



G-Cloud 15 Service definition document

Health Check for websites and digital services ISO 27001 (security, performance, disaster recovery)

A bit about us

S8080 is an employee owned ISO 27001 certified independent digital agency established in Wales in 2000. We are service led, not sales led, so we don't have a sales team, we don't use account managers; just very experienced and pragmatic technical project managers who act as the conduit between our clients and our design and development teams.

Expertise includes digital strategy and transformation support, user research; creative UX, visual, content and service design; agile, test-driven, open-source development; fully managed cloud hosting; and pan-disability, usability and security testing. Clients include No.10, Welsh Government, ministerial and non-ministerial departments, emergency services, local government and education. We are also on the Digital Outcomes and Specialists framework and spent 10 years on the COI Digital Roster. We are a carbon neutral agency.

Some of our clients

Please see our [Case studies | S8080](#) section for more information.

Seasoned open source developers

Our seasoned team of open source developers, all fulltime employees have a vast wealth of experience from decades of experience working on many different CMSs and digital services over the years. S8080 is a very technical agency with expertise in open source CMS hosting, complex integrations, security hardening and systems performance security and we provide consultancy on server infrastructure requirements.

Our project management and development teams will guide you every step of the way – making sure you get a lean but functionally rich solution. We are well known for straight talking.

Health checks for websites & digital services

S8080's ISO27001 certified Health Check for websites and digital services covers code quality, log reviews, security and vulnerabilities (including security scans using market leading software), cookies, data and privacy, content, link checking, performance, usability, and accessibility.

The output is an easy-to-understand report, with prioritised suggested actions, quick wins, and a mid/long term improvement roadmap, ensuring your platform is compliant, performs well and is ready for onboarding with a new support partner or hosting provider.

Our review and technical health check services provide a clear, evidence led understanding of how well your digital platform is performing, where risks exist, and what practical steps will improve resilience, accessibility, security and long term sustainability. The scope is shaped by your organisation's goals and the digital services you already operate, but our approach is always grounded in opensource best practice, public-sector standards and ISO aligned security controls.

Independent assessment and actionable insight

We begin with an unbiased evaluation of your digital projects and programmes. You receive clear, practical recommendations focused on delivery effectiveness, risk reduction and measurable improvements. This includes identifying where delivery can be optimised, accelerated or better governed through structured change management and benefits realisation.

Deep technical review from senior open-source specialists

A detailed platform review is carried out by experienced open-source developers and our core engineering team. This includes an assessment of performance, scalability, code maintainability and security posture. Findings are prioritised so you have a clear view of what needs attention immediately and what can be scheduled with lower risk.

Our code reviews draw on extensive experience supporting complex public sector systems, including policing and justice. We review the full codebase, whether newly developed or inherited, checking coding standards, performance bottlenecks, maintainability and any security issues. Automated vulnerability scanning (e.g., Invicti) complements manual analysis. All findings are captured in a clear, accessible report with recommendations, supported by an online walkthrough.

Azure Security Services

For clients running Azure hosted platforms, we provide a comprehensive security review aligned with ISO 27001 and the same controls we operate across our fully managed Azure environments.

We begin by understanding the shape of your estate: App Services, SQL databases, VNets, storage accounts, container registries, identity boundaries and monitoring configurations. From there, we harden the environment systematically:

- Enforcing secure transport, reviewing Network Security Groups and firewall rules
- Validating TLS and cipher configurations
- Applying least privilege access across service principals, managed identities and role based access control

Where Defender for Cloud identifies misconfigurations or vulnerabilities, we triage and remediate early so your estate remains compliant and resilient.

Secrets, credentials and certificates are stored and rotated using Azure Key Vault with explicit access controls. Monitoring via Azure Monitor and Log Analytics surfaces anomalies, suspected intrusion attempts and infrastructure health alerts, explained in plain English so your teams know exactly what action to take.

For organisations planning Azure migration or expanding workloads, we review infrastructure topology, identity setup, application dependencies and compliance obligations. Overly permissive rules, weak encryption defaults, unpatched services or missing backups are clearly identified with pragmatic, risk based remediation steps.

Engineering and deployment best practice

We support teams in establishing secure, maintainable engineering processes. This includes code management, branching strategy and deployment workflows, along with setting up or refining automated pipelines. The outcome is a stable, predictable development environment that strengthens delivery confidence.

Full performance testing and quality assurance

Before any major release, we run a structured test cycle to ensure your service behaves reliably under real world conditions. This includes:

- Functional testing against specification, user stories and prototypes

- Creative and brand compliance checks
- Cross browser and cross device testing
- Accessibility testing (WCAG 2.2 AA)
- Automated security and vulnerability scanning
- Load and performance testing covering scaling, stress and redundancy

If required, we produce a step-by-step manual test plan and full UAT scripts mapped to your stories and acceptance criteria to support smooth client side testing.

DDoS prevention and resilience

Public sector clients have seen a significant rise in DDoS attacks this year alone. Even brief outages undermine trust and disrupt essential services.

We provide clear guidance on implementing robust protection using services such as Cloudflare. These tools filter malicious traffic before it reaches your infrastructure, keeping your platform fast, available and resilient during an attack.

Business continuity and disaster recovery validation

A business continuity plan is only effective if regularly tested. We support annual reviews and run simulated outage exercises to confirm systems can be restored quickly and accurately.

This includes:

- Deleting and restoring selected items
- Producing evidence of deletion and recovery
- Validating backup integrity and availability
- Documenting any failures and the steps required to address them

Where issues arise, we ensure the platform is restored promptly and we provide clear evidence and next steps.

Data protection and privacy review

We run a data and privacy audit using automated scanning tools:

- **CookieBot** — to identify all cookies in use, categorise them and highlight non-essential cookies requiring consent
- **Screaming Frog** — to identify all forms collecting personal data, allowing you to review necessity, storage location, encryption and retention

This provides a clear view of where personal data flows through your site and whether it aligns with GDPR expectations.

Automated WCAG 2.2 content accessibility scan

Over time, accessibility regressions typically appear through new or edited content. We use SortSite, a government recommended accessibility crawler updated for WCAG 2.2, to scan your website. Our process includes:

- Preparing site specific scan settings
- Running the full automated scan
- Exporting results to CSV
- Filtering out duplicates, false positives and third party issues (e.g., social embeds)
- Producing a final Excel report with actionable fixes
- Walking your content team through how to resolve issues

Template level issues identified during this process can be resolved by our development team.

Manual guided WCAG 2.2 accessibility audit (template level)

For clients who need broader assurance, we combine automated and manual audits using Axe DevTools Pro. Automated tools typically surface around 57% of issues; adding a structured manual review raises this to 80%+. Our process includes:

1. Selecting representative templates and content pages
2. Running automated Axe reports
3. Exporting and merging outputs into a consolidated dataset
4. Removing third party and duplicate items
5. Classifying WCAG and non WCAG issues
6. Running guided manual audits per template
7. Producing a combined report detailing all issues, pages affected and recommended fixes
8. Walking your team through remediation complexity and options

Development support is available for any code changes required.

Accessibility, editorial workflow and CMS optimisation

We help improve editorial efficiency and reduce the risk of inaccessible content. This includes workflow reviews, UI optimisation and better use of existing CMS features. We also advise on responsible use of assistive technology and appropriate AI integration to support editors.

Roadmap planning and prioritisation

We work with your teams to plan future releases and ensure new features align with organisational objectives. This includes dependency mapping, prioritisation and shaping long term technical evolution.

Enabling a resilient, high performing platform

Across all areas, our aim is to give you a secure, dependable and well managed digital platform. Whether improving performance, strengthening security or supporting change, we focus on sustainable improvements that deliver long term value.

Onboarding & planning

We've managed GOV.UK Discovery, Alpha, Beta and Live projects and will tailor onboarding services to suit the relevant stage. If required we will set up the agile environment and lead mobilisation workshops to recap/agree on roles and responsibilities, refine project schedules and develop a shared understanding of the project goals and vision.

For support services, we will undertake a technical discovery process to understand your current cloud infrastructure and setup (including website, hosting, interactions with third party systems and services) to plan the right level of support provided for your project.

We will provide you with a detailed method statement and accurate costs specific to your project requirements and, if required, the hosting requirements.

Once we begin working together, we can assist with all aspects of planning for your new system, including:

- Technical alignment meetings with your other service providers and internal IT team
- Cloud strategy, business analysis, and stakeholder requirements
- User research
- Content audit and inventory

- Migration strategy
- Information architecture
- Technical and security architecture (ISO27001)
- Hosting planning, server configuration, and hardening
- Prototyping, user journeys, and solution design
- User testing planning
- Platform recommendations
- Training and user documentation

Project management

S8080's team of project managers adopt and scale relevant elements of **Agile** and **PRINCE2 Waterfall** methodologies, depending on your project scope and specific requests. This means your project proceeds in an Agile manner, but with an agreed plan, agreed deliverables, and that all risks are monitored and communicated to your project team. During initial scoping, we ensure that all deliverables are clearly defined so that everyone is clear as to their responsibilities and the expected outcome of the project. The devil is always in the details.

Most of our clients prefer a mix of Agile and Waterfall. This generally translates as...

- Agile development based on user stories
- Daily stand ups
- End of sprint demo / show and tell and reprioritisation of user stories
- Retrospectives (lessons learned) But with
- A project plan and an itemised and costed scope of work
- Weekly status reports and updates
- Project logs (action, issue and risk logs) and change request process documentation

Training

Our training sessions for your CMS or digital service typically last between half a day and a full day, depending on functionality. You will be trained by your S8080 project manager and the lead developer for your project. These two people will have been intimately involved in your project from inception and will have a detailed understanding of every aspect.

