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Service Definition: Sovereign WordPress for the Public Sector

1. Service Overview

Blue Sky Hosting provides a fully managed, high security WordPress hosting platform specifically designed for the UK public sector. Unlike generic global hosting providers, our service ensures 100% data residency within the UK and is managed exclusively by UK based, vetted engineers. We focus on hardening the WordPress environment to protect sensitive citizen data and maintain compliance with NCSC Cloud Security Principles.

2. Technical Features

- **Infrastructure:** Hosted on our proprietary Sovereign UK platform.
- **Security Stack:** Web Application Firewall (WAF), proactive malware scanning, and intrusion detection (IDS).
- **Performance:** SSD backed storage, Redis object caching, and PHP 8.x optimisation as standard.
- **Managed Updates:** Proactive testing and deployment of WordPress core and security critical plugin updates.

3. Onboarding & Offboarding

Onboarding

- **Consultation:** Technical audit of existing WordPress sites or new project requirements.
- **Migration:** Managed migration of databases and assets from existing providers (via our Lot 3 Cloud Support service).
- **Verification:** Post-migration performance testing and security hardening.
- **Training:** Optional content editor training on WordPress accessibility and security best practices.

Offboarding

- **Data Portability:** Full export of the WordPress database and `/wp-content/` directory provided in standard SQL and ZIP formats.
- **Secure Deletion:** Data is securely purged from our infrastructure following confirmed transition, in line with ISO 27001 standards.
- **Exit Assistance**: Up to 30 days of technical support to assist with the transition to a new provider.

4. Service Levels & Support

- **Availability:** 99.9% monthly uptime guarantee.
- **Support Hours:** 09:00 – 17:00 (Mon–Fri) for application support; 24/7 for critical infrastructure monitoring.
- **Response Times:** * **P1 (Site Offline):** 1-hour response.
    - **P3 (General Query):** 8-hour response.
- **The Blue Sky Advantage:** Direct access to senior engineers; no first-line call centres.

5. Service Constraints

- **Maintenance:** Standard window 22:00 – 06:00 GMT with 72 hours' notice for non-emergency work.
- **Customization:** Full theme and plugin flexibility, provided they meet security and performance standards.
- **Access:** SFTP and WP-CLI access provided; root server access is restricted to maintain Sovereign security integrity.

6. Disaster Recovery & Backups

- **Daily Backups:** Automated snapshots of files and databases with 7 day off site retention in a separate UK geographic zone.
- **Recovery:** One click restores available upon request; typical recovery time (RTO) under 4 hours for standard sites.

7. Security & Vetting

- **Certifications:** ISO 27001, ISO 9001, and Cyber Essentials Plus.
- **Staff Sovereignty:** All support personnel are UK residents.

- **Data Residency:** 100% of data, including backups and logs, remains within the UK jurisdiction at all times.