

SignedUp Skills

SERVICE DEFINITION

Version: 4.0
Date: 30/01/2026



Contents

SignedUp Skills Overview	3
What we can offer	4
Service Features	4
Benefits	4
Hosting and Cyber Security	5
Service Availability	5
Why work with PDMS?	6
Approach to Delivery	7
Implementation	7
Browser Compatibility	7
Configuration	7
Accessibility	8
Using the Service	9
Ordering and Invoicing	9
Pricing Overview	9
Offboarding	9
Termination Process	9
Training	9
Data Security	10
Data Back Up & Restoration	10
Business Continuity	11
Data Protection	11
Support	12
Service Management	13
Customer Responsibilities	13
Account Management	13
About PDMS	14
Accreditations	14
Social Value	15
Our clients	16
Case Study: Hertfordshire Local Enterprise Partnership (LEP)	17
Case Study: Humber LEP	18
Contact Details	19



SignedUp Skills Overview

SignedUp Skills is an employment and skills platform that enables economic regions to empower residents to help them make informed career decisions.

There is such an overwhelming amount of information online, SignedUp Skills works to filter out all the noise. By harnessing the power of the latest technology and data, relevant economic opportunities, including jobs, apprenticeships and learning, are made easy to search, save and interact with.

SignedUp Skills is a very cost-effective, fully managed service, that enables economic regions to empower their residents with an improved understanding of the local labour market. It enables our customers to display the relevant economic opportunities in the context of their employment and skills priorities.

SignedUp Skills comprises a set of independent but interoperating microservices which collectively deliver the functionality. The architectural pattern provides greater flexibility enabling regions to make it their own without having to build a bespoke solution.

Each service can be scaled up individually and can follow its own development path, independent of the other services, providing the public interfaces remain unchanged.

What we can offer

Service Features



Real-time job vacancies, apprenticeships and courses



Location-based searching for opportunities with card & map views



A range of embedded analytic tools to monitor outcomes



Fully manageable content managed website to highlight local priorities



Designed and built to adhere to WCAG 2.2 AA standards



Designed and built to meet GDPR requirements



Careers directory with comprehensive Labour Market Information



Priority Sectors feature aggregates sector specific data and local information



Additional data feeds upon request



Membership to user group

Benefits

Some of the key benefits SignedUp Skills provides to Customers:

- ✓ Draws in job vacancies, apprenticeships and courses without manual intervention
- ✓ Increases the chances residents find opportunities/information they need to thrive
- ✓ Provide a single search across multiple data feeds
- ✓ Easy to curate and display data and content around local priorities
- ✓ Provides full control of the portal content using the user-friendly Umbraco CMS
- ✓ Generates actionable local LMI based on user behaviour and analytics
- ✓ Provides access to extensive domain expertise of the SignedUp Skills team
- ✓ Engaged user group provides access best practice forum across regions
- ✓ High availability, flexible capacity and reactive performance



Hosting and Cyber Security

PDMS' hosting environment is ISO27001 certified. It makes use of clearly defined network segregation, with security devices and endpoints used within each tier. The environment makes use of Cloudflare's DDOS protection and Web Application Firewall (WAF), which then passes off to border routers, physical firewalls, virtual firewalls and onwards to fully patched operating systems and web servers. The entire estate is monitored internally and externally, with proactive patching and maintenance undertaken by our team of qualified engineers.

From a security perspective all the various environments, including development, pre-production and production are regularly scanned for known vulnerabilities and weakness, which again, are resolved as part of standard maintenance procedures.

The PDMS private cloud solution provides for explicit isolation between clients, so-as to avoid clients impacting other clients, whilst the use of external routing and protection services such as those provided by Cloudflare isolate internet traffic streams similarly to protect against multiple client site failure.

Malware prevention is controlled through three main technical controls:

- Firstly, minimum access is provided into the hosting environment with no administrative permissions given to accounts, removing the capability for malware to be installed within the underlying server infrastructure.
- Secondly, the entire hosted estate makes use of malware detection software to identify any unwanted software.
- And finally, all inbound uploads into the system are scanned in-flight for unwanted payloads, ensuring that malware cannot be uploaded maliciously or accidentally through the solution itself.

Service Availability

The Service Availability is set at **99.95%**





Why work with PDMS?

