BigBlueDoor

Service Definition Guide

Design & Development

Support & Maintenance

Hosting

Digital Consultancy

bigbluedoor.net | hello@bigbluedoor.net | 0203 773 6040 | Service Definition Guide

Big Blue Door

Contents

Service Definitions

Open Source Website Design & Development

We offer comprehensive open source design, development, upgrade and support services. Whether you are looking for a new enterprise level website, intranet and/or extranet, further development of your existing platform, creative digital design, new features, integration services, hosting, or migration services, our experienced team can help.

Features

- Comprehensive open source design and development services

- Huge functionality build range, from payment gateways to multilingual solutions

- Fully commented custom code development and use of contributed modules

- Updates for core and contributed modules

- Security support services, patching and upgrades

- Mobile-first approach, developments fully responsive across all user devices

- Secure and compliant services, code to open source best practice

- Wide service range, including design, migrations, API and CRM integration

- Full accessibility (WC3) compliance

- Work completed by our specialist team

Benefits

- Extensive open source experience

- Active open source contributors and Drupal Association members

- Fast-paced Agile development adhering to GDS open standards

- Fully compliant and transferrable code (you own all code)

- Rigorous testing and quality assurance

- Fully secure - ISO9001, ISO27001, and Cyber Essentials certified

- No license fees, no long term tie in

- Ongoing support and maintenance packages available for post-launch support

- Established partnerships with UK data centres, including IL2 and PSN

- Public sector specialists with decades of combined experience

Service Specific Guidance

Backup, Restore & Disaster Recovery

We include backups and disaster recovery as part of our standard support and maintenance offerings, but we also offer these services independently. Procuring these services independently of your hosting provider spreads risk and removes potential single points of failure.

We can provide point-in-time database recovery with retention periods as follows:

- Daily backups for one week
- Weekly backups for one month
- Monthly backups for one year, or in accordance to your corporate data retention policies

Pricing

Please see our service pricing document for our daily rates for all of our team members: this ranges between £550 and £1000 a day dependent on the role and expertise required. Our separate SFIA rate card also details these rates against the Government Digital Service's "Skills For the Information Age" roles.

On-boarding & Off-boarding

We provide a range of development and consultancy services. All engagements include clear on-boarding and off-boarding processes that are specifically relevant to the project in-hand and would be tailored to your organisation's needs. This will normally involve a number of face-to-face meetings and we can manage handover processes from a previous supplier for you as required.

Termination Terms

This can vary per project, but we would expect this to be a one-month notice period and often involves off-boarding with a new partner, or a project closure.

Training

We are committed to empowering clients to take control of their systems and their integration into wider business operations. The exact approach would be agreed with you directly, but we would typically:

- Run classroom-style training sessions
- Provide easy to follow and in-depth step-by-step guides
- Create accessible screencasts

Service Specific Guidance

Information Assurance

Big Blue Door is ISO9001, ISO27001, and Cyber Essentials certified. All staff are checked with the Disclosure and Barring Service, and relevant staff hold Enhanced clearances. In addition, senior architects hold SC clearance.

Ordering & Invoicing Process

Orders will typically be confirmed by a signed Statement of Work and associated client Purchase Order number. This will normally outline a payment schedule linked to project milestones.

Invoicing terms are thirty days following invoicing once a milestone is completed to your satisfaction in association with an agreed deliverable.

Service Levels & Constraints

For every project we will agree a full Service Level Agreement with you at the outset of the project which will allow us to ensure an appropriate level of support for your needs.

We offer 24/7/365 critical support as standard, providing assurance for any issues which may occur. For non-critical requests within our core hours of Monday to Friday, 8:30am to 6:00pm, our full service desk includes email, phone, instant-messaging, and onsite support.

Technical Requirements

Technical requirements will vary per project but will generally focus on agreeing any specific organisational requirements you may have in terms of browser support, including security restrictions for hosting.

Consumer Responsibilities

These responsibilities will vary per project but normally focus on a committment to:

- Resourcing the project internally
- Ensuring that key project sign-off points are met
- Making key decision makers available to review progress at points identified in the project plan

Financial Recompense For Not Meeting Service Levels

These would be agreed on an individual project basis according to the nature of the project.

Our Approach to Development

**Creative Design.
Agile Development.
Innovative Digital Solutions.**

Our digital designers and development team are there to provide you with cost effective open source solutions that meet your users' needs. Whether you require a new website, intranet, or digital service, we will work with you to:

- Define a full set of user stories that will dictate the way the service develops

- Create a number of design iterations that reflect your brand and requirements

- Develop wireframes that map the exact information architecture and functionality required

- Plan and deliver a number of development 'sprints'

- Design user testing rounds that work for your team and your stakeholders

- Put on training sessions and develop supporting guides for your team

- Agree a support and maintenance plan that works for you going forward

Regardless of the project and which of these stages you commission us to undertake, our transparent Agile approach means that your team will be involved in how the project develops at every step. You will be able to review progress after each sprint using a secure staging environment and will decide what you would like to see developed in the next sprint.

This way of working also means that you can change elements of your requirements to reflect evolving organisational and user needs at any stage of the project. Everything that we develop for you will be fully responsive across all devices (mobile, tablet, and desktop) and will adhere to WCAG 2.1 accessibility standards by default. It will also be fully flexible and open to customisation.

Once developed, we are committed to empowering our clients to take control of their systems and their integration into wider business operations. We therefore ensure that everything we develop is designed to allow clients full access via the Content Management System (CMS): we never hardcode content, so your project team will not rely on us to make copy changes to the platform, or spend time and resource on support requests for content changes.

Who We Are & What We Do

Opening The Door To Your Digital Solution

We are a creative digital development and hosting agency with substantial experience in designing, developing, maintaining, and hosting enterprise level products in complex, multi-stakeholder environments. We specialise in working with Drupal and Wordpress for large public, third sector, and charity organisations, specifically working with digital communication specialists.

Our client-centered approach, coupled with the responsive Agile way in which we manage projects, has helped us support a wide range of clients, many of whom have chosen to partner with us for many years and consider us to be a seamless extension of their inhouse teams.

Our technology of choice is an open source framework called Drupal, an enterprise solution used by over 1.5 million websites including BBC Store, London Gatwick, Pinterest, Amnesty International, the Church of England, Investors in People and many more. Beyond the success and functionality of websites such as these, we work with Drupal for a variety of other reasons. One important reason is that the underlying code is open source, which means our clients do not have to pay for the software or any licensing fees. Another reason is Drupal's flexible and scalable foundation on which complex enterprise-level digital applications can be easily built, thus providing excellent long-term value.

Whether you need a full time partner throughout the lifecycle of your project, someone to help you get started, or a team to assist you with managing your existing platform, get in touch with us to find out how we can help.

We Offer a Range of Services, Including:

- Strategy
- Research
- Digital Consultancy
- Creative Design
- Development
- Support & Maintenance
- Hosting

Accreditations

Our Accreditations

We partner with or have been accredited by a number of organisations which enable us to deliver the best possible products and services for our clients.

Case Studies

City of Wolverhampton

We launched a new corporate website for the City of Wolverhampton Council in February 2019, replacing a legacy system, that was no longer fit for purpose. This new site was developed in Drupal 8 over a four-month period using an Agile delivery methodology and fortnightly development sprints.

The project included migrating approximately 8,000 pages of content from a .net solution into Drupal along with associated URL redirects, and implementing a new design, which is fully responsive across all devices. This project is part of a three-year council wide transformation programme to centralise customer contact, identifying all transactional services that deliver a unified digital customer experience for end users.

The new system supports a number of complex webforms, allowing members of the public to complete data submissions (e.g. Register births, marriages, deaths) and includes a dynamic search engine allowing the public to quickly and easily find resources from across the extensive Council digital estate.

The new site is hosted within Amazon Web Services (AWS) via the London region, using separate availability zones for backups and disaster recovery. For more details please visit https://www.wolverhampton.gov.uk.

Drupal	Cloud Hosting	Development
APIs	Single Sign-On	Digital Consultancy
Support & Maintenance		

