Digital Place for Communities SAAS
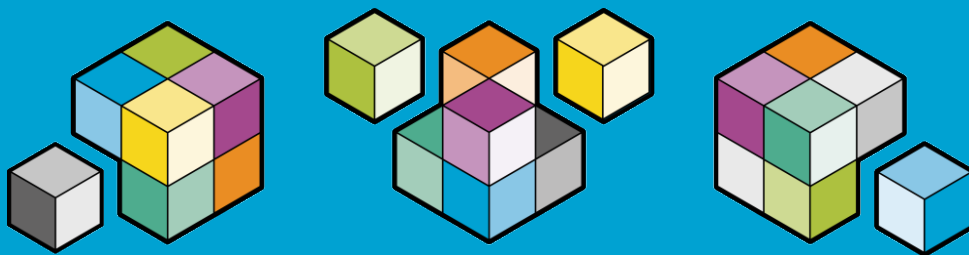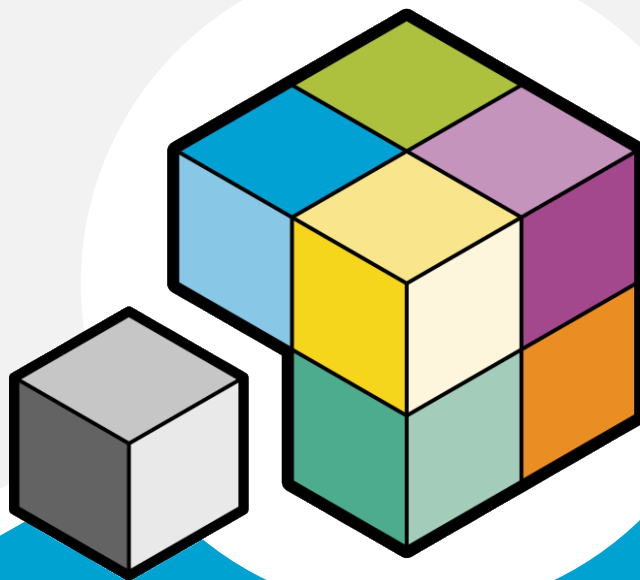
G-Cloud 13 Service Definition
September 2022

www.placecube.com

G-Cloud 13 Service Definition

Digital Place for Communities

G-Cloud Service Name

Digital Place for Communities (SaaS).

Service Overview

A secure, scalable, responsive, knowledge exchange, collaboration and integration solution based on Liferay's Digital Experience Platform (DXP), offering you the next generation of intranet/extranet. Drive engagement and harness collective knowledge in communities with a proven experience that works across boundaries, bringing people and knowledge together in one place.

Service Features

- Easy-to-use: create communities, teams, and users with a few clicks.
- Global: works across platforms, integrates with Microsoft/Google/Active Directory.
- Flexible: mobile responsive, scalable for hundreds of thousand users.
- Smart: configurable, contextual enterprise search, recommendations, tagging, categorisation, indexing.
- User management: personal profile, account, flexible permissions, distributed roles.
- Group, community and network management: role-based access controls, services.
- Collaboration tools: blogs, discussions, libraries, real-time document collaboration, polls.
- Communication tools: direct messaging, email notifications, announcements.
- Quick access to content: activity streams easy-to-navigate web pages.
- System admin: content management system, activity reporting platform analytics.

Service Benefits

- Easily integrated: based on Liferay's open source Digital Experience Platform.
- Increase productivity: easily share knowledge across systems, teams, and networks.
- Connect people and knowledge: across locations, organisations, geographies, languages.
- Gather knowledge assets: cross-boundary sharing; global, contextual search; remove silos.
- Knowledge streamlining: relevant, authoritative content proactively surfaced and recommended.
- Efficient: save time and money actively re-using valuable knowledge assets.
- Fast: ready to deploy, quick set-up, no additional development required.
- Improved communication: single interface, multi-faceted methods, and channels, reduce email.
- Better engagement: between individuals, groups, communities, employees, partners, and suppliers.
- Build communities: expert community management support options to improve engagement.

