rocktime

Service Definition

Web Consultancy

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1. Introduction

This document has been produced to provide an overview of the webs consultancy service that can be produced by Rocktime.

Web Consultancy services are available to Government partners who are looking to actively focus on:

- ICT Due Diligence
- Technology Application Review
- Digital Transformation

Case studies and examples of this service are available upon request.

2. Overview

Web Consultancy is the process of bridging the gaps and formulating a plan to link technology, the creative idea, the target audience, the business objectives and the brand whilst striving to achieve measurable goals.

The proposed service will provide a complete review of current systems/ processes/ technology that will allow Government partners to deploy a strategized roadmap to enable efficiencies for their ongoing digital transformation.

The service will be designed to the client's requirements and challenges. Ongoing support can also be offered to the client through a retained consultancy agreement.

3. Web Consultancy Services

3.1 ICT Due Diligence

IT has a prominent seat at the digital table more than ever. It wasn't always this way – in the past, IT due diligence was too often an afterthought. Luckily, this is changing, and it's important that you get it right if you're involved in the evaluation of your online infrastructure.

Rocktime have the experience to assist companies with their IT and Communications strategy planning and due diligence assessments. Contained within the assessments, Rocktime can assist Government departments to:

- Review the status of current and planned IT projects and risks of failure.
- Assess IT governance – including structure, reporting and management, infrastructure, staff, security and controls.
- Review your targets in order to identify critical day-one and post integration risks.

- Assist with specific integration and conversion, including communications, infrastructure, voice / data networks and data centre etc.

- Advise on project management of function-specific IT infrastructure activities.

- Develop Transition Service Agreements.

The primary objective in any due diligence effort is to maximize the opportunity to discover relevant issues surrounding an organisations technology in as productive a manner as possible. Using proven structured methods, that are documented in our ISO9001:2015 procedures, Rocktime ensure that recommendations of the assessment are always to the benefit of your organisations infrastructure.

3.2   Technology Application Review

Rocktime ensure that our proposed solutions meet expectations from a technical perspective.

To achieve this, Rocktime can undertake a Technical Application Review (TAR), using proven structured methods. Our processes are documented in our ISO9001:2015 and ISO 27001:2017 procedures. These are appropriate for many of our clients, because they allow fixed-price estimation, project planning with set deliverables and cater for non-technical stakeholders.

Rocktime's TAR process involves clients in decision-making, evolves a solution from abstract to definite and considers technology in terms of both current and future opportunity.

TAR development is a staged approach with a review and sign-off (PRINCE2 methodologies) and confirms how software technology can be designed/delivered and maintained. In particular, the process reviews:

- Information solution architecture / wireframes

- Data modelling / schemas

- CMS usage / customisation

- Bespoke functionality

- Field validation / error handling

- Data processing

- User management / authentication

- System integration

- Platform / system requirements

- External impacts

- Information security

- Performance

- Capacity planning

- Testing

- System availability / robustness / DR

- Accessibility

- Methodologies (e.g. Entity Relationship Modelling, Use Cases and Process modelling, Object-Orientated Design)

- Documentation

- Software requirements / dependencies

- Monitoring / metrics

3.3 Digital Transformation Consultancy

Digital Transformation helps organisations understand their current digital positioning and enables them to identify how to get to where organisations need to be to be truly successful. This is achieved by continually developing the skills in organisations, improving service efficiency and building evolved processes to grow staff trust and standards.

Rocktime have developed, based on our ISO9001:2015 and ISO 27001: 2017 procedures, a process that enables a Rocktime specialist Consultant to review and recommend strategic changes to assist any organisation in improving their digital offering. These processes have been developed around 4 key areas:

- Your Strategy

- Your People

- Your Process

- Your Technology

Your Strategy

To understand your strategy, Rocktime will look to start with a process of getting to know you and your target audience. To do this, we need to understand the vision of your company, your level of understanding of the digital world as well as your digital landscape.

Our digital expertise allows us to engage with you at senior board, management or department level to help define your goals and ambitions and then hone solutions to enable you to realise them. This can be on a campaign by campaign basis or an organisation basis.

Your People

This part of the process is set out to understand your current staff infrastructure and to develop a plan of what teams, talent or skills that your organisation need to gain to be able to efficiently work within your digital landscape.

Your Process

Rocktime maintains and complies with a process based quality management system that fulfils the requirements of the International Standards ISO9001:2015 and ISO 27001: 2017.

