

Website Support and Maintenance

Service Definition

1. Service overview

Website Support and Maintenance provide ongoing operational support to keep public sector websites stable, secure and available. The service supports organisations that need routine maintenance, monitoring and issue resolution to ensure websites continue to function as intended after launch.

2. How the service works

The service is delivered as an ongoing support and maintenance engagement.

Typical activities include:

- Routine website maintenance and housekeeping tasks
- Application of security patches and dependency updates
- Monitoring website availability and basic performance indicators
- Investigation and resolution of website issues within scope
- Backup verification support
- Access and user permission management
- Platform version upgrades
- Implementation of agreed minor changes
- Documentation of maintenance activities

Support is delivered remotely. Buyers are expected to provide access to hosting environments, codebases and relevant documentation, and to approve changes where required.

3. Skills and experience

The service is delivered by practitioners with experience supporting and maintaining public sector websites.



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Roles involved may include:

- Web or application support engineer
- Front-end or CMS developer
- Quality Control
- Service or delivery lead

The team applies established support, maintenance and incident management practices suitable for public sector digital services.

4. Relevant experience

The supplier has provided website support and maintenance services for public sector and regulated organisations.

Relevant experience includes:

- Maintaining public-facing websites and content-managed platforms
- Applying routine updates and resolving operational issues
- Supporting website availability and stability over time

This work has helped organisations reduce risk, extend website lifespan and maintain consistent service availability.

5. Onboarding and offboarding

Onboarding

The service begins with a mobilisation process to confirm scope, support hours, access requirements and escalation routes. Buyers provide access to hosting environments, code repositories and documentation.

Offboarding

At service end, access is removed and all buyer-owned materials are returned. A close-out process confirms handover arrangements and any outstanding issues.



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6. Service constraints

The service covers support and maintenance activities only. It does not include website redesign, new feature development or major functional changes unless otherwise agreed. Support is limited to the defined scope and hours. Delivery depends on buyer-provided access, documentation and timely approvals. The buyer remains responsible for website content, compliance obligations and strategic changes.

7. Service management and support

A named service or delivery lead manages the service and acts as the primary point of contact. Day-to-day support includes monitoring, maintenance and issue resolution within scope. Issues and risks are communicated to the buyer as they arise. Response expectations are limited to the agreed support arrangement.

8. Technical and operational requirements (if applicable)

Buyer-provided access to hosting platforms, code repositories and monitoring tools is required. The buyer must approve any third-party services used as part of support activities.

9. Hosting, data and security

The service does not include hosting. Any access to systems or data is used solely for support and maintenance purposes and handled in line with agreed confidentiality and data protection requirements. No long-term data storage is required.

10. Exit, data return and deletion

On exit, buyer-owned materials, access credentials and documentation are returned or removed as agreed. Any copies held by the supplier are deleted in line with agreed retention and confidentiality arrangements. No ongoing support is provided beyond the agreed offboarding activities.



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