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. Re-usable 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.

About Digital Place for Communities

Digital Place for Communities is your easy-to-use place for knowledge collaboration and sharing between teams, co-workers, and communities wherever they are. Enable members to work together, share insight, ideas and experience and ensure your organisation reduces costs through re-using existing, proven technology, rather than replicating similar bespoke systems.

This open, UK cloud-hosted platform is designed to drive engagement with a digital experience that inspires greater contribution from your users, whilst recommending content that's most relevant to you. Now it's easy to bring all of your information and users together in one place, with a consistent digital experience across every device.

Operate your Digital Place in a flexible way to meet your organisational needs, whether it be an intranet, an extranet, or a mixture of both. Create and content manage information pages, news, and communications, build engaged communities of practice and integrate with your own existing systems.

The modular, open source technology on which this platform is built is designed to be easy to use, integrate and change, freeing it from the constraints of proprietary platforms. This makes it more accessible to users across boundaries of geography, language, organisations, and systems. And it's scalable for use by hundreds of thousands of users.

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 we work in a way that supports councils who have signed up to the Local Digital Declaration principles.

Digital Place for Communities Features

User account

- **Registration/sign-up** allowing anyone to register, or apply domain-based access controls and ready-made user approval workflow to monitor and restrict access.

- **Single sign-on** using a variety of third-party identity providers including Google, LinkedIn, Facebook, and any provider supporting OpenID Connect

- **Self-serve** password reset, user account unlock and account re-activation

- **Editable user profile** including photo upload, personalised background, profile completeness indicator and flexible profile fields, so you can include the details you need

- **Individual user settings** including privacy, display language and time zone, email notification preferences, invitations, connection requests and notifications, direct messaging, favourites, own blog, account deletion

- **First-time user login wizard** including user recommendations and encouraging users to complete profile

- **User homepage** including personalised activity stream, immediate access to accept group invitations and connection requests, quick access to profile, settings, groups and networks, platform and network announcements and recently visited groups

Public and site-wide content

- **Easily navigable and manageable web pages and content** including flexible site structure with navigation menus that are quick to build and configure and inline editing of content
- **Powerful global and contextual search**
  - Search result ordering by relevance, date, A-Z and rating
  - Creation of content categories/taxonomies
  - Refining/filtering of search results by tag, content type, date, category, topic, rating, or other specified data field
  - Personalised content feeds, group and connection recommendations
  - Related content – similar to what is currently being viewed
  - Content auto-tagging

- **Group listings and search** including ability to join/request to join directly from the list

- **People listings and search** including advanced people search with filtering on all profile fields and ability to request/accept connections directly from the list

- **Content listings** including blogs, documents, events calendar, resources, news, jobs and other configurable dynamic content types

Groups – bringing people together for a variety of purposes; from large communities of practice and interest, to small private project spaces, with devolved management.

- **Secure access levels**

- **Open** – any registered member can join

- **Restricted** – searchable and visible, but access control is limited by group administrator and no access to content without membership

- **Private** – hidden, not searchable, or visible, invitation only

- **Privileged** – allows for a greater level of security to be applied to restricted and private groups through additional authentication, membership expiry dates and domain approvals. This feature can be used to provide Official-Sensitive groups in an Official-Sensitive configured environment.

- **Group homepage** including configurable name, logo, background image and description, plus recent activity stream, announcements and polls

- **Group collaboration and communication tools**

  - **Poll** – easy one-click voting on issues that can be configured by group administrator

  - **Announcements and messaging** – group administrators can signpost key content via the homepage announcements, or direct message to all group members

  - **Discussion forum** – all members can participate in conversations, share problems and solve issues together, group administrators can create categories as containers for a number of discussions covering the same topic

  - **Library** – upload all file types including audio and video (configurable by system admin), folder creation, single or multiple uploads (drag and drop), document preview, version control, publishing within and outside of group and publicly, document expiry for strict management of assets

