

# Digital Services

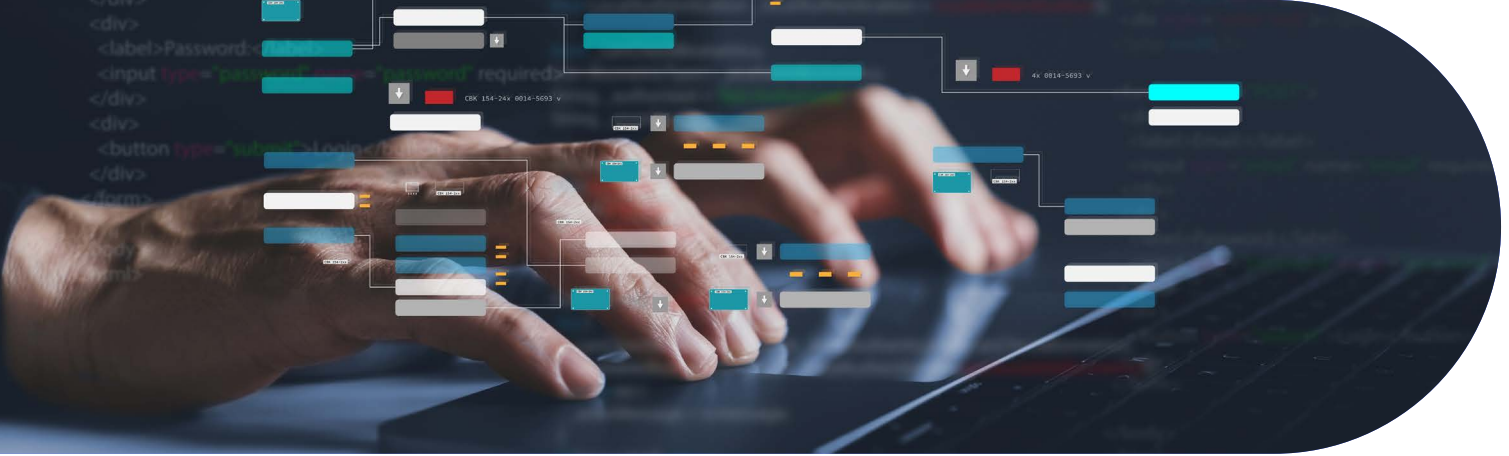
## SERVICE DEFINITION

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## Digital Services Overview

**We design and build well engineered digital solutions to improve operational efficiency.**

We provide Discovery, Alpha and Beta services aligned with the GDS approach.

If you are transitioning from legacy technology, we can help you modernise your systems by identifying the best approach that helps minimise the disruption to your organisation and fits within your budgets. We can provide a range of services under our software development services including:

- Full stack development
- Legacy system modernisation
- Web development
- API development
- Integration
- UX
- Data migration

PDMS has a proven track record of project delivery over nearly 30 years, with a focus on providing core organisational solutions to both the public and private sector. Our experience covers a wide portfolio of sectors and solutions. We have delivered hundreds of software solutions, in each case understanding and defining organisational processes and target outcomes and designing and delivering solutions to bring genuine benefit to our clients.

We specialise in delivering well-architected, robust, scalable and extensible web applications. Many of our applications have remained in active use (and further development) 15+ years after initial launch, testifying to the sustainability and future-proof nature of their architectures.

We will evaluate alternatives and recommend the technical solution which is the best fit for the job and can align with your existing stack.

We can provide a complete end to end service covering the full spectrum of resources required to deliver a successful project from organisational analysis and UX, architecture and development through to testing, project management, hosting and ongoing support.

