

The background features several large, overlapping, three-dimensional geometric shapes. On the left, a large teal shape points towards the center. In the upper middle, a lime green shape contains a smaller purple shape. Below this, another purple shape is visible. On the right, a teal shape is partially shown. In the bottom right corner, a large teal shape is also visible. The shapes have soft shadows, giving them a sense of depth.

*LocalGov
Drupal
Development
and
Management*

Contents

- Service Overview..... 3
 - Areas of Specialism..... 3
- LocalGov Drupal User Experience Design..... 4
- LocalGov Drupal Web and Application Development..... 5
- LocalGov Drupal Management..... 8
 - Support and Maintenance..... 8
 - Drupal Security Updates..... 8
 - Accreditations..... 9
- Helpdesk Availability..... 9
 - Response Times..... 10
 - Reporting..... 10
- Contact..... 11



Service Overview

Our service offers LocalGov Drupal management, updates and development. We can manage your LocalGov Drupal based website and take complete responsibility for all the updates and capacity planning while you focus on managing your content. Additional developments and changes to functionality can be provided according to our rate card.

CIVIC as a full-service digital agency, covers all aspects of LocalGov Drupal delivery including; responsive and accessible website design/development, user experience (UX), build, testing, technical integration, development, 3rd party integrations, hosting, maintenance and support.

With our team of talented individuals, we're able to maintain an optimum level of customer service for councils across Scotland and the rest of the UK. Our reputation is built on customer service, value for money and market-leading expertise. We work on high profile, creative, technically complex Drupal projects, helping our clients to make profits or deliver on their objectives, by:

- Putting emphasis on user experience
- Keeping pace with users' browsing behaviour
- Actively follow relevant technology changes
- Actively follow LocalGov updates
- Understanding changing council business needs
- Delivering performance improvements
- Ensuring data security and integrity
- Leading on best practice and legislative compliance
- Innovating

Our approach is client-focused. Our underlying objective is to continuously improve in value over the lifetime of any contract, by staying ahead of the game on areas such as convergent technologies, cross-platform support and social media. We don't tie our clients into proprietary solutions, but seek to provide flexible platforms (like LocalGov Drupal) that can be developed and deployed by people with easy-to-find skills.

Areas of Specialism

CIVIC's experience on Drupal is spread but not limited across the following six areas of specialism:

Strategy • Branding • Digital Strategy • Content strategy & planning	User Experience • User research • Usability and accessibility testing • Information Architecture • Prototyping & Wireframing • Persona & user journey development • Accessibility compliance
Design • Accessible Web Design • Responsive Web Design • Interactive content • Rich media campaigns	Development • Implement UK council websites using LocalGov Drupal. • Participate in the evolution of LocalGov platform, propose new features, contribute modules and suggest fixes in existing functionalities. • Participate in active LocalGov Working Groups. • LocalGov Drupal website/application development

	• Extending LocalGov theme to develop bespoke themes following council's branding guidelines. • LocalGov Drupal , responsive and accessible theme development • LocalGov Drupal bespoke module development • LocalGov Drupal headless/decoupled theme development employing Angular, React or any other popular JavaScript framework • LocalGov Drupal custom integration with popular CRM • Localgov Drupal multisite and multilingual development • Full website (content, contributed modules, custom themes and modules) migration from older Drupal versions (Drupal 4, 5, 6, 7, 8) to LocalGov Drupal • Migration of websites build in other CMSs (i.e. Joomla, WordPress, Umbraco, Whix) to LocalGov Drupal. • Integrate and LocalGov Drupal website with Apache SOLR to offer enhanced content and document searching capabilities • Offer seamless integration of LocalGov Drupal website with any 3rd party system exposing REST services • Implement REST APIs to expose any LocalGov Drupal data to third party applications. • Integrate with MS active directories, LDAP, gmail and any other identity provider to provide SSO capabilities with your existing systems. • Perform cookie audits and ensure LocalGov website is GDPR compliant at all times. • Integrate LocalGov Drupal website with popular payment systems (i.e. stripe, paypal, Gov.uk pay etc.)
Support • Service Level Agreements • Support team and helpdesk	Hosting • Managed hosting for LocalGov Drupal websites • Dedicated server management • LocalGov Drupal security • Networks

LocalGov Drupal User Experience Design

Only by gaining a deeper understanding of the citizens and how they interact with the council website, application and/or digital marketing activity, we're able to create a solution that is usable and delivers value. In CIVIC we have this deeper understanding gained from our cumulative experience while working with different councils.

