



**Australian Government**



# govCMS Product and Services Guide

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# 1. Introduction

## 1.1. govCMS Introduction

govCMS is a whole of government cloud-based content management and website hosting service. It is built using the Drupal<sup>1</sup> open source content management system to meet the needs of Australian Government agencies. Using govCMS, agencies are able to create and manage websites cost effectively, in compliance with Australian Government standards.

## 1.2. Purpose of this document

The purpose of this document is to outline the products and services delivered to agencies directly or indirectly by the Department of Finance (Finance) for the Whole of Government Content Management System. Developed for agencies, this govCMS Product and Service Guide is intended to provide agencies with the required information to help agencies decide if govCMS is right for them.

This guide will be revised and published periodically.

## 1.3. Contact details

The govCMS Customer Relationship team can be contacted by:

- submitting a 'Contact Us' form at <http://govcms.gov.au/contact-us>; or
- emailing [govCMS@finance.gov.au](mailto:govCMS@finance.gov.au).

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<sup>1</sup> <https://www.drupal.org/>

## 2. govCMS overview

### 2.1. What is govCMS?

govCMS is an open source web content management system hosted on a public cloud hosting environment. It provides government agencies with a range of tools to create and manage websites without the need to own and manage the software or infrastructure. It comes with a range of included services such as support, monitoring and security patching, aimed at ensuring that government websites remain online and available to the public.

govCMS is intended to support more effective web channel delivery functions within government, and enable agencies to redirect effort from non-core activities to activities that are more aligned with core agency missions.

### 2.2. What agency problems does govCMS solve?

A feasibility study into the viability of govCMS was conducted in early 2014 and found that many government agencies are faced with a range of issues in relation to managing their web presence. Key problems faced by agencies that govCMS can solve are outlined in the table below.

Table: Problems govCMS can solve for your agency

Problem	govCMS solution
Costly hosting and software maintenance	<p>govCMS is hosted on public cloud infrastructure, utilising a platform that shares hosting costs across all govCMS websites. With a public cloud platform there are efficiencies that can be gained as more government websites join govCMS over time. The intention is that where scale brings reduced prices, these reductions will be passed onto agencies through reduced website hosting fees.</p> <p>govCMS is built on the open source content management system, Drupal. One of the benefits of being open source is that there are no annual software maintenance costs. An additional benefit of open source is that govCMS has the ability to freely reuse and adapt solutions from other agencies and organisations around the world to improve the govCMS platform.</p>
Substantial staff	govCMS includes a range of services designed to keep your

Problem	govCMS solution
overhead to keep websites online and secure	website performing, including 24x7 monitoring of both the web infrastructure and the content management system. In addition, security patching of the infrastructure and content management system is completely managed and applied.
Difficulty complying with Australian Government standards around design, accessibility, privacy, security and information/record management	<p>govCMS has been designed to enable agencies to comply with Australian Government standards. The web infrastructure and content management system are security-accredited, tested and maintained.</p> <p>The govCMS themes are designed to be accessibility, privacy and information/record management compliant.</p> <p>We are working with the team who is developing the new Digital Service Standard to ensure the product supports the standard.</p>
Limited number of staff within an agency with appropriate skills to manage the website	<p>The use of a standardised content management system allows staff with varying levels of web management skills across the organisation to manage the website.</p> <p>The use of 'user roles' and 'workflow' within the CMS allows website owners to assign users the role of 'content editor', allowing the author to develop content. Other roles approve content before publishing. This means agencies can utilise distributed authoring without the risk of unauthorised content being published on the site.</p>

### 2.3. What are other benefits of using govCMS?

Agencies can expect a range of benefits from using govCMS, including the following.

#### **Reduced time for procurement**

Finance has established a Deed of Standing Offer with a Service Provider to manage the govCMS platform. Additional services that agencies may need, such as migration to govCMS, can be procured through this arrangement.

#### **Improved mobile delivery**

govCMS will include responsive designed themes allowing website content to be displayed in optimal format for devices be they desktop, tablet or mobile.