Our Domain Expertise

It all started nearly 20 years ago when the Isle of Man Government looked for a digital solution to help attract more graduates back to the Isle of Man following their studies. Employers could use it to post their vacancies. Young people could use it to keep records of their achievements, create and maintain their CVs, apply for jobs and connect with employers.

When the funding ran out, PDMS decided to continue offering the valuable service for the Island at its own cost. We invested further development to evolve into employed.im (later to become SignedUp Skills) which

provided information about working on the Island in addition to listing career opportunities and job vacancies for all the Island's residents.

With the flexibility of the software, it then went on to be used to manage the mandated work experience programme for all the Island's schools.

As the first of its kind, employed.im became a one-stop-shop for job seekers, which was quite revolutionary back then!





Approach to Delivery

Implementation

Once you have decided to purchase SignedUp Skills a number of steps, outlined below, are required to set up your dedicated implementation.

Browser Compatibility

The SignedUp Skills platform is compatible with the latest versions of modern browsers: Firefox, Google Chrome, Microsoft Edge and Safari.



Configuration

Our SignedUp Skills team will work closely with you during this phase to ensure that your configuration requirements are captured, checked and implemented.



Branding

Adding your logo and brand colours to the implementation



Data

Configuring our employment, apprenticeship and course data to localise it to your area



Links

Adding your social media links and contact details



Training

Providing training on use of the platform



Content

Adding your content



Testing

Establishing your own dedicated test environment



Legals

Cookie Policy; Terms & Conditions; Accessibility Statement; Privacy Policy



Accessibility

In line with the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations, SignedUp Skills websites are developed to, and must maintain, level AA of the WCAG 2.2 criteria.

All the SignedUp Skills portals include accessibility features, such as a colour contrast calculation within the site stylesheets which creates accessible background and foreground combinations while staying true to brand colours.

The content management system is configured to ensure alternative text is mandatory for content-managed images.

We use a combination of automated testing, manual testing and testing with assistive technology such as screen readers, to make sure our systems and websites comply with WCAG.

We will also draft and publish an accessibility statement. In line with UK Government advisory (and provisioned in a website's accessibility statement) PDMS recommends periodic review of accessibility due to ongoing content changes. We are also able to provide 'experts by experience' testing by arrangement which involves inviting users with a range of disabilities to test the website and feedback on improvements.

As well as providing for accessibility and inclusivity, designing, developing and testing websites against WCAG 2.2 also has significant benefits to the search engine performance, mobile-friendliness and overall usability of a website or service.





Using the Service

Ordering and Invoicing

Requests for more information or to place an order for SignedUp Skills, contact PDMS on hello@signedup.com.

We would propose arranging a meeting to find out more about your precise requirements and answer any specific questions you may have. If required, we are also happy to provide an additional detailed proposal which will cover the specific deliverables, approach and timelines.

Should we then progress to the order stage, the GCloud call off contract would be signed by both parties, which would clearly define the project deliverables and ensures that we are both fully aligned in terms of the approach and the outcomes.

The minimum contract period is 1 year.

Pricing Overview

Please refer to the Pricing Document.

Offboarding

If required, client content within the CMS can be offboarded for an additional charge.

Termination Process

Our terms and conditions are tailored to meet the nature of the specific solution, project or service we are delivering to ensure that it best meets our client's objectives. The specific terms relating to contract termination would be agreed as part of the contract award and onboarding process and form part of our final contract.

Our standard termination clause, without cause requires 3 months' notice of termination.

Training

PDMS provides training for the SignedUp Skills Umbraco content management system. We offer several different training approaches including:

- One-to-one training sessions which are recorded and can be used for refresher training or for any new staff
- Short online video tutorials and how to guides for quick reference
- Umbraco User guide
- Short 10min training sessions as part of our monthly User Group meetings





Data Security

PDMS is certified to ISO/IEC 27001, the internationally recognised standard for Information Security Management and is certified under the Cyber Essentials Plus scheme.

In the Isle of Man, the Data Protection Act 2018 makes provisions for the regulation of the processing of information relating to individuals.

The Data Protection (Implementation of GDPR) Order 2018 gives effect in the Island to EU Directive 2016/79 of the European Parliament (General Data Protection Regulation).



