

Systems Integration and API Development

Service Definition

1. Service overview

Systems Integration and API Development provide design and development support to connect digital systems and data sources through reliable, secure integrations and APIs. The service supports public sector organisations that need interoperable services and consistent data exchange to improve service delivery and operational efficiency.

2. How the service works

The service is delivered as a project-based engagement focused on designing, building and validating integrations and APIs.

Typical activities include:

- Review of integration objectives, systems and constraints
- Definition of integration scope, data flows and acceptance criteria
- API design and specification
- Development of APIs and integration components
- Data mapping and transformation
- Implementation of authentication and access controls
- Error handling and logging configuration
- Integration and API testing
- Documentation and handover of integration assets

Delivery is typically remote. Buyers are expected to provide access to systems, technical documentation and timely feedback.



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3. Skills and experience

The service is delivered by practitioners with experience in systems integration and API development for public sector digital services.

Roles involved may include:

- Integration or technical architect
- API or back-end developer
- Data or integration specialist
- Project or delivery lead
- Quality Control

The team applies established integration patterns, API design practices and security considerations appropriate to public sector environments.

4. Relevant experience

The supplier has delivered systems integration and API development for public sector and regulated organisations.

Relevant experience includes:

- Integrating digital services with existing platforms and data sources
- Designing APIs to support internal and external service consumption
- Implementing secure data exchange between systems

This work has enabled improved interoperability, reduced manual processing and more joined-up digital services.



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5. Onboarding and offboarding

Onboarding

The service begins with a mobilisation session to confirm scope, objectives, timelines and access requirements. Buyers provide system documentation, integration endpoints, credentials and relevant constraints.

Offboarding

At completion, the buyer receives integration code, API specifications and supporting documentation. A close-out session is held to review delivered integrations and handover responsibilities.

6. Service constraints

The service focuses on integration and API design and build only. It does not include ongoing hosting, monitoring or operational support unless otherwise agreed. Delivery depends on access to existing systems, third-party platforms and documentation provided by the buyer. Significant changes to legacy systems or unmanaged third-party dependencies 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. Support beyond delivery is limited to clarification of agreed outputs.

8. Technical and operational requirements (if applicable)

Buyer-provided access to development environments, APIs, credentials and third-party platforms is required. The buyer is responsible for hosting, deployment and ongoing operation of integrations following handover.

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.

10. Exit, data return and deletion

At the end of the engagement, all buyer-owned code, 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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