  - **Real-time document collaboration** enabling members to work on Word, Excel and Powerpoint documents together

  - **Blogs** – publish blogs within the group only, across the whole site, or publicly

  - **Events calendar** – view as a daily, weekly or monthly calendar, or as a list, add booking link button, add to desktop calendar, publishing within and outside of group and publicly

  - **Wiki pages** for collaborative working in editable web pages

  - **Ideas** – generate and crowdsource ideas and suggestions, sort by most liked, filter by tag and category, group administrators can manage the status of an idea from 'for consideration' to 'completed'

  - **Member listing** and ability to make connections

  - **Search** – contextual group search using all sort and filter options detailed under global search above

  - **News listing** – display the latest news, sort by date, A-Z and most liked, filter by category and tag

- **Group administration**

  - **Group details** – manage group name, logo, background image and description

- o **Group tools** – manage and organise group collaboration tools, for example, add categories to forum, add folders to library, move items between categories/folders, turn features on and off

- o **Group reports and analytics** – access group management reports, statistics, analytics dashboard and add Google Analytics code for additional monitoring

- o **Group management** – manage membership and access control including invitations, domain access, member expiry dates (if applicable) and removal, add group administrators, amend group handling caveats, enable document expiry

- o **Group communications** – preview and add group announcements and polls, send group messages

Networks – allows for a branded collection of collaboration groups under one banner with devolved network management.

- **Network branding** – branded collection of collaboration groups

- **Overarching network group** acting as a gateway to the network and its groups, including:

  - o **Landing page**(s) to signpost key content within the network

  - o **Network groups** list;

  - o **Network members** list;

  - o **Cross-network collaboration tools,** such as discussion forum, library, blogs, events, real-time document collaboration, wiki pages, ideas and other content listings as required;

  - o **Network news** listing;

- Networks feed – view activity from networks and filter to view content from a specific network only

- **Home (default) network setting**, so members can:

  - o log into the network group homepage by default

  - o see content on the networks feed page filtered to that network only

  - o see network branding and access the network homepage from the top navigation from anywhere in the site

- **Network administration**

  - o **Content management** – network name, logo, background image, description, homepage content and news items

  - o **Network tools** – manage and organise network collaboration tools, for example, add categories to forum, add folders to library, move items between categories/folders, turn features on and off

  - o **Network communications** – preview and add network announcements and polls, send network messages

  - o **Add groups** – add groups to the network from the group listings page

- o **Network reports** – access network management reports and analytics dashboard, add Google Analytics code for additional monitoring

- o **Intranet groups** – make some groups (open, restricted, private or privileged) visible to certain email domains/users only

- o **Intranet user management** – by domain or email address

- o **Network management** – manage membership and access control including invitations, member removal, add network administrators, amend network handling caveats, enable document expiry

Microsites – allows for the creation of public facing, branded, mini-websites for the promotion of particular projects, services or campaigns.

- **Web page creation and content management** including flexible microsite structure with navigation menus that are quick to build and configure and inline editing of content

- **Dynamic data lists** enabling the collection and public display of different datasets, for example, news and resources

- **Feature re-use** – employ many other collaboration tools within the microsite, for example, discussion forum, library, blogs

- **Microsite management** – manage content and features

Additional knowledge sharing and collaboration tools

- **Knowledge Base** – can be deployed within group, network, site-wide, or publicly, enables creation of a collection of linked articles for sharing of information

- **Forms** – can be deployed within group, network, site-wide or publicly, enables submission of information, for example, surveys and applications

- **Structured content** – create and configure different content types and listings, such as case studies, jobs, resources etc. either using web content structures and templates, or dynamic data lists

System administration – whole site management

- **Member management** including account creation, user import, account updates, password changes, deactivation/deletion of accounts, management of available profile fields, data protection reports

- **User authentication and security** including forced email re-validation, account unlock, activation of inactive accounts, two-factor authentication, auto-deactivation and deletion of old accounts, user domain whitelisting to pre-approve certain registrations