They will prepare easy to read, concise documentation for you and your team and also brief video tutorials for common tasks. These videos will always be available to you as 'reminders' for tasks that you may only perform occasionally.

We encourage a 'train the trainer' approach to keep your training costs low, and we'll typically train up to six members of your team in the session. If you'd like larger groups trained, we may split the training into several smaller groups to retain the ideal trainer/trainee ratios.

If the website is being handed over to your inhouse technical team, then During alignment, S8080's developers can meet with your IT team for frank and open discussions so we can understand your in-house capability and likely resource availability and how they would like to handle knowledge transfer throughout the project, and specifics on code share and workflow. We find this agile and collaborative way of tailoring handover and working together makes life much easier for everyone.

What else can s8080 offer?

Specialist technical skills:

- Digital strategy and transformation support
- Digital service, website, intranet and extranet design and build
- Functional specification and technical specification
- Secure technical web development and integrations (Microsoft and PHP)
- React (Node.JS) based development
- Network infrastructure and development security hardening (experienced at Ministerial Department level) ISO 27001
- Commissioning and hardening of cloud hosting
- CMS deployment - content management systems
- Open source platform development including Drupal and Umbraco

Discovery and UX, user experience, design, end user testing

Our aims are simple, to tightly align your organisation's objectives and your audience's needs. This ensures that whatever we build is optimised for users and will perform as expected. A truly agile, user-centred design approach.

We need to understand:

- Who your likely users are
- What they're trying to do
- How they're trying to do it now
- How their life or work influences what they do and how
- How they use and experience existing services

User research

During discovery, depending on the size and scope of your project, we'll run a number of research exercises with you, your stakeholders and your users. In these sessions, we spend time learning about you, your objectives and your users. We'll begin gathering user 'needs and wants', all the while helping you to define your objectives and digital strategy.

We are able to run user research sessions with real world users to ask non-leading questions to identify pinch points in the existing system, what their wants and needs are and general feedback.

Discovery & user experience design services

S8080 employ qualitative and quantitative research methods including:

- Usability consultancy, accessibility consultants, UX and user research
- Expert reviews - usability, accessibility and compliancy
- Bilingual stakeholder and user engagement, requirements gathering workshops, depth interviews
- Competitor and peer analysis
- Content audit, content inventory, analysis and content plan for migrations
- Surveys and analytics research to help inform user journeys
- Persona workshops and persona development; scenarios of use; user journey design, process flow and service development
- Card sorting; information architecture
- Iterative prototyping and wireframes
- Lab / online user testing and eye tracking; Pan disability user testing
- Pop-up / guerrilla user testing; Test and iterate; Analysis and sharing findings

- User experience design
- Creative - including UI design; Digital branding, campaign creative
- Digital component libraries – Typically designed in Figma. Allows you to share a “single source of truth” for how your digital products should look across your digital estate.
- Creative content development (including copy, mapping, animation, video, illustration, infographics and interactive)

S8080’s user experience design process

We work rapidly using Figma (Industry standard online collaborative wireframe and design tool), it’s quick and inexpensive to review and iterate, continuously updating our understanding of users and their needs.

We work collaboratively with you and your users to create sets of user needs, a very detailed experience map and technical personas that will inform your user journeys, information architecture diagrams, prototypes, engagement mechanisms and processes.

This thorough and research driven, step-by-step approach allows us to test and iterate the usability of your service or website or in various levels of detail at key stages through the project.

Outputs from this discovery phase can be tested against with real users using services such as maze.co, allowing users actions to be recorded. From this, we can iterate and retest.

Project Rescue & Recovery

When a digital project hits problems, stalled delivery, slipping timelines, or the unexpected loss of key staff or suppliers, we can step in quickly and stabilise the situation. This service is designed for teams who need a dependable, senior technical partner to regain control and get delivery back on track without adding complexity or noise. Our experienced Microsoft and PHP developers, UX and technical project management specialists are used to joining projects mid-flight. We work confidently in environments where requirements have shifted, the technology stack is outdated, or the user experience simply isn’t meeting expectations.

We bring a clear, evidence-led recovery process:

1. Rapid assessment - We quickly build an accurate picture of the current state — technical health, delivery risks, governance gaps, resource constraints, and any blockers affecting your service or users.

2. Prioritisation that makes sense - We separate what must be addressed now from what can be scheduled later. You get a practical, defensible set of priorities rooted in risk, user needs, accessibility, security and performance.
3. A clear, actionable recovery plan - We produce a straightforward plan outlining the steps required to stabilise, modernise or complete the project. No jargon, no lengthy reports, just the actions that move you forward.
4. Hands-on support to deliver - Our technical and UX teams can take ownership of key workstreams: fixing critical issues, refactoring code, tightening accessibility, hardening security, or re-establishing a sensible delivery cadence.

With S8080 you get a team used to working in high-assurance, public-sector environments, ISO 27001, Cyber Essentials Plus, WCAG-aligned, user-centred and evidence-driven. We focus on outcomes: stabilise the project, reduce risk, rebuild confidence, and help you deliver a service your users can rely on.

Rapid prototype / Agile development

Our rapid prototyping service gives organisations a fast, low risk way to explore ideas, validate assumptions and shape services before full development. Everything is delivered inhouse by our senior UX, design and engineering specialists, following the same IS aligned, evidence led processes we use to support complex public-sector platforms.

We start with fast visual prototyping in Figma. This gives stakeholders something concrete to react to within days - not weeks. Early screens map user journeys, content structure and key interactions. As the sprint progresses, these evolve into interactive, high-fidelity clickthrough's that behave much like the final product. Because Figma is collaborative and browser based, your team can comment directly on designs, test flows independently and see changes in real time. This supports genuinely Agile working: short cycles, constant feedback and rapid improvement.

Where services require deeper validation, such as form logic, workflow rules, integrations or conditional behaviours, we move beyond pure design prototypes into technical prototyping. For Microsoft environments, we build lightweight functional proofs using Microsoft technologies such as Power Apps, .NET components or prototype Azure functions to explore feasibility early. For opensource stacks, we use PHP based prototyping, often in stripped back Drupal or Laravel environments, to test data models, permissions, editor workflows and performance considerations. These prototypes derisk delivery by answering technical

questions before build begins, and they prevent hidden complexity from surfacing late in the project.

Throughout, we work in short, focused sprints with daily check ins, end of sprint playbacks and ongoing stakeholder involvement. We are straight talking and pragmatic: if a feature introduces unnecessary complexity, raises maintainability concerns or increases risk, we'll explain the trade-offs clearly and offer alternatives. Prototypes remain platform agnostic and follow open standards to avoid lock in and keep future development options open.

Every engagement concludes with an actionable pack: validated Figma prototypes, technical proofs, accessibility considerations aligned to WCAG 2.2, user journey maps, a prioritised backlog and a practical roadmap. This gives your team a confident foundation for discovery, procurement or full development, whether with S8080 or another supplier.

Our rapid prototyping service is ideal for organisations that want clarity early, value transparency and prefer a user centred, Agile approach that reduces waste and accelerates delivery.

Azure Security Services

Our Azure Security Services give organisations a dependable, evidence led foundation for protecting cloud hosted applications and data. Everything is delivered inhouse by senior technical architects and security cleared engineers, using the same ISO 27001 aligned controls we apply across all managed Azure environments. We focus on practical risk reduction, clear guidance and transparent operations.

We begin by understanding the shape of your Azure estate: App Services, SQL databases, VNets, storage accounts, container registries, identity boundaries and monitoring configurations. From there, we harden the platform systematically. This includes enforcing secure transport, reviewing and tightening firewall rules and Network Security Groups, validating TLS and cipher configurations, and applying least privilege access across service principals, managed identities and role based access control. Where Defender for Cloud highlights misconfigurations or vulnerabilities, we triage and remediate them early to keep your estate in a healthy, compliant state. Our approach is shaped by experience managing complex Mult environment setups (production, staging and development) where uptime, resilience and predictable operations matter.

Secrets, credentials and certificates are stored and rotated using Azure Key Vault, with explicit controls over who has access and why. Logging and monitoring are handled through Azure

Monitor and Log Analytics, configured to provide alerts for performance anomalies, suspected intrusion attempts and infrastructure health. We prioritise clarity: all alerts are routed to your nominated teams, and we provide straight talking guidance on what each alert means and what action is appropriate.

For organisations undergoing migration to Azure, or expanding existing workloads, we provide early technical validation. This includes reviewing infrastructure topology, identity architecture, application dependencies and compliance obligations. Where risks are identified, whether overly permissive rules, missing backups, weak encryption defaults or unpatched services, we outline the impact and provide pragmatic remediation steps.

Our Azure Security Services are designed for organisations that want a secure, dependable cloud platform without unnecessary complexity. You gain a hardened environment, transparent controls, clear documentation and ongoing guidance shaped by real operational experience.

Priority Support and 24/7/365 monitoring

- Training across our specialisms
- Knowledge transfer and building capability in your organisation
- Web chat, email, video and telephone support – a single point of contact, you always have guaranteed access to a named project manager and /or a developer. Along with online ticketing support.
- 24/7/365 technical support for our development and hosting services with SLAs and support response times.
- Tailored support packages for special high load events or heightened security periods

Your S8080 technical project manager will be your single point of contact for the duration of your support, who will liaise with developers and engineers on your behalf.