Data Back Up & Restoration

PDMS understands the requirements and the comfort that is brought about by backing data up. PDMS has exceedingly high levels of uptime, resilience and redundancy although there are still occasions where data will need to be restored to a previous date.

PDMS has therefore built a backup system which provides continuous recovery points for the data underlying the systems that we have developed. These backups are written to online storage for quick recovery and also regularly taken to tape so as to provide a point in time archive.

The underlying database engine allows point in time recovery, giving an RPO of near zero in the case of data corruption. In the unlikely event of a total system failure, our combination of backup strategies (including transactional data backups every 4 hours) supports an RPO maximum of 4 hours.

We perform periodic testing of the backup archives to ensure integrity of the data and restore capabilities.





Business Continuity

PDMS has a robust set of policies and procedures, which form part of an overall Business Continuity and Disaster Recovery Framework to ensure that PDMS is able to provide services to its customers during, and after, significant events that can occur from time-to-time. These policies and procedures form part of PDMS' ISO 27001 and ISO 9001 certified management systems, and as such are externally audited to validate their appropriateness and effectiveness.

PDMS' general approach to business continuity is to ensure that there are no single points of failure within any part of the business.

This ethos means that we make use of multiple, geographical diverse, tier 3+ datacentres to house all of our business-critical data processing units. Our systems are setup in such a way that should a single datacentre fail then customers and PDMS staff should see no loss of service. Should an incident occur then the system will automatically fail over to the other data centre for the provision of services.

We can provide copies of the various policies and procedures that relate to Business Continuity on request.

Data Protection

PDMS has a dedicated, qualified Data Protection Officer who is responsible for overseeing data protection across the organisation. PDMS has a Data Protection Policy that details how PDMS and our staff will conform to the requirements of the applicable Data Protection Legislation. The Data Protection Officer provides support and advice to each department and ensures ongoing compliance with the legislative requirements through auditing each department. These audits cover all aspects of data protection from collection through to disposal, ensuring that we correctly follow the identified requirements.

PDMS will also, in conjunction with our customers as the Data Controller, provide assistance for any required Data Protection Impact Assessments as part of our services and solutions, which may identify any controls needed that are over and above the standard provision.