- **User roles and permissions** including role definition and management of permission levels

- **Group and network management** including group/network creation, access and editing, deactivation/deletion

- **Content management and settings** including management of all pages, content items, groups and networks, and control of settings such as document expiry, document download limiter, online document collaboration, auto-tagging and handling caveats

- **Form builder** for easy form creation and export of contents as csv file if required

- **Communications management** including system email editing, notifications editing, audience segmentation and targeting to push tailored content

- **Page layouts and navigation** including management of page, group, network and microsite templates, control over layouts, access to CSS styling, page fragments supporting easier, inline content management and navigation menu builder allowing flexibility in creation of site architecture

- **Platform settings** – site-wide functional management including password policies, terms and conditions, language selection, default user associations, management of file types, search configuration

- **Workflow creation** including management of existing standard workflows for user registration approval and simple content approval

- **Integration** including social login via LinkedIn, Facebook and OpenID Connect, integrations with a broad range of other applications such as Active Directory, Google Drive, Documentum, SharePoint, Alfresco, Tableau, JasperReports, Shibboleth, and more.

E-commerce (optional add-on) – a PCI compliant, enterprise-class e-commerce solution that works for any size organisation wishing to sell physical or digital products and services and enables you to create and manage easily customisable eCommerce shops that are PCI, GDPR and DPA compliant.

- **Straightforward content management** to quickly set up an unlimited number of stores and pages

- **Commerce process tools** for contract and tier pricing, organisational hierarchy, order workflows, account management and more

- **Complex catalogue management** with multi-site, multi-catalogue, and multilingual support

- **Suggested product groups** – bundle products based on buyer behaviour

- **Product pages** with rich media, previews, and product relationships

- **Personalised product recommendations** to support cross-selling and upselling

- **Price list, discount, and promotion management** for customer groups

- **Recurring payments** to support subscription products

- **Multi-currency support** including exchange rates and tax rates

- **Customer notifications** for shipping dates and estimated arrival dates

- **Customer accounts** managed via simple, clean dashboards

- **Workflow integration and approval processes** to match organisational hierarchy

- **Customer account support** – manage accounts and edit orders or pricing on their behalf

- **Smart alerts** that notify reps when an account is at risk of churning

- **Integration Manager** – manage connectors and data integration jobs in your commerce ecosystem

Why Digital Place for Communities?

How Digital Place for Communities benefits organisations and individuals

The chance to share practice, insight, and innovation regardless of geography, department, organisation type or sector offers much needed efficiencies and opportunities for innovation.

By engaging through Digital Place for Communities, organisations can:

- reduce IT and infrastructure costs through:
    - re-using existing technology
    - no need to purchase or manage hardware
    - only rent as much virtual infrastructure as you need, so no wasted capacity
- benefit from greater flexibility by choosing relevant features and security options that meet your organisation's needs
- leverage open APIs and social sign on options, for example with Active Directory or SAML, to integrate with existing enterprise systems
- improve organisational efficiency through less email traffic and less time spent starting from scratch
- save time and money through sharing tried and tested solutions
- share good practice, avoid duplication of work, and learn lessons from past examples and knowledge
- connect across different organisations, sectors, and technologies
- work directly with peers and partners, including crowdsourcing documents and innovation discussions with real-time collaboration tools
- keep up to date with the most current thinking available from network beyond immediate workgroups and peers
- develop and progress innovations rapidly through enhanced 'virtual' availability and increased knowledge pool
- reduce carbon footprint through less travel to meetings
- rapidly induct new staff to roles and help people develop new skills
- build relationships that transcend organisational and geographical boundaries
- extend and enhance membership/employee engagement
- build brand profile through visible public pages
- raise reputation and awareness with external partners, suppliers and communities
- connect better with members, gaining feedback and insight
- break down silos within organisations and departments

- develop excellent two-way internal communications with easy-to-use cross-organisation communications tools

- organise, index, and manage documentation, so members can access information more easily

- create a trusted space for members, in which to build relationships and develop a more collaborative organisational culture

