Security services

Proctor and Stevenson delivers application platform delivery and managed operations for public sector organisations with complex governance, security and stakeholder needs. We design, build, migrate and run scalable Drupal, Wordpress and Webflow services on Amazon Web Services and Pantheon. We support accessibility-led UX, content and data migration, and integration with enterprise systems including Microsoft Active Directory (single sign-on) and Salesforce. Our delivery aligns to GDS phases and is supported by defined support levels, security patching, monitoring, backups, incident management and continuous improvement delivered through Jira.

Service overview

We provide end-to-end security services covering strategy, risk management, secure design, incident response, audit support and security testing. Our approach embeds security into delivery and operations, reducing risk, supporting compliance, and ensuring services remain resilient, auditable and secure throughout their lifecycle.

Service features

- Security discovery workshops and threat modelling
- Security strategy aligned to risk appetite
- Risk register with scoring, owners, treatments
- Secure architecture reviews for hosting and integrations
- Identity and access controls design and validation
- Incident response runbooks and escalation routes
- Logging and monitoring requirements for detection
- Audit evidence packs and control mapping
- Secure development checks for code and configuration
- Vulnerability scanning and penetration testing coordination

Benefits

- Reduced security risks through secure-by-design delivery
- Faster decisions with clear risk ownership
- Improved compliance readiness with auditable evidence
- Lower remediation cost by finding issues early
- More resilient services with rehearsed incident response
- Stronger supplier assurance through defined requirements
- Reduced downtime from rapid detection and triage
- Higher release confidence from integrated security testing

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- Clear accountability via documented controls and reviews
- Better continuity through prevention, response, recovery

Additional services scope

Cloud migration planning

We plan migrations using a staged approach that protects service continuity, data integrity and governance. We define migration waves, cutover strategy, rollback approach and acceptance criteria.

Capability analysis

We analyse current platform capabilities against user needs, governance, operational constraints, integration requirements, accessibility obligations and service measures. We document what can be retained, what must change, and what can be retired.

Enterprise architecture

We define the target digital platform architecture, including environments, deployment pipeline, identity model, integration patterns, data flows, security controls, and operational tooling.

Cloud gap assessment

We identify gaps between the current state and the target cloud operating model. This includes skills, process, tooling, non-functional requirements, and security and compliance controls.

Architecture options analysis

We produce architecture options with trade-offs across cost, resilience, performance, hosting topology, compliance, and delivery risk. We recommend an option with clear assumptions and constraints.

Delivery road-mapping

We deliver a prioritised roadmap aligned to GDS phases. It sets out deliverables, dependencies, migration waves, decision points, governance gates, and measures of success.

Set up and migration

We provision environments, configure the deployment pipeline, and establish access controls and operational runbooks. We execute content and data migration with controlled cutover and hypercare.

Data auditing and organising

We audit existing content and data for quality, duplication, sensitivity, ownership, retention, and publishing risk. We create a rationalisation plan and migration mapping.

Data or information structure design

We design information architecture and content models in Drupal, including content types, fields, taxonomy, metadata, URL structures, redirects, workflows and editorial governance.

Engagement and communication planning

We plan stakeholder engagement, comms cadence, show-and-tells, approvals, and change communications to ensure adoption across policy, comms, digital and operational teams.

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Project management and governance

We operate delivery governance with defined roles, risk management, reporting, dependency control, and decision logs. We align governance checkpoints to GDS phases and buyer controls.

Mobilisation coordination

We mobilise delivery by confirming scope boundaries, onboarding stakeholders, setting ways of working, establishing Jira workflows, and defining environments, access, and delivery artefacts.

Security services

Security strategy

We define a security strategy for the platform covering identity, access control, secure configuration, vulnerability management, incident response, and operational monitoring.

Security risk management

We run security risk management as a continuous activity. We maintain risk registers, define mitigations, and ensure security impact assessment is part of change control.

Security design

We design security controls into the architecture. This includes least privilege, separation of environments, secure secrets management, encryption in transit, secure admin access, and auditable operational procedures.

Security incident management

We operate an incident management process with severity classification, escalation, communications, containment, recovery, and lessons learned. Incidents are logged and managed through Jira and handled to agreed targets.

Security audit services

We support buyer-led and third-party assurance by providing evidence packs, configuration and change records, and traceability for operational controls.

Security quality assurance and testing

We incorporate security-focused checks into release processes. We validate configuration, access, logging, patching posture and deployment integrity as part of the delivery lifecycle.

Quality assurance and performance testing

We plan and execute quality assurance that covers functional acceptance, non-functional validation, and operational readiness. Testing scope is proportionate to service criticality and buyer risk.

Assurance or testing design

We define a testing strategy, entry and exit criteria, test environments, test data handling, and responsibilities. We maintain traceability from requirements to test evidence.

Performance testing

We run performance testing to validate response times, throughput, caching behaviour and key user journeys under expected conditions.