Case Studies

Case Studies
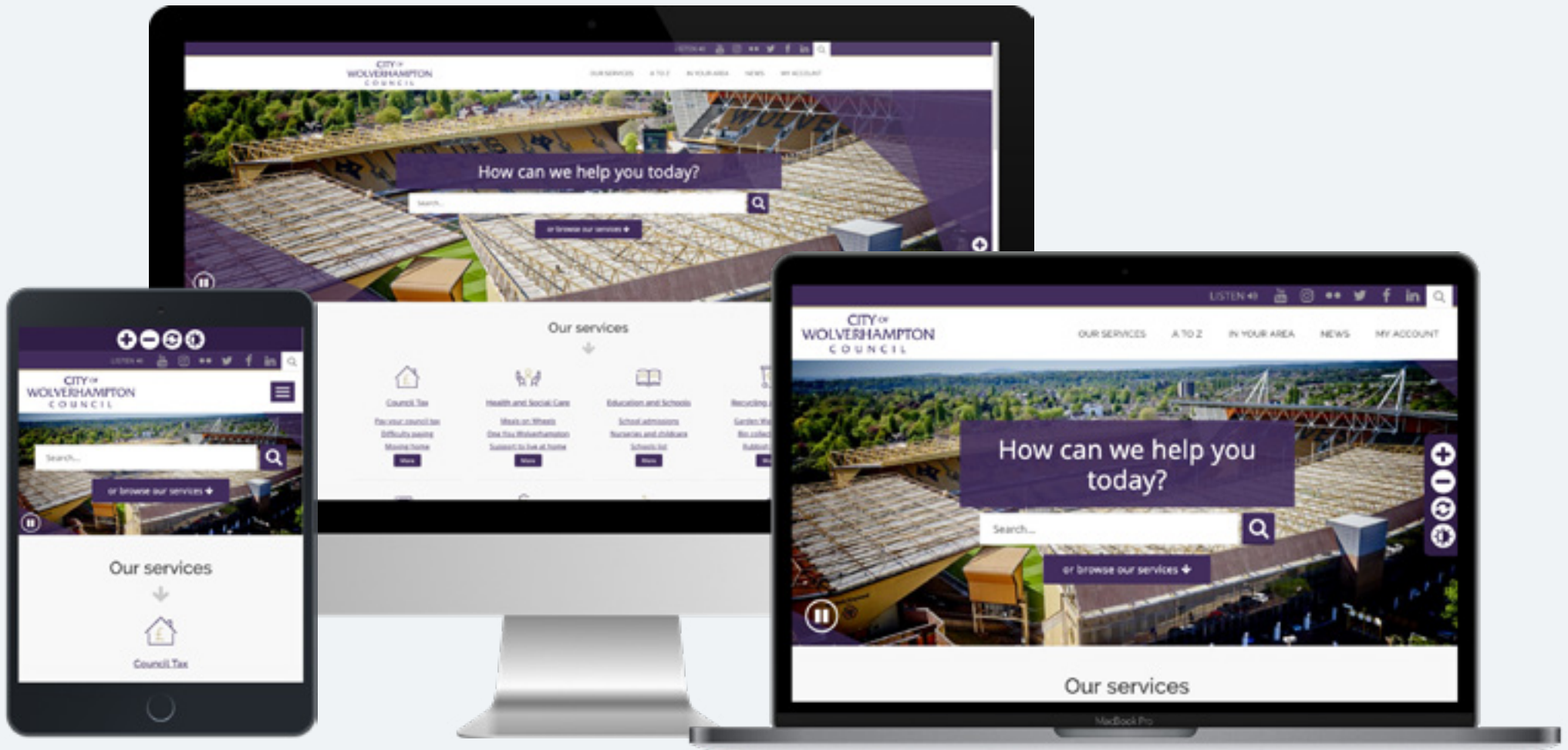
National Museums Liverpool

National Museums Liverpool (NML) is one of the world's leading museum organisations, and currently comprises eight museums in and around Merseyside, and receives more than 3 million website visits per year. We have been working with NML as part of an end-to-end service transformation project, aiming to modernise how content is published across the digital estate and provide an easy to use framework. We launched their new site, https://www.liverpoolmuseums.org.uk/, in January 2020, providing a new look and feel, navigational structure, and launch of a new online shop (Shopify) which is essential to enable future sales growth.

The project itself was a complex one, working across separate technologies and external partners. Prior to our involvement, NML had agreed a new design concept, which was developed using atomic design principles and had completed a UX/discovery piece which focused on bounce rates, expected journey funnels and competitor analysis.

We completed the build phase with Drupal 8 and a headless solution, using React, a JavaScript library for building user interfaces, giving developers the flexibility to rapidly innovate while ensuring future-proof builds. As part of this project, we worked in a fortnightly sprint pattern, with the NML digital team involved in planning, reviews and retrospectives.

Post-launch we are providing ongoing hosting via AWS, support and maintenance, with support work managed against a number of agreed KPIs, using a formal service level agreement (SLA) and service desk process for management reporting. For more details please visit https://www.liverpoolmuseums.org.uk/.

Drupal	APIs	Headless
Shopify	Cloud Hosting	Development
Support & Maintenance		

Case Studies

National Museums Liverpool
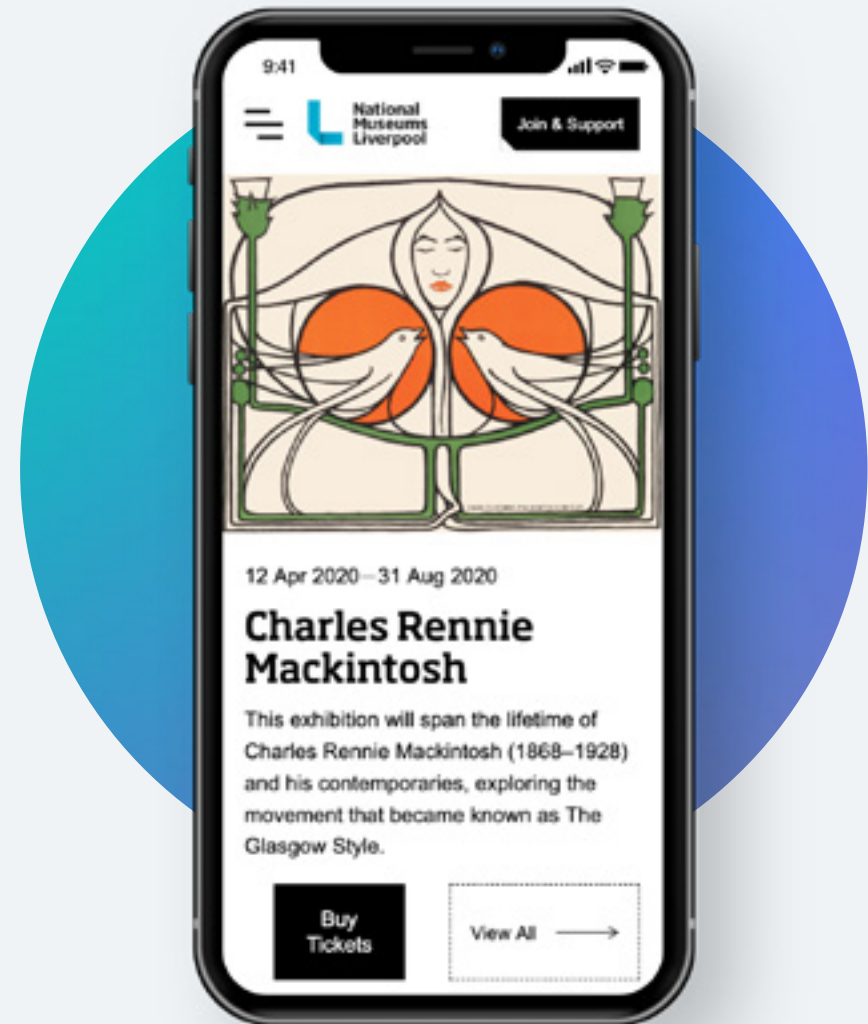
Case Studies
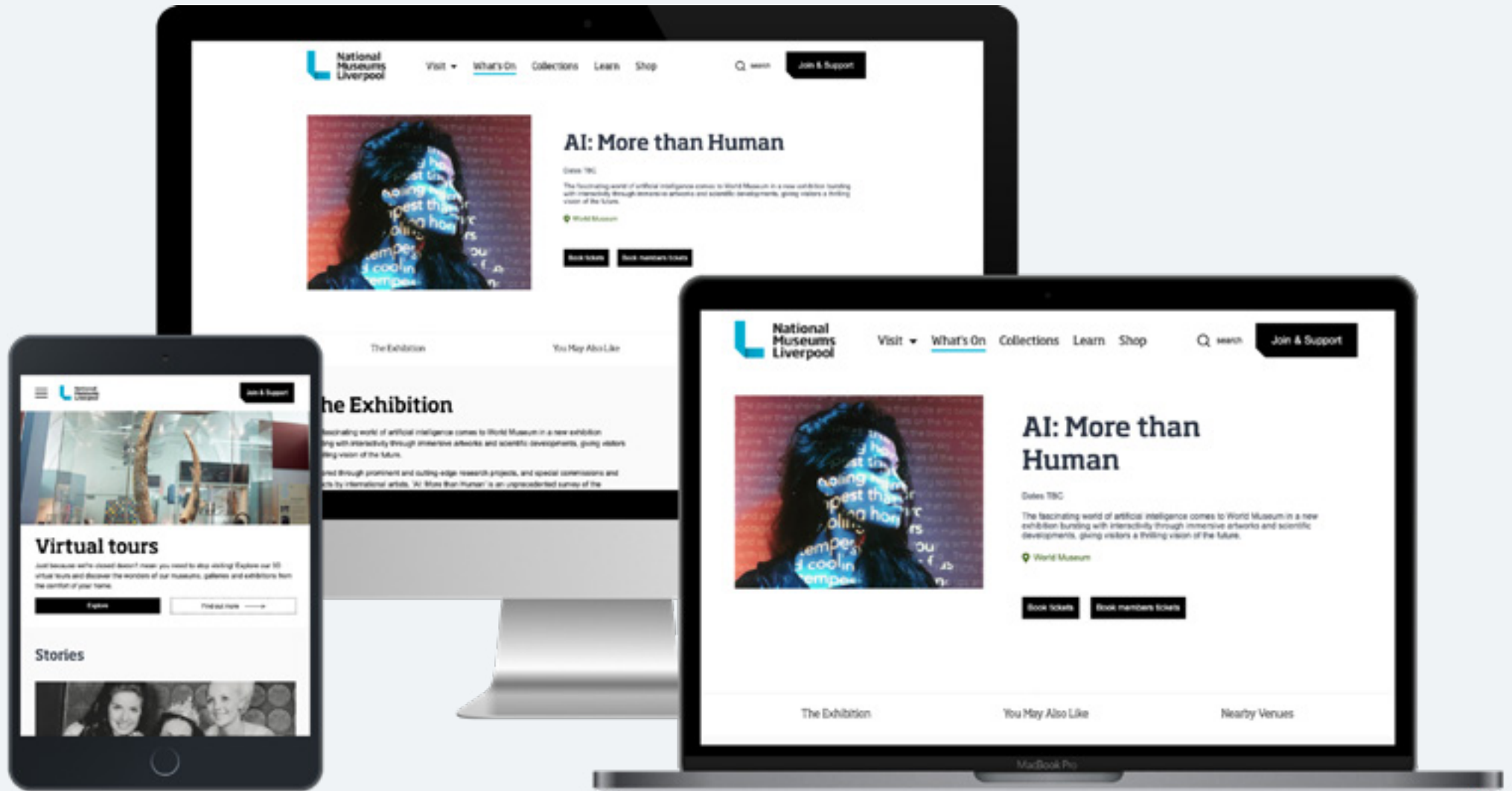
Church of England

We have been working in partnership with the Church of England since 2018 providing ongoing support and maintenance of their public facing digital estate, AWS hosting and strategic council across a range of digital services. This is a set of projects and a collaboration which we are particularly proud of and are enjoying working on.