Individual members will also gain great benefits, including:

- learning from the expertise and experience of others, particularly specialists and those who have been in the same job role for longer

- building confidence and new skills, including the use of digital technology and social media, online facilitation and community management, and community engagement

- developing a higher profile and professional reputation within their own organisation and externally

- developing more efficient ways of working, such as sending/receiving less email, working collaboratively, not travelling so often to meetings and reusing the best practice and knowledge shared by others

Demonstrating impact – how it works

Knowledge Hub – knowledge sharing across the public sector

Knowledge Hub (www.khub.net) is a free-to-join, open knowledge exchange and collaboration platform for public service. It provides digital collaboration tools to a broad audience of over 5,000 public sector organisations within the UK and internationally, and is used extensively in central and local government, health, education, housing, police, and fire services.

The growing Knowledge Hub community consists of over 150,000 public service professionals and their partners who use Knowledge Hub to exchange ideas and solutions and share good practice and innovation. Members need no longer reinvent the wheel, but can gain efficient, effective and reliable advice from their peers.

Over the years, Knowledge Hub has helped the public sector make huge savings through shared knowledge and information. For example, one group dedicated to supporting local government civil enforcement claims to have saved its member local authorities many thousands of pounds through sharing best practice. Another group, supporting professional development and qualifications, has made significant financial and environmental savings through delivering exams online, reducing travel and printing costs. Knowledge Hub has also supported a great many networks and groups to share essential resources and information throughout the COVID-19 pandemic.

Police Digital Service

In early 2018, Placecube rolled out a large knowledge sharing platform across the policing sector, on behalf of the Police Digital Service (PDS). This platform allows individuals within policing to collaborate directly with relevant organisations outside of the sector, as well as share research and best practice within the sector.

Placecube worked closely with the PDS Knowledge Manager to ensure rapid deployment of the standard Digital Place for Communities software, so they were able to test and train system administrators quickly.

The speedy implementation also allowed PDS and Placecube to focus their attention on the development of additional key features that were important to them, for example a capability to store and share Official-Sensitive content. Features implemented included enhanced checks on individuals' identity; vetting and auditability of users accessing secure content; and multi-factor authentication at login. The Home Office has accredited the platform to Official-Sensitive status since adding these features.

PDS have also benefited from liaison with our knowledge and community managers. They have been able to reuse much of our existing help and guidance material and have found it useful to discuss answers to commonly raised user questions.

The PDS knowledge platform has received excellent feedback from users and is seeing speedy growth across the policing sector and beyond, now hosting over 25,000 users.

Scottish Public Services Network

The Improvement Service manages the Scottish Public Services Network (SPSN), a large network on the Knowledge Hub, our own instance of Digital Place for Communities for public sector collaboration. The Knowledge Hub Team has been working with the Improvement Service for several years and the SPSN now boasts around 25,000 members across 800+ groups.

We have worked closely with the Improvement Service to increase participation and engagement. Our expert Community and Knowledge Managers ran successful training sessions on building online communities with group administrators from across the network, receiving extremely positive feedback: "A great two days – all training, group exercises and discussion applicable to everyday work tasks and settings, lots of useful tips to take back to our desks."

For such a geographically dispersed audience, face-to-face meetings have become less practical, so the SPSN offers vital channels of communication, enabling members to connect, share knowledge and support each other in delivering for their communities despite the physical barriers. Key successes include providing support for local councillors, bringing together partners preventing violence against women and developing a professional network for change managers.

Integration, 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 and practical benefits.

Out-Of-The-Box Integration: Digital Place is designed for business speed and productivity with pre-built connectors and templates, out-of-the-box management and an architecture that can scale up and scale out as your needs evolve. Our platform lets you quickly enable service assets or design enterprise grade integrations. Optional integrations are available for Active Directory, Google Drive, Documentum, SharePoint, Alfresco, Tableau, JasperReports, Shibboleth and more.

Software-as-a-Service (SaaS): 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. The service can also be configured with additional authentication and security features to enable the sharing of Official-Sensitive information.