Standard Support:

Work is billed to the nearest 10 minutes and charged at our standard rates with no surcharges. Support will be provided during office hours, Monday to Friday, 9.00 to 5.00pm. For extended cover, see our 24/7/365 support below. Support time can be used for absolutely anything, it's very flexible.

24/7/365 Support:

For clients who demand an extended level of service. It's 24 hours a day, seven days a week, 365 days a year and available as an addition to our Standard Support.

Our standards – ISO 27001 and many more

Our certifications can be used to demonstrate due diligence when working with us. You can be certain we will manage your information providing assurance of data confidentiality, integrity, and availability.

ISO 27001

ISO/IEC 27001:2022 information security standard for the protection of client and company sensitive data (ISO 27001 certified since 2006).

Cyber Essentials Plus

S8080 achieved the Cyber Essentials Plus Information Security certification in December 2017.

Cyber Essentials

S8080 achieved the Cyber Essentials Information Security certification in December 2017.

SC (Security Check) Clearance

Due to the nature of our work all s8080 developers, technical architects and head of operations have SC (Security Check) clearance for government.

Quality, Environmental, Health & Safety and Social Value

Quality Management System - ISO 9001 quality standard (ISO 9001 since 2006)

Environmental Management System – ISO 14001 (ISO 9001 since 2007)

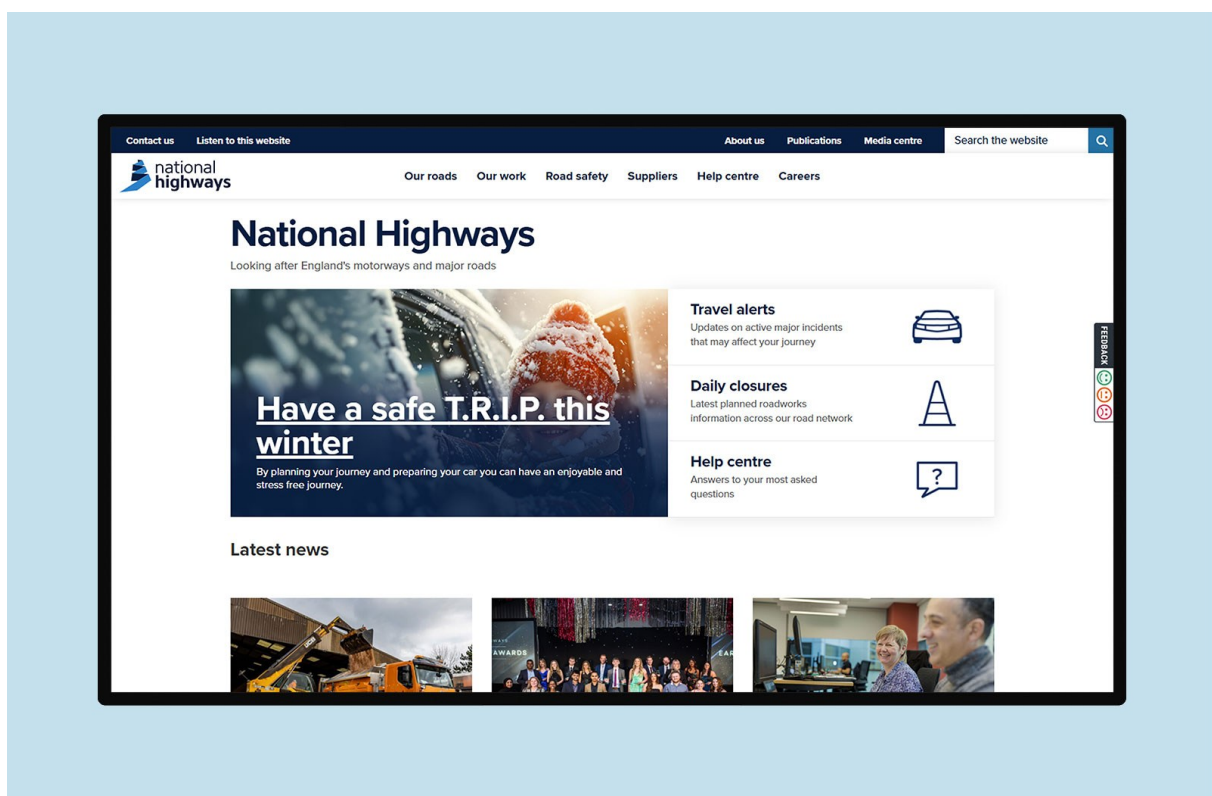
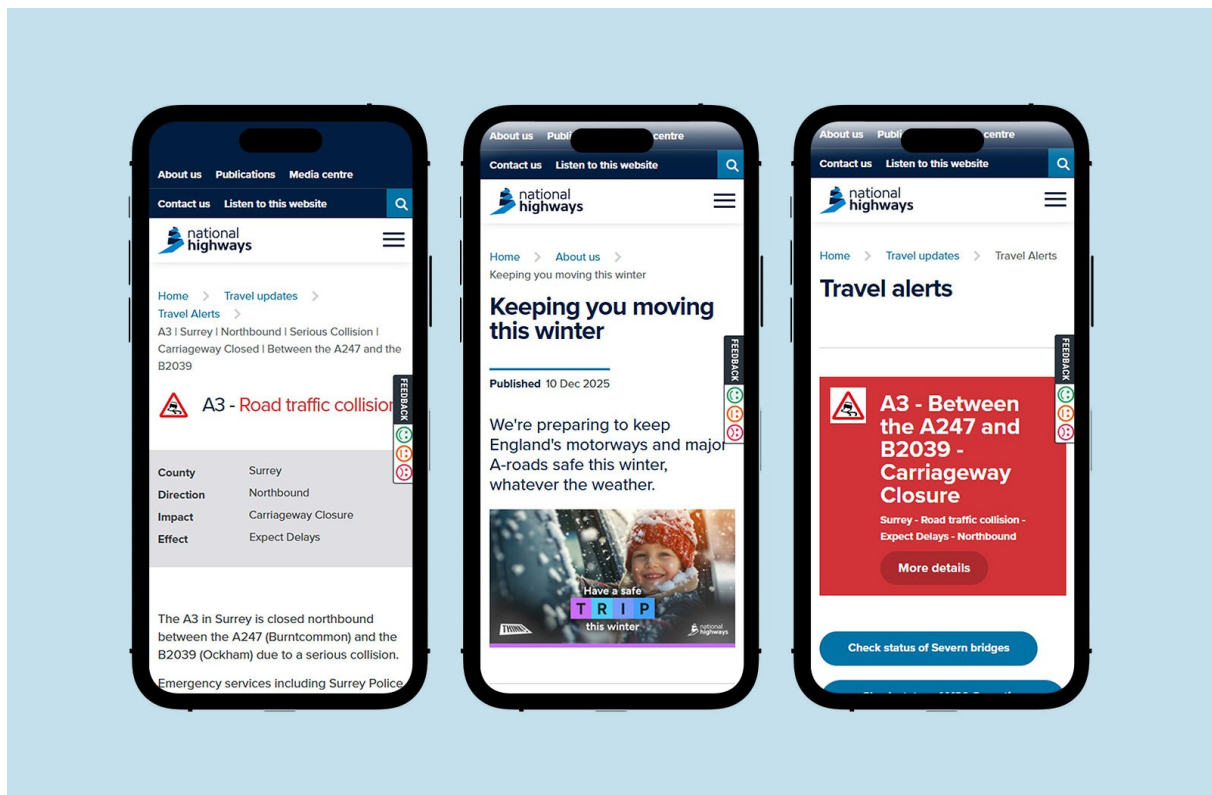
Occupational Health and Safety Management System – ISO 45001 (ISO 9001 since 2007)

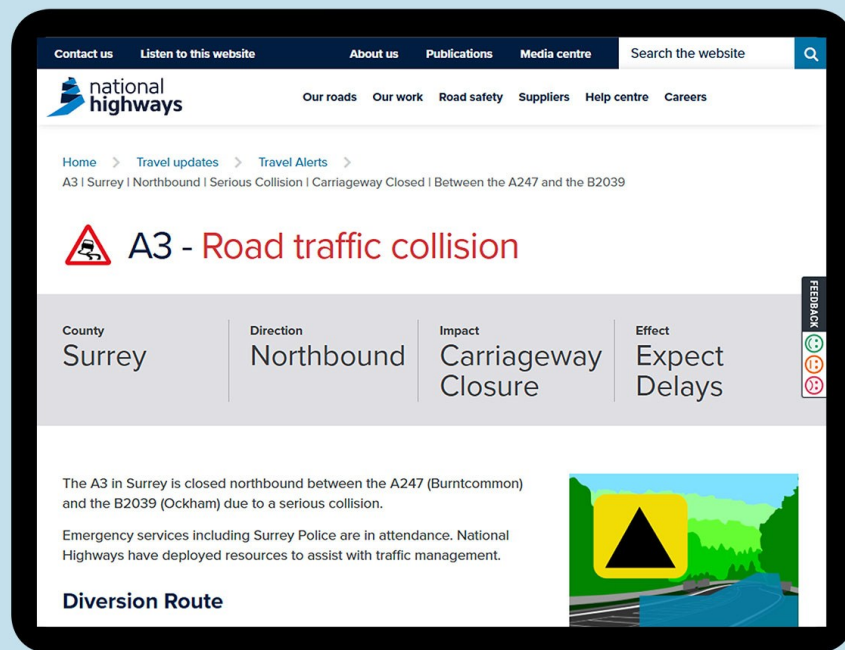
Social Value Framework - ISO 26000 (Since 2025)

