

Headless CMS and Content API Development

Service Definition

1. Service overview

Headless CMS and Content API Development provide design and development support for decoupled content management solutions. The service helps public sector organisations create structured content models and APIs to deliver content consistently across multiple digital channels while maintaining centralised content control.

2. How the service works

The service is delivered as a project-based engagement focused on configuring and implementing a headless CMS and associated content APIs.

Typical activities include:

- Review of buyer requirements and delivery constraints
- Definition of content models, schemas and relationships
- Configuration of the selected headless CMS
- Design and implementation of content APIs
- Setup of authentication and access controls
- Integration support for consuming applications
- API testing and validation
- Documentation and handover of content models and APIs

Delivery is typically remote. Buyers are expected to provide requirements, access to environments and timely feedback throughout delivery.

3. Skills and experience

The service is delivered by practitioners with experience designing and building headless CMS solutions and APIs for digital services.



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Roles involved may include:

- Technical architect
- Quality Control
- Frontend developer
- Solutions Architects
- API or back-end developer
- Content strategist or information architect
- Project or delivery lead

The team applies established API design principles and content modelling practices appropriate to public sector digital services.

4. Relevant experience

The supplier has all of the necessary skills to deliver headless CMS and content API development for public sector and regulated organisations.

Relevant experience includes:

- Designing content models to support multi-channel delivery
- Implementing content APIs for websites and applications
- Capability to support transitions from traditional CMS platforms to headless architectures, with potential to enable flexible content reuse and separation between content and presentation layers.

5. Onboarding and offboarding

Onboarding

The service begins with a mobilisation session to confirm scope, objectives, timelines and access requirements. Buyers provide requirements, content structures, technical constraints and access to relevant systems.



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Offboarding

At completion, all agreed configurations, API endpoints and documentation are provided to the buyer. A close-out session is held to review the delivered solution and handover responsibilities.

6. Service constraints

The service focuses on headless CMS and content API build activities only. It does not include hosting or ongoing operational support unless otherwise agreed. Delivery depends on buyer-provided requirements, access to environments and approvals. Complex integrations or changes to legacy systems may be outside scope. Work is typically delivered remotely.

7. Service management and support

A named delivery lead manages the service and acts as the primary point of contact. Progress is managed through agreed milestones and regular check-ins. Issues and risks are discussed with the buyer as they arise. Ongoing support after delivery is not included beyond clarification of agreed outputs.

8. Technical and operational requirements (if applicable)

Buyer-provided access to development environments, repositories and third-party platforms is required. The buyer is responsible for selecting and licensing any headless CMS platforms used.

9. Hosting, data and security

The service does not include hosting or operation of systems. Any access or data provided by the buyer is used solely for delivery of the service and handled in line with agreed confidentiality and data protection requirements. No long-term data storage is required as part of the service.

10. Exit, data return and deletion

At the end of the engagement, all buyer-owned configurations, documentation and materials are returned. Any copies held by the supplier are deleted in accordance with

agreed retention and confidentiality arrangements. No ongoing transition or exit support is provided beyond the handover activities described above.



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