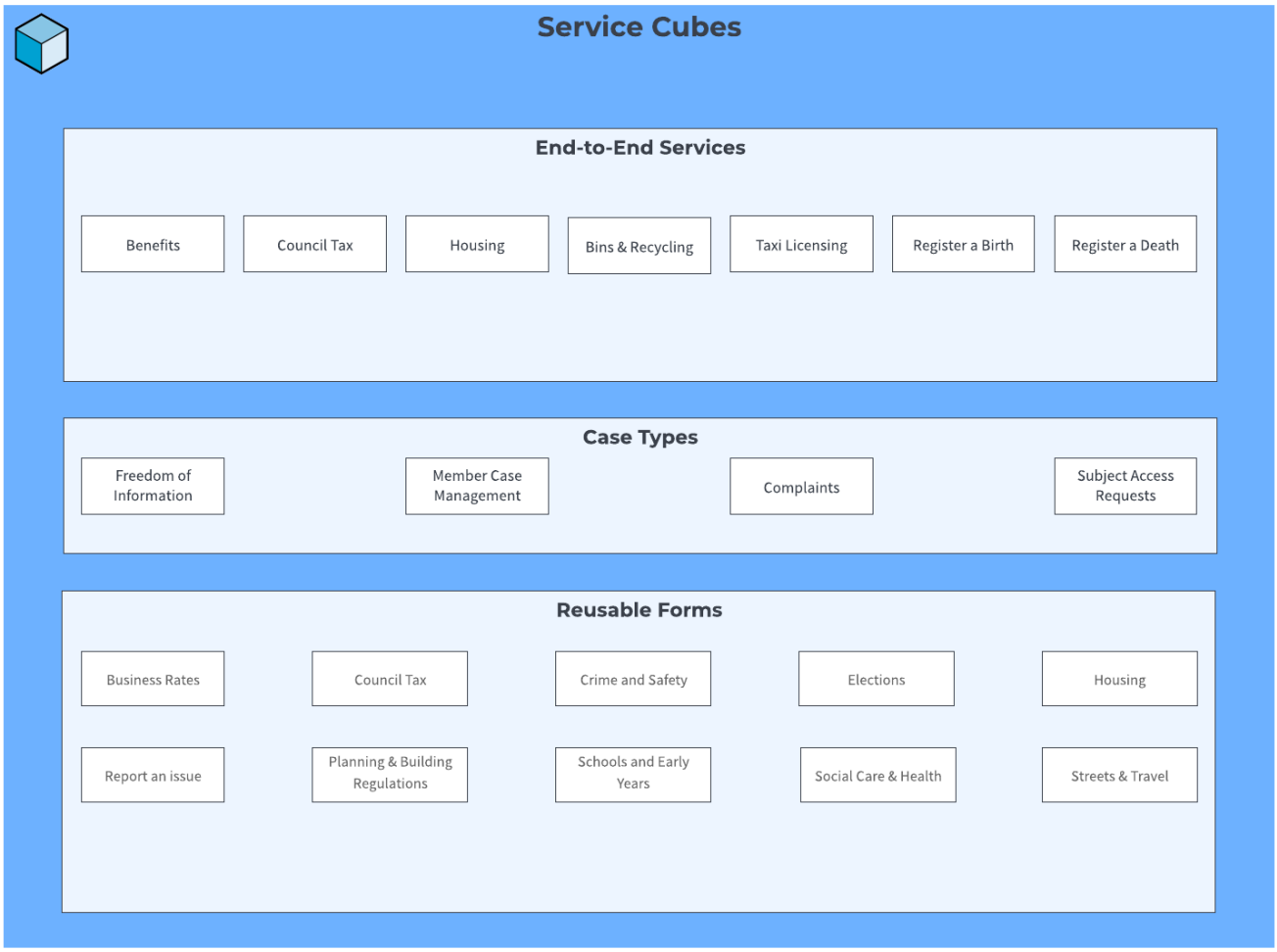
Digital Place Service Cubes

Our support, tools and services help clients to accelerate the development of a new generation of local digital services that make it simple to connect citizens and communities at the front-end and integrate complex systems at the back-end, reducing the administrative burden, removing unnecessary procedural waste and creating great digital experiences that users prefer.

This includes a growing catalogue of digital services and forms in many of the primary service areas required by local authority clients.



End-to-End Services

Working in collaboration with our customers we have built a number of end-to-end services that can be implemented by new Digital Place subscribers and configured to work in your environment. These services are typically integrated with back-office systems via their APIs to enable secure registration and authentication, and will use integrations with the payment and notification connectors where required. Our existing integration cubes are listed above.

