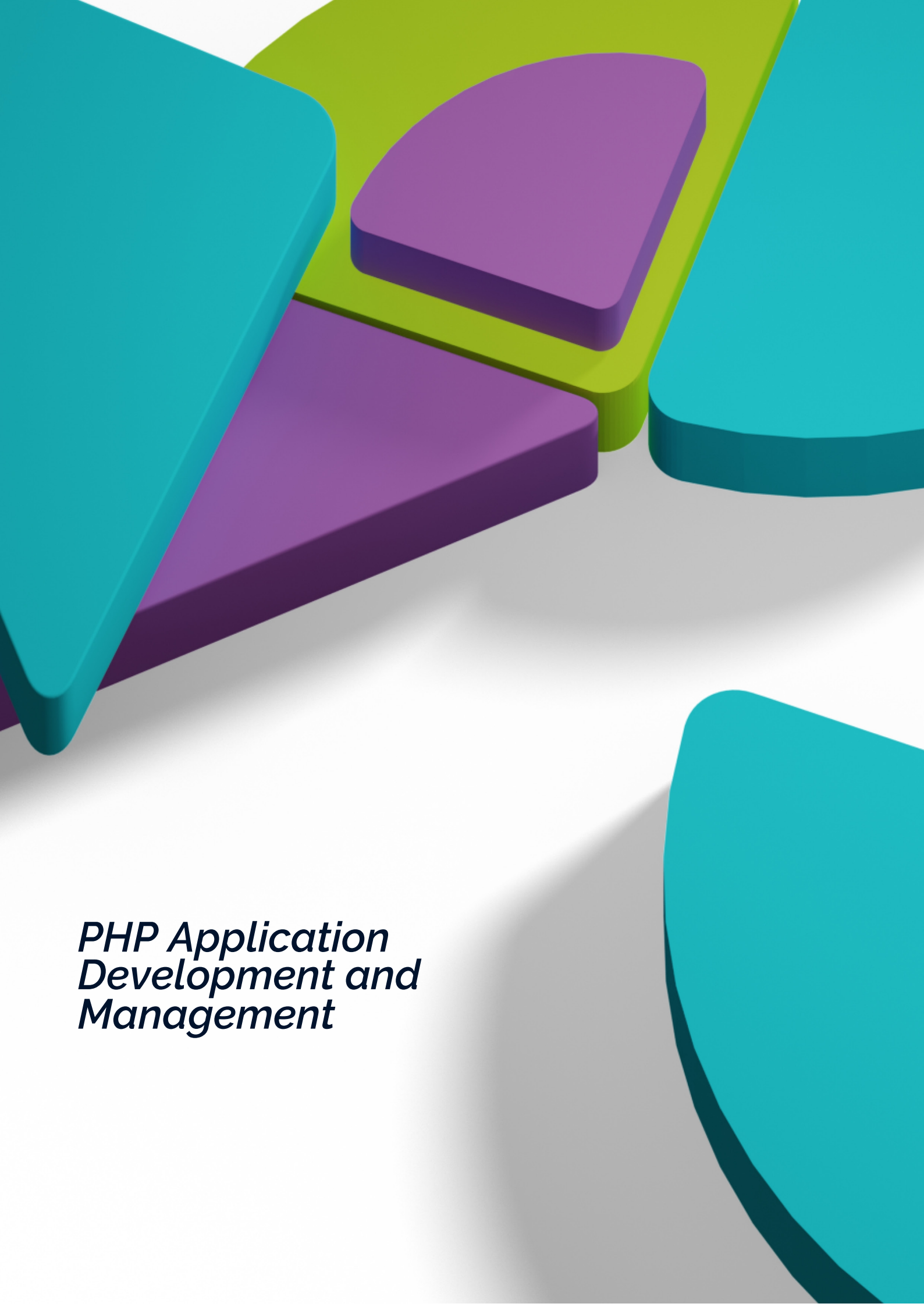


The background features several large, overlapping, three-dimensional geometric shapes. On the left, a large teal shape is partially visible. In the center, there is a purple shape and a lime green shape. On the right, another teal shape is visible. The shapes have a slight 3D effect with shadows, giving them a sense of depth. The overall composition is modern and abstract.

PHP Application Development and Management

Contents

Service Overview..... 3

 Areas of Specialism.....4

Custom PHP application User Experience Design..... 5

Custom PHP Web and Application Development..... 5

Custom PHP Management..... 7

 Support and Maintenance..... 7

 Security Updates..... 8

 Accreditations..... 8

Helpdesk Availability..... 9

 Response Times..... 9

 Reporting..... 9

Contact..... 10



Service Overview

Our service offers custom PHP application development and management. We can manage any custom PHP website/application build using vanilla PHP, Laravel, Symfony (or any other mainstream PHP framework), Ibexa, Drupal, Wordpress, Joomla, Magento website and take complete responsibility for all the updates/extensions and capacity planning fully covering your business needs.