### **Cost savings related to sharing of code between agencies**

Where an agency requires new functionality on their website, once developed, this functionality can be provided to all govCMS websites to utilise should they require the functionality.

### **Better portability of websites during MoG changes**

As govCMS is a Whole of Government platform, Machinery of Government (MoG) changes should not have an impact on the hosting and support arrangement of the website during transfer of responsible agency.

### **Reduced stand-up time for new websites**

The tools included in govCMS will allow agencies to very quickly and easily stand up new websites.

## 2.4. What are the govCMS features?

The govCMS set of features (or functionality) is outlined in the table below. Over time, govCMS intends to build on the feature set in line with what agencies require as they join the platform and after joining.

Table: govCMS features

Feature	Description
Compliance with Australian Government Web Guide Requirements	govCMS complies with all the Australian Government Web Guide requirements that can be controlled within the Drupal distribution, such as website branding, accessibility, structure, content and security.
Backup and auditing	govCMS will take regular backups of the website database and files. Audit logs will be maintained for 7 years.
Sophisticated workflow	govCMS allows agencies to create customised workflows with built in permissions from the management console. Customisation includes the moderation of drafts, the ability to review, publish and unpublish, as well as tailor settings for 7 distinct content types. The workflow retains content from all previous versions of each page which can be retrieved if required. Pages may be set to publish on a specific date and can be automatically unpublished after a specific date.

Feature	Description
White Sites (website templates)	govCMS has Agency and Ministerial white sites which agencies can use as a basis for your site.
Flexibility	<p>Agencies can implement their own standards compliant themes and customise their branding.</p> <p>govCMS provides a list of features which agencies can choose to use or not, simply by configuring govCMS.</p> <p>GovCMS suits small to large websites and will grow as agencies add or expand their websites.</p>
Forms	govCMS provides the ability to develop custom forms, such as 'contact us' and 'feedback' forms to gather basic information from website visitors.
Search	govCMS is flexible to use whatever search engine the agencies require. Interfaces are available for Funnelback, Apache Solr or Drupal CMS search.
Google website analytics	govCMS allows users to gather website analytics by embedding the Google analytics code.
Rich content editing	govCMS includes a 'What You See Is What You Get' (WYSIWYG) content editor, allowing content authors the ability to easily develop and edit content in a way that is familiar, such as the format used by Microsoft Word.
Responsive mobile device display	govCMS includes responsive design, so an agency's website content will display in appropriate formats no matter what device is used to view the website be it desktop, tablet or mobile.
News, Publication, Promotion, Event and Media release management functionality	govCMS provides publications, media and event management functionality that can be used to deliver announcements and information to the website audience.
Content preview prior to posting	govCMS allows content authors and approvers to preview the content as it would appear on the website, prior to publishing to the live site.
Blog	govCMS provides a blog interface that allows agencies to create a communication channel with users.
Search Engine Optimisation (SOE)	Optimise your website for search engines: Create and set customised URL paths, create custom page titles, update sitemap.xml and include specific key worded site content.

Feature	Description
RSS feeds	Create customised and aggregated content updates to interested website visitors and other websites with built-in RSS feeds.
AGLS metadata	govCMS allows agencies to apply the Australian Government Locator Service (AGLS) Metadata Standard set of descriptive properties to improve the visibility and availability of pages and resources on your website.
Media asset management	Provides a searchable asset library, allowing agencies to upload and re-use images and files throughout their website.
Drag and drop editing	Content can be edited in panel using drag and drop.
Other features	govCMS includes a range of other functionality including: XML sitemap, content tagging, and other features.

## 2.5. Can features be added to govCMS?

Features can be added to govCMS; however the features must first be checked for functional and technical suitability.