To see all our standards visit: www.s8080.com/about-us/our-standards

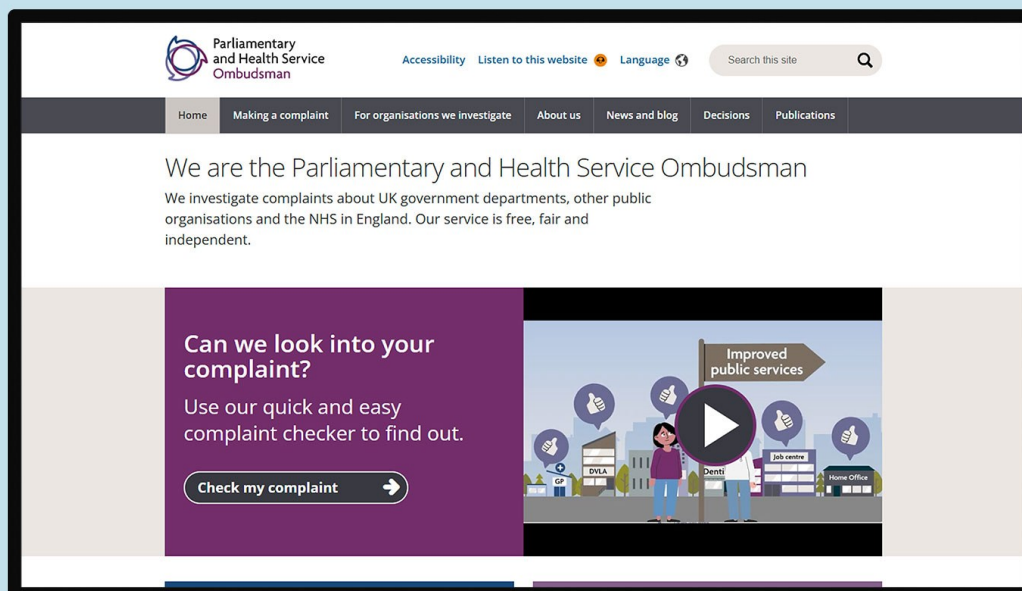
A few examples of our work

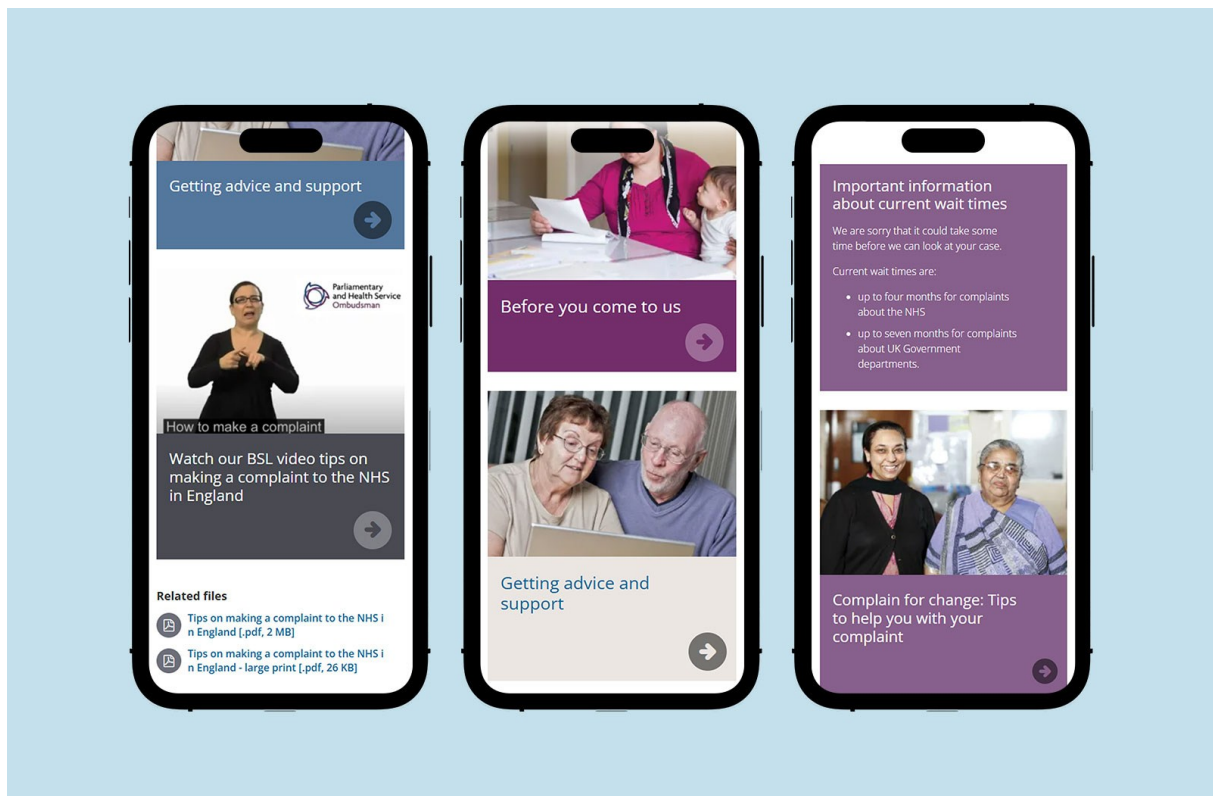
National Highways



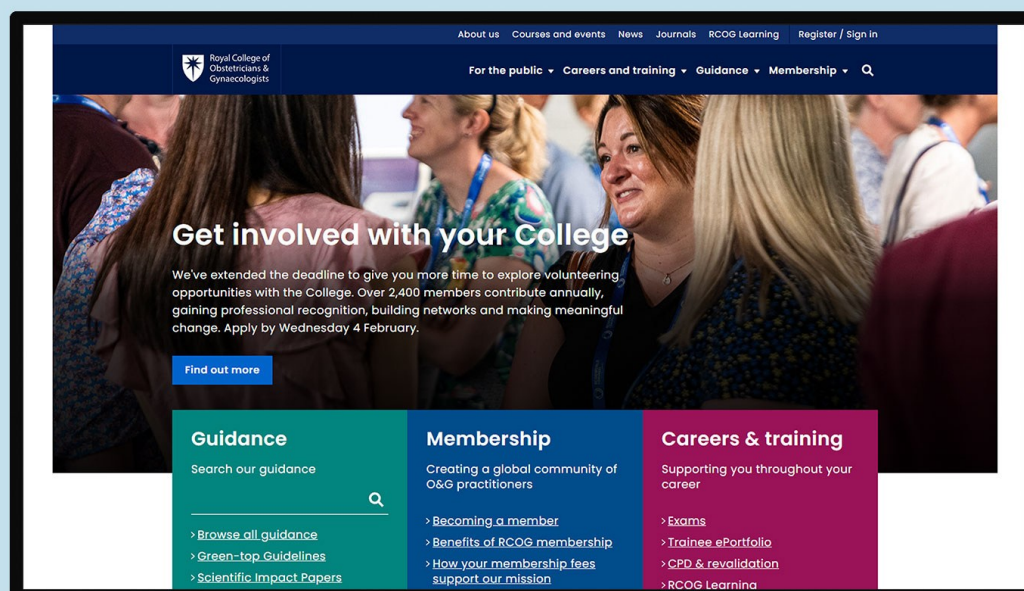


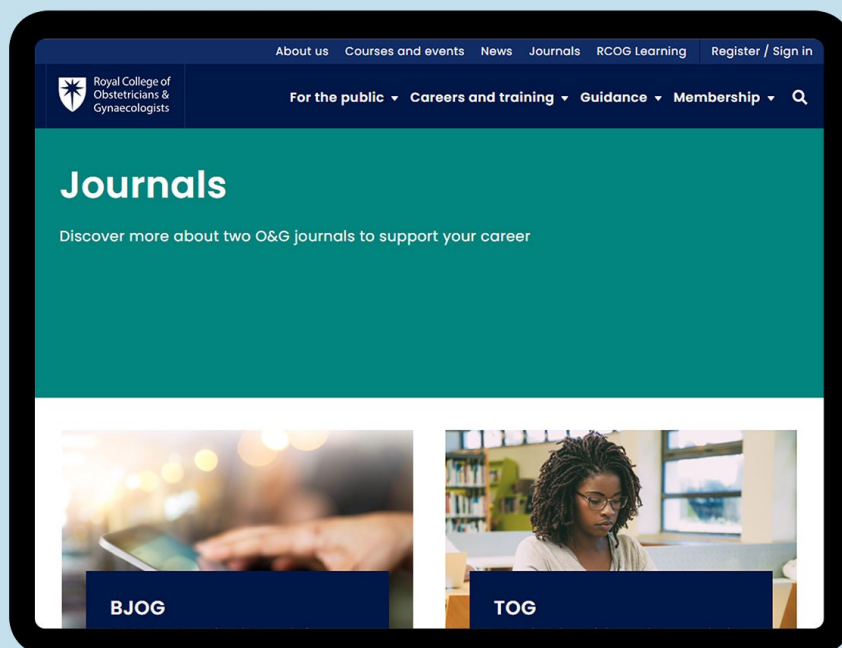
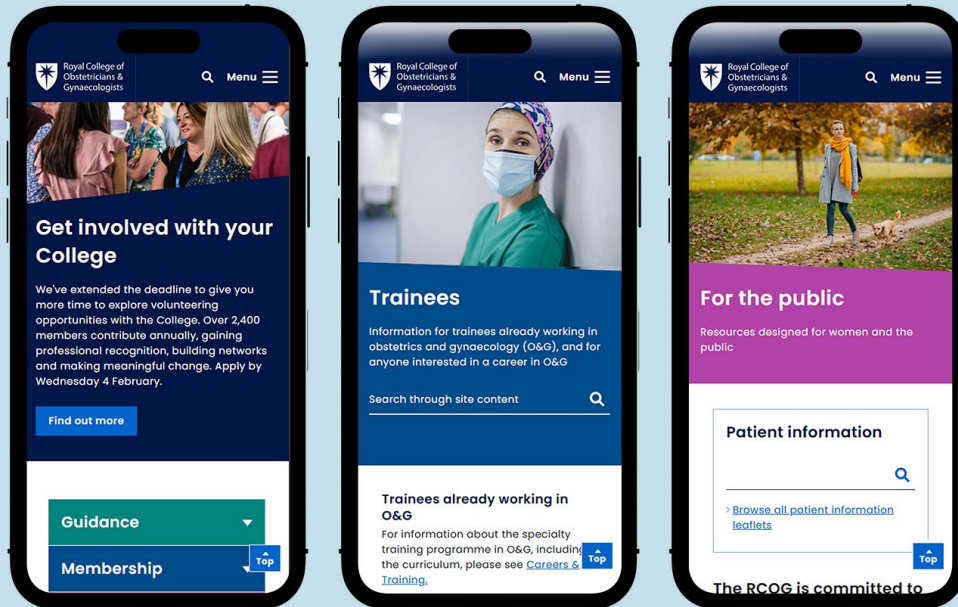
Parliamentary and Health Service Ombudsman