Having won the opportunity to work on the project, our initial brief from the team was to stabilise the technical platform, following initial public launch. Subsequently, we have moved into an agile development pattern, working to a fortnightly sprint pattern to deliver a significant number of improvements across the site, as well as scoping out wider digital projects.

To date, this has included developing an API to allow third party sites to register users on the main CofE site via an app, as well as delivering the creative design and technical solution in relation to the #FollowTheStar Christmas campaign. We have also moved the Drupal 8 multisite infrastructure to an auto-scaling AWS solution, to help increase technical resilience across the estate.
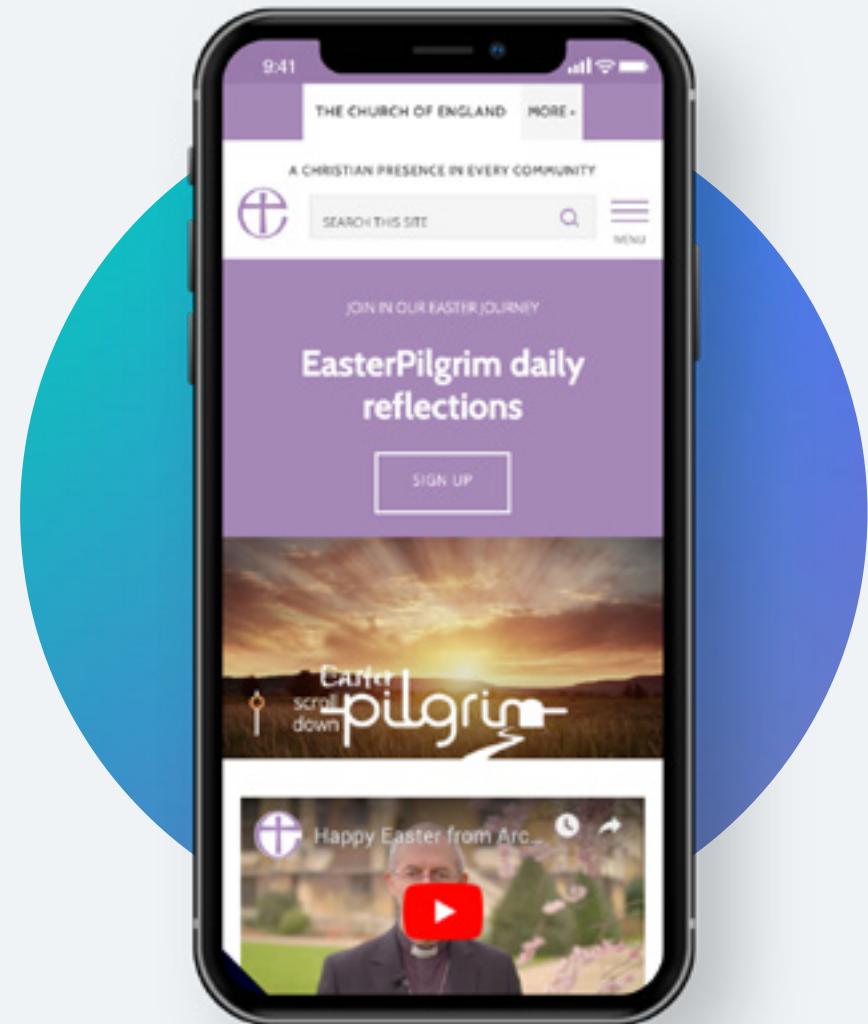
Our congratulations to the digital team at Church of England who won in five categories at the national Digital Impact Awards; it is hugely exciting to be working with such a great innovative team. For more details please visit https://www.churchofengland.org.

Drupal	Cloud Hosting	Development
Support & Maintenance		

Case Studies

Case Studies

National Citizen Service

We have worked with the National Citizen Service since our inception in 2012. Recently we have worked with the Trust as part of their move to becoming a Royal Charter to deliver an ambitious digital transformation programme, helping deliver the next phase of the Trust's digital evolution and influence the life journey and social capital of young people across the UK.

We have worked to reinvigorate the digital experience for young people and wider groups throughout their online customer journey. This process needed to be revolutionised to help drive a far higher online digital first recruitment strategy, reflecting the needs of young Generation Z.

Practically this has meant reimagining the entire customer journey via https://www.ncsyes.co.uk/ and implementing a new creative design and technical delivery via Drupal. This site now supports 60% of visitors via mobile devices, leading to more young people signing up to the summer 2019 programme than for any previous period in the Trusts history.

This project has also included delivering a close integration piece with the Trusts SalesForce CRM system, and we have also supported the Trust in migrating to a fully scalable and robust cloud solution within AWS. As well as delivering a >99.99% uptime since launch, we have also been able to deliver cost savings of over 30% for the Trust as part of this hosting move. For more details please visit https://www.ncsyes.co.uk/.

Drupal	Cloud Hosting	Development
APIs	CRM Integration	Digital Consultancy
Support & Maintenance		
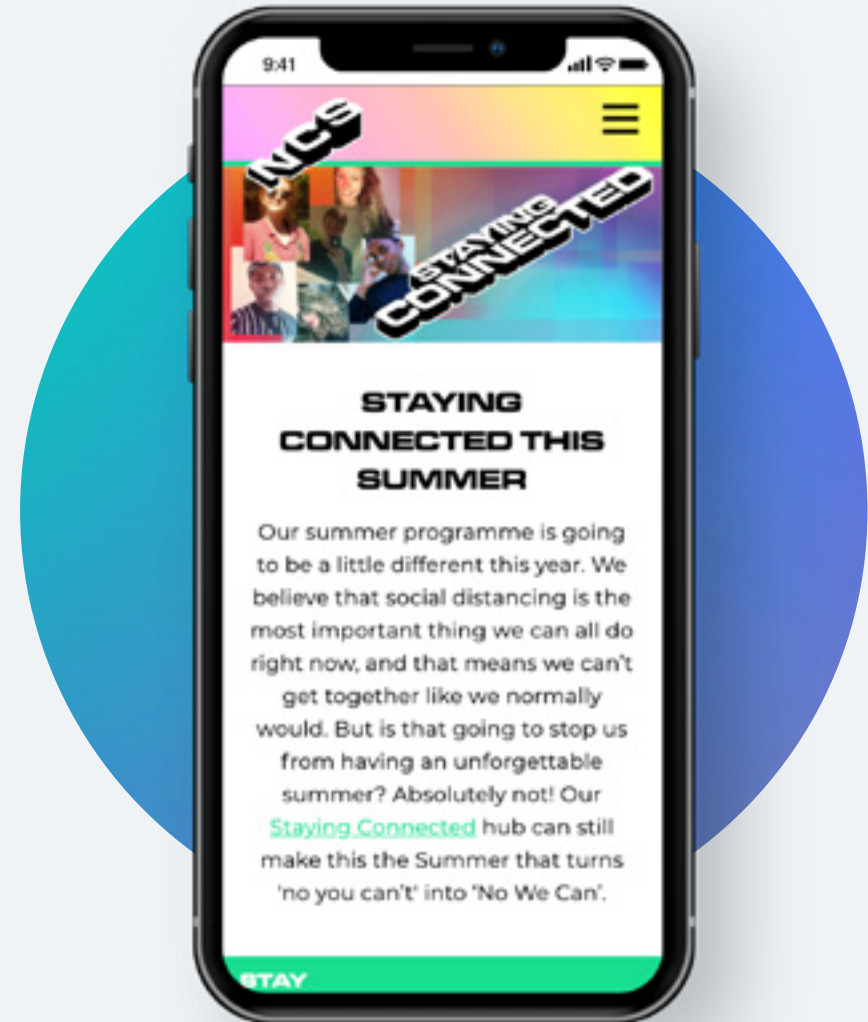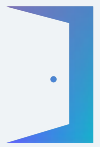
Case Studies

Case Studies

Royal Borough of Kensington & Chelsea

We started working with RBKC with the specific task of helping redesign and redevelop their digital real-estate. We were asked to complete three key tasks:

1. Expand some initial wireframe concepts into fully functional designs.
2. Implement an "Atomic Design" based pattern library for future use within the Council.
3. Implement these designs on top of the existing website codebase.

As part of the design phase, we developed two distinct and clear creative routes, both of which referenced the outcomes of the discovery phase. Templates were subsequently designed for four key templates: home, news, services, and standard page. These designs were developed using Fractal, a flexible component pattern library. We delivered fully-responsive designs with exportable HTML and CSS which were then reused as part of the technical build. Throughout the design phase, we used a plugin with Fractal which ensured that all updates were incrementally tested against WCAG2.1 accessibility standards for compliance.