Digital Place for Communities is offered as a dedicated service or as a multi-tenanted service, with different pricing options. The multi-tenanted service provides the same set of features as the dedicated service but is intended for smaller implementations and utilises shared software components keeping costs to a minimum. Customisation and integration options are more limited when using the multi-tenant option.

Training

Comprehensive, bespoke training is a standard component of our implementations and has been designed to support our clients in becoming as self-sufficient as possible. Initially your account manager will walk through the platform features with you, including demonstrating the various administrative and end-user interfaces. This can be done via face-to-face meeting or a series of webinars. You will have opportunities to practice, test and ask questions.

We can enhance initial training with regular scheduled refresher sessions via webinar.

Ongoing knowledge transfer can be provided through ad-hoc 'ask-the-expert', written guidance and virtual Communities of Expertise; all geared to creating self-sufficient, in-house expertise. An online knowledge base is also provided to help staff with day-to-day tasks and processes.

A half-day specialist community management training session is also available within the first 3 months, to help upskill those running networks and communities within your platform. Training can be tailored to individual organisational needs but would usually include an introduction to building and managing successful online communities delivered by our highly experienced community managers. The interactive session encourages participants to consider their community's purpose, core team, target audience and helps them develop an initial action plan.

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 as described above.

Once deployed, we provide a dedicated web-based support desk, available from 09.00-17.00, normal business days as standard. Additionally, 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.

We also have a team of expert community managers, who can advise on how to build and run successful online communities and develop knowledge management skills. Additional community management training beyond the half-day described above is available at extra cost.

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. We also hold Cyber Essentials accreditation.

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 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 are an ICO-registered data controller and 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 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.

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.

Contract information

Please see full terms and conditions.

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 pre-requisite, 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 re-use, 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 co-ordinate 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.

16

Appendix: Key Features of Digital Place

Foundation: Liferay DXP Platform

Successful digital operations require platforms that are built on solid, reliable IT. Digital Place delivers by including the full platform capabilities of Liferay DXP with features like modular architecture, a powerful search engine and advanced tools for testing and upgrades.

Integration and Interoperability

Transform the way your business is run by using a platform that can evolve alongside your strategy. The incredibly flexible architecture of Digital Place empowers organisations to bring systems and data together on one platform.

Features • Integration Framework • Framework Support • Custom Fields • Modularity • REST APIs • OpenAPI

Platform Services, Identity Management and Access Control

Digital Place gives organisations the ability to manage and connect backend systems through powerful administration interface tools along with a flexible, modular architecture that enables agile growth with user needs. Key functionality includes site administration, identity management & search.

Features • Security • Identity Management • Service Access Policies • User Management • Data Protection • Multi-tenancy & Virtual Hosting • High Availability & Scalability • Search Administration • Simplified UI • Quick Configuration • Product Menu • Site Administration • Auditing & Optimisation • Gogo Shell • Clustering & Performance Monitoring • Single Page Applications • Development Standards & Technologies

User Experience and Content Design

Digital Place is designed to support personalised experiences across digital touchpoints including web, mobile and connected devices. Organisations can create solutions that improve user experience for staff and partners, making the platform a solid foundation for almost any project. Create consistent, personalised experiences quickly and easily.
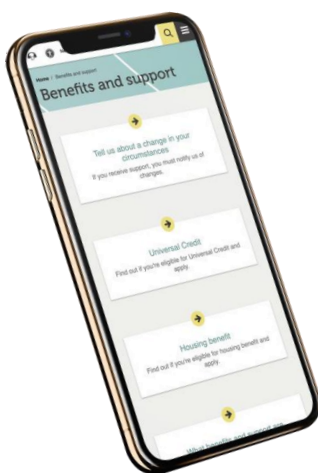
Content Management: Create and manage structured web content and digital assets for developers and business users, including a modern UI, content authoring, geolocation, staging tools and others.

