

Internal Digital Portals

Service Definition

1. Service overview

Internal Digital Portals is a design and development service for creating secure, role-based portals for staff and internal users. The service supports public sector organisations that need to improve internal access to systems, information and workflows to increase operational efficiency and consistency.

2. How the service works

The service is delivered through a structured design and build process focused on internal user needs.

Typical delivery activities include:

- Onboarding to confirm objectives, scope, users and constraints
- Requirements analysis with internal stakeholders
- Definition of user roles, permissions and access needs
- User journey and workflow mapping
- Interface design for internal portal use
- Front-end portal development
- Back-end application development and configuration
- Authentication and permissions implementation
- Integration with internal systems where required
- Accessibility-informed build and validation
- Pre-release testing and issue resolution

The buyer provides access to stakeholders, documentation and systems, and supports reviews and approvals throughout delivery. Delivery is typically remote.



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3. Skills and experience

The service is delivered by a multidisciplinary team experienced in internal-facing 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 suitable for internal digital services within public sector environments.

4. Relevant experience

The supplier has delivered internal digital portals and staff-facing platforms for public sector and regulated organisations.

Typical examples include:

- Staff portals providing secure access to internal systems and information
- Role-based portals supporting different permissions and responsibilities
- Internal platforms integrated with existing back-office systems

Operational portals support more efficient internal processes and improved information access.

5. Onboarding and offboarding

Onboarding

The service begins with mobilisation activities to confirm scope, timelines, stakeholders and information requirements. The buyer provides access to internal users, documentation and systems needed to deliver the service.

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 any operational considerations.

6. Service constraints

The service covers design and development only and does not include ongoing hosting, support or operational management unless otherwise specified. Delivery depends on timely buyer input, access to internal stakeholders and availability of integration endpoints. Integrations are limited to systems made available by the buyer and may require third-party approvals. Significant changes to legacy systems or unmanaged third-party 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 during delivery. Issues and risks are identified and escalated as required. Ongoing support after delivery is not included as part of this service unless otherwise specified.

8. Technical and operational requirements (if applicable)

Buyer involvement may include providing access to internal systems, APIs, documentation and test environments for integration purposes. 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 unless otherwise specified. Any buyer-provided data is used solely for delivery purposes and handled in line with agreed security and confidentiality requirements.

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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