Once the creative designs were signed off we developed the templates within Drupal, with an Acquia Grandmaster overseeing the developments. This phase was delivered using an agile methodology and fortnightly sprints, with the traditional accompanying ceremonies. Ongoing project communication was managed by Microsoft Teams to allow real-time collaboration. Once wider content updates were completed this work was deployed to the live environment in December 2019. Accessibility, performance and SEO scores have been significantly improved, with an independent review via Lighthouse scoring 99% for performance, 98% for accessibility and 90% for SEO. For more details visit https://www.rbkc.gov.uk/.
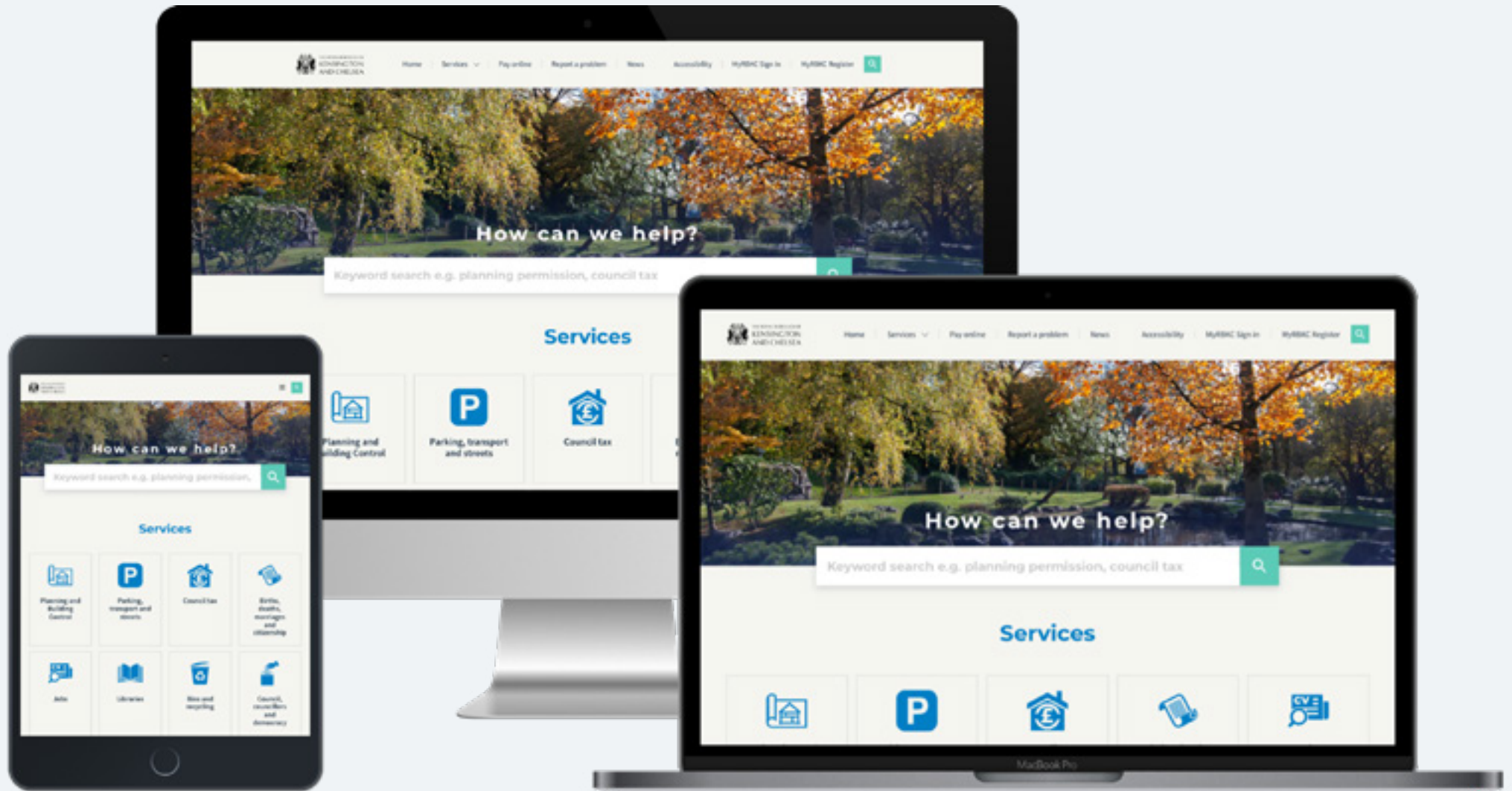
Drupal	Cloud Hosting	Development
APIs		
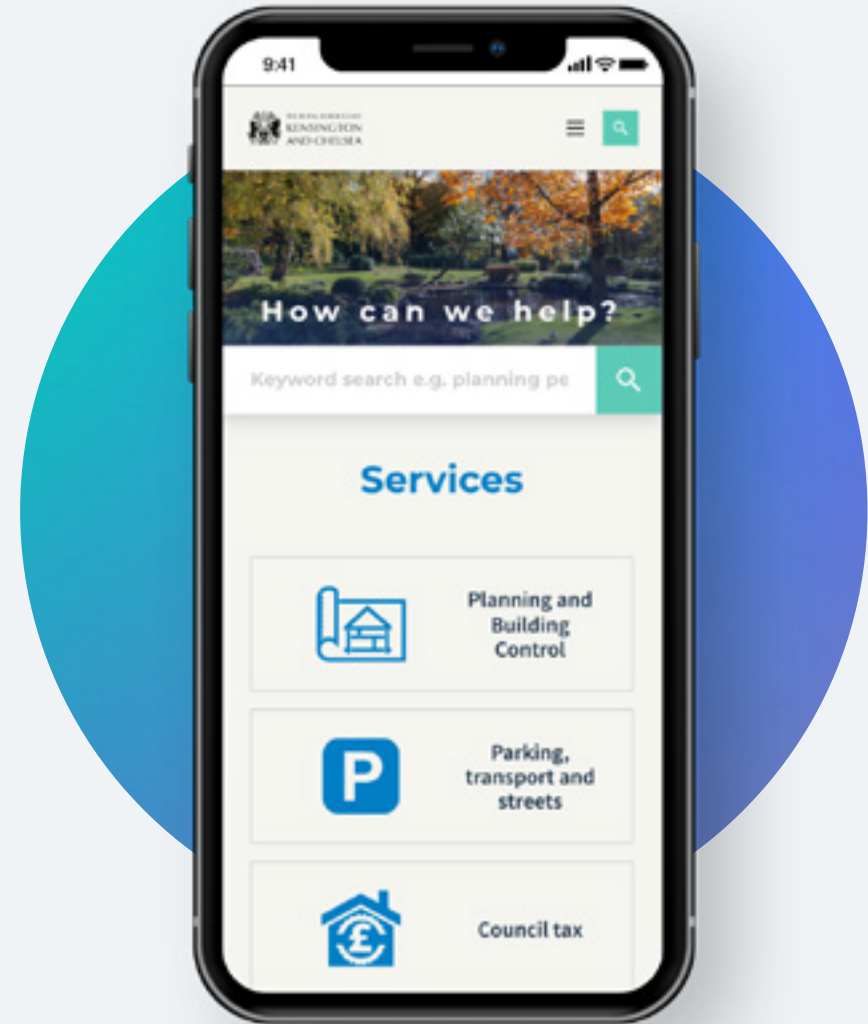
Case Studies

Case Studies

Tower Bridge

We have recently worked with the City of London Corporation and the marketing team that manage the digital presence of the visitor attractions for both Tower Bridge and The Monument to redesign and relaunch their digital estate.

This transformation project was set against an ambitious three-month delivery schedule, which required both new sites and updates to the online shop and ticketing system to be ready for launch at the start of May 2020.

Working in an agile manner Big Blue Door set about delivering new creative options. The new concept was based on a flexible "component" driven approach, designed to allow the project team to build new pages based on individual content requirements.

For the technical delivery of both platforms, we have used Drupal 8 and a paragraphs approach. The sites were delivered in four fortnightly sprints using agile ceremonies to ensure the client was kept up to date with progress at all times. In addition we completed a retheme of the Tower Bridge online shop, http://shop.towerbridge.org.uk/, (Shopify), and the custom ticketing purchase system, https://towerbridge.recreatex.be/Products/Overview.

The site has been designed and built to WCAG2.1 standards and has been subjected to a full independent penetration test. Both sites are supported by a full scalable Amazon Web Services (AWS) solution, which auto-scales as required to meet the demands of flexible visitor numbers.