### Requesting additional features

If there are particular features that need to be included in the govCMS platform in order for the agency to join (or after joining), please discuss this with the govCMS Customer Relationship team. The steps are:

- Ask the Customer Relationship team to check if the functionality already exists in govCMS, is currently being worked on in a sprint or is in the backlog plan to be added.
- If functionality does not exist the agency submits a request via the govdex community website.
- The request is then checked for functional suitability as described below.
- If the feature is suitable it will be added to the product backlog plan. At regular intervals, the product backlog plan will be reviewed and tickets prioritised and collated for development. Any new modules to be added to the govCMS distribution must undergo certification by the Service Provider.
- Once certification is successfully completed new modules can be incorporated into the govCMS codebase and released to the shared environment.

## **Functional suitability**

Before a module can be added or a new module developed, the proposed functionality must be checked for suitability. Suitability is based on whether the functionality is:

- Beneficial for other agencies.
- Not detrimental to govCMS, e.g. does not introduce security, privacy or accessibility issues; can be maintained; not an alpha version.
- Funded. Note: Finance is committed to the ongoing development of govCMS and may explore funding options for new features.

## **Module Certification**

A module must go through a certification process undertaken by the Service Provider to ensure that the platform will not be compromised by the additional module. The certification confirms that there are no security vulnerabilities or compatibility issues with the platform.

Costs are levied for the certification process. Certification costs are less for modules developed by the Service Provider partners or developers with Acquia certification.

### **2.6. What information can be published on govCMS?**

govCMS uses public cloud infrastructure to host websites, therefore the only information permitted on the platform is Unclassified publicly releasable information. Information that is classified, carries a 'Dissemination Limiting Marker' (DLM), or is personal or sensitive information must not be stored on govCMS.

For more information on Information Security please refer to:

<http://www.protectivesecurity.gov.au/informationsecurity/Pages/default.aspx>

### **2.7. Who is responsible for govCMS security?**

govCMS is a shared security model. In short, agencies will be responsible for managing the staff user accounts that allow access to the website. If a staff member leaves the agency or moves to another role, it is the agency's responsibility to remove the user access rights. Agencies are also responsible to ensure that only publicly releasable, unclassified content without a DLM is uploaded to the govCMS website.

Other than management of staff user accounts and content, security will be managed on behalf of agencies whilst on govCMS. Maintaining the security of the govCMS platform is a shared responsibility between the Finance and our Service Provider. The govCMS web infrastructure, environment and application have undergone a thorough Information Security Registered Assessors Program (IRAP) assessment against the

Australian Government Information Security Manual<sup>2</sup> (ISM), which has identified and mitigated any risks.

The ongoing assessment of security by the Finance ensures that agencies are not burdened by having to undertake their own security assessment. Agencies are responsible for classifying their information and ensuring that risks to their information have been documented and accepted prior to using outsourced ICT arrangements, including Public Cloud. Finance can provide documents to assist agencies in this regard.

## 2.8. What are agency responsibilities?

An agency will be responsible for the following:

### **Managing staff user accounts**

The agency manages all staff user accounts that allow access to the website. If a staff member leaves an agency or moves to another role, it is the agency's responsibility to remove the access rights of that staff member's account.

### **Content**

The agency will be completely responsible for all content and information that is published or stored within the content management system.

### **Maintaining accessibility compliance**

govCMS provides agencies with websites that are able to meet WCAG 2.0<sup>3</sup> AA accessibility requirements. Agencies are responsible for ensuring that their website remains accessibility compliant once content has been added to the WCAG compliant base theme or the agency develops their own theme. Finance can support agencies in procuring an accessibility evaluation.

### **Freedom of Information (FOI) requests**

Finance is responsible for FOI requests concerning the govCMS system generally. Each agency is responsible for requests concerning an agency's site or information hosted on govCMS.

### **Privacy**

Finance is responsible for ensuring that the system is designed, built and maintained in accordance with Australian Government privacy principles and requirements.

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<sup>2</sup> <http://www.asd.gov.au/infosec/ism/>

<sup>3</sup> <http://www.w3.org/WAI/intro/wcag>

Agencies are responsible for ensuring that it meets the mandatory privacy requirements of the Australian Government Web Guide<sup>4</sup>.

