

Vu Digital

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Vu Digital Service Definition G Cloud 15

1. Service Overview

Vu Digital provides a managed cloud support service for public-sector organisations using WordPress-based digital platforms. The service covers the full lifecycle of cloud-hosted WordPress applications, including discovery, design, development, hosting integration, security, performance optimisation, monitoring, incident management and continuous improvement. We work with the customer's chosen public cloud hosting provider to deliver a resilient, secure and accessible service aligned to government digital standards.

2. Service Features

1. Managed cloud-hosted WordPress application support
2. WordPress development, enhancement and customisation
3. Cloud environment configuration and hosting integration
4. Accessibility-first design and continuous WCAG compliance
5. Security patching, vulnerability management and monitoring
6. Performance optimisation and caching configuration
7. Structured release management and CI/CD deployment
8. Content and publishing workflow support
9. SLA-driven support, incident logging and reporting
10. Continuous improvement roadmap aligned to public-sector standards

3. Service Benefits

1. Reduces operational risk through professionally managed WordPress services
2. Improves reliability so teams deliver services consistently
3. Simplifies updates and changes for internal staff
4. Ensures ongoing compliance with accessibility standards
5. Strengthens security of public-facing digital services

6. Provides clear SLAs and predictable performance expectations
7. Improves service quality through proactive enhancements
8. Speeds up content changes for better communication
9. Creates predictable delivery costs with transparent pricing
10. Provides a trusted digital partner for long-term improvement

4. Detailed Service Description

4.1 WordPress Application Management

We manage and support WordPress applications hosted on a public cloud platform selected by the buyer or their hosting partner. Our service includes configuration, optimisation, accessibility improvements, updates, plugin and theme management, content workflow support and continuous enhancement based on user needs.

4.2 Cloud Environment Integration

We integrate the WordPress application with the buyer's chosen cloud hosting provider. This covers environment setup, performance and caching configuration, CDN integration, image optimisation, logging, monitoring, backups and deployment workflows.

4.3 Development and Enhancements

We design and build new WordPress features, components, templates and user journeys using modern, maintainable development practices. Enhancements may include new integrations, accessibility updates, performance improvements, content workflows and user experience refinements.

4.4 Security Management

We apply security updates, vulnerability remediation, access control management, configuration hardening and threat monitoring. We support multi-factor

authentication, secure deployment practices and alignment with government security expectations at OFFICIAL classification.

4.5 Accessibility

All enhancements and updates follow WCAG 2.2 AA guidelines. We support accessibility reviews, remediation plans, component-level improvements and ongoing testing to ensure compliance across the service lifecycle.

4.6 Continuous Improvement

We work with commissioners to identify areas for improvement, refine features, update content journeys, introduce new capabilities and plan future releases in a structured roadmap.

5. Onboarding

- Initial consultation and understanding of service goals
- Access and credential setup
- Audit of existing WordPress installation and cloud environment
- Recommendations for optimisation, security and accessibility
- Agreement of SLAs, communication channels and escalation paths
- Activation of support and deployment workflows

6. Offboarding

- Transfer of all code, documentation and configuration
- Removal of Vu Digital access
- Handover meeting and knowledge transfer
- Guidance on future management options

7. Service Levels (SLA)

Priority	Description	First Response	Progress Update	Fix Target
1	Total loss of service or critical security/functionality issue	Immediate	2 hours	4 hours
2	Critical business process affected for multiple users	Immediate	4 hours	8 hours
3	Non-critical functions unavailable	1 working day	2 working days	1 week
4	Minor or cosmetic issue	1 working day	3 working days	2 weeks
5	Development request	1 week	2 weeks	Subject to SoW

Weekend incidents are logged and triaged. Priority 1 incidents receive immediate action; all others receive a full response on the next working day.

8. Service Constraints

All delivery and support are provided remotely by our UK-based team.

Access to the hosting environment and deployment workflows must be provided by the buyer or their hosting provider.

9. Service Dependencies

- A buyer-provided or third-party cloud hosting platform (e.g. AWS, Azure, WP Engine, GovPress). Hosting can be provided as required.
- Access to DNS, domain management and relevant APIs where integrations are required.
- Administration rights for the WordPress installation as agreed.

10. Pricing

Support, development and enhancement services are charged at the day rates listed in our G-Cloud 15 pricing schedule. Consumption may be based on time and materials or defined packages agreed via a Statement of Work.

11. Ordering and Invoicing

Buyers may procure the service via a G-Cloud Call-Off Contract. Work is typically defined in an agreed Statement of Work. Invoicing is monthly in arrears unless otherwise agreed.

12. Service Management

A named service manager provides a single point of contact. Cloud support engineers handle technical queries, fixes, enhancements and proactive improvements. Regular review meetings provide updates on performance, incidents, roadmap progress and optimisation opportunities.

13. Data Security and Compliance

- Staff meet BPSS personnel security requirements.
- Accessibility: WCAG 2.2 AA.
- GDPR and data protection compliant.
- Vulnerability management and incident logging.
- Alignment to NCSC Cloud Security Principles where applicable.

14. Accessibility Commitments

We provide communications, documentation and guidance in accessible formats and prioritise accessibility in all updates, components and templates. We support buyers in meeting their own Public Sector Accessibility Regulations obligations.

15. Termination Terms

At termination, all source code, documentation and access credentials are returned to the buyer. We cooperate fully during transition to ensure continued service operation.