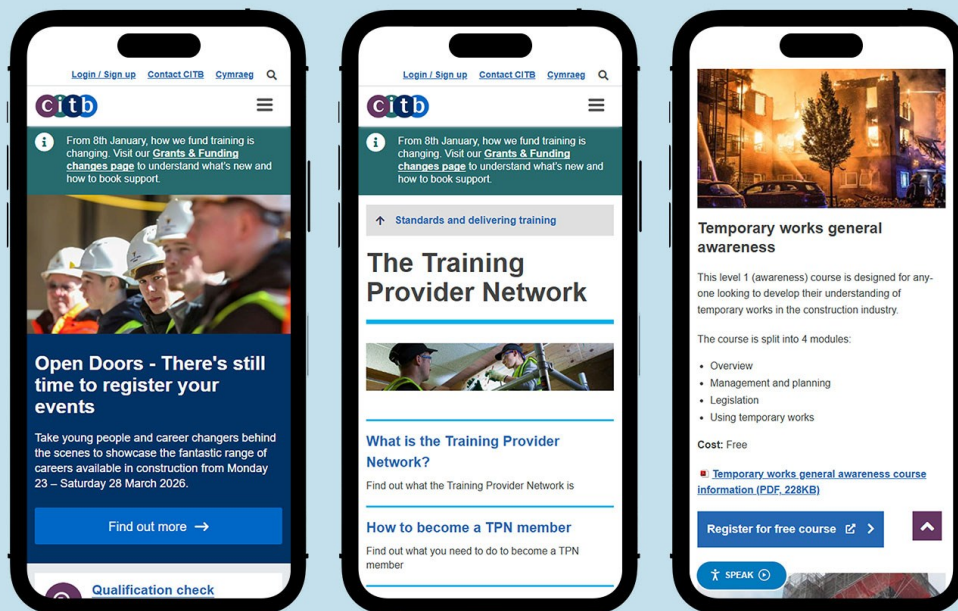
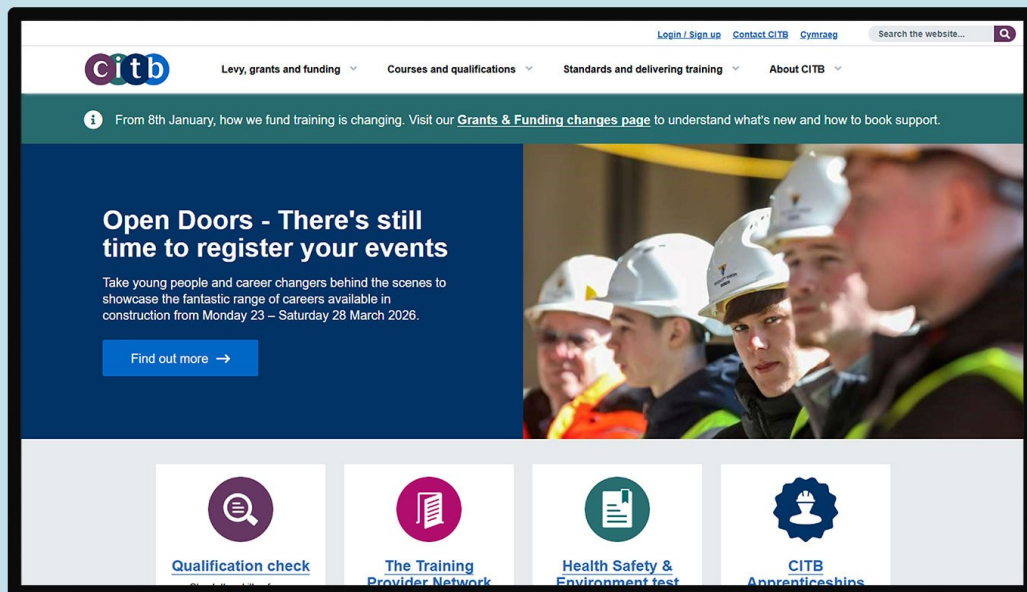




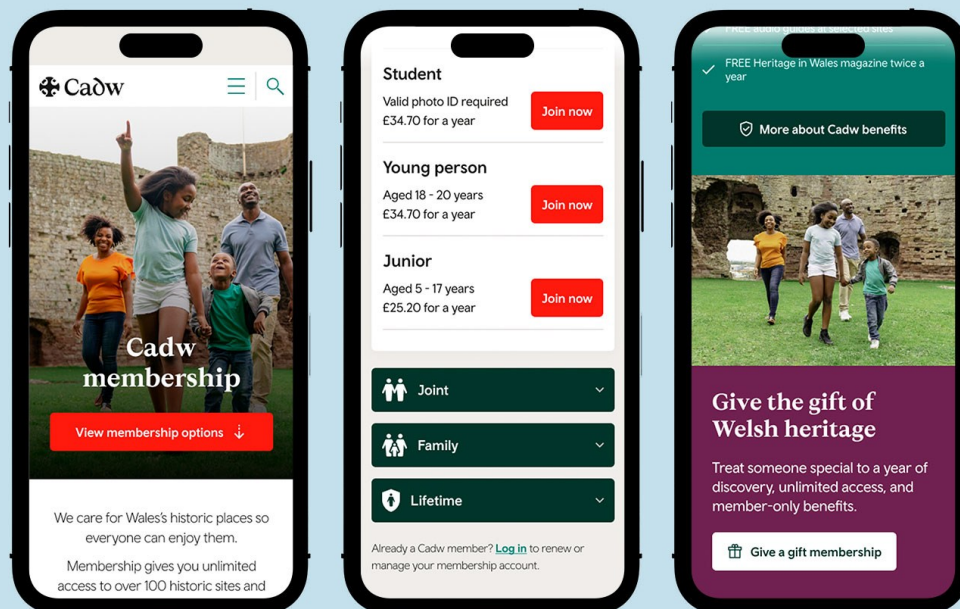
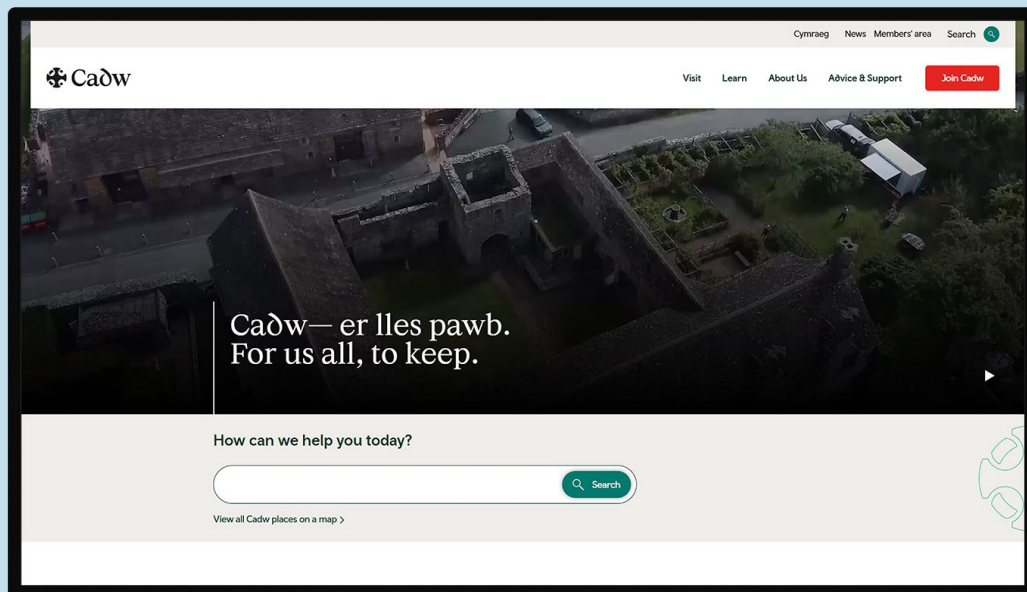
Royal College of Obstetricians & Gynaecologists (RCOG)