Through our management system, we will monitor, measure, analyse and review your performance and processes to identify areas for improvement and development of best practice throughout your organisation, in order to enhance the satisfaction of your customers, staff and stakeholders.

Due to the importance of this, our quality policy is periodically reviewed to ensure its continuing relevance and suitability for organisations of all shapes and sizes.

Your Technology

Developed as a staged process, with a review and sign-off (based on the principles of PRINCE2 methodologies) Rocktime will look to review the current platform, software and data strategy of your organisation. Once a full landscape has been scoped, the Rocktime team will look to recommend any technical efficiencies for your organisation. Examples of where efficiencies could range include:

- CMS upgrade/ migration

- Hosting upgrade/ migration

- How data is processed

4. Ongoing Consultancy Support

We are committed to providing a tried and tested way in which to improve your organisations digital efficiency. Due to this, all Rocktime consultancy services can be adapted to meet your budgetary and business requirements; it is typically conducted on the following basis:

- One off strategic piece

- Monthly

- Quarterly

- Six Monthly

- Annually

5. Reporting

For any consultancy work, Rocktime believe in providing our reports in simple, yet informative, formatting. This way, the findings can be digested and analysed quickly, whilst also containing all the key content that's needed to be recommended.

5.1 Bespoke Reporting

We understand that every authority has different requirements for their consultation needs. Be it Technology, Organisation structure or process, we are able to offer bespoke reporting to enable your requirements are all fulfilled.

6. Use of Technology

Any of our recommended technology solutions are based on the latest Microsoft technology (.NET V4.8 / SQL 2019) knowledge. This is to ensure that your platform is both robust and reliable. The use of Modern web technology also enables the system to be compatible with not only the latest browser technology, but also with mobiles and tablets devices.

Any developed system will also be configured to enable compatibility with older browsers (-3 releases as standard), compatibility with even older browsers can be enabled however this will require additional programming.

6.1   Built to Open Standards

The demand for open standards, open data and shared API's in Government departments have seen a big rise over the recent years. More and more Government organisations are inevitably moving towards web-enabled, "platform-based" models of delivering services to cut costs and improve services.

Our recommendations always adhere to open standards. Put simply, this means as an organisation you are not tied to any one vendor for implementing a recommended solution. Any Microsoft developer will be able to make changes to the system should you wish to explore the market.

7. Security

We take the security of your data very seriously! We work to stringent security standards in regards to the protection of data and assets. As a result, we have achieved ISO 27001: 2017 Information Management accreditation and have also have provided highly secure and robust web solutions to many government departments and organisations, including those referenced above.

7.1   Secured Information

Rocktime use the following methods (and more) to guard against attacks or loss of information:

- All of our passwords are 'salted' prior to encryption. This makes the pre-generated look-up lists of encrypted passwords useless and makes even weak passwords virtually impossible to crack.

- Access to the database (where encrypted passwords are kept) is restricted through 3 different levels of security: 'read only', 'read and write' and 'secure'. This means that the encrypted passwords are not 'exposed' to the web site in general and only specific password protected calls can access this data. This protects against the type of leak that LinkedIn suffered in 2012.

- Access to secure data is sealed in our core code and this software cannot even be inadvertently compromised by our own developers.

- We implement a password strength technology to help users pick memorable but strong passwords. This protects against hackers trying to login by 'guessing' passwords. Once encrypted, all passwords are equally difficult to crack.

- In addition to passwords, all personal data (emails, mobile numbers, names, addresses etc.) are also encrypted. No personal data stored in the database is of any use without the secure key installed on the web server itself.

- Rocktime's systems employ a multi-tiered SQL access methodology. This provides an additional layer of protection against attempts to gain access to the SQL database and therefore the back end of the developed system.

- 99% of all general database access is to low level data so uses read only general access and therefore has no access to the password tables.

With regards to the internal development team access to system database is monitored and reviewed for each member of staff who all form part of the agency's Data Protection Policy in accordance with GDPR and which is also highlighted to them within their contract of employment.

7.2   Our Staff

All of Rocktime's staff are insured to be fully qualified for their speciality. Examples of some checks that are undergone prior to employment and staff details can be found below:

- All Rocktime staff are security checked

- All Rocktime staff are fully inducted into the organisation, with a full health and safety briefing, etc.

- All Rocktime technical staff are educated to degree level (or hold equivalent experience)

- Our project management team approach projects with a PRINCE2 methodology

If any additional information is required for any Rocktime individual/ team, then this can be available upon request.