

Crown
Commercial
Service
Supplier



Environmental/Climate Research Mapping Tool



Service Type: Cloud Software

Service Overview

Based on WordPress CMS, Connect's environmental/climate research mapping tool provides a convenient means of gathering research data from user contributions and mapping the findings. Geolocation is available to plot results on an interactive, zoomable map. It's ideal for identifying pollution hotspots, tracking environmental action eg tree planting, monitoring the occurrence of rare species of flora and fauna and beyond.

It can help you take a citizen science approach to research on a local or global scale.

Scalable maps enable plotted results to be visualised by users, supporting evidence to be displayed and data to be easily shared by researchers. Data may be exported from the tool.

The off-the-shelf tool will provide you with:

- » Contemporary website interface designed to maximise data uploads
- » Collect crowd-sourced data
- » Option for moderation
- » Easy-to-use WordPress content management system
- » Back-end database to collate input data
- » Responsively design so it can be accessed on mobile devices
- » Optimisation for search engines
- » Quick and easy contributions with automatic mapping
- » Interactive map
- » Incorporation of your branding, logos, imagery
- » Data extraction to a range of formats (eg export to CSV or Excel)

The research mapping tool will be built using WordPress content management system, providing flexible, end-to-end, access-from-anywhere administration and maintenance. The tool provides the perfect platform to build your research project.

Users of the research mapping tool will be able to:

- » Find out about the project
- » Post contributions including data, images, locations
- » View contributions from other users on a zoomable map
- » Filter user submissions for example, by date or country or using the interactive map

Infrastructure

Sitting on our virtual, cloud-based infrastructure, content management can be performed from anywhere via a standard web browser. Systems operate entirely within our UK based data centres.

All equipment is owned/operated by Connect from within our data centre and access to systems is via the public internet.

Main features:

- » Gathers research data from user generated content (UGC)
- » Supports large scale data gathering with geo-location option
- » Easy user contribution
- » Contributors may upload evidence images
- » Powerful interactive mapping system
- » Operates on mobile devices and PCs
- » Enables aggregation and analysis of collected data
- » Export data as CSV
- » Full metadata support, optimised for search engines
- » Full Content Management System (CMS) for administration and editing
- » Allows an unlimited number of content management users
- » A WYSIWYG editor supporting the embedding of links, images, sound and video
- » Tailored to your brand guidelines
- » GDPR compliant

Main Benefits:

- » Geo-location increases data accuracy
- » Scalable handle high volume data
- » Can be rapidly configured – start gathering data within 4 weeks
- » Full control over site content and personality
- » Enables self-service by contributors
- » No ongoing licence costs
- » No supplier tie-in
- » Easy-to-use CMS minimises training requirements
- » Update the site anywhere any time via web-interface
- » Mobile responsive website minimises barriers to use
- » Expertly designed templates compliant with government accessibility standards
- » Connect's staff includes WordPress experts
- » Automated weekly WordPress updates whilst hosted with Connect

Information Assurance

No accredited IL information assurance. However, the majority of our service delivery staff have worked at Connect for over 12 years, working on public sector contracts involving personal, confidential and sensitive data appropriately and to the satisfaction of our clients. Connect ensures that only individuals with the highest levels of integrity are employed on public sector contracts. Many of our staff hold current security clearances.

Connect is registered with the ICO as a data controller for its own personal data. We are also GDPR compliant for client personal data where we act as data processor.

Connect's information security management system is ISO27001 accredited.

Backup/Restore and Disaster Recovery

Any data held on Connect's infrastructure is backed up on a daily basis and can be restored to any day within the past week, any week within the past month and any month within the past year.

On-boarding and Off-boarding

On-boarding

On-boarding is as per Ordering details below.

Your research mapping tool can be up-and-running within four to six weeks, with all its in-built features configured and ready to go.

Off-boarding

Off-boarding occurs on sign-off of pre-agreed deliverables.

Service Management Details

The service is managed using Connect's internal management processes and subject to ISO9001 quality standards. Project management is typically based on PRINCE2 (our Project Managers are PRINCE2 Practitioners), although we are also happy to use agile methodology.