If you are looking for a technology partner to help you with your digital projects, we can offer:

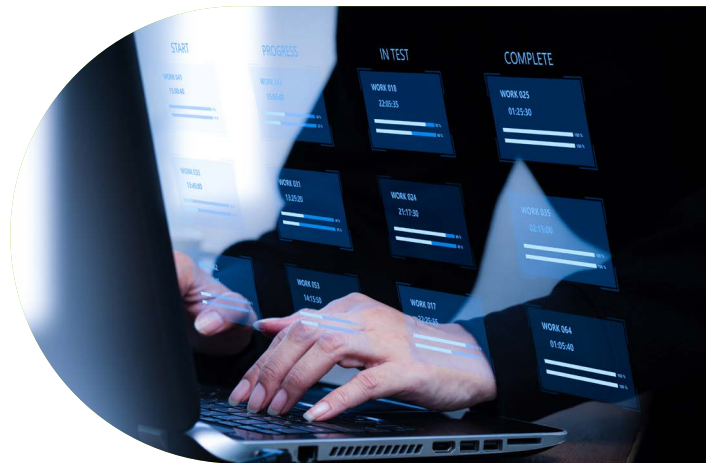
- A personalised and highly collaborative approach with an engaged and responsive team focused on understanding and delivering your specific requirements.
- Direct access to all the different skills and expertise required to help you with your technology challenges all from one single technology partner.
- With many years of experience and expertise in the public sector, we understand some of your unique challenges and how best to address them.
- Flexibility and agility so that we can react quickly to your requirements.
- We are committed to building long term partnerships with our clients to understand your evolving needs, changes to legislation or regulations and continuously helping you to increase productivity or improve the service delivered to your customers.



# Approach to Delivery

## Agile development – testing and learning

- Short Sprints to test and validate the outcomes and determine the requirements for the next sprint
- Frequent measuring and reporting of progress against roadmap to ensure meeting the project outcomes
- Experienced agile team with an established process
- Inception Workshops
- Daily Scrums
- Sprint Reviews
- Sprint Retrospectives



Following core principles for agile:







## Accessibility

Accessibility is a core principle which is considered throughout our software and solution delivery process. The UK's Public Sector Bodies Accessibility Regulations 2018 stipulates that all digital services should comply to WCAG 2.2 AA level, and all sites and services PDMS develops are tested against these criteria. As well as providing for accessibility and inclusivity, designing, developing and testing websites against WCAG 2.2 also has significant benefits to the search engine performance, mobile-friendliness and overall usability of a website or service.

We use a combination of automated testing, manual testing and testing with assistive technology such as screen readers, to make sure our systems and websites comply with WCAG. We will also draft and publish accessibility statements. In line with UK Government advisory, PDMS recommends periodic review of accessibility due to ongoing content changes. We are also able to provide 'experts by experience' testing by arrangement which involves inviting users with a range of disabilities to test the website and feedback on improvements.





## Using the Service - Onboarding

### Ordering and Invoicing

Requests for more information or to place an order for our Digital Services, contact PDMS on [saasenquiries@pdms.com](mailto:saasenquiries@pdms.com).

We would propose arranging a meeting to find out more about your precise requirements and answer any specific questions you may have. If required, we are also happy to provide an additional detailed proposal which will cover the specific deliverables, approach, timelines etc.

Should we then progress to the order stage, the GCloud call off contract would be signed by both parties. Depending on the solution or service we are delivering, we will also provide a Statement of Work(s) which clearly defines the project deliverables and ensures that we are both fully aligned in terms of the approach and the outcomes.

The minimum contract period will be agreed as part of the onboarding process.

Once we have a more detailed understanding of your specific requirements, we can provide a detailed cost breakdown which is usually on a Time and Materials basis. We can also provide Fixed Price quotes depending on the project deliverables.

- Time & Materials services will be invoiced monthly in arrears.
- Fixed Price projects payment milestones will be discussed and agreed as part of our onboarding process.
- Recurring fees will be invoiced annually in advance.

Use of the service is subject to the PDMS SaaS Terms & Conditions and any terms outlined in the Call Off Contract.

### Pricing Overview

You can find pricing information in the Digital Services Service Pricing Document and the PDMS SFIA Rate Card.



# Implementation Plan

We will hold a number of briefing calls as part of our onboarding process where we will ensure that we have a shared understanding of the project outcomes, the broader project context and to establish agreed ways of working.