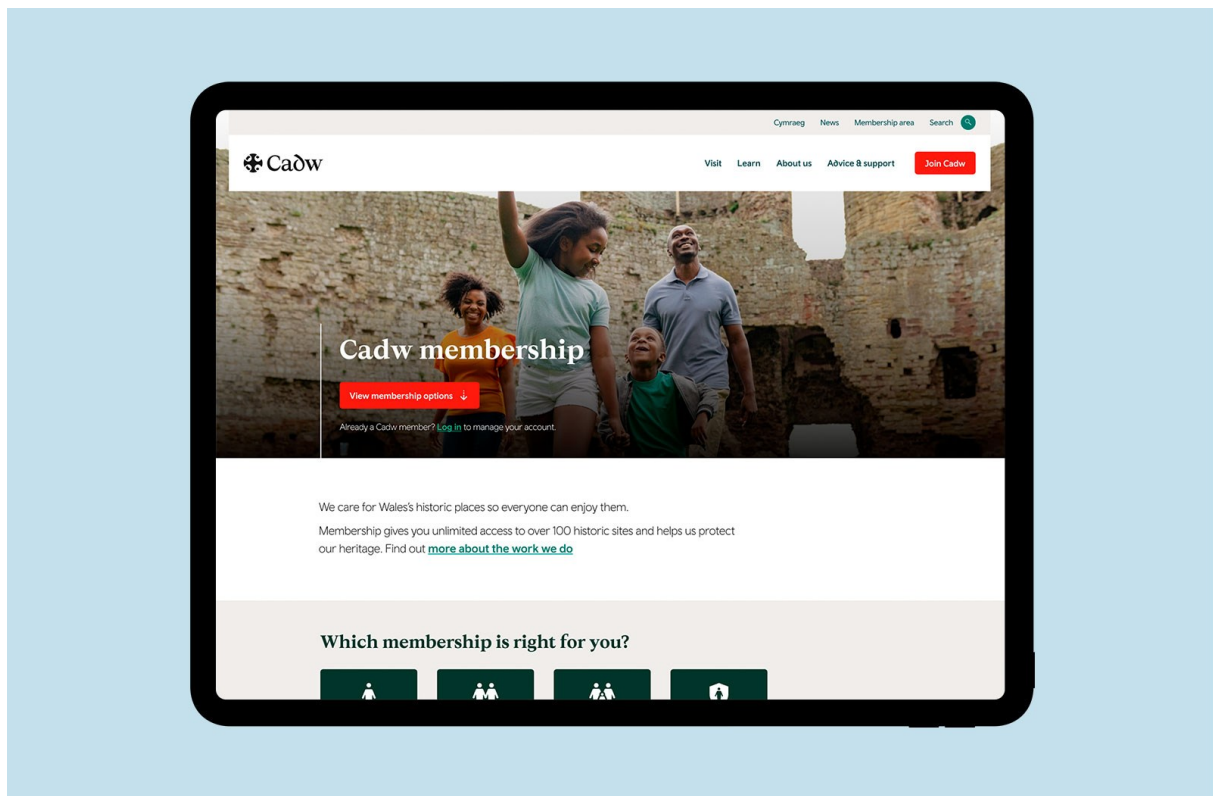




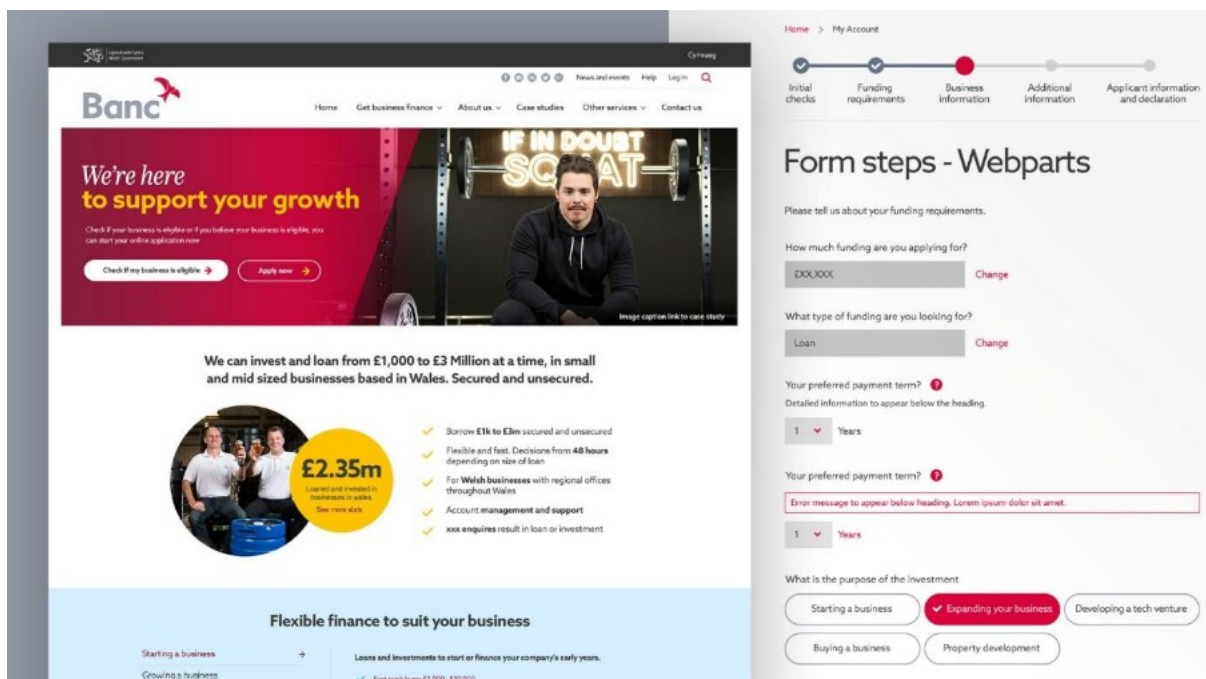


Cadw (Welsh Heritage)

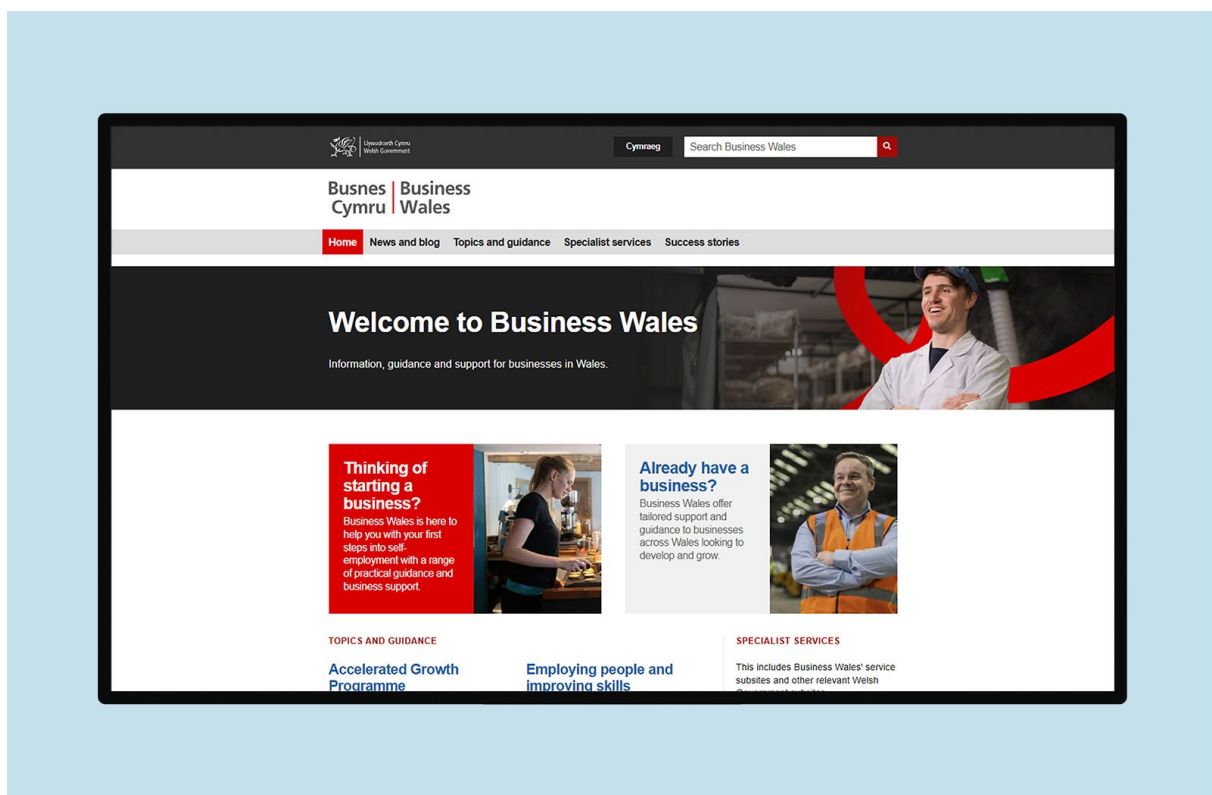
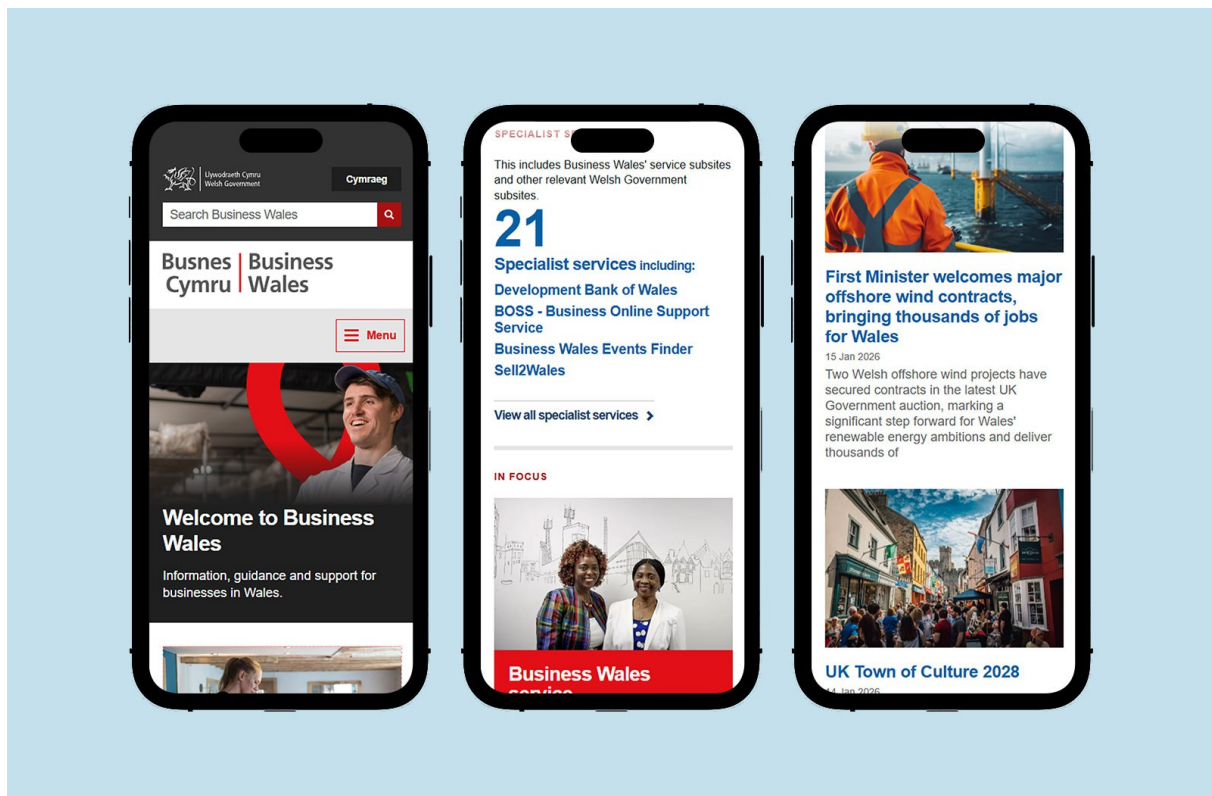