For more information, please visit
https://www.towerbridge.org.uk/,
https://www.themonument.org.uk/
& https://shop.towerbridge.org.uk/.
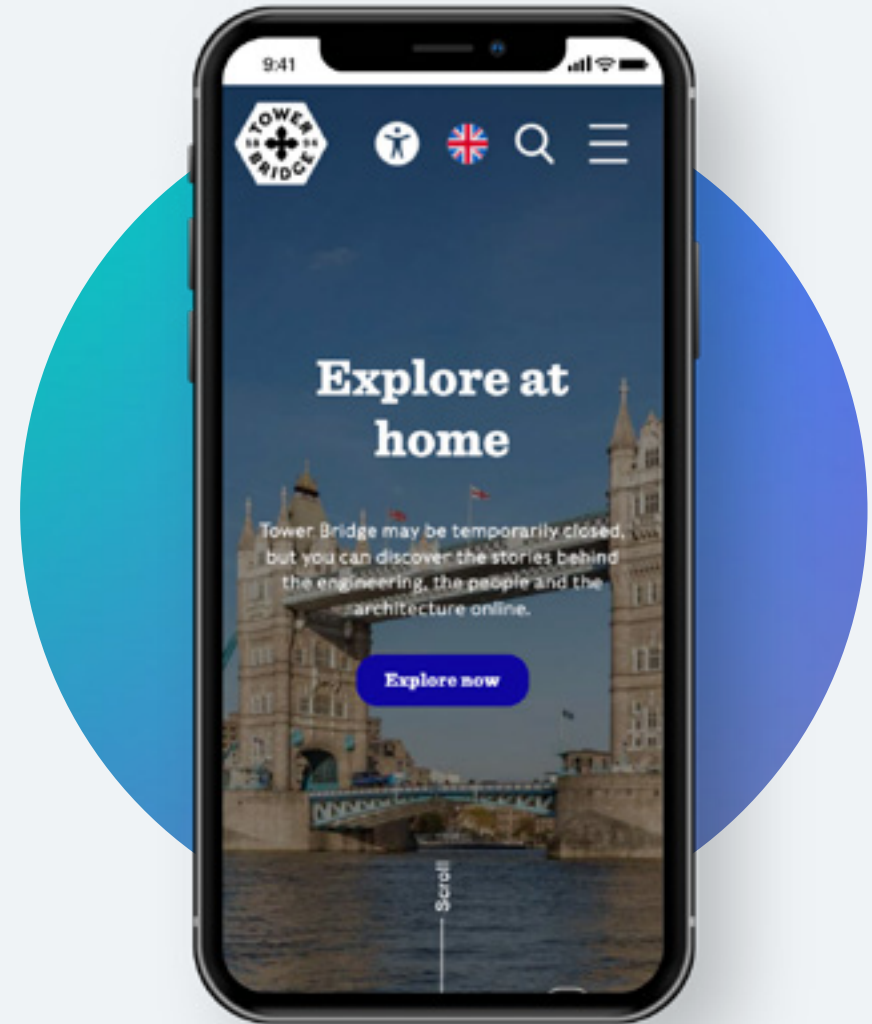
Drupal	Design	Accessibility
APIs	Shopify	Cloud Hosting
Development	Support & Maintenance	

Case Studies

Case Studies
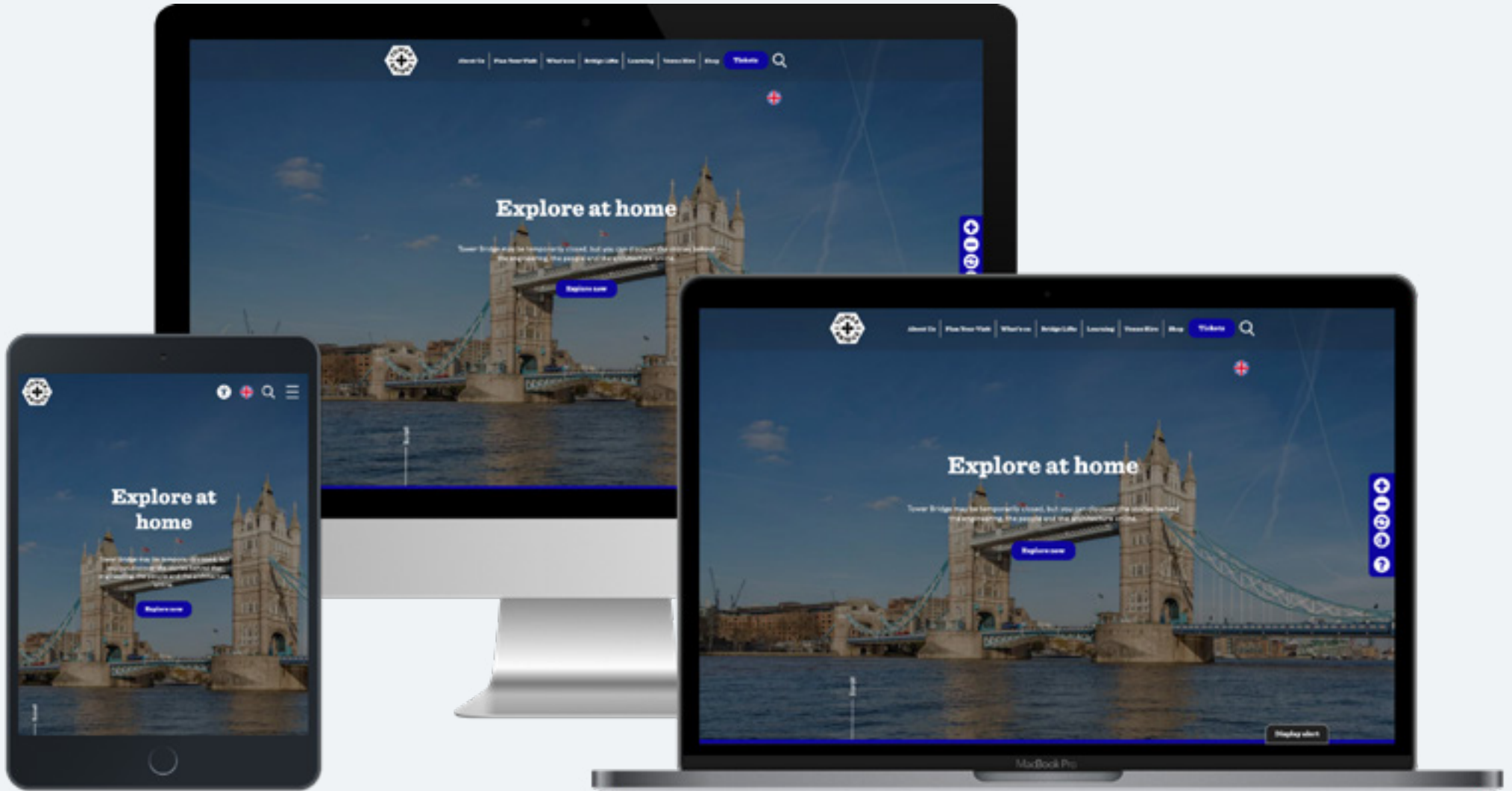
Victoria and Albert Museum

The Victoria & Albert Museum approached us with a requirement to host and maintain five Wordpress websites. The existing architecture was managed internally and due to a lack of time and resources, Operating System and Content Management System patches were not fully up-to-date. These issues are non-compliant with Cyber Essentials - a certification Big Blue Door has, and which the V&A has since achieved.

We consolidated the servers using cloud hosting (AWS) in London data centers and upgraded to the latest OS and software packages.

Full-testing took place before deploying to the live environment with the help of V&A's team. The new solution utilises load-balancing and advanced caching through Varnish and Cloudfront CDN to ensure 99.95% uptime.

We have also recently completed a substantial design update across the V&A blogging platform on Wordpress, bringing the design inline with updated central guidelines. A fully responsive solution has been delivered, using cutting-edge drag and drop interfaces to allow content editors to build beautiful posts quickly through a page builder, removing any requirement to understand coding or even use a traditional WYSIWYG editor.
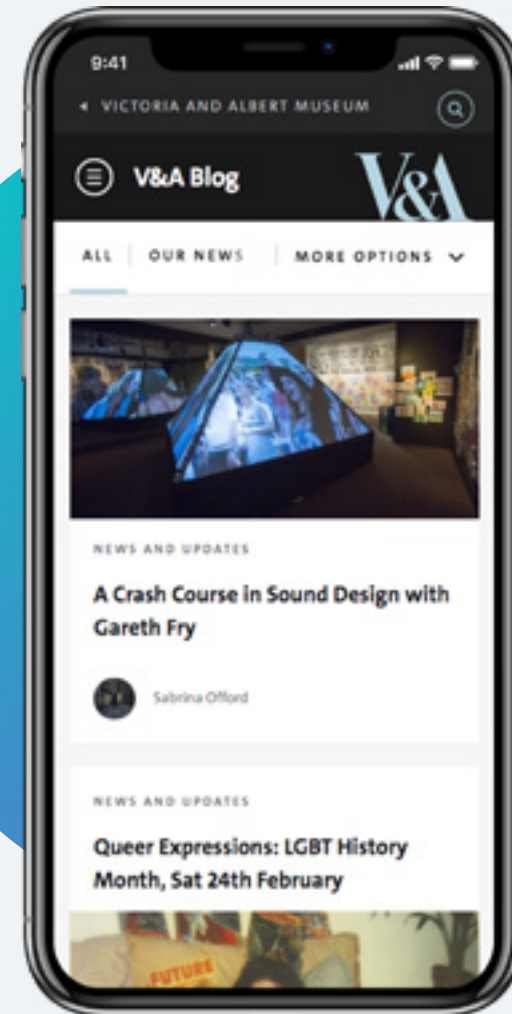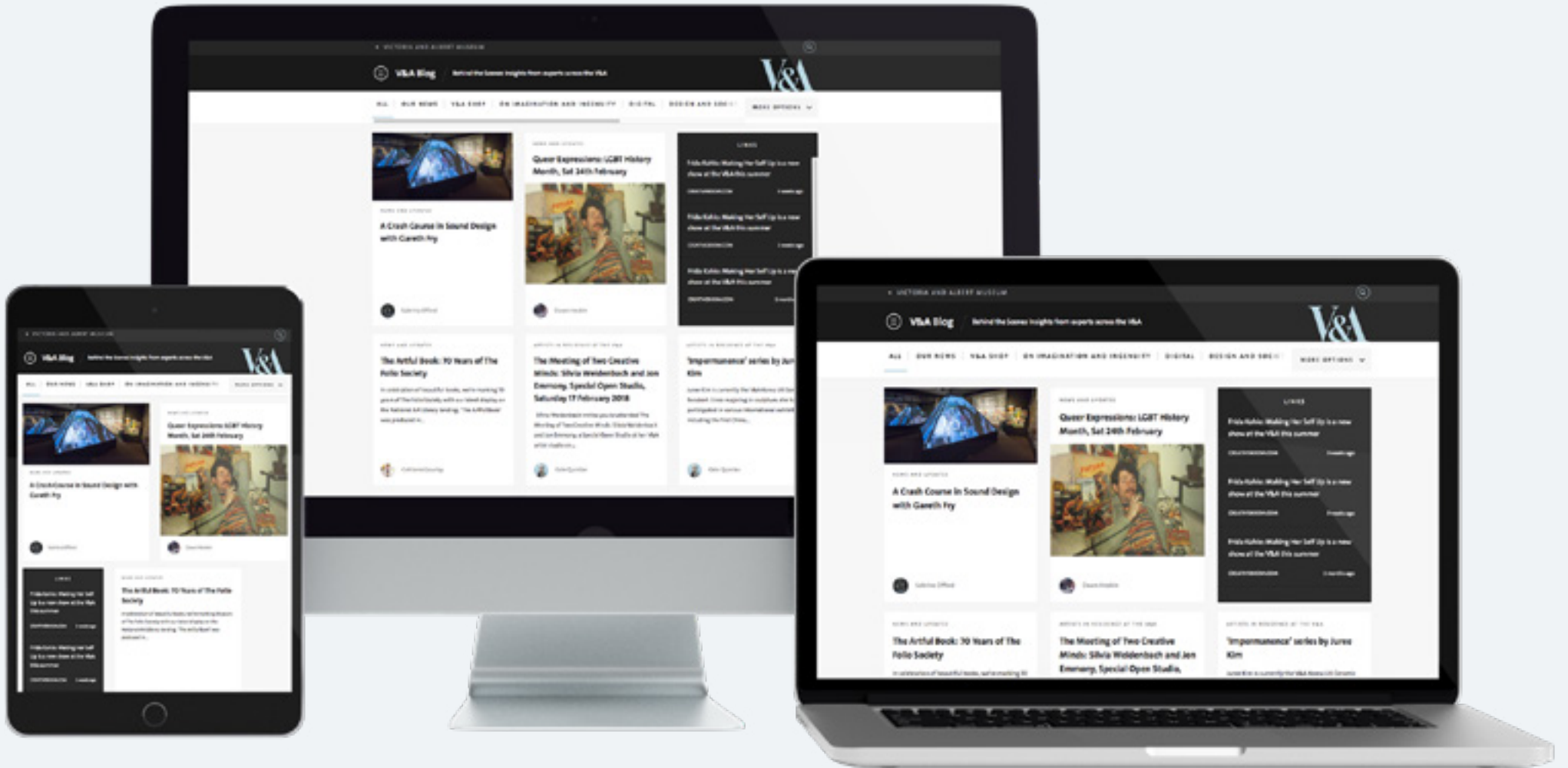
For more information, please visit
https://www.vam.ac.uk/blog