As part of our onboarding process, we will provide an implementation plan that may cover the following:

- Project Overview covering objectives and scope
- Project Roles & Responsibilities for stakeholders and key team members
- Project Delivery methodology e.g. Agile, Waterfall
- High level Project Timeline with major milestones etc.
- Risk Management to identify and mitigate any potential risks
- Change Management procedures
- Communication Plan, including channels, frequency and format
- High Level Technical approach
- Hosting (if applicable)
- Documentation and knowledge transfer
- Go-Live
- Post go-live processes such as support and system enhancements

## Offboarding

We will agree an offboarding process which will include details of the data that will be provided, the format, any relevant documentation and details of how knowledge and learning can be handed back over to the organisations. Depending on the specific tasks related to offboarding at the end of a contract, there may be additional costs.

## Termination Process

Our terms and conditions are tailored to meet the nature of the specific solution, project or service we are delivering to ensure that it best meets our client's objectives. The specific terms relating to contract termination would be agreed as part of the contract award and onboarding process and form part of our final contract.

Our standard termination clause, without cause requires 3 months' notice of termination.

## Training

PDMS provides training for our services and solutions in a variety of different ways. We will outline and provide costs for an agreed training plan and knowledge transfer as part of our onboarding process.

We offer several different training approaches including:

- Workshops and training sessions – in person or online
- User guides – including online wikis
- Online video tutorials and how to guides – for self-paced training or as refresher materials

We can also provide in-depth training to “Super-Users” of the solution to support a “train the trainer” approach.







## Data Security

PDMS is certified to ISO/IEC 27001, the internationally recognised standard for Information Security Management and is certified under the Cyber Essentials Plus scheme.

In the UK and the Isle of Man, each jurisdiction's Data Protection Act 2018 makes provisions for the regulation of the processing of information relating to individuals.

The Data Protection (Implementation of GDPR) Order 2018 gives effect in the Island to EU Directive 2016/79 of the European Parliament (General Data Protection Regulation).



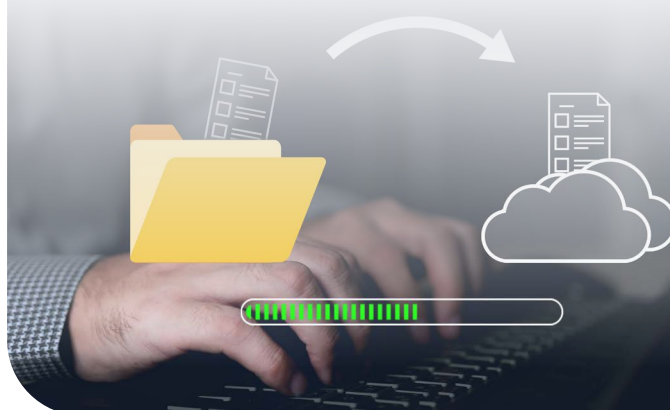
## Data Back Up & Restoration

PDMS understands the requirements and the comfort that is brought about by backing data up. PDMS has exceedingly high levels of uptime, resilience and redundancy although there are still occasions where data will need to be restored to a previous date.

PDMS has therefore built a backup system which provides continuous recovery points for the data underlying the systems that we have developed. These backups are written to online storage for quick recovery and also regularly taken to tape so as to provide a point in time archive.

The underlying database engine allows point in time recovery, giving an RPO of near zero in the case of data corruption. In the unlikely event of a total system failure, our combination of backup strategies (including transactional data backups every 4 hours) supports an RPO maximum of 4 hours.

We perform periodic testing of the backup archives to ensure integrity of the data and restore capabilities.







## Business Continuity

PDMS has a robust set of policies and procedures, which form part of an overall Business Continuity and Disaster Recovery Framework to ensure that PDMS is able to provide services to its customers during, and after, significant events that can occur from time-to-time. These policies and procedures form part of PDMS' ISO 27001 and ISO 9001 certified management systems, and as such are externally audited to validate their appropriateness and effectiveness.

PDMS' general approach to business continuity is to ensure that there are no single points of failure within any part of the business.

This ethos means that we make use of multiple, geographical diverse, tier 3+ datacentres to house all of our business-critical data processing units. Our systems are setup in such a way that should a single datacentre fail then customers and PDMS staff should see no loss of service. Should an incident occur then the system will automatically fail over to the other data centre for the provision of services.

