

Crown
Commercial
Service
Supplier



WordPress CMS App Content Manager

Service Type: Cloud Software

Service Overview

Our WordPress App Content Management service provides flexible, end-to-end, access-from-anywhere App content management with hosting. Using the LAMP-based open source WordPress CMS and honed through many years delivering CMS services to the public sector, this provides an easy way to manage your standalone App content.

The service can be configured to support one or more standalone Apps independently, including Apps developed in frameworks such as Xamarin, Cordova. The service can also integrate with your existing WordPress website content management, resulting in a single, multi-channel content management platform for websites and Apps, minimising overheads and increasing efficiency.

End-to-end

Connect provides a flexible, end-to-end, access-from-anywhere solution for App content management with inclusive hosting in our UK data centres.

Open source

The service uses the open source WordPress Content Management System which is renowned for its ease of use and expandability.

Flexible

The service has been designed and honed through many years' experience delivering WordPress based, hosted solutions to the public sector. The result is a flexible, modular, affordable and forward-looking Approach to App content management.

Customers select from a variety of functional components to include in their App content manager which is easily and quickly configured to meet their needs, with bolt-on additions and enhancements available. The App is easily customised with customer branding and logo; customer-specific templates and design are also available.

Infrastructure

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

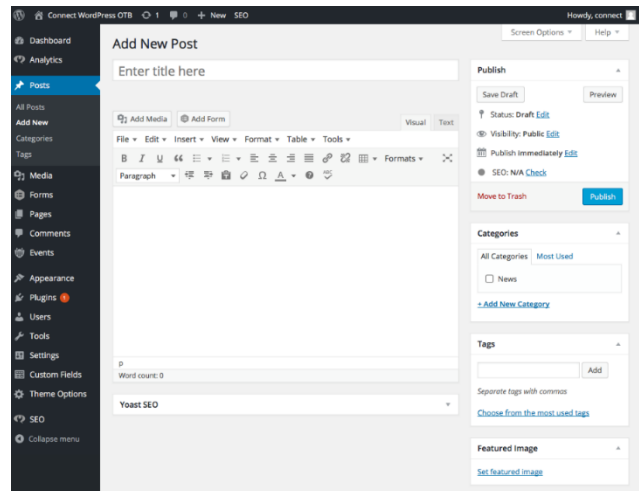
The service model used is public cloud. All equipment is owned/operated by Connect from within our data centre and access to systems is via the public internet.

Main features:

- » Allows an unlimited number of Content Management users
- » Supports workflow
- » Content publication can be either immediate or delayed until a specified date/time
- » Various levels of authorisation for users

Our WordPress CMS solution provides the following features for managing App content:

- » Fully content manageable
- » Interactive polls, questionnaires, surveys and feedback forms can be included
- » A WYSIWYG editor supporting the embedding of links, images, sound and video
- » A Media Library for images, sound and video files for use throughout the App
- » Events Calendar
- » RSS News Reader
- » Blog
- » Full metadata support, optimised for search engines
- » Support for UTF-8 character sets



The solution uses the SQL and PHP open standards.

WordPress Benefits:

- » No ongoing licence costs
- » No supplier tie-in
- » Future-proof: assured by vast user-base/developer community
- » Easy-to-use CMS minimises training requirements
- » Flexible: modular system with hundreds of proven plugins
- » Can be quickly configured
- » Weekly software upgrades whilst hosted with Connect
- » Update the App anywhere any time via web-interface
- » Custom theme design
- » Expertly designed templates compliant with government accessibility standards
- » Benefit from Connect's WordPress expertise

Applications

We can provide you with a WordPress solution for App content management. Suitable for a range of organisations including Councils; travel companies; tourist attractions; NHS; universities and colleges.

We can provide an integrated solution with your website if required – please also see our WordPress Content Management System (CMS) service definition.

Information Assurance

This service operates at IL0, IL1 and IL2.

The solution operates from within our ISO 27001 accredited infrastructure.

Our information assurance methods encompass confidentiality, integrity and availability.

Integrity

The system is accessed over using username/password authentication.

Availability

Hosting services are provided from Connect's secure data centre which is powered by two ring mains, one of which runs on an Uninterruptible Power Supply (UPS) that is also backed up by a generator. We feed power from both supplies to kit installed in racks.

Connect has multiple redundant internet connections providing a high degree of redundancy –Connect can deliver its services in the event of either one of the connections failing.

Dual routers and firewalls operate in failover.

Information Principles for the UK Public Sector

In order to support the Information principles we acknowledge that:

1. Information is a valued asset

We will document the systems operated for you in our ISO27001 asset register when you procure services from us. The register will be updated again if/when you decide to move your assets away from Connect.

2. Information is managed

We will manage the information you have entrusted to us. We will protect systems using firewalls and allowing access to designated personnel/agents only. Systems are backed up with archives being stored securely off site in encrypted form.

3. Information is fit for purpose

Information will be screened wherever possible to ensure that it is fit for purpose. Whenever restores of data are undertaken from backup they will be checked for integrity before being Applied to any affected system.

4. Information is standardised and linkable

The information inputted into the system will be standardised into xml/xhtml or html and will be able to be linked to/from other systems.

5. Information is re-used

The WordPress system allows for information to be re-used easily though the use of media pickers and linking tools.