WordPress	Cloud Hosting	Development
Design	Support & Maintenance	

Case Studies

Case Studies

Sheffield Health and Social Care NHS Foundation Trust

Sheffield Health and Social Care NHS Foundation Trust provides a range of mental health, learning disability and substance misuse services to the people of Sheffield. The Trust appointed Big Blue Door to redesign and relaunch their site; this project included migrating the Trust away from an unsupported legacy system, while maintaining SEO capabilities and rankings.

We undertook a comprehensive user-engagement phase, including running workshops with stakeholders and service providers, and members of the public who use health services across Sheffield. This included user testing with members of the public with disabilities and visual impairments. This engagement phase helped refine the sites UX and associated IA, ensuring that a range of user personas were supported. Our research and creative team completed wireframes and designs for a number of key templates across the site using a mobile first approach, with associated KPIs designed to allow us to track performance over time to compare pre and post-relaunch. This design process included working to the latest NHS brand guidelines.

This project was delivered within a four month window, using a flexible range of content types and paragraph components in Drupal 8, and included a range of accessibility measures (WCAG2.1) such as ReciteMe and our own accessibility module. After user testing and a series of training workshops with the Trust the site launched in late December 2019.

Post-launch we are providing ongoing hosting via AWS as well as wider support and maintenance services. For more details please visit https://www.shsc.nhs.uk/.

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Drupal	Design	Accessibility
Stakeholder Engagement	Research	Cloud Hosting
Development	Support & Maintenance	
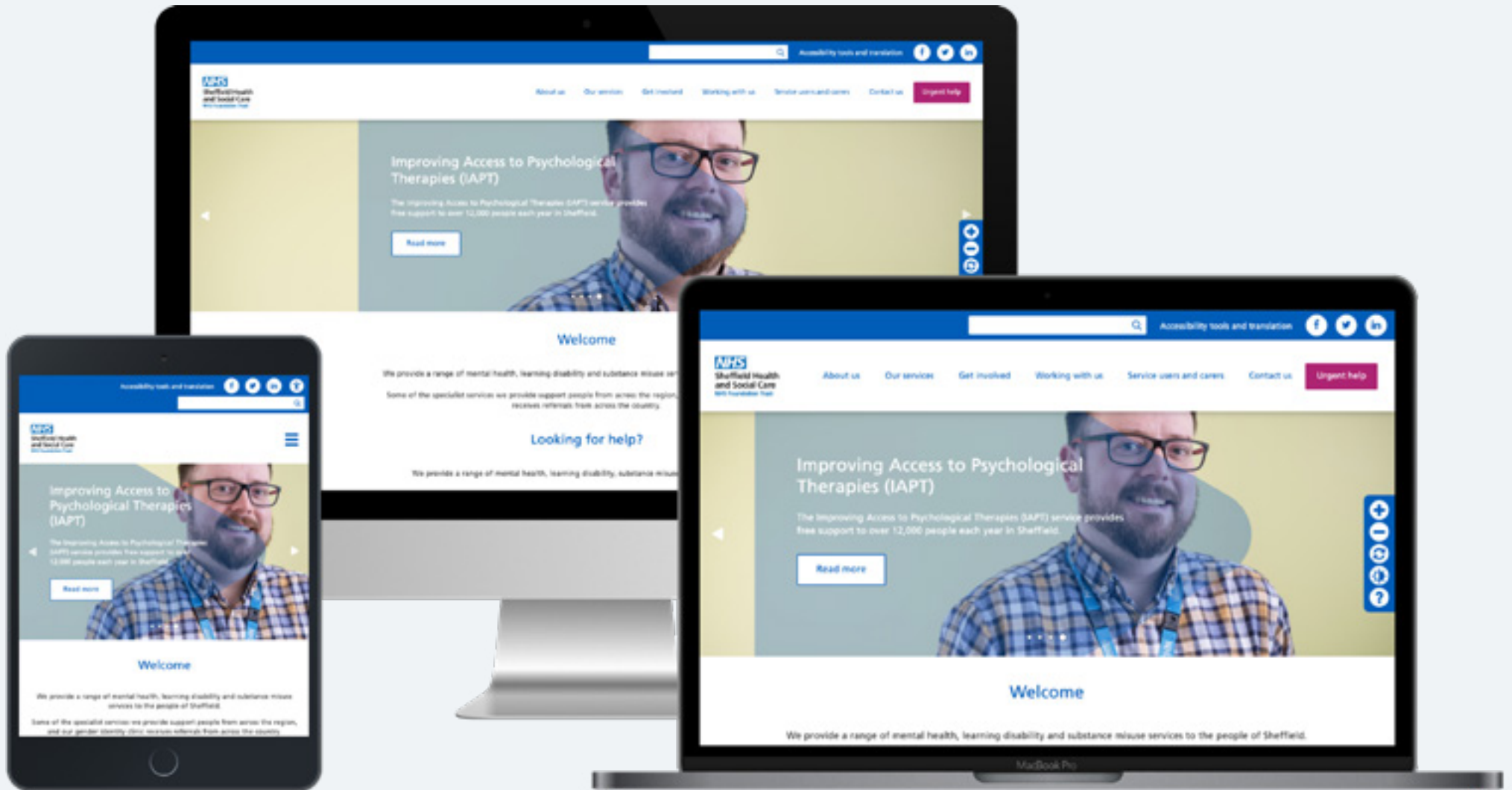
Case Studies

Case Studies

## European Agency for Special Needs and Inclusive Education

We designed and built a new Drupal 8 website for the European Agency for Special Needs and Inclusive Education, with accessibility as the core pillar of the project. The website included a specialist accessibility review by users with visual impairments to ensure that content is available to meet their needs and we delivered an accessibility tool (as a new Drupal module) which helps users control aspects such as colour/contrast/font size.