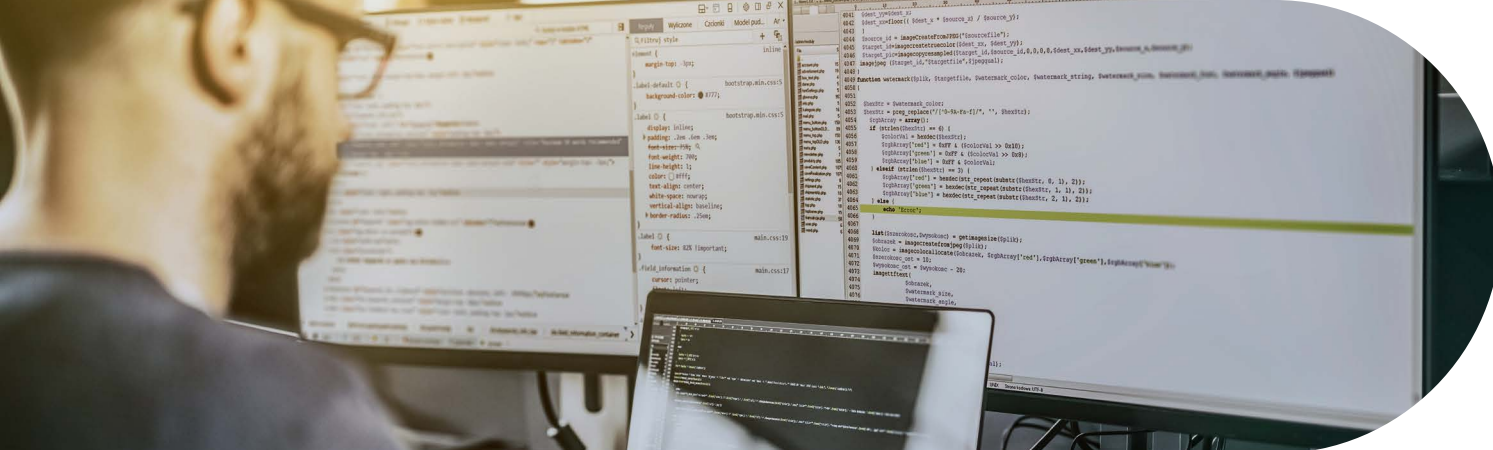
We can provide copies of the various policies and procedures that relate to Business Continuity on request.

## Data Protection

PDMS has a dedicated, qualified Data Protection Officer who is responsible for overseeing data protection across the organisation. PDMS has a Data Protection Policy that details how PDMS and our staff will conform to the requirements of the applicable Data Protection Legislation. The Data Protection Officer provides support and advice to each department and ensures ongoing compliance with the legislative requirements through auditing each department. These audits cover all aspects of data protection from collection through to disposal, ensuring that we correctly follow the identified requirements.

PDMS will also, in conjunction with our customers as the Data Controller, provide assistance for any required Data Protection Impact Assessments as part of our services and solutions, which may identify any controls needed that are over and above the standard provision.





## Support

We have a dedicated support team providing first line support for the solutions we have developed. We will agree a support service that meets your specific needs as part of our implementation plan and we provide a support and management contract which outlines our support commitments.

Support is typically available during office hours but can be extended to provide 24/7 coverage if required.

We have a number of channels for reporting support cases including an online system to record, manage and monitor the progress of individual support cases.

PDMS will work with you to identify suitable KPIs for ongoing monitoring to demonstrate adherence to agreed service levels. These will be included within regular project service reports. An example of a typical response time KPI is as follows:

### Target achievement of SLA response times

**P1 (High):** Response within 1 working hour; resolution within 4 working hours.

**P2 (Medium):** Response within 4 working hours; resolution within 2 working days.

**P3 (Low):** Response within 2 working days; resolution within 5 working days.

>95%

## Account Management

We assign a dedicated Account Manager to all our customers. Our Account Managers, together with our Project Managers are a main point of contact for our customers. They are responsible for contract management and any account queries that you may have over the course of the contract. They will proactively support you to ensure that our services and solutions are delivering the best possible outcomes for your organisation.