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Load testing

We run load tests to validate behaviour under sustained traffic and peak usage profiles aligned to forecast demand.

Scalability testing

We validate scaling behaviours and constraints, including platform configuration, caching strategy, database performance and infrastructure capacity patterns.

Operational readiness testing

We test monitoring, alerting, backup and restoration, deployment and rollback, access processes, logging, incident workflows, and runbooks before go-live.

Accessibility testing

We design and test for accessibility in line with WCAG expectations for public sector services. We test key templates and journeys using assistive technology where relevant and document findings and remediation.

Training

Basic user - cloud based services

We train day-to-day content authors and contributors on creating, editing, saving drafts, previewing and publishing content within governed workflows.

Super user - cloud based services

We train administrators and super users on permissions, workflows, content modelling basics, moderation, and operational tasks within agreed boundaries.

Basic troubleshooting skills

We train nominated users to diagnose common issues such as login problems, workflow blockers, content formatting issues, and basic browser or cache-related behaviour.

Advanced troubleshooting skills

We train super users and technical buyer contacts on deeper diagnosis such as permission conflicts, workflow configuration issues, integration failure symptoms and escalation-ready evidence capture.

Function or service optimisation skills

We train relevant teams on improving content structures, metadata, search relevance, publishing governance, and analytics-led improvements using backlog prioritisation.

Ongoing support

Product support capabilities

We provide ongoing application support, maintenance and operational management, including patching, upgrades by agreement, defect resolution, and platform administration.

Service desk and ticketing

- All incidents and requests are logged, triaged, prioritised and tracked through Jira.

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- We maintain a searchable history of tickets, actions, and outcomes for audit and knowledge management.

Support hours

- Standard support: 09:00-17:30 Monday to Friday, excluding UK bank holidays.
- Optional 24/7/365 on-call support is available by agreement for critical services or defined periods.

Support levels

- Level 1: triage, initial response, and routing
- Level 2: application administration and specialist support (configuration and operational fixes)
- Level 3: application specialists (code changes where required)

Reporting and proactive results analysis

We provide regular service reporting and reviews. We use operational data, incidents and backlog trends to identify recurring issues, reduce risk, and prioritise continuous improvement.

Severity handling

We operate severity-based prioritisation with response and target resolution aligned to the call-off agreement and the selected support tier. Critical incidents are handled continuously until stabilised or an agreed workaround is in place.

Warranty

Defects introduced in newly delivered features are fixed without additional charge if reported within an agreed warranty window, typically 30 days from release.

Pricing

Pricing is defined in the Cloud Store listing and refined through the call-off to match the chosen hosting and support tier. The service is typically priced as a monthly recurring platform service, with implementation and major change delivered as separately scoped work. Optional chargeable add-ons can include enhanced monitoring, extended support hours, higher backup frequency, and high availability patterns.

Security

Platform security

- We operate supported Drupal versions and apply security updates for Drupal core and installed modules as part of preventative maintenance.
- Changes are assessed for security impact and tested before deployment, with rollback plans where appropriate.
- Access is controlled using role-based permissions, least privilege principles, and audited administrative actions.

Hosting security

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- The platform is hosted on AWS, using industry-standard cloud security controls and segregated environments.
- Monitoring and alerting are implemented according to the selected service tier.
- Backups are performed to a defined schedule and restoration is tested as part of operational readiness.

Data protection

- We support buyers' data protection obligations through documented operational controls, incident management, and breach governance aligned to the call-off.

Onboarding

Onboarding and implementation align to the core GDS delivery phases.

Discovery

- Confirm user needs, governance, content risks, and service measures.
- Define information architecture, content model approach, and accessibility standards.
- Confirm hosting, identity, integration, and non-functional requirements.

Alpha

- Prototype content models, workflows, and design system alignment.
- Prove integration patterns such as SSO and key system interfaces.
- Define operating model, monitoring approach, and runbooks.

Beta

- Build and iterate the Drupal service with real users.
- Configure environments, deployment pipeline, logging, monitoring, backups, and restoration.
- Deliver training, editorial guidance, and operational readiness activities.

Live

- Go-live with controlled release, hypercare, and transition to steady-state operation.
- Operate incident, problem, and change management through Jira.
- Deliver continuous improvement through prioritised backlog and regular service reviews.

Retirement

- Plan and execute controlled exit, including data export, decommissioning, and knowledge transfer as required.

Service constraints

- Major version upgrades of the applications are not included in standard support. They are delivered as a separately scoped piece of work.

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- Enhancements that exceed the agreed monthly support scope are delivered as separately estimated work orders.
- Service credits for downtime are not included as standard and must be agreed in the call-off contract if required.
- The service is not intended for information classified above Official without additional controls and a buyer-specific security design.

Termination

- Buyer content remains the buyer's data.
- On termination, we provide agreed exports, typically including database export and file assets, plus support for migration to another supplier or platform if required.
- Notice periods, retention of backups, decommissioning timelines, and any exit assistance are confirmed in the call-off contract.

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