Although LocalGov Drupal already implements a number of usability requirements having citizens in their centre, In CIVIC we ensure that usability testing and User Centred Design (UCD) are expressed at every stage of the project, as we move from project initiation, planning, design, development and deployment. During the planning phase, we conduct user research (e.g. interviews, focus groups, meetings, card sorts etc) in order to gain an understanding of the target audience: their backgrounds, barriers, needs, goals, frustrations and motivations.

We also explore how users interact with the product/service (when, where, how, platforms, tasks, barriers), including analysing customer journeys. This ensures that we build a user experience around the target audience needs. The results are also communicated with LocalGov Drupal to provide feedback, uncover needs and problems of people interacting with a council and suggest improvements/modifications in the core platform.

We then turn this rich data captured on user requirements into the building blocks for the iterative design phase. This phase typically includes: customer experience maps, personas, user journeys, Information Architecture, wireframes and prototypes. We ensure that there are sufficient calls to actions using the appropriate and appealing interface to ensure that behavioural change can be triggered.

When a prototype has been developed, user testing helps to identify the most important UX issues before launch, thus saving expensive redesigns. Feedback can then be used to adapt any changes required.

Before launch, user testing can be conducted again as a means of validating and ensuring that our solution meets user needs and allows us to make any modifications before deployment.

LocalGov Drupal Web and Application Development

LocalGov is the open source publishing platform created by councils for councils. LocalGov is based on Drupal which is the Open Source choice for millions of websites, since 2001, and one of the Scottish Government approved open-source CMS platforms. Drupal is a flexible framework for development, trusted by some of the world's largest and busiest websites and supported by a very large and dedicated community, working on the Core platform and numerous contributed modules. Some of the Drupal features, include:

- 100% web-based: Content Editors and Administrators can perform any task that is needed using just the web browser of their choice.
- Extremely Flexible: The software is powerful and flexible allowing the customisation and expandability of the functionality either through custom or contributed modules.
- Intuitive Interfaces: Drupal Core comes with a straightforward and intuitive back-end environment, that allows Content Editors and Administrators to perform their everyday tasks easily.
- Content Creation and Management: Drupal empowers Content Editors and Administrators with default and custom tools for reviewing, controlling, and managing their website content. Some examples include: node lists (filtered by Content types and/or Status), ordered by creation date, title, author etc. These interfaces can be further customised to match special needs based on User Role or the task at hand. Node history and Node revisions are also valuable tools, made available to Content Editors and Administrators via the back-end environment. These can be combined with simple or more complex workflows and roles to facilitate content creation and maintenance.
- Strong SEO Capabilities: Drupal was designed from the ground-up to be search engine friendly.
- Social Media: A number of social media modules help integrate websites with social media sites such as Twitter, Threads and Instagram, providing a centralized way of managing social media profile information and plug-in widgets such as follow and share buttons.
- Theming: Drupal allows the creation of custom themes allowing front-end developers to build fully responsive and accessible websites so that content is seamlessly accessed by desktops, laptops, mobile and handheld devices, regardless of Operating System, Screen size/resolution, Web Browser or assistive technology employed.

- **Accessibility:** There are a number of contributed modules that allow Drupal developers to achieve high levels of website accessibility, such as theme selectors (allow for different colour combinations, font sizes etc), improved screen readers perception of the content, support for captions and more accessible controls for media files (videos etc).
- **User Experience:** Drupal Core and contributed modules allow developers to implement anything that UX guidelines propose; there is no limit to the capabilities of the platform in this respect.
- **Stability & Scalability:** Drupal scales effortlessly and is stable even when serving thousands of users simultaneously.
- **Blogs:** Drupal allows the creation of integrated blogs on your website, with dynamic navigation menus and global theming.
- **Newsletter registration and integration:** Drupal allows users to opt-in in newsletter lists and seamlessly integrates with newsletter applications (i.e. mailchimp).
- **Search:** Drupal offers a variety of enhanced Search modules. Depending on your business needs we adopt the corresponding approach to provide optimal content discovery capabilities to your users.
- **Google Analytics:** the GA code will be added to the new website after deployment.
- **Visitor polls with real time results:** The Drupal poll module allows your site to capture votes on different topics in the form of multiple-choice questions.

LocalGov is essentially a Drupal profile providing a number of preconfigured content types (news, events, services etc.) image styles, media (document, image, video) and paragraph (quote, accordion, banner, call out, tabs etc.) types, taxonomies (topics, event categories etc.), user roles and a LocalGov base theme.