We also support the following principles but this will depend on the types of system implemented on your virtual server as to whether they Apply directly:

6. Public Information is published

Where Appropriate the systems will allow public information to be published on the internet.

7. Citizens and Businesses can access information about themselves

The Systems will allow Citizens/Businesses to access information about themselves where this functionality has been designed into the public interfaces of the system.

Backup/Restore and Disaster Recovery

Level 1:

The system is restored from backup tapes within typically 2 hours; backups are taken on a daily basis and are stored in a fireproof safe in a separate physical building. (In the case of an infrastructure component failure that prevents restore to a VM).

Level 2:

A full disaster recovery option is available, utilising an off-site DR facility which can provide a live failover option, if required.

On-boarding and Off-boarding

Both on-boarding and off-boarding are fully supported by a named, dedicated Service Manager, an accredited PRINCE 2 practitioner, who provides a point of contact for the customer throughout the entire service delivery.

On-boarding

The standard service (i.e. excluding bespoke enhancements) can be provisioned within 4-5 working days from the point of order.

On-boarding requires the client to select from the range of functional and configuration options that suit their current needs. This is done through a simple, well-defined process, fully supported throughout by your Service Manager.

A range of bolt-ons and enhanced services are available; the Service Manager assists the customer in identifying what is appropriate for their needs and works with the in-house team to ensure that any custom requirements and enhancements to the standard service are put in place.

The Service Manager is supported by an in-house team comprising:

- » Board level sponsor (i.e. company director)
- » Business Analyst/Digital Strategist
- » WordPress Developers
- » User Experience/Front-end developers

Off-boarding

This service provides the reassurance of no supplier tie-in and an off-boarding process that is quick and hassle-free.

When off-boarding, the client has the option of being supplied with either of:

1. An export (image) of the Virtual Machine
2. An export of the file system and database comprising the App

Data available to the client for exporting includes content, metadata, structure and configuration; where the VM export has been chosen, log files can also be supplied.

Exports are supplied as an encrypted file containing the exported files.

Exported files will be provided in .zip format, database exports will be provided in MySQL compatible format.

Flexible options are available for handing over the export to the client, dependent upon client preferences (Client transfers via SFTP, Connect transfers via SFTP on client's behalf, physical transfer via Appropriate medium/channel).

On off-boarding all consumer generated data will be provided in the export.

Custom data extractions can be provided on request (chargeable at hourly rates).

Purging and Destruction of data

Following cessation of the service Connect purges data in accordance with IL2. Discs are overwritten using an Appropriate tool. On disposal of equipment, hard disks from servers are either completely over-written or physically destroyed. Retention policy is for a maximum of 30 days.

Service Management Details

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
- » Regular reports on service performance
- » Regular service reviews and upgrades

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.

The scope for customisation is unlimited; the CMS can be extended to suit customer needs using a variety of pre-built components.

Expected data transfer 1mbps per transfer. A Fair Usage Policy Applies.

Minimum contract period is twelve months.

Service Levels

Availability – 99.9%

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

Priority Level	Response Time (0800-1800 M-F ex bank hols)	Target resolution time
Priority 1 - Urgent: CMS down or functioning improperly resulting in some loss of service/system failure removing service from a number of users	<= 1 hour	<= 2 hour
Priority 2 – Non-Critical: CMS functioning at less than optimal performance/system problem impacting but not removing service, resolve minor bugs/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

The following training support is provided:

1. In-line help within the CMS interface
2. A structured walkthrough on system set-up (delivered either remotely or face-to-face)
3. WordPress 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.
6. 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.

Payment options include Direct Debit (monthly payments), BACS and advance invoicing, clearly quoting customer order number and itemised costs.

Termination Terms

Each party may terminate the service by giving the other at least 30 days written notice, terminating at the end of a month. The minimum contract period is twelve months.

Service migration

Where the service set-up requires inward content migration, the following options are all supported:

1. Identical (Simple) Migration – where migration is from an existing App with information architecture, content and data attributes all to be retained
2. Partial Migration – where some aspects of the existing App are to be copied across
3. Reordered Migration – where the existing information architecture is not to be retained in the new App

If migration is required, Connect can produce a Mapping Document which reflects the customer's requirements in terms of:

- » the relationship between the old App architecture and the new
- » a mapping of content from old to new

Determined by the system from which migration is to be done, migration will be performed in accordance with the Mapping Document via:

- » Automated migration. Connect deploys a range of programmatic methods of automatically and quickly moving data from one App to another. Methods Applicable are identified following inspection of the App.
- » Manual migration. This is used where automated migration is not possible or Appropriate. (Charged on a day rate; a fixed price is supplied in advance, following inspection of the App)

In our experience, most migrations are most easily and cost-effectively managed by automated means supplemented by some small amount of manual migration.

Consumer responsibilities

The consumer is required to adhere to our Acceptable Use Policy. The consumer is not permitted to resell the service. A Fair Usage Policy Applies.

The consumer is not permitted to use the services for any inappropriate or illegal purposes; more information is given in the Terms and Conditions.

Technical requirements

The WordPress content management interface supports 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).

Trial Service

A demonstration of the service can be provided.

Remote access can also be provided to a CMS sand-box area for 3 days.

Get in Touch

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Other GCloud services provided by Connect:

Environmental/Climate Research Mapping Tool
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 Content Management System (CMS)
WordPress Intranet
WordPress Support