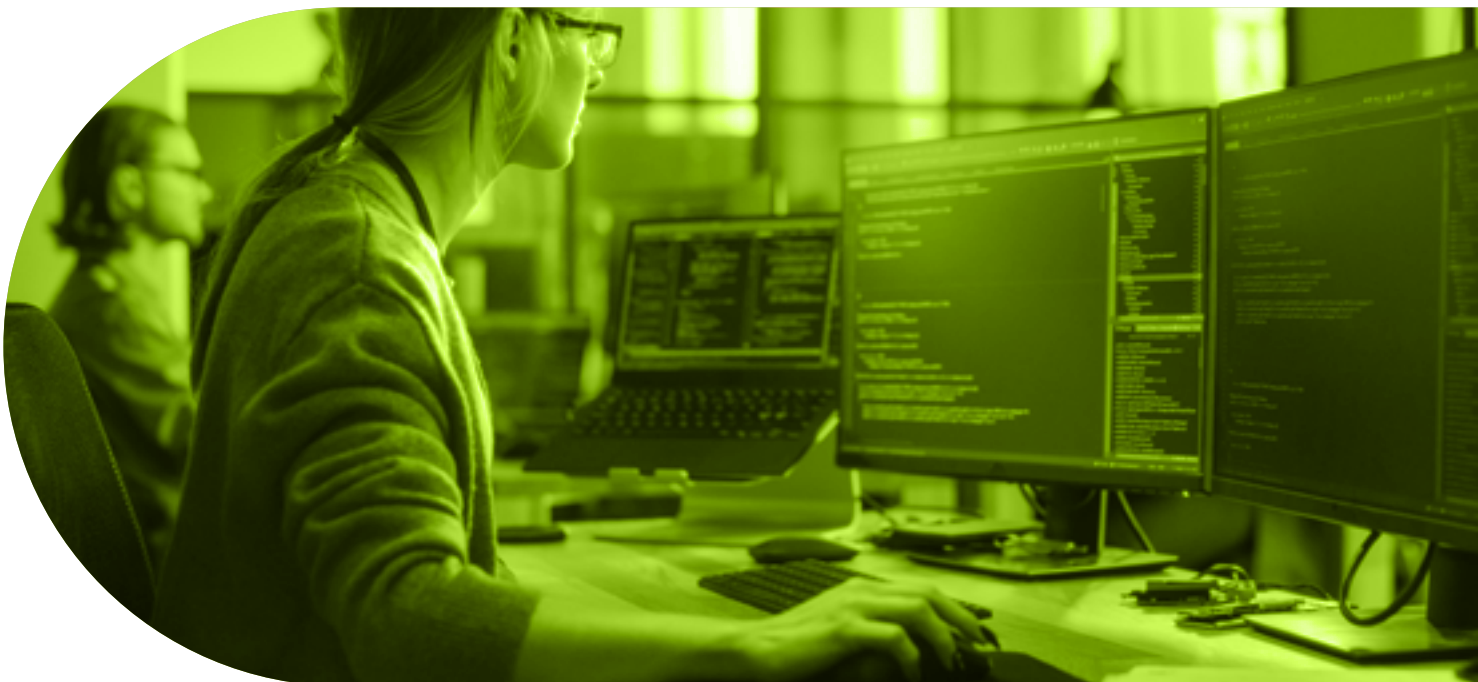
Support

As a fully managed service we have a dedicated support team providing first-line support for SignedUp Skills.

Technical support is included as part of the managed service. Additional content curation is available at rate card rates.

We offer regular one-to-one meetings to review the analytics to measure the impact of the portal and invite you to join our monthly SignedUp User Group which offers an opportunity to meet and get to know our other SignedUp clients and share best practice.

Support is available during office hours. We have a number of channels for reporting support cases as well as managing and monitoring the progress of individual support cases. We also proactively monitor our systems and solutions to reduce the risk of potential downtime.





Service Management

Customer Responsibilities

During implementation:

- Confirm the domain name required (.co.uk or .com)
- Confirm the name of portal
- Provide a logo for the portal
- Confirm brand colours (Hex codes)
- Provide the postcodes for the geographical region
- Local imagery for the website
- Content for the website

During the term of the contract:

- The Customer is responsible from go-live for ensuring that their SignedUp portal adheres to the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations and in maintaining accessibility standards to the relevant Web Content Accessibility Guidelines (WCAG) standard
- The Buyer is responsible for adhering to the SignedUp Skills Umbraco Code of Conduct, which will be issued by the Supplier to each Buyer Umbraco User and updated on an annual basis

Account Management

We have a dedicated Account Manager for all our SignedUp Skills customers who, together with the Project Manager are the main point of contact. They are responsible for management and any account queries that you may have over the course of the contract. They will pro-actively support you to ensure that our services and solutions are delivering the best possible outcomes for you.





About PDMS

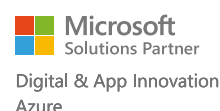
PDMS is a technology company specialising in software development and digital services. With a unique blend of software engineering excellence and creative digital design, we prioritise user-centric solutions. From analysis to ongoing support, we guide clients through every stage of their digital journey.

Our team consists entirely of full-time employees who are committed to continuous learning and skills development. Each member undergoes BPSS checks, with the majority holding SC security level clearance. Our diverse team brings expertise in project management, business analysis, UX design, software development, testing and infrastructure support.

We prioritise customer success, fostering long-term relationships - working with over half of our clients for a decade or more.

With three decades of industry experience, we've honed our understanding of the unique challenges, pressures, and opportunities encountered by the public sector in harnessing technology for maximum impact. Passionate about leveraging technology for tangible outcomes, our digital projects have saved millions, benefiting both public and private sectors while reducing environmental impact and enhancing productivity and customer service.

Accreditations



Memberships





Social Value

Right from the outset, giving back to our local communities has always been important to PDMS. We do this in many ways including fundraising activities undertaken by our generous and enthusiastic staff, corporate charitable donations to local, national and international causes and providing services in kind - for example, a new website for a sporting club or a database for a wildlife charity.