Each customer's service delivery is supported by:

- » A board level sponsor (i.e. company director)
- » A named PRINCE 2 accredited Practitioner Service Manager – directly responsible to the customer for the accuracy, timeliness and quality of the service delivered (first point of contact)
- » A named, second point of contact
- » A Help Desk offering:
 - Direct telephone line
 - Email support
 - Online logging of issues with tracking (24x7)
 - Enhanced support (e.g. outside of office hours, around key events etc) is optionally available
- » Help Desk available 9am-5pm Mon-Fri (ex Bank holidays)
- » 24x7 Help Desk also available (additional charge)
- » Monitoring system and alerts

Change Requests

Requests for Change can be made using our online logging system. Customers will be provided with password-protected access to Connect's web-based logging tool to make requests and thereafter track the progress and status. Each request is logged, categorised and prioritised.

Service Constraints

Any routine downtime required for system maintenance is scheduled outside normal office hours. A maximum 1 hour per month window is provisionally allocated for system maintenance, if required. In any month when the maintenance window is to be used, customers are notified at least seven working days in advance.

Service Levels

Availability – 99.9%

We perform the following target response and resolution times for hosting support requests during supported hours:

Priority Level	Response Time (0800-1800 M-F ex bank hols)	Target resolution time
Priority 1 – Emergency: Complete loss of an entire service for all users, or severe degradation resulting in inability to function	<= 30 mins	<= 1 hour
Priority 2 - Urgent: Site functioning improperly resulting in some loss of service/system failure removing service from a number of users	<= 1 hour	<= 4 hours
Priority 3 – Non-Critical: Site functioning at less than optimal performance/system problem impacting but not removing service, resolve minor bugs/site errors	<= 2 hours	<= 4 days
RFC (Requests for Change)	<= 4 hours	<= 10 days

Financial recompense model

In any calendar month in which we have unscheduled down time that causes the service level to drop below agreed performance level, the basic monthly charge is reduced by 10% for each full percentage below the agreed level, up to a maximum credit in that month of 100%.

Training

We provide training so your team has the knowledge they need to ensure the success of your research mapping tool.

The following training support is available:

1. In-line help within the CMS interface
2. A structured walkthrough on website set-up (delivered either remotely or face-to-face)
3. CMS Training manual
4. Simple User Guide for using the issue-logging system
5. Face-to-face training options are also available. We offer training off-site at customers' premises. Train-the-trainer options are also available.

Ordering and Invoicing Process

Orders can be placed by email (gcloud@connectinternetsolutions.com) or by phone (0151 282 4321). The order will be activated on receipt of a purchase order or signed sales order.

Ordering

- » Client places GCloud order
- » Client provides Connect with a Purchase Order Number
- » Connect raises Sales Order to be signed by client
- » Payment milestones agreed

Invoicing

- » Client signs off at each milestone
- » Connect invoices client for payment milestone
- » Payment terms 15 days

Termination Terms

Termination of this service will be governed by GCloud Call Off Terms and then by Connect's terms and conditions.

Consumer responsibilities

The client is required to provide the relevant resource throughout the delivery phase, for example project management support, user acceptance testers etc.

Technical requirements

The WordPress content management interface support the following browsers: latest versions of Firefox and Chrome, Internet Explorer 11+, Safari, Opera, Microsoft Edge.

A hardwired broadband or wireless LAN connection is recommended, however 3G connections can be acceptable dependant on reception/mobile coverage.

End users can access the website on port 80 (web/http) and port 443 (secure web/https).

The mapping solution combines two pieces of software:

- » Cesium (a free JavaScript library to render a 3D globe)
- » OpenMapTiles

Trial Service

None.

Support Service

45 calendar days' free support is offered following handover for user acceptance testing. Thereafter support contracts are available, subject to requirements.

Testimonials

100% of respondents to our recent support and maintenance survey would recommend the support service and consider it value for money.

Get in Touch

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Other GCloud services provided by Connect:

GDPR Healthcheck
Google Analytics
Headless CMS
ISO 27001 Virtual Server Hosting
Off the Shelf Intranet
Open Source Directory Website
Search Engine Optimisation (SEO)
Sightseer Website
Umbraco App Content Manager
Umbraco Content Management System (CMS)
Umbraco Intranet
Umbraco Support
User Experience (UX)
Web Application Managed Hosting
Website Accessibility Audit
Website Accessibility Content Training
Website Migration to Open Source CMS
WordPress App Content Manager
WordPress Content Management System (CMS)
WordPress Intranet
WordPress Support