

Online Customer Portal Design and Development

Service Definition

1. Service overview

Online Customer Portal Design and Development is a delivery-focused service providing the design and build of secure online portals. It supports public sector organisations that need to offer users digital access to services, information and transactions through a user-centred, role-based portal aligned to defined functional, operational and security requirements.

2. How the service works

The service is delivered as a structured design and development engagement.

Typical delivery stages include:

- Onboarding to confirm scope, objectives, users and constraints
- Requirements analysis to define portal functionality, user roles and access needs
- User journey and interaction design for key portal tasks
- Front-end interface design and development
- Back-end application development and configuration
- Implementation of authentication, permissions and access controls
- Integration with existing systems where required and available
- Accessibility-informed build and validation
- Pre-release testing and issue resolution

The buyer provides timely access to stakeholders, documentation, systems and approvals throughout delivery. Work is typically delivered remotely but not confined to remote delivery.



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3. Skills and experience

The service is delivered by a multidisciplinary team with experience in designing and building online portals.

Roles typically involved include:

- Delivery or project manager
- Business analyst
- UX designer
- Front-end developer
- Back-end developer
- Solutions Architect
- Quality Control

The team applies established user-centred design and software development practices appropriate to public sector digital services.

4. Relevant experience

The supplier has delivered online customer portals and similar digital platforms for public sector and regulated organisations.

Typical examples include:

- User portals providing secure access to account information and services
- Role-based portals supporting different user types and permissions
- Portals integrated with existing back-office or third-party systems

Engagements have resulted in operational portals that support digital self-service and improved access to services.

5. Onboarding and offboarding

Onboarding

The service begins with mobilisation activities to confirm scope, timelines, stakeholders and information requirements. The buyer provides access to relevant staff, documentation and systems needed for delivery.

Offboarding

Offboarding includes:

At service completion, the developed portal code, documentation and agreed deliverables are handed over to the buyer. A handover session is used to explain the solution and any operational considerations.

6. Service constraints

The service covers design and development only and does not include ongoing hosting, support or operational management. Delivery depends on timely buyer input, approvals and access to systems. Integrations are limited to systems made available by the buyer and may require third-party permissions. Complex legacy system changes or unmanaged third-party dependencies are outside scope.

7. Service management and support

Delivery is managed by a named delivery lead responsible for coordination, progress tracking and communication. Regular updates are provided to the buyer. Issues and risks are identified and escalated as needed. Ongoing support after delivery is not included as part of this service, unless specified by the buyer.

8. Technical and operational requirements (if applicable)

Buyer involvement may include providing access to existing systems, APIs, documentation and test environments for integration purposes. No specialist buyer-provided tools are required beyond access to agreed collaboration and review tools.



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9. Hosting, data and security

Hosting is not included as part of this service, unless specified otherwise. Any buyer-provided data is used solely for delivery purposes and handled in line with agreed security and confidentiality requirements. The service does not include live data hosting, business continuity or disaster recovery arrangements.

10. Exit, data return and deletion

At the end of the service, all buyer-owned materials and developed assets are returned as part of the handover. Any copies of buyer data held for delivery purposes are deleted in line with agreed confidentiality arrangements. No ongoing access or transition support is provided beyond the agreed handover activities.



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