



binary vision

www.BinaryVision.com

Service Description (G-cloud)

Version 3.1

Overview

Service Description Title

Website and Intranet support, delivery and deployment on open source CMSs

Full digital life-cycle

Robust and responsive **websites, webapps, PWAs, microsites** and **intranets**.

From discovery (scoping) to migration, build, configuration and / or ongoing iteration.

We build with **Open Source, cloud-based** Content Management Systems; **Masa CMS** and **WordPress** - whichever is the best fit for your requirement.

We will support you every step of the way to launch – and after.

Support SLA

At Binary Vision we are utterly dedicated to giving our clients a superb service, with peace-of-mind. It is our goal that everyone involved, as part of a single project team, truly enjoys working together.

This sample SLA (Wordpress example, below) details how we go about providing support and maintenance for our clients and their websites, though in practice we often go much further to ensure a great experience for their users.

Binary Vision was established over thirty years ago as a dedicated digital agency. We have built and maintained long-term relationships with our clients, several of these for over 10 years, by **delivering to the spirit of our agreements not just to the letter of them**.

Aftercare

SLA example: Wordpress

Below is a sample SLA for Wordpress. We have variations covering support for Masa, (formerly known as Mura) CMS - these are available on request. The overall model and cost structure are the same across all platforms.

Annual plan overview

Support is contracted on a yearly basis, per project or per client.

All support is handled via **tickets**.

Tickets are raised via an internet-based project management tool (we like to use **Trello**) and tracked via a shared **Google sheet** (so everyone has visibility on the number of tickets used / remaining). This makes it simple for us and for our clients to raise issues and track progress, and it ensures transparency.

How do tickets work?

- Tickets can be used **flexibly for all manner of support and maintenance** tasks - for instance user assistance, uploading content, minor code updates, minor CSS fixes, etc.
- Tickets cover **up to one hour of work** (or part thereof), so for example 2.5 hours of work on a given issue uses three support tickets.
- Two or three issues raised at the same time will count within the same ticket usage (for instance, if three quick issues are raised together, and it takes less than an hour to deal with all of them, this counts as one ticket).
- Support is payable either: annually in advance, or in four equal instalments quarterly in advance.
- Unused tickets expire at the end of the year. The number of remaining tickets can be checked online at any time. *Exception:* for large plans (£50k band and up - see Ticket Costs, below), we carry-over up to 15% of this year's ticket allocation, if unused, to the following year's support plan.
- More tickets can be purchased at any time, and are valid for one year
- Once booked, support costs are non-refundable

Support:

Issues and requests raised by you, the client

You can raise issues as support tickets against the plan, using Trello (we'll show you how to do this too, of course). We will review these as quickly as possible, and triage for severity (see Response times, below).

Phone availability for emergencies

We always offer *excellent availability* for our named project leads so you can get in touch with us when you need to, raise or escalate any issues, brainstorm ideas, etc.

In addition, we provide (at least) **two mobile phone numbers** for you to make contact even out of hours with senior BV personnel in the event that you need to raise a Critical issue (though in practice these are almost always raised by us, as a result of automated site monitoring - Pingdom and WP engine WordPress application level monitoring.)

In addition (where needed) 24/7 cover can be provided by the hoster / ISP. We are independent and **impartial** and can help you select the best ISP for your website / requirement.

Maintenance:

Keeping your website running smoothly

Quality assurance

Tests are run to validate the web page markup in order to deliver high quality code and achieve cross-browser and cross-platform compatibility (tests may be manual, automated, or a mix of both). We will ensure the site is rendered correctly to users – cross-device (tablet, smartphone and desktop) and browser (we test to / against the GDS recommended list). Where necessary, we use Browser Stack for manual testing on more obscure / outdated platforms.