At CIVIC, we specialise in creative technology – choosing the right technologies and components to deliver our promises. Our team strive to produce high quality LocalGov Drupal solutions and achieve high levels of security, user experience and accessibility as a matter of course. We are experts in building and customizing Drupal based websites to cover your business needs. Our team of experts undertakes all stages of website development lifecycle:

- Collecting functional/non-functional requirements.
- Devising specifications document.
- Identification and optimal selection of modules either from the Drupal repository or from LocalGov Drupal that cover your business requirements.
- Backend configuration to create/configure all necessary administration workflows, content types, taxonomies, menus, roles/permissions etc.
- Custom responsive and accessible theme development , extending LocalGov base them, and employing the following technologies (depending on designs, UX requirements and council business needs): CSS, HTML, JavaScript, React, Angular, Vue.Js, jQuery, twig, PHP. All Drupal themes created by CIVIC are cross-platform, cross-device, responsive and accessible and follow the most state-of-the-art standards in website development (HTML5/CSS3).
This ensures that your application will be fully operational in every modern browser that is capable of rendering HTML5/CSS3 web pages. Additionally, we have expertise in adapting Drupal themes for rendering in older versions of browsers or quickly updating themes to tackle any issues with newest versions browser updates.
- Custom Drupal headless theme development. In this case LocalGov Drupal is only used as a back-end content management system. Users are not directly connecting to Drupal (i.e. via theme) but to a frontend JavaScript (React, Angular, Vue.Js) framework.

Thus, the Drupal back-end works as expected, but the frontend is entirely decoupled from Drupal. CIVIC is one of the early adopters of the headless Drupal approach and has already built sites either using fully decoupled or semi-decoupled approaches. CIVIC's decoupled themes also follow the most state-of-the-art standards in website development (HTML5/CSS3).

- Custom module development for LocalGov Drupal using the following technologies (depending on functional/non-functional requirements): JavaScript, React, Angular, Vue.JS jQuery, PHP, symfony. Although Drupal has a really active community that regularly contributes modules to tackle common CMS tasks there are some cases where custom module development is needed to cover your business needs. CIVIC has a vast experience in custom module development. We are shortly listing some of the custom modules that we have developed for our customers:
 - o Consume REST APIs of third-party applications.
 - o Expose REST APIs to third-party applications.
 - o Provide SSO capabilities with Drupal acting both as an identity or a service provider.
 - o Custom analytics/statistics when google analytics or other contributed modules are not adequate.
 - o Custom forms.
 - o CIVIC Cookie Control for Drupal.
 - o Custom content moderation workflows.
 - o Custom components to expose content using REST.
 - o RSS Feeds.
 - o Content import from JSON, csv, xml and other structured/unstructured files.
 - o and much more...
- Content migration from other CMSs or from older Drupal versions. We have successfully completed a number of content migrations either from Joomla, WordPress, Umbraco CMSs or from older Drupal versions (5,6, 7, 8) using either custom solutions or using proper implementations based on the migrate API.
- Source migration from older Drupal versions. Using our deep knowledge on the development standards of all Drupal versions we can successfully migrate custom modules developed in older Drupal version to latest Drupal versions.

We follow the Development - Staging - Production (DSP) model during Drupal website development. We perform all the development and testing on our development servers. Once the application is considered bug free and complies with your requirements, the latest developments are moved over to the Staging server.

The staging server is a mirror copy of the production server; its primary purpose is to test the completed application on the mirrored copy of production to ensure that the recent developments don't break the live application or other application that co-existing on the production server. No actual development ever takes place on the staging server (only minor tweaking of OS parameters or application settings).

The staging server is the last step before the application is deployed to the Production server(s). Once the application/website has been reviewed on the staging server and all changes have been signed off formally then we can move the final application to the production server(s).

The DSP model is applied for 1) initial development, 2) bug fixes, 3) post-release website enhancements, 4) Drupal security updates, 5) Drupal non-security updates.