## About PDMS

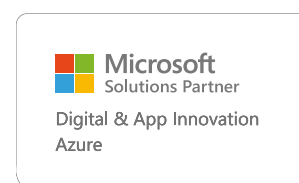
PDMS is a technology company specialising in software development and digital services. With a unique blend of software engineering excellence and creative digital design, we prioritise user-centric solutions. From analysis to ongoing support, we guide clients through every stage of their digital journey.

Our team consists entirely of full-time employees who are committed to continuous learning and skills development. Each member undergoes BPSS checks, with the majority holding SC security level clearance. Our diverse team brings expertise in project management, business analysis, UX design, software development, testing and infrastructure support.

We prioritise customer success, fostering long-term relationships - working with over half of our clients for a decade or more.

With three decades of industry experience, we've honed our understanding of the unique challenges, pressures, and opportunities encountered by the public sector in harnessing technology for maximum impact. Passionate about leveraging technology for tangible outcomes, our digital projects have saved millions, benefiting both public and private sectors while reducing environmental impact and enhancing productivity and customer service.

## Accreditations



## Memberships







## Social Value

PDMS has received Bronze accreditation from the Social Value Quality Mark (SVQM), demonstrating PDMS stands for the highest ethical, sustainable and community-focused standards. To achieve this accreditation, PDMS has made a series of commitments to create, measure and independently report on its social value. Through a series of pledges, we commit to focus on areas where both the company and our team can make the most impact. This includes a focus on supporting skills development and promoting awareness and understanding of career opportunities in the technology sector to help address the digital skills gap and we are committed to regularly taking on apprentices across different technical roles (to the extent that 17% of our development team started with us as apprentices).

Our Skills Pledges align with both the UK Government's Social Value Model Themes and the National TOMS Framework.

The SVQM also builds on our ISO 14001 Environmental Management System accreditation. PDMS has committed to achieving Net Zero and has pledged not only to take action to measure, reduce and offset its carbon footprint but to also champion environmental protection within all spheres of influence including biodiversity.

When awarded contracts we make sure our social value contribution maximises the impact it delivers by aligning with the buyer's own social value objectives and pro-actively seek to openly share our knowledge and expertise, for example, by providing online 'Lunch and Learn' training sessions for the buyer's project team on accessibility, agile delivery and UX design.

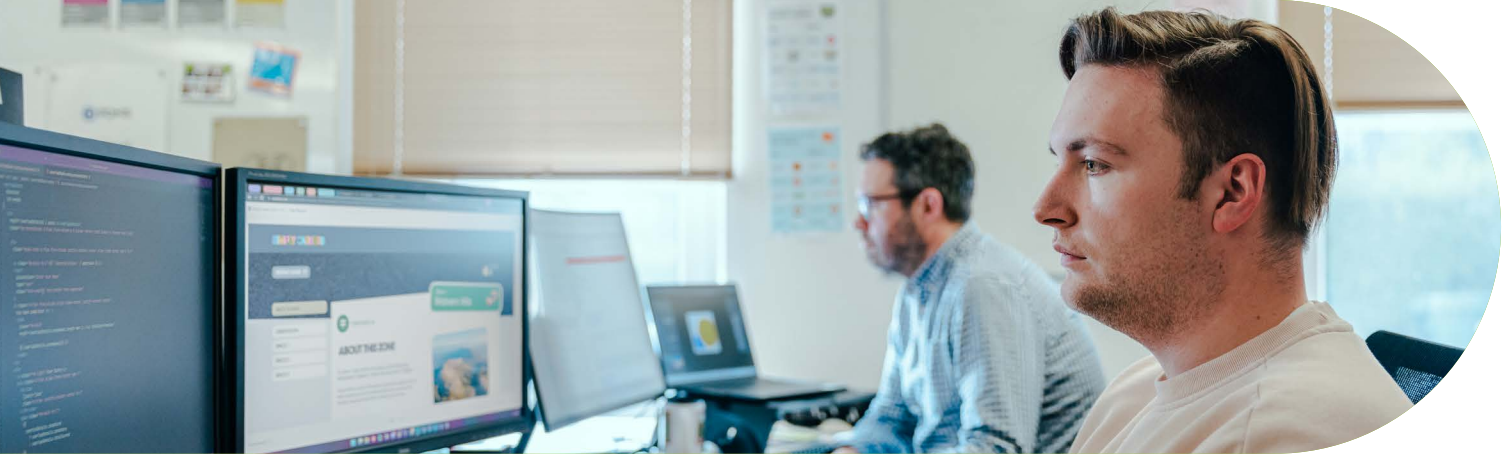
We can offer digital sector career talks, career mentoring, initiatives that support the development of digital skills, initiatives that support diversity & inclusion, work experience placements and work buddies. We also support charities that help women and young girls to progress a career in technology and STEM ambassadors.