The project involved an extensive research phase, engaging users from across a number of countries and a complex migration of data from a previous system into Drupal 8. This project also included delivering a creative new design which is fully responsive, on-site CMS training for the project team (completed in Denmark), hosting for the new service, and ongoing support and maintenance as part of an ongoing partnership of work. For more information, please visit https://www.european-agency.org/.
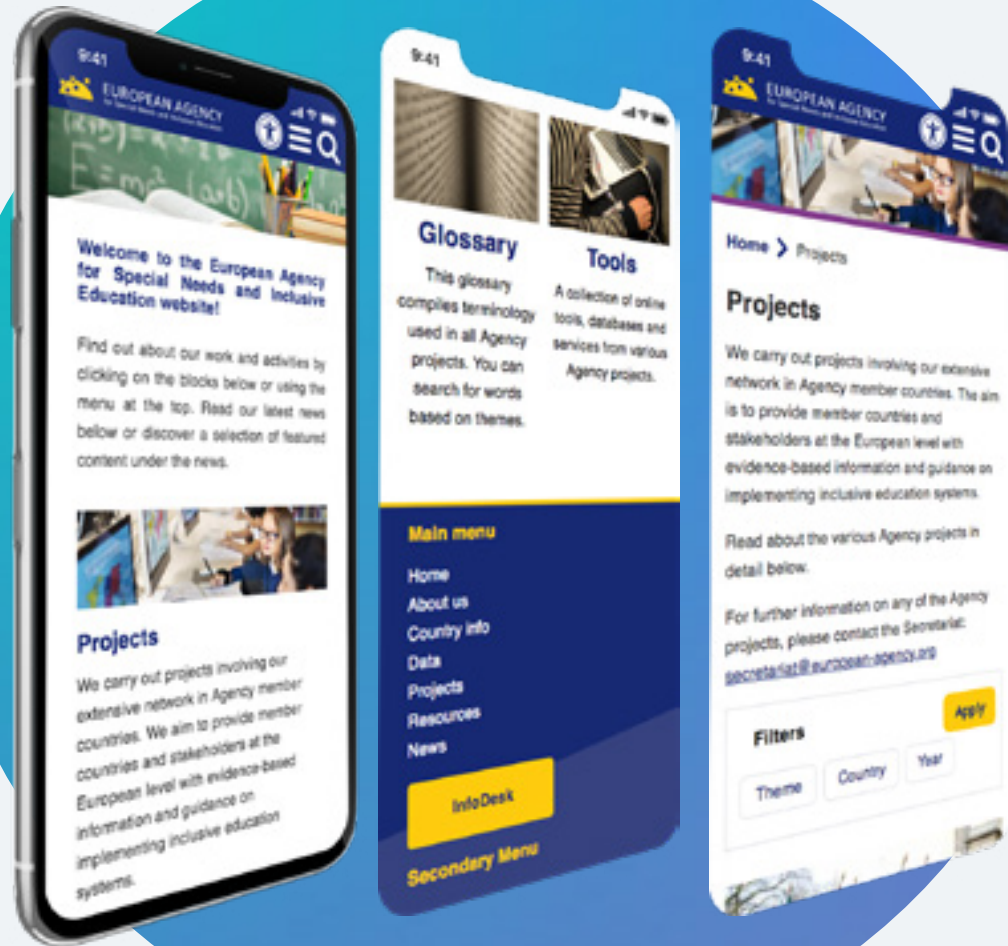
Research	Creative Design
Drupal 8	Accessibility
Hosting	Support & Maintenance
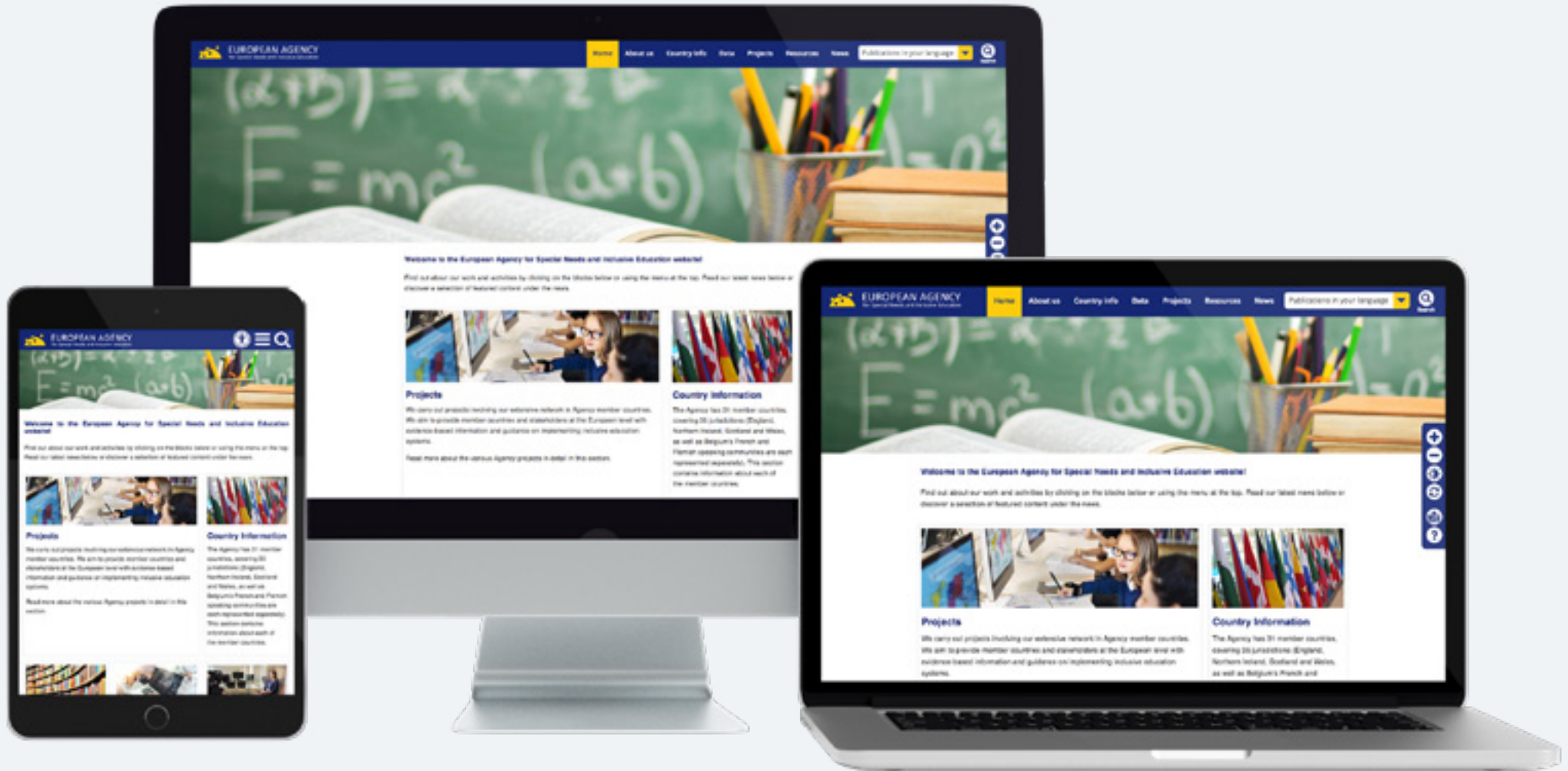
Case Studies

Case Studies

Grenfell Tower Inquiry

We recently developed the Grenfell Tower Inquiry website using an agile methodology, allowing us to complete the project within a three month period. Following the face-to-face kickoff meeting, we drafted a full project plan and timeline with targets and key milestones, linked to fortnightly sprints and punctuated by daily stand-ups and weekly conference calls.

We used Basecamp (communication and updates), Slack (instant messaging), and Pivotal Tracker (tracking software development/ticketing), enabling the Inquiry team to assess progress and priorities at all points, and redirect efforts to other tasks when required.

This project included a comprehensive design process as well as data migration from an interim Wordpress solution into a new Drupal 8 website, as well as working in partnership with a separate hosting company on the infrastructure and developing Jenkins jobs for continuous integration.