Features • Web CMS • Web Content Display • Modern UI • Enterprise DAM • Auto-Tagging • Search • Taxonomies • Content Analytics

Experience Management: Empower any member of your team to build and customise web pages in order to deliver enhanced digital experiences that are tailored to your users' needs. Additionally, leverage analytics for insights on how to improve these experiences.

Features • Content Fragments • Fragment Editor • Fragments Toolkit • Widgets (Portlets) • Widget Library • Pages • Display Page Templates • Page Templates • SEO • Page Analytics • Page Customisation

Segmentation and Personalisation: In order to facilitate deeper personalisation of digital experiences, Digital Place provides features for role-based content delivery, audience targeting and segmentation.

Features • Experiences • Segmentation • Optimisation • Role-Based Content Delivery • Page Customisation • Content Recommendations • Content Sets

Multichannel Support: Digital Place provides multichannel delivery and support for the ability to offer great experiences across various channels, devices and touchpoints. REST APIs provide further ability to integrate other methods of delivery and support a range of applications and other systems. Build front-end apps in popular JavaScript frameworks like React, Angular or Vue, then bundle them into Digital Place as native widgets.

Features • Headless CMS • Mobile • Mobile Device Rules • Responsive Design • Mobile Device Preview • Adaptive Media • Liferay JS Bundle Toolkit • Native App Development with Liferay Screens • Hybrid App Development with Liferay Screens • Liferay Push • Liferay Mobile SDK • Mobile Sync App

Create Digital Services

Streamline common business processes and gather information from your users with out-of-the-box features for creating forms and workflows.
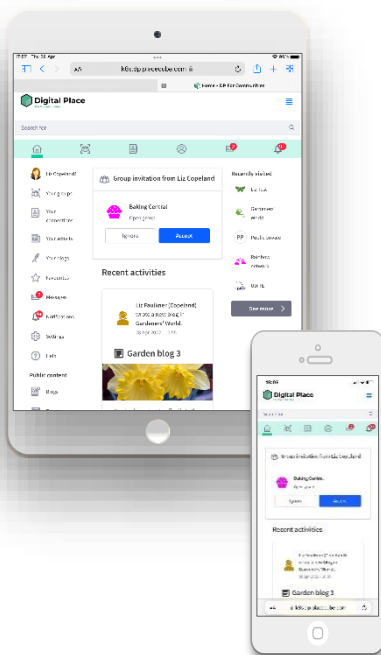
Forms: Design and build personalised forms to replace complex paper applications and downloadable PDFs.

Features • Forms • Form Rules • Multi-Language Support for Forms • Fields & Properties • Forms Structure • Validation • Field Library • Data Provider Integration • Entries Management • Forms Entries Data Storage • Forms API • Forms Reports with Analytics Cloud

Workflow and Business Productivity: Workflow and reporting features give users more ways to simplify processes and provide access to information.

Features • Workflow Framework • Reports • Workflow • Dynamic Data Lists • User-Driven Workflow & Approval • Workflow Process Analytics

Digital Asset Management: Manage and publish any asset on one central system to not only enable your employees or customers to easily collaborate and share documents and media, but also reduce the amount of time spent searching for those assets.

Features • Documents • Documents & Media • Bulk Management • Google Drive Plugin • CMIS Integration • Document Types & Metadata Sets • Online Document Sharing/Asset Sharing • Search (Documents & Media) • Document Types & File types • Versioning & Automatic Versioning Policies • Media Selector • Inline Image Editor • Enterprise File Sync & Sharing • Single Sign On Support

Collaboration: Collaboration in Digital Place is supported with applications for blogs and social networking, as well as a solid set of tools for forums, message boards and other functionalities. Connect people and systems together on a modern interface focused on getting work done.

Features • Collaboration • Knowledge Base (& associated apps: Display, Article, Search, Section) • Search & Tagging • Invitations • Page Comments • Page Ratings • Page Flags • Blog • Blogs Aggregator • Recent Bloggers • Forums/Message Boards • Wiki (& associated apps) • Calendar • RSS • Alerts & Announcements • Microblogs • Polls