This way you will be able to focus on managing your content and using your app. 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 custom PHP application delivery including; responsive and accessible website/application 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 clients across Scotland and the rest of the UK. Our reputation is built on customer service, value for money and market-leading expertise. We continue to work on high profile, creative, technically complex PHP 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 PHP updates
- Actively follow Laravel, Symfony updates
- Actively follow popular (Drupal, Wordpress etc) CMS updates
- Actively follow Ibexa updates
- Understanding changing 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 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 custom PHP websites/applications • Implement/support/maintain Laravel based website/applications – develop custom packages to cover business needs • Implement/support/maintain Symfony based website/applications – develop custom plugins to cover business needs • Implement/support/maintain Ibexa DXP based website/applications – develop custom plugins to cover business needs • Implement/support/maintain Drupal based website/applications – develop custom modules and themes • Implement/support/maintain Wordpress based website/applications – develop custom plugins and themes • Implement UK council websites using LocalGov Drupal – develop custom Drupal modules and themes. • Responsive and accessible frontend development employing Angular, React, Vue or any other popular javascript framework. • Integrate any custom PHP application with popular CRM • Full website migration (content, theme, custom code/packages/modules) • Integrate any custom PHP application Apache SOLR to offer enhanced content and document searching capabilities • Offer seamless integration of any custom PHP application/website with any 3rd party system exposing REST services • Implement REST APIs to expose data/functionalities to third front-end interface/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 your website is GDPR compliant at all times. • Integrate your custom PHP application/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 any PHP based website • Dedicated server management • Custom PHP application/website security • Networks

Custom PHP application User Experience Design

Only by gaining a deeper understanding of users and how they interact with the website, application and/or digital marketing activity, we're able to create a solution that is usable covers business needs and delivers value.

To bring it all together and affect behavioural change 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.

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.

Custom PHP Web and Application Development

PHP is one of the most popular – approximately 80% of all websites are using PHP – and mature web development scripting languages. It's fast, flexible and can be easily combined with all of the modern front-end development javascript frameworks and a number of data storage platforms (MySQL, MongoDB etc).

Our team of talented developers has a vast cumulative experience in developing custom PHP application using either one of the popular frameworks like Laravel or Symfony or using a ready made CMS/DXP platform like Ibexa, Drupal or Wordpress.

At CIVIC, we specialise in creative technology – choosing the right technologies and components to deliver our promises. Our team strive to produce high quality PHP solutions and achieve high levels of functionality, security, user experience and accessibility as a matter of course.

We are experts in building and customizing PHP based websites/applications 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 the PHP framework, CMS, DXP that will be used to optimally cover your business needs.

- Back-end configuration to create/configure all necessary workflows, content types, custom functionalities, business needs, taxonomies, menus, roles/permissions etc.
- Custom responsive and accessible theme development employing the following technologies (depending on PHP framework, Cms, DXP used designs, UX requirements and business needs): CSS, HTML, JavaScript, React, Angular, Vue.js, jQuery, twig, PHP. All themes/frontend interfaces 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 website/application themes/frontend interfaces for rendering in older versions of browsers or quickly updating themes to tackle any issues with newest versions browser updates.
- Custom single page (SP) or progressive web application (PWA) development. In this case the application back-end is fully decoupled from the application frontend and the two of them communicate via duly implemented secure REST interfaces. This way we can design both reach and intuitive backend interfaces for logged users of the app and also offer a similar reach user interface for anonymous users of the website/application.
- Custom package/plugin/module development for Laravel, Symfony, Ibexa, Drupal, Wordpress, Joomla using the following technologies (depending on functional/non-functional requirements): JavaScript, React, Angular, Vue.js, jQuery, PHP. Whenever a ready made solution is not provided by the corresponding community custom development is needed. CIVIC has a vast experience in custom package/plugin/module development. We are shortly listing some of the custom solutions 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 the PHP application at hand acting as an identity or a service provider.
 - o Custom analytics/statistics when google analytics or other contributed modules are not adequate.
 - o Custom forms and communication with popular CRM's to send the submitted data
 - o Customize and install CIVIC Cookie Control
 - 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 website/applications. We have successfully completed a number of content migrations either from Joomla, WordPress, Drupal, Umbraco, Flat html to custom PHP solutions.
- Source migration from older websites. Using our deep knowledge on the PHP ecosystem we can successfully migrate custom solutions developed in PHP or not in any PHP based system.

We follow the Development - Staging - Production (DSP) model during custom PHP 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.

Custom PHP 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:

- PHP, Laravel, Symfony, Ibexa, Drupal, Wordpress, Joomla security updates
- PHP, Laravel, Symfony, Ibexa, Drupal, Wordpress, Joomla 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 website/applications issues
- Website/application 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>)

Security Updates

All PHP based frameworks/DXPs/CMSs regularly release security advisories. All PHP related security advisories are taken under consideration instantly. Depending on the severity of the security advisory under consideration, the corresponding updates are scheduled and applied within 24 hours from release.

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