Disaster recovery

Protracted website downtime can mean both economic and reputational pain and this should be avoided at all costs. This is why a dedicated Disaster Recovery Planning (DRP) will be put in place which will deal with many of the common things that can go wrong, e.g.:

- Hardware problems (e.g., a server going down)
- Application code problems
- Dependency problems (i.e., necessary programs and installations not being present)
- Human error (e.g., an employee deletes a database)
- Human maliciousness (e.g., hacking or sabotage)
- Natural, random disasters (e.g., a developer becoming ill)

The scenarios described above are highly unlikely to occur given the guaranteed uptime provided by our hosting environment (WP Engine guarantee 99.95% service time, their SLA is available for more details <https://wpengine.co.uk/legal/sla/>) however this will ensure we are made aware immediately of any issues e.g. DDoS attacks, and trigger our disaster recovery approach where necessary to ensure the site is back up and running with minimum disruption.

In addition to using the strategies previously developed, the DRP will form part of an incident response process that addresses the initial stages of the incident and the steps to be taken. More specifically, in the event of a disaster, the PM will contact the web development team. If the disaster occurs outside of working hours, employees will be contacted at home.

Wordpress updates

Wordpress **core updates** are handled by the ISP, WP Engine. Binary Vision will handle the wordpress **module updates**, which will be tested and released as necessary.

Response times

Severity	Description	Response and review time	Target for resolution
Critical	Site is unavailable, or there is an on-going major security issue or threat to the site (or to user data integrity)	Within 1 hour (including evenings and early)	As soon as possible - hours / same day
High	Site is available, with major interruption to site service	Within 1 work hour	As soon as is practicable in work hours
Medium	Site is available, with minor interruption to site service	Within 1 work day	Within 5 work days
Low / enhancement	Site is available and fully usable - a site enhancement or information requested by client	Within 2 work days	Based on request / requirement

Support hours: Critical and non-critical threats

Critical incidents are handled urgently, and out of hours, as detailed in the above table.

For **non-critical threats**, support is provided on work days (Monday to Friday, excluding bank holidays) between 9:30am and 5:30pm ('work hours').

We can quote for extended support hours (and in practice we often provide extended support in any case).

Please contact us if you would like more information on extended hours support and maintenance.

Ticket costs

All support is delivered via an internet-based project management tool, such as Trello. Ticket costs are arranged in bands with **economies of scale**:

Cost band (annual)	Unit cost
£7k – under £12k	£140 per ticket
£12k – under £20k	£130 per ticket
£20k – under £50k	£125 per ticket
£50k and over	£120 per ticket

Working example: so for instance, £25k of tickets provides 200 tickets of support and maintenance (£125 / ticket band).

Notes on support and maintenance

- All figures exclude VAT which will be charged at the prevailing rate.
- Figures are valid as of: April 2022
- Time is recorded in 15 minute blocks per resource, and rounded up to the nearest 15 minutes.
- We typically add some time for general plan and ticket management, to save recording this against each and every issue
- Typically, Binary Vision provide support for the application layer and up, with the ISP providing managed hosting and support for the infrastructure up to (but not including) the application layer. We always provide liaison with and support for the ISP to ensure smooth and secure operation, and have the expertise to provide deeper support to them if / as required. This is all handled via standard support and maintenance tickets.

Open source software

Binary Vision makes no warranty and accepts no liability in respect of any Open source software, or third party applications used by it in the provision of the Services.

Customers will abide by the straightforward license terms of any Open Source software which we provide, none of which terms is onerous.

Customer obligations

- The customer will assign resource to make interim and final approvals (including UAT) in a timely manner. If items submitted for approval are not objected to within 14 days, the work will be deemed to have been accepted.
- The customer recognises that the delay in provision of items that are their responsibility (e.g. content or brand assets) will result, at a minimum, in a concomitant delay in delivery by Binary Vision. If customer delays are very long, work may have to be wholly re-resourced and rescheduled.
- For projects with high level of purchased tickets, for migration of existing sites/content, or on-boarding of new content, the customer must provide timely access to the relevant code and data.

Rush work

By prior mutual agreement, work can be done to an expedited time frame at a rush rate, for between 10% and 50% above the standard rate (see SFIA document), according to circumstance.

BV code warranty

We offer a **three-month warranty**, post UAT, on all custom code created by Binary Vision. Any support tickets covered by this warranty are charged at zero rate.

Contact

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