

Data and Reporting Portals

Service Definition

1. Service overview

Data and Reporting Portals is a design and development service for creating secure portals that provide users with access to reports, dashboards and shared data. The service supports public sector organisations that need structured, role-based access to information for monitoring, analysis and decision-making.

2. How the service works

The service is delivered through a structured design and build process focused on reporting and data access needs.

Typical delivery activities include:

- Onboarding to confirm objectives, scope, users and constraints
- Reporting and data requirements analysis
- Identification of data sources and access methods
- Design of information architecture for reports and dashboards
- User journey definition for accessing and using data
- Interface design for reporting and visualisation
- Front-end portal development
- Back-end data integration and configuration
- Implementation of role-based access controls
- Accessibility-informed build and validation
- Pre-release testing and issue resolution

The buyer provides access to data sources, documentation and stakeholders. Delivery is typically remote.



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3. Skills and experience

The service is delivered by a multidisciplinary team with experience in data-driven digital 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 practices for data presentation, access control and user-centred design appropriate to public sector environments.

4. Relevant experience

The supplier has the ability to deliver data and reporting portals for public sector and regulated organisations.

- Reporting portals providing access to operational or performance data
- Dashboards supporting monitoring and oversight activities
- Data portals integrating information from multiple systems

Operational portals supporting improved access to information and more consistent reporting.



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5. Onboarding and offboarding

Onboarding

The service begins with mobilisation to confirm scope, timelines, stakeholders and data requirements. The buyer provides access to relevant data sources, documentation and internal users.

Offboarding

Offboarding includes:

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

6. Service constraints

The service covers design and development only and does not include ongoing hosting, data warehousing or operational support. Delivery depends on timely buyer input and access to data sources. Integrations are limited to systems made available by the buyer and may require third-party approvals. Data quality, governance and ongoing data management remain the buyer's responsibility.

7. Service management and support

Delivery is managed by a named delivery lead responsible for coordination, progress reporting and communication. Regular updates are provided during delivery. Issues and risks related to data access or dependencies are identified and escalated as required. Ongoing support after delivery is not included.

8. Technical and operational requirements (if applicable)

Buyer involvement may include providing access to data sources, APIs, documentation and test environments. No specialist buyer-provided tools are required beyond agreed collaboration and review tools.



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9. Hosting, data and security

Hosting is not included as part of this service. 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 agreed 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 handover activities.



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