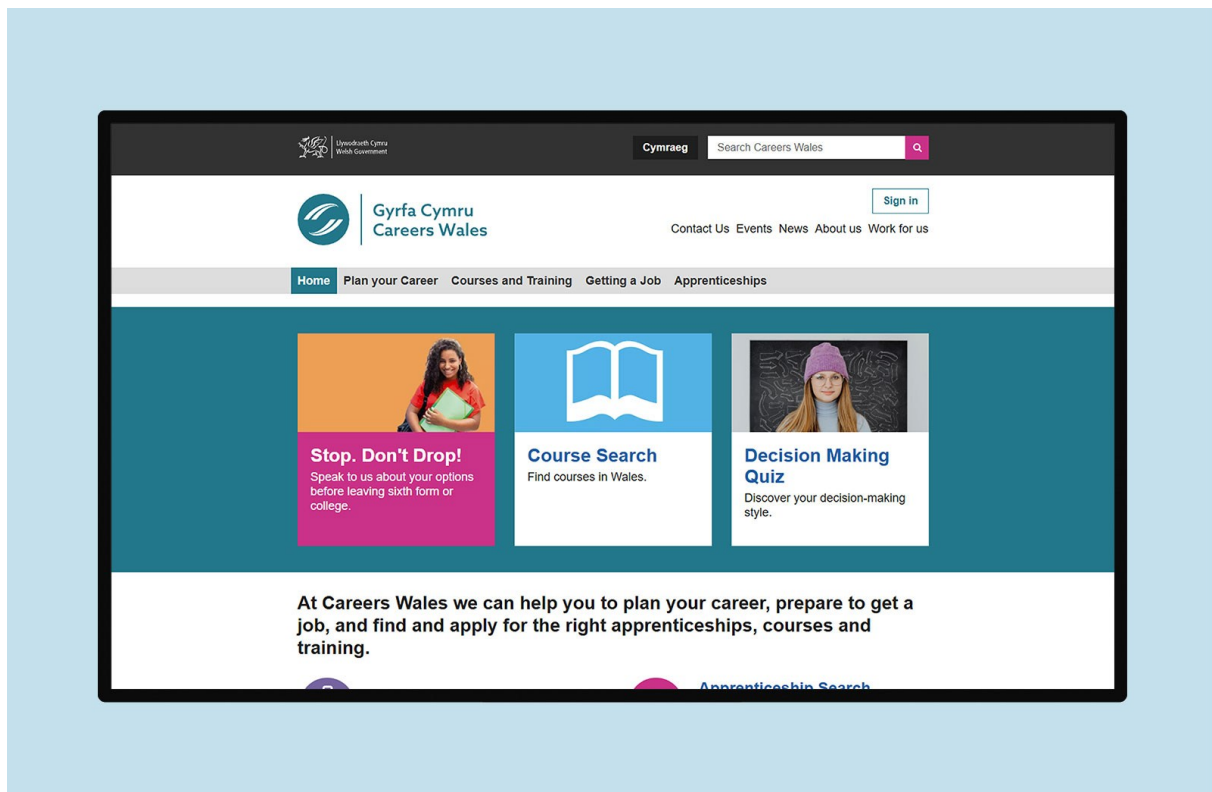
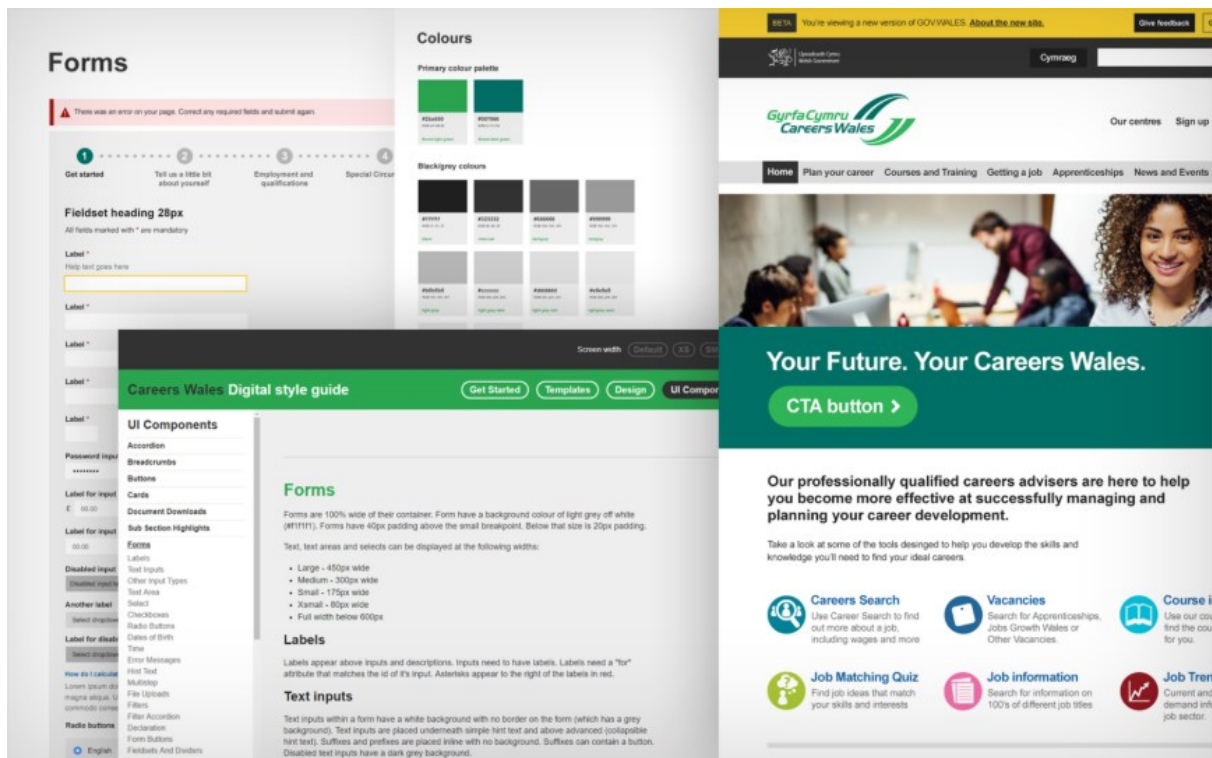
Banc of Wales (Development Bank of Wales)