Since launch we have extended the website to support new hearings and evidence sections, and continue to work collaboratively and transparently to ensure Inquiry staff see us as an extension of their in-house team.
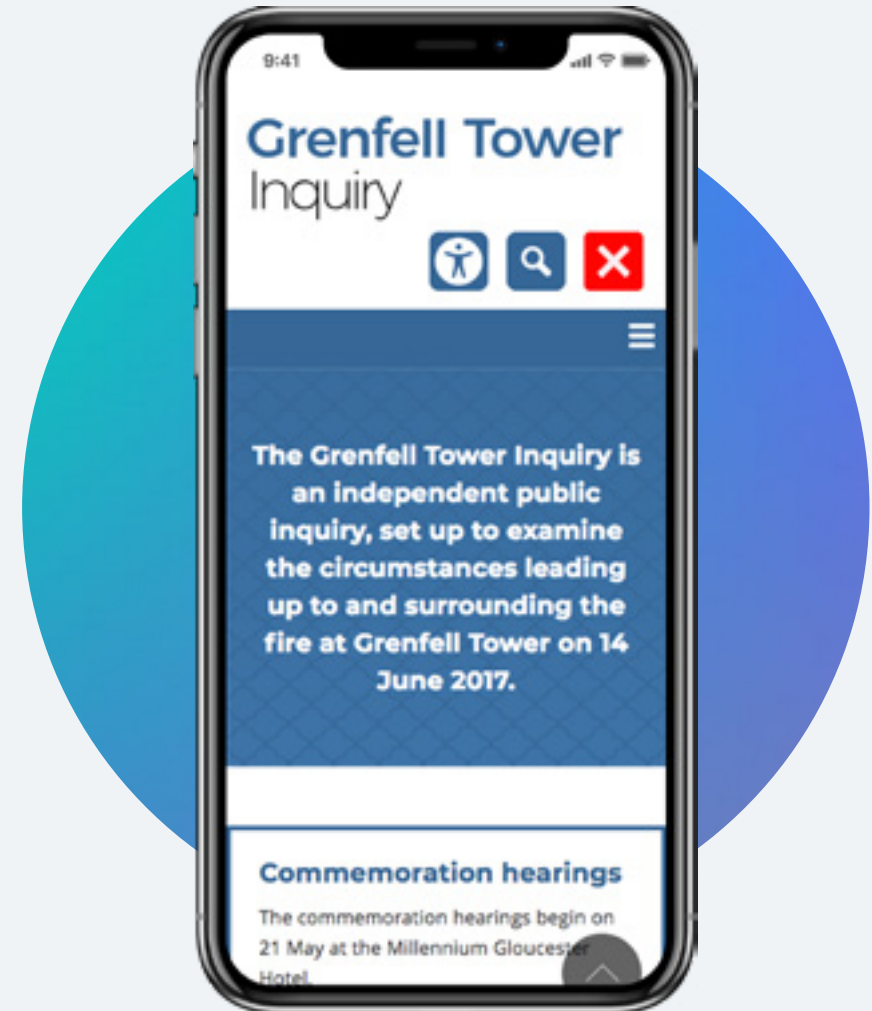
For more information, please visit
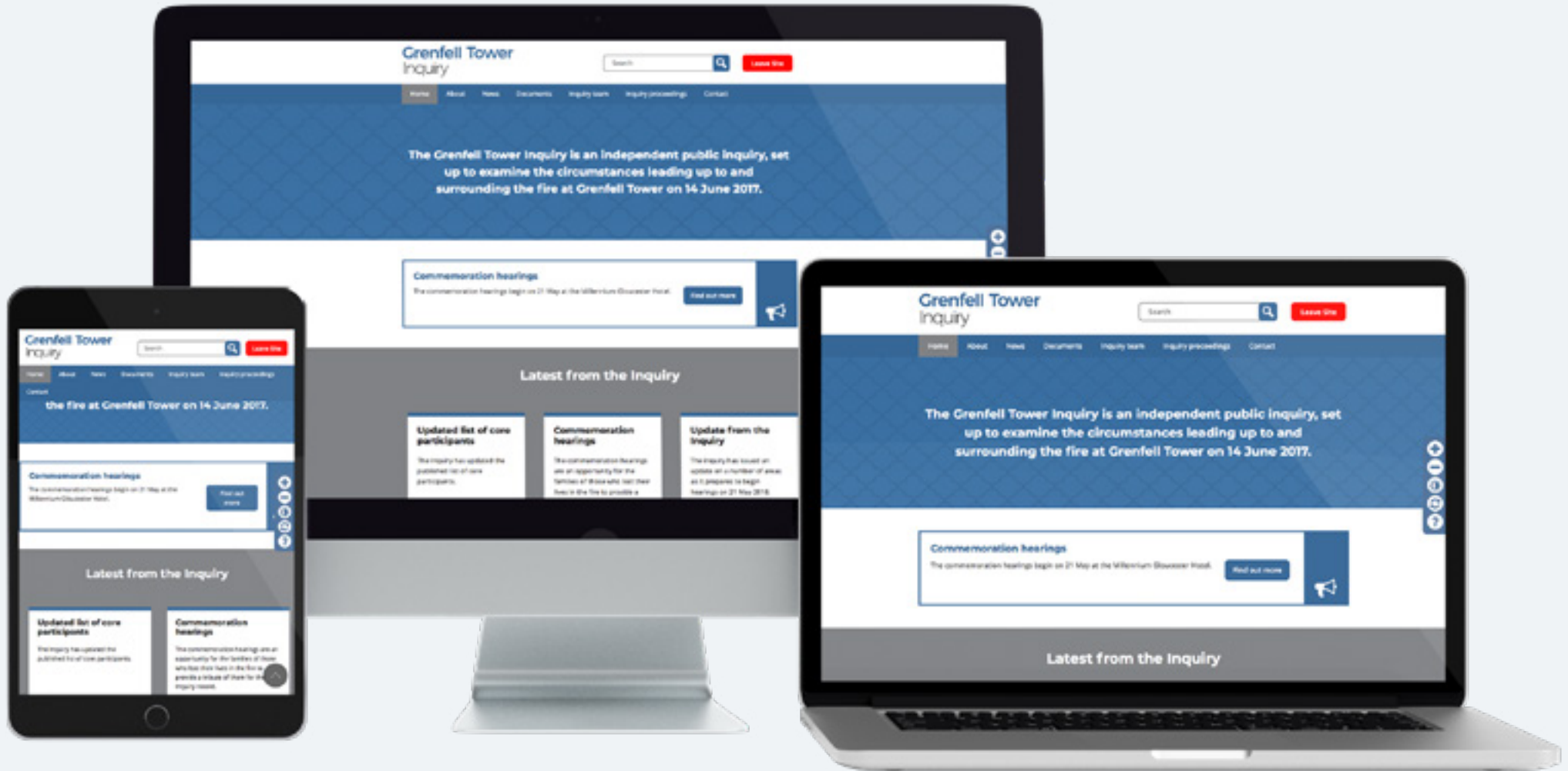https://www.grenfelltowerinquiry.org.uk/

| Creative Design | Drupal 8 | Migration |

| Support & Maintenance |

Case Studies

Case Studies

Government Property Agency

The Government Property Agency (GPA) was launched as an Executive Agency of the Cabinet Office on 1 April 2018 and as part of this launch Big Blue Door designed, built, and launched the new Intranet which all staff use on an ongoing basis. With a two month timeframe we delivered the Intranet using the GovIntranet WordPress theme; this project included an initial research phase followed by a review of user personas and IA development, and an agile build process split across two fortnightly sprints.

Big Blue Door supported the GPA communications team with content upload into the system and provided full Wordpress training. We also completed the hosting setup using a cloud based solution (Azure) and continue to provide ongoing support and maintenance for the platform as well as security updates for the infrastructure.
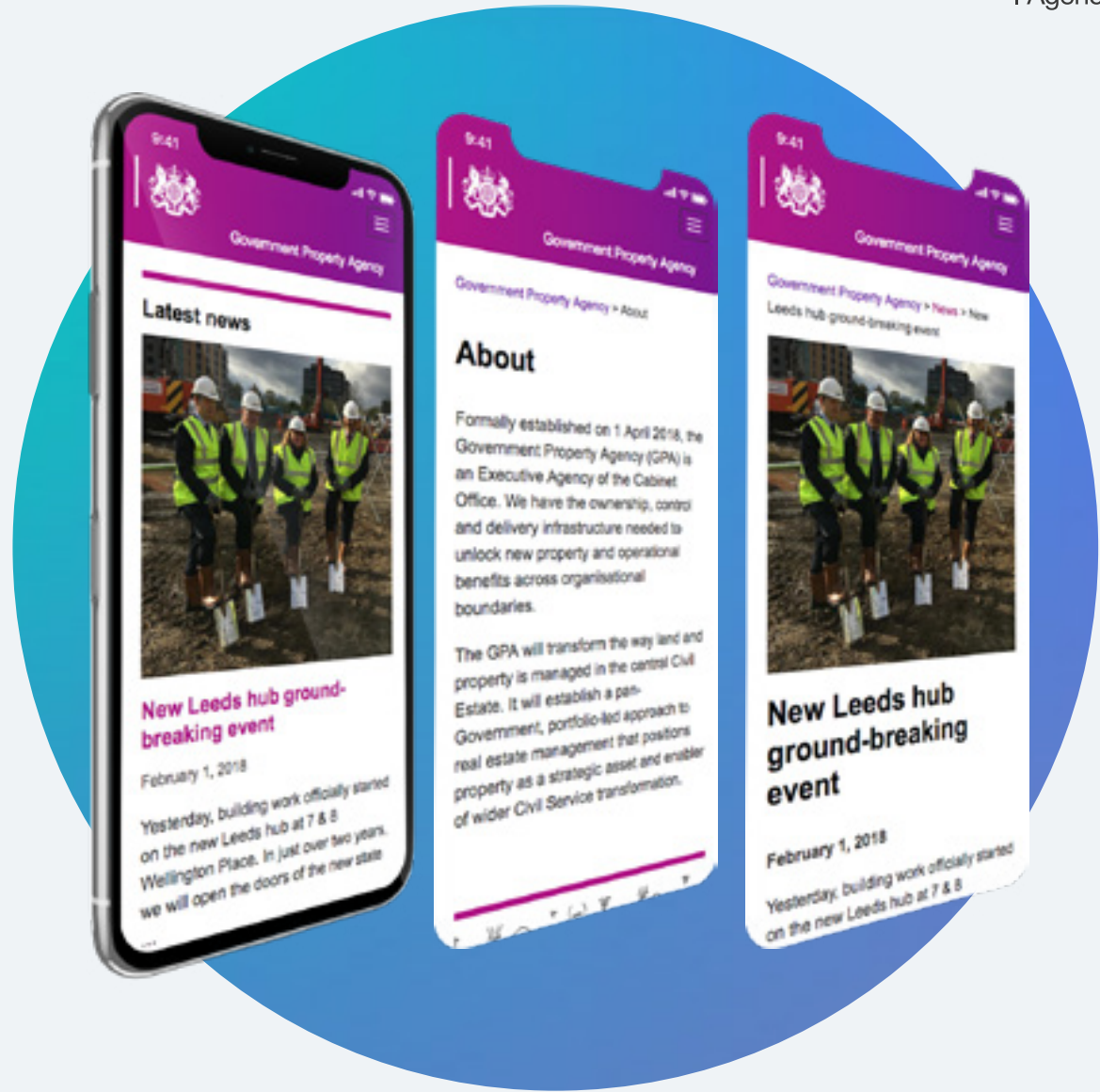
WordPress	Cloud Hosting
Development	Design
Support & Maintenance	

Case Studies

Find Out More

More About Us

Big Blue Door is a Drupal Association member and employs a number of qualified ScrumMasters and Product Owners who can help bring your project aspirations to reality.

As a company we are ISO9001 and ISO27001 accredited and we are also certified to the stringent requirements of Cyber Essentials, ensuring that any data we manage follows international information security best practices and that we work against a robust quality management system. We apply the same stringent methods to our Information Security Management System to ensure security of all information and data in our control, fully compliant with GDPR.

In more general terms we as a company believe in corporate social responsibility and are a Living Wage Employer.

Contact Us

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BigBlueDoor

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www.bigbluedoor.net