**Our areas of social value focus are:**



We will provide regular updates on how we are performing in relation to our social value commitments as part of our regular Account Management meetings and will provide an annual report detailing the activities undertaken which have been attributed to a buyer's specific contract and the impact delivered.



## Our clients





## Crown Commercial Service (CCS)

### Challenges

Originally modernised from manual processes twenty years ago, there had been no significant upgrades or enhancements to the fleet portal for some time. The interface looked dated and more sophisticated users were requesting additional functionalities in line with recent technological developments.



### Benefits and outcomes



Enhanced search functionality for common search criteria and comparing up to three vehicles



Mobile responsive website with modern front-end where CCS can easily maintain content



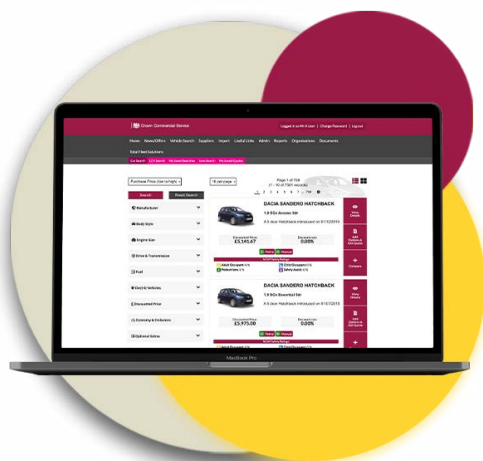
Improved reporting and features to comply with GDPR



Delivered £5.4m savings in the first 18 months



Registrations quadrupled to circa 1600 site users







# IfATE

## Challenges

The Occupational Maps were originally developed to showcase apprenticeship standards. As apprenticeships expanded and IfATE adopted a broader, occupation-centric approach, the Occupational Maps required enhancement to encompass other technical education programmes.

## Benefits and outcomes



Interactive platform that provides IfATE's technical education data in a comprehensive and intuitive library



Tackled major risks iteratively with user feedback in Alpha phase then created a data service using an API-first approach in Beta



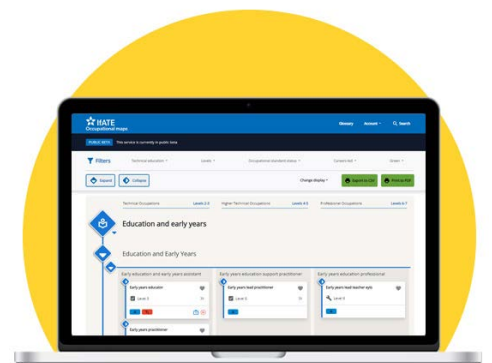
Stakeholders can easily extract occupation data in a range of formats to suit multiple user types and purposes



Platform provides clarity in navigating the interconnected world of education and careers



Positive user feedback on creativity, informative content, and ease of use



*"It has been an incredible privilege to work with very talented professionals on delivering occupational maps service to public beta. As Product Owner and Contract Manager, I have been consistently impressed with the creativity and tangible outputs. I wanted to say a personal thank you to the Occupational Maps team. Though employed by PDMS, they have been valued members of my whole team. We delivered public beta on time and on budget. Thank you."*

**Hannah Morgans**  
Product Owner at IfATE



## Contact Details

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