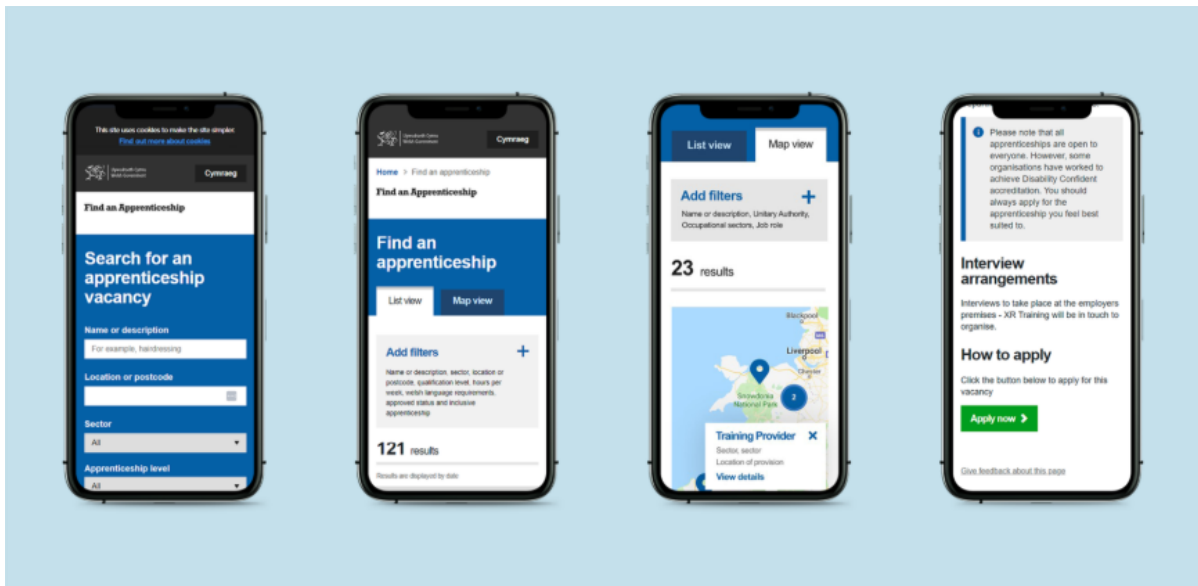
Business Wales (Welsh Government)



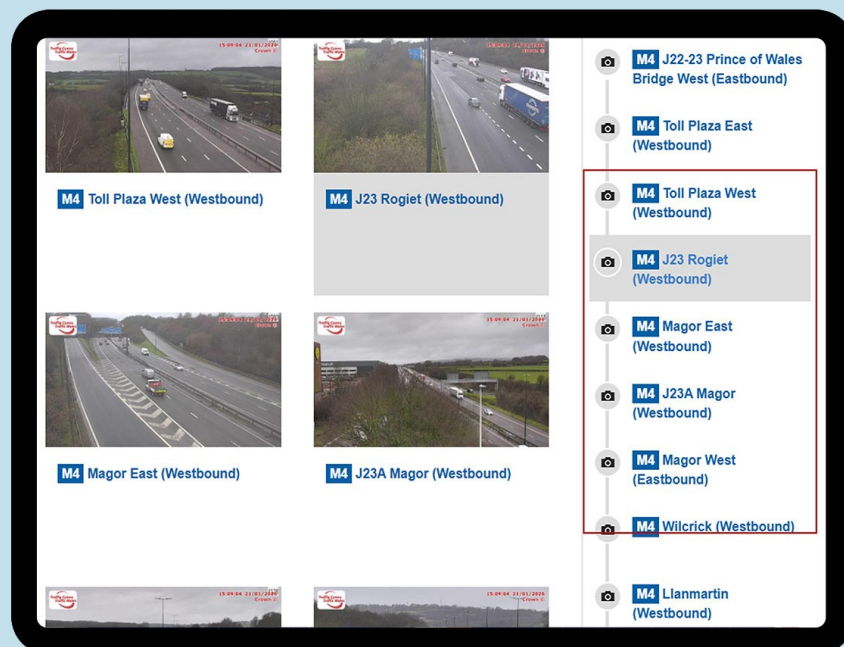
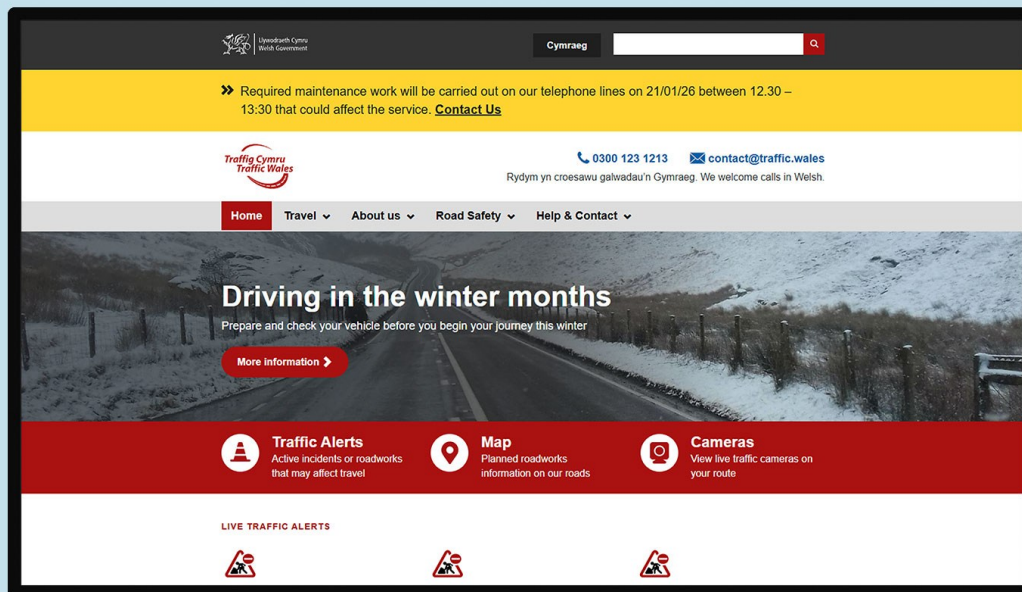
Careers Wales



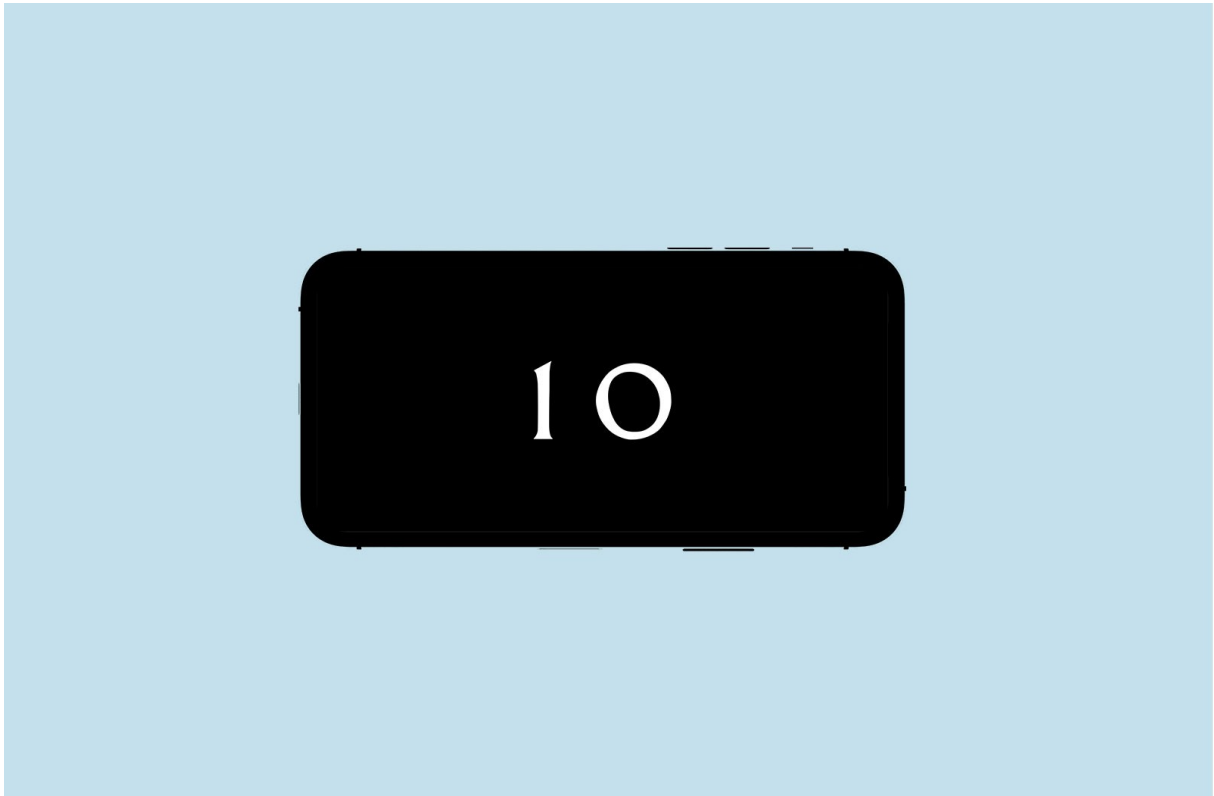
Welsh Government Apprenticeships: (GOV.WALES GEL)



Traffic Wales



Prime Minister's office, 10 Downing Street



"Just a quick notes to say many thanks for all your efforts on the upgraded No.10 site. It has been well received."

Prime Minister's office, 10 Downing Street