LocalGov Drupal Management

Support and Maintenance

Support arrangements are designed to pre-empt any problems before they occur, however when these do occur this Support Level Agreement (SLA) enables us to maintain a service for you that ensures any issues can be resolved quickly and efficiently. In our proposed service the following are included:

- LocalGov Drupal platform updates
- Resolution of issues reported by your users
- Responding to any security alerts and updates
- Patching and configuration of the Content Management System (CMS), database and any bespoke application code to ensure they are stable, secure and responsive
- Internal and external monitoring of the website's availability 24/7/365
- Any CMS issues
- CMS user guidance
- Ad-hoc analytics reports
- Minor text changes and graphic uploads or replacements if requested
- Database management
- Managing backups to ensure that the site can be rebuilt in event of a catastrophic failure
- Identifying potential capacity issues and advising on upgrades
- Patching and configuration of all underlying software
- Physical Security
- All hardware issues
- Unlimited disk space (within reason)
- Unlimited multi-homed data bandwidth connection (100Mbit/sec)
- Daily backups, held for a minimum of 90 days
- 24-hour cover in the event of a complete website failure
- Monthly security audit via the Nessus Vulnerability Scanner (<http://www.tenable.com/products/nessus-vulnerability-scanner>)

Drupal Security Updates

Drupal releases security advisories once per month either for core or for contributed modules. All Drupal security advisories are taken under consideration instantly. Depending on the severity of the Drupal security advisory under consideration, the corresponding Drupal contributed modules and core updates are scheduled and applied within 24 hours from release.

CIVIC follows the Development - Staging - Production (DSP) model during Drupal website security updates. Drupal core/contributed modules updates including bug fixes/new features are also regularly released. We offer a bi-weekly update policy to install non-security core/contributed modules updates cumulatively.

Accreditations

ISO 9001

Our ISO 9001:2015 certification demonstrates that we operate a robust **quality management** system focused on consistency, continual improvement and customer satisfaction. It provides assurance that our processes are well-controlled and that we deliver services to a reliably high standard.

ISO 14001

ISO 14001 confirms that we have an established **environmental management** system that helps us identify, manage and reduce our environmental impacts. It supports responsible, sustainable delivery and demonstrates our ongoing commitment to improving environmental performance.

ISO 20000

ISO 20000 demonstrates that our **IT service management** processes are structured, measurable and aligned to best practice. It ensures we deliver dependable services with clear governance around incident management, change control and continual improvement.

ISO 27001

Our ISO 27001:2022 certification confirms that we manage **information security** through a formal, risk-based Information Security Management System (ISMS). It provides assurance that confidentiality, integrity and availability are protected through well-defined controls and continuous monitoring.

ISO 27017

ISO 27017 strengthens our information security framework by applying enhanced controls specifically designed for **cloud environments**. It supports secure cloud service delivery by clarifying responsibilities and improving the management of cloud-related risks.

ISO 27018

ISO 27018 demonstrates our commitment to protecting **personal data processed in cloud services**, with controls designed to reduce privacy risk. It provides additional assurance around how personal information is handled, stored and safeguarded in line with recognised privacy best practice.

DCI Cyber Essentials

CIVIC has been awarded the Cyber Essentials Certification and working towards Cyber Essentials Plus, which is backed by the Government and launched in close consultation with the industry. Cyber Essentials was developed as part of the UK's National Cyber Security Programme.

Helpdesk Availability

Our standard helpdesk facilities are available from 09:00 to 17:00, Monday to Friday, excluding weekends and public holidays, for reporting website downtime. We can also provide 24/7 helpdesk availability if this is required.

To log a support request:

1. Visit www.civicuk.com/support and log your issue using the form provided
2. If there is an error, please be sure to include the full URL of the page you're on, and the full error message, along with details of the browser that you're using
3. If you require an estimate for the work, please state this in your request

4. Our support manager will assign your request to a member of staff
5. If the piece of work has wider reaching implications, we will exhaust your call off hours, or might be better treated as a discrete project, the request will be passed to your account manager, who will contact you.

When issues are complete you will be notified by email and you can call your Account Manager at any time for an update on support issues.

Response Times

Priority	Response Target	Resolution Target	Examples
1	0.5 working hour	1 working hours	Unavailability of the entire system
2	2 working hours	4 working hours	Unavailability of a key module or major function, causing significant business impact.
3	0.5 working day	5 working days	Problems causing inconvenience, minor disruption or restricting performance.
4	1 working day	As agreed	Non urgent problems causing slight irritation but where workarounds are available; cosmetic or general enquiries for information

Reporting

- **Trouble tickets:** Trouble tickets will be recorded in our ticketing system. You will be provided a dedicated email address that will be used to raise open new tickets. Each ticket has a unique ID enabling you to find the ticket and review activity on the thread. You'll also be CC'd by email on any ticket updates.
- **Server activity:** CIVIC's server monitoring software will create monthly reports on the availability and performance of applications and services. Exceptions and resolutions will be documented in our issue tracker.

Contact

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