

G-Cloud 15 – Service Definition

LocalGov Drupal Support Service

1. Overview

This service provides expert LocalGov Drupal support, maintenance, optimisation, and continuous improvement for public-sector organisations. It includes incident resolution, security updates, module and core upgrades, performance tuning, accessibility improvements, content support, and technical consultancy. The service also covers proactive monitoring, release management, code reviews, and support for cloud-hosted LocalGov Drupal environments including AWS, Azure, Digital Ocean, GCP, Acquia, Pantheon, and Kubernetes-based deployments.

Support is delivered through a structured service desk with defined SLAs, transparent reporting, and optional 24/7 coverage. The service is designed to ensure stability, security, and ongoing enhancement of LocalGov Drupal websites without vendor lock-in.

2. Service Features

2.1 Incident Management & Service Desk

- Dedicated service desk with defined SLAs
- Incident triage, diagnosis, and resolution
- Bug fixing and defect remediation
- Root-cause analysis and post-incident reporting
- Optional 24/7 support for critical services

2.2 LocalGov Drupal Maintenance & Updates

- LocalGov Drupal core and module updates
- Security patching aligned with public-sector standards
- Compatibility checks and regression testing
- Scheduled maintenance windows

2.3 Performance & Optimisation

- Front-end and back-end performance tuning
- Caching configuration (Redis, Varnish, CDN integration)
- Database optimisation
- Load testing and capacity planning

2.4 Security & Compliance

- Security audits and vulnerability remediation
- Access control reviews and permissions management
- Support for ISO 27001-aligned processes
- GDPR-aligned data handling guidance

2.5 Continuous Improvement

- Feature enhancements and configuration updates
- UX and accessibility improvements (WCAG 2.2)
- Content workflow support
- Code reviews and best-practice recommendations

2.6 Cloud & Platform Support

- Support for AWS, Azure, GCP, Acquia, Pantheon, and Gov PaaS
- Support for Kubernetes-based LocalGov Drupal deployments
- CI/CD pipeline support
- Environment configuration and release management

2.7 Optional Fastly CDN & DDoS Support

- Configuration and tuning of Fastly CDN
- DDoS mitigation and traffic filtering
- Edge caching optimisation
- Real-time analytics and monitoring

3. Service Benefits

- Improved stability and resilience of LocalGov Drupal websites
- Faster issue resolution through expert support
- Strong security posture through proactive patching
- Better performance and user experience
- Predictable costs with flexible support packages
- No vendor lock-in — full transparency and documentation

4. Service Constraints

- Requires access to code repositories and hosting environments
- Legacy or unsupported modules may require remediation
- Third-party API or service costs are not included
- Some improvements may require Buyer approval or change control

5. Onboarding

- Discovery and technical assessment
- Codebase review and environment audit
- Security and performance baseline
- SLA agreement and support process setup
- Optional migration from previous supplier

6. Offboarding

- Full handover of documentation and configuration
- Export of code, database, and assets
- Knowledge transfer to Buyer or new supplier
- No early termination penalties

7. Service Levels

- Defined response and resolution times
- Priority-based incident handling
- Scheduled maintenance windows
- Optional 24/7 support for critical services

8. Technical Requirements

- Access to code repositories (GitHub, GitLab, Bitbucket)
- Access to hosting environments (IaaS, PaaS, Kubernetes, etc.)
- Access to third-party APIs or integrations (if applicable)
- Agreement of security and compliance requirements

9. System Requirements

- Buyer must provide secure access to environments and repositories
- Buyer must maintain endpoint security on devices accessing admin interfaces
- Buyer must provide credentials for any licensed third-party services
- Buyer must provide a supported LocalGov Drupal codebase unless upgrade services are included
- For Kubernetes deployments, container images must meet agreed security standards