

Cross-Organisation Collaboration and Information Portals

Service Definition

1. Service overview

Cross-Organisation Collaboration and Information Portals is a design and development service for creating secure digital portals that support information sharing and collaboration between multiple organisations. The service supports public sector organisations that need controlled access to shared content, workflows and data across organisational boundaries.

2. How the service works

The service is delivered through a structured design and build process involving all participating organisations.

Typical delivery activities include:

- Onboarding to confirm objectives, scope, participating organisations and constraints
- Stakeholder engagement across organisations to capture requirements
- Definition of shared and organisation-specific user roles and permissions
- Design of shared information architecture and content structures
- User journey and cross-organisation workflow mapping
- Portal interface design
- Front-end portal development
- Back-end application development and configuration
- Authentication and access control implementation
- Integration with participating organisations' systems where available
- Accessibility-informed build and validation
- Pre-release testing and issue resolution



HM Government
G-Cloud
Supplier

SPINDOGS

The buyer coordinates access to stakeholders and systems across organisations. Delivery is typically remote.

3. Skills and experience

The service is delivered by a multidisciplinary team with experience in cross-organisation digital platforms.

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 collaborative public sector services.

4. Relevant experience

The supplier has the ability to deliver collaboration and information-sharing portals for public sector and regulated environments.

- Shared portals supporting collaboration between partner organisations
- Role-based platforms enabling controlled access to shared information
- Portals integrated with multiple internal or third-party systems

Operational platforms supporting coordinated working and improved information sharing.

5. Onboarding and offboarding

Onboarding

The service begins with mobilisation activities to confirm scope, governance, stakeholders and information requirements across participating organisations. The buyer supports access to users, documentation and systems required for delivery.

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, support or operational management. Delivery depends on timely input from all participating organisations and access to agreed systems. Integrations are limited to systems made available by the buyer and partner organisations and may require third-party approval. Significant legacy system changes or unmanaged dependencies are outside scope.

7. Service management and support

Delivery is managed by a named delivery lead responsible for coordination, progress reporting and communication. Regular updates are provided to the buyer. Risks and issues, including cross-organisation 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 systems, APIs, documentation and test environments across participating organisations. No specialist buyer-provided tools are required beyond agreed collaboration and review tools.

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 or partner organisation data held for delivery purposes are deleted in line with agreed confidentiality arrangements. No ongoing access or transition support is provided beyond handover activities.



HM Government
G-Cloud
Supplier

SPINDOGS