However, what we are most proud of is the time that our team generously gives up to support many community charities and organisations - particularly those that focus on young people. We provide mentors to schools and students, support the work of Junior Achievement and help to broaden the horizons of young people, especially young girls, when it comes to career opportunities in tech. We've welcomed hundreds of students on work experience, placements and apprenticeships over the years and have loved helping young people to learn more about the world of work and grow in confidence.

We want to play our part in protecting our environment too. Our ISO14001 accreditation, is helping us to measure and minimise our impact.

PDMS has committed to achieving Net Zero and has pledged not only to take action to measure, reduce and offset its carbon footprint but to also champion environmental protection within all spheres of influence including biodiversity.

When awarded contracts to undertake work as part of the GCloud framework, we will discuss with the buyer appropriate levels of social value that we could offer that are aligned with the buyer's social value objectives, we also liaise with the relevant buyer project team to see how we can develop and maintain skills as part of any contract. We will look to support the buyer's own social value framework by offering work careers support, mentoring and supporting charities that help women and young girls to progress a career in tech, STEM ambassadors etc.

We regularly take on apprentices across different technical roles and 17% of our current development team started as apprentices.

We will pro-actively seek to openly share our knowledge/ expertise by providing online 'lunch and learn' training sessions on accessibility, agile delivery and UX design. Examples include work experience placements, careers talks & mentoring, diversity & inclusion initiatives and supporting the development of digital skills.

Our areas of social value focus are:



We will provide regular updates on how we are performing in relation to our social value commitments as part of our regular Account Management meetings and will provide an annual report detailing the activities undertaken which have been attributed to a buyer's specific contract and the impact delivered.



Our Clients



**Cambridgeshire and
Peterborough Combined
Authority**



Cornwall Council



**Enterprise Cheshire &
Warrington**



Essex County Council



Hertfordshire Futures



**Staffordshire County
Council**



Hertfordshire Local Enterprise Partnership (LEP)

Challenges

Hertfordshire LEP (now Hertfordshire Futures) wanted a platform to help local employers find suitably qualified staff, and assist skilled workers, young people and training providers in finding relevant opportunities or training and avoiding 'information overload' from the wealth of careers information available.

Benefits and outcomes



Portal and website forming a one-stop solution for the local employment market



Extensive user research to understand Hertfordshire and its local skills and employability challenges



Central repository for content tools, bringing together disparate resources into one easy location



50+ placements and 5000 visits to the website within the first month



New brand identity and tone of voice for HOP, with four social media accounts to drive awareness



Adrian Hawkins
Chair of Hertfordshire
LEP's Skills and
Employment Board

"This is a proud moment for the LEP, Hertfordshire and me, personally. I have long advocated for a skills and training portal that acts as a one-stop shop for employers, training providers, students and residents wishing to re-train or upskill. The launch is just the start of what will be a very exciting journey in the months and years to come."



Humber LEP

Challenges

Following the pandemic, the Midlife MOT project was prioritised for over 50s employment who faced particular struggles getting back into work compared to younger workers. Due to its older work demographic, Humber LEP wanted to create a dedicated Midlife MOT Hub to join up local provision, communicate key messages clearly and reach their over 50s target audience.

Benefits and outcomes



7000+ engagements with the Midlife MOT



Project reached 130,000+ individuals in the Humber area



Effective communications strategy to reach as many Humber residents and businesses as possible



Three months to enhance Humber's existing SignedUp Skills portal and implement the Midlife MOT Hub



Most engaged resources were 'Check my state pension', 'Check my heart age' and 'Find work for over 50s'



"PDMS assisted Humber LEP in delivering a crucial and time-sensitive project tailored to Humber's regional needs. They provided outstanding service from initial planning to delivery, showing responsiveness and adaptability to project demands. With their guidance, we reached over 130,000 local Humber residents. PDMS played a vital role in the project's success, making a significant impact on the community."

Nathan Jenkins

Employer Engagement Manager at Humber LEP



Contact Details

 pdms.com
 twitter.com/pdms
 facebook.com/pdmsgroup
 linkedin.com/company/pdms
 GetInTouch@pdms.com
 +44 1624 664 000

Isle of Man Office
Global House
Isle of Man Business Park
Cooil Road
Isle of Man
IM2 2QZ

Glasgow Office
Unit 5000, Academy Park
Gower Street
Glasgow
Scotland
G51 1PR