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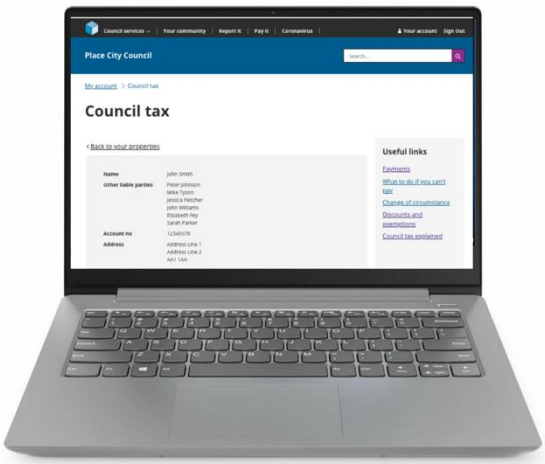
End-to-end services available at the time of publishing this document include:



- Benefits
    - View my Housing Benefit account
- Council Tax
    - View my Council Tax Bill
- Housing Services
    - View my Rent Account
    - Tenancy Management
    - Request a Repair
- Taxi Licensing
    - Apply for a Driver, Vehicle or Operator Licence
- Bins & Recycling
    - Find my bin days
    - Garden Waste Subscriptions
    - Assisted Collections
    - Bulky Waste Collections
    - Order new bins and boxes
    - Report a Missed Collection
- Registrars
    - Book to Register a Birth
    - Book to Register a Death

Case Types

The Case Management cube has already been used to develop several common case types in collaboration with our customers. These can be used as starting points for you to configure so that they fit your local policies.

Case Types available at the time of publishing this document include:

- Complaints
- Freedom of Information
- Member Case Management
- Subject Access Requests

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Dynamic Data Lists (Directories)

Searchable listings of common asset types, with listing display templates including predefined filters, geo-location and map displays, and display templates for each asset. Councils can reuse DDL templates co-designed and built for existing customers, or create their own.

Dynamic Data Lists available at the time of publishing this document include:

- Car Parks
- Council Offices
- Leisure and tourist locations
- Libraries
- Recycling Centres
- Places to eat and drink

Front End Forms

Digital Place includes a range of forms built by our council customers, that can be installed and then configured to suit your local policies and processes. Where integration connectors exist already, you can configure these forms to send data to your back-office systems. You can also configure them to use the built-in postcode lookup, payment and notification fields.

The list of available forms changes as Placecube works with council customers, refining existing forms and adding new ones. Forms available at the time of publishing this document include:

Business Rates

- Apply for small business rate relief
- Apply for an empty property exemption

Council Tax

- Apply for an empty Annexe exemption
- Apply for a bankruptcy order exemption
- Apply for an occupation prohibited by law exemption
- Apply for a repossessed premises exemption
- Apply for a council tax discount for someone in hospital, care or prison
- Apply for council tax exemption on a property left empty following a death

Crime and Emergencies

- Apply to be a Youth Offending Team volunteer

Elections

- Opt out of, or in to, the open register
- Find your ward and polling station

Housing

- Find out if we can help you with problems coming from another property or in your property
- Report an unlicensed property

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- Report an abandoned council house or flat
- Ask a question about my rent
- Report Tenancy Fraud
- Report Anti-Social Behaviour as or by a council tenant

Report a neighbourhood issue

- Report a problem in a park or green space
- Report a problem in a play area
- Report a noise nuisance problem
- Report a problem with smoke, smells, dust or lights

Planning and Building Regulations

- Report a breach of planning rules
- Book a site inspection
- Report a breach of building regulations
- Make a building regulations full plans application

Schools, Learning and Early Years

- Help for parents starting or returning to work
- Register at a Children's Centre

Social Care and Health

- Make a child safeguarding referral
- Report suspected adult abuse
- Make a complaint or give feedback about adult social care services

Streets and Travel

- Make a complaint about a taxi
- Report a problem with a traffic light
- Report a fault with a street light
- Change your bus pass address details
- Replace a stolen bus pass
- Report fly-tipping
- Report a street that needs cleaning
- Report graffiti
- Report flyposting
- Report an abandoned vehicle

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Subscription Support, Implementation & Professional Services

Digital Place's innovative approach – including all platform features in one subscription service without hidden extra costs for premium modules – also applies to our support and implementation services.

As outlined in our pricing document, in year 1 we include a single comprehensive implementation support package for a one-off cost. As described in the sections below, this covers deploying your non-production instance of the platform, onboarding, branding, implementing any integrations from our existing cube list, foundation training for all of the core modules, working with you to configure the CMS, CCM, and Case Management (as required), testing for accessibility and security, and then deploying your production environment.

Your annual subscription includes all hosting, support and maintenance costs – there are no additional per user, transaction volume or other charges related to the size of your organisation, customer base or use by partnership projects. This means you can be as ambitious and successful in shifting customers to digital channels without fear of scaling costs as you grow.

Our approach aims to give you control and flexibility. We know that customers often want support to kick start their use of a new platform – either to provide additional training, expert coaching from our developers, or intensive support in configuring and implementing elements of the platform like CCM and Case Management. Some customers have commissioned us to scope and deliver an automated content migration from their legacy CMS to Digital Place. Others have worked with us to discover, design and develop whole digital services. To meet these needs, we offer professional services, that can be added on to your subscription purchase in bundles of days, with discounts for larger volumes outlined in our pricing document.

Deployment & Management

Concentrate on developing the digital services for your organisation. Leave the infrastructure and software stack to us. You don't have to invest in physical assets; being able to 'rent' virtual infrastructure and software has both cost benefits and practical benefits.

The Digital Place Software-as-a-Service solution is ready for immediate deployment over the internet once we have undertaken the necessary onboarding, customisations, and integrations you require. Your users will have full administrative rights, allowing them to start creating other users, roles, sites, content, and services straight away.

Training

Comprehensive foundation training is a standard component of our implementations and it has been developed to support our clients' in becoming self-sufficient.

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Training commences well ahead of live deployment with in-house staff using the system for testing, accelerating their efficiency and ability to react to future business and legal requirements.

We can enhance initial training with scheduled refresher sessions. Ongoing knowledge transfer can be provided through ad-hoc 'ask-the-expert', written guidance and virtual Communities of Practice; all geared to creating self-sufficient, in-house expertise. A knowledge base is provided to help staff with day-to-day tasks and processes.

Developer Support

For customers who want to develop new features in full code, the Developer Support add-on provides council staff access to their own Development environment, additional guidance and support for developers to setup their local Docker environment and toolchain including JDK, Gradle, code repository, artifact repository and build server, and access to Liferay University online developer courses. Please see the Pricing document for more details.

Onboarding & Offboarding Support

Our solution is ready-to-use and can be deployed at pace.

Firstly, we will work with you to discuss branding, design and the tools you want to use. We will then set up sessions to walk through the service, demonstrating the various administrative and end-user interfaces. You will have opportunities to practice, test and ask questions.

Once deployed, we provide a dedicated web-based support desk, available from 09.00-17.00, normal business days as standard. Telephone, on-site or 24/7 extended support can be made available for an extra cost. Our support team consists of highly skilled, experienced professionals, who can help troubleshoot any problems.

If you no longer wish to use the service, we can provide an encrypted archive of all client-owned data stored within the platform.

Security & Privacy

We are committed to keeping your data safe and secure and adhere to extremely strict security standards. This includes operating from SOC-1/ISAE-3402/SOC-2/SOC-3 compliant datacentres run by Amazon Web Services (AWS) and maintaining ISO27001 certification covering both our corporate and datacentre environments.

Our cloud software service production systems are hosted by AWS in the UK in some of the most highly specified datacentres available. They're built to exacting, rigorous standards and deliver unparalleled security, power, connectivity, and environmental control. It's a world-class infrastructure and keeps our

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servers running uninterrupted 24/7. The datacentres are engineered with fully redundant connectivity, power, and HVAC to avoid any single point of failure. Each datacentre is staffed by highly trained technical support staff.

We manage the infrastructure for you, so you can concentrate on managing your platform and your users. We ensure that all software within the environment, including operating systems, databases and application-level software is fully patched. We use enterprise-grade monitoring solutions on all our cloud environments to allow us to pre-empt and react to system events and resource usage.

The underlying software of our solution, Liferay DXP, is regularly penetration tested and verified by Veracode. The platform is regularly penetration tested by an independent CHECK service provider.

We have appropriate data processing agreements in place with all clients to meet the requirements of the General Data Protection Regulations.

Service Levels, Performance & Availability

We aim to provide at least a 99.9% uptime service availability level. The service is fully resilient, with no single points of failure throughout the technology stack. The service comes with a 4-hour recovery time objective (RTO) and a 1-hour recovery point objective (RPO). This means that in the event of a major loss of infrastructure, the service would be available again within 4 hours, with a data loss of no more than 1 hour.

Availability excludes agreed scheduled maintenance events, customer-caused or third party-caused outages or disruptions, or outages or disruptions attributable in whole or in part to force majeure events. Any service-impacting planned maintenance work is always performed outside of UK business hours, with adequate notification to our clients.

We take nightly backups of all operating system and user data, with a 35-day backup retention as standard.

Governance

Across our organisation, we have established systems in place to enable us to monitor and report against our performance quickly and effectively. We are proud of our track record in which we consistently exceed all these required standards for our existing clients. However, we are not complacent about this, and are constantly reviewing technology, processes, and controls in order to ensure we maintain or improve these standards.

Our clients' requirements are typically aligned with our own well-established service standards, so we know we can provide an appropriate level of service having done so for other similar clients for a number of years. Priority classification is also a well-understood prioritisation model, which provides additional assurance that we will deliver reliable support service based on established best practices.

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In addition to operating a responsible governance model, and providing outstanding support to our clients, our clients receive additional peace of mind through the eight stated commitments that we openly make about how we will continue to operate.

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These eight commitments are just a part of how we uphold our reputation for doing the right thing.

1. **Our subscription pricing will be transparent and fair** – we will not surprise you with hidden costs or seek to charge you extra to keep features, services or integrations working in the way we have committed to you throughout our contract with you. We will only seek a fair return for providing genuine additional benefit and value to your organisation.

2. **We will not charge you a premium to integrate with our software or any digital services we provide** – we will facilitate this through the use of open APIs. When we develop a new interface, it will automatically become part of your existing subscription unless we agree with you in advance that it may put either party at a disadvantage to do so or that, as a prerequisite, another third party must also be consulted and asked to contribute to the cost.

3. **We will use and support open standards** – we will strive to reuse, develop, and contribute to a growing library of open-source code and supporting collaborative initiatives to develop open standards. We require third party partners to meet these standards. This includes a commitment to publish open-source code so that it is accessible to others who may wish to adopt it, and to support growing open source communities in which we participate. Our intention is always to promote re-use wherever possible and avoid duplication of investment and costs on the part of our clients and partners.

4. **We will uphold the principles of data protection, security and privacy by design** – personal data will remain private, open data will be open to share and any data services we provide will be designed for the benefit and improvement of your services. We will never seek to undermine the trust users place in services we provide through inappropriate collection, manipulation, or exploitation of user data.

5. **We believe web accessibility is essential, always** – we will strive to meet leading standards of accessibility in any services we provide or websites that we build, and we will uphold this principle in any quality review we undertake. This includes conformance with Web Content Accessibility Guidelines standards as a minimum.

6. **We will always seek to minimise the impact or disruption of any change** – when you entrust us to provide software and services on your behalf, we will always seek to coordinate and communicate any changes, updates or new releases so that your services are not disrupted. Where a fault occurs, we will remedy this fault according to the highest professional standards, by communicating openly with you and rectifying the issue as quickly as possible.

7. **We believe you have a right to know how your service is performing at all times** – we will share performance data summaries with you at no additional cost and will be open to discussing any additional detail you may require where it is reasonable and practical to do so without imposing any further charges. We will only seek to charge for requests that require significant development effort to provide.

8. **We are committed to Place by design** – our investment in place-based initiatives, through our solutions and technology, will always be designed to bring government, businesses and communities closer together to promote healthy, thriving local ecosystems with improved outcomes and sustainability for the Place. We will act responsibly and make a positive contribution to society.

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Community Collaboration

Our values lead us to work actively to bring our customers together, to form a community that collaborates on shaping our roadmap, helps us to continuously discover how to solve problems for them and the residents and businesses they serve, and then to work with us to test new releases.

We invite our customer's senior decision makers to join the Digital Place Advisory Board, which is designed to help us think strategically, understand the big themes of transformation in the sector, and give us a sounding board for the evolution of our products and services.

We encourage all practitioners to sign up to the Digital Place Community which we run on Knowledge Hub, and contains our documentation, information about current and future plans, links to our roadmap and feedback channels. We run show and tells on new product developments for customers and provide tools to enable our customers to collaborate. In the past 12 months this has helped Placecube to prioritise which initiatives on our strategic roadmap should be selected for development, resulting in major new features and enhancements to existing cubes that we know our customers want.

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