### **Moderation of blogs etc**

Agencies are responsible for the comment moderation policy and managing the moderation process for their websites.

### **Named support contacts**

The agency needs to ensure that the 'named support contacts' that are provided to the Service Provider are up to date.

### **Decommissioning a site**

Agencies are responsible for advising Finance when they want to decommission a site.

### **Billing**

The agency needs to ensure that invoices are paid on time and in full.

### **Expected usage peaks**

The agency needs to notify the govCMS Customer Relationship team of any expected upcoming usage peaks.

### **Security**

Agencies are responsible for classifying their information and ensuring that risks to their information have been documented and accepted prior to using outsourced ICT arrangements, including Public Cloud. Finance can provide documents to assist agencies in this regard. For further information refer to:

<http://www.protectivesecurity.gov.au/informationsecurity/Documents/AustralianGovernmentInformationSecurityManagementGuidelines.pdf>

## **2.9. Who is the govCMS Service Provider?**

Finance has contracted Acquia, a company founded by the creator of Drupal, Dries Buytaert. Acquia was chosen through a competitive tender process and was found to be very capable of delivering the govCMS solution. Of particular importance to govCMS are the tools that Acquia utilise to manage hundreds of websites allowing updates, patches and additional functionality to be rolled out to all websites simultaneously.

Acquia's considerable expertise and experience running large scale Drupal based content management systems was key to their selection as the govCMS solution

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<sup>4</sup> <http://webguide.gov.au/>

partner. Other factors were considered and Acquia was found to be suitable, such as experience working with government (Australian governments at Commonwealth and State levels, and overseas governments), the enterprise level support, and the value for money that their solutions represent to the Australian Government.

Through its professional services partner model, Acquia has partnered with a number of companies who provide hosting and additional services. There is a process for companies to become Acquia partners. Finance approves these partners and adds them to the list of partners in its contract with Acquia, so that there is a primary party responsible for the delivery of services - Acquia. Factors considered include how the partner complies with security and other requirements.

### **Hosting services**

Acquia has partnered with Amazon Web Services (AWS) to provide the public cloud platform that powers govCMS. Other partners provide services including Distributed Denial of Service (DDoS) protection, and network and system activity logging.

### **Additional services**

Service partners are able to provide the following types of services:

- Website review, design, development and implementation including theming and visual design.
- Website migration.
- Content strategy, user experience design and information architecture design.
- Custom module development.

See section 5 'Additional website services' for details of additional services.

## **3. How can I join govCMS?**

### **3.1. How do I onboard to govCMS?**

There are four pathways for agencies to join govCMS, depending on whether a new website is being created or an existing website is being migrated to govCMS. If an existing website is being migrated, the onboarding procedure is different depending on whether they are built in Drupal, and whether they use the govCMS Drupal distribution. The high level steps for onboarding scenarios are summarised below.

#### **Existing website using govCMS Drupal distribution**

1. Review configuration and codebase of existing website to see whether the current website matches govCMS.

2. 'Forklift' website from current host to govCMS.
3. Once the new website has been tested and confirmed to be ready for go-live, the website domain will be pointed to the new govCMS website.

### **Existing website using other Drupal distribution**

This scenario may require changes to the govCMS distribution if the distribution does not contain all the functionality required for the site. A request would need to be submitted for new functionality.

1. Review configuration and codebase of existing website to see whether the current website matches govCMS.
2. Confirm whether the agency wants to redesign the website whilst moving to govCMS.
3. If required, undertake redesign using govCMS distribution as the base, or use existing design and retrofit to govCMS base.
4. Map and migrate content from old website to new website.
5. Once the new website has been tested and confirmed to be ready for go-live, the website domain will be pointed to the new govCMS website.

### **Existing non Drupal website**

This scenario may require changes to the govCMS distribution if the distribution does not contain all the functionality required for the site. A request would need to be submitted for new functionality.

1. Review configuration and codebase of existing website to see whether the current website matches govCMS.
2. Confirm whether the agency wants to redesign the website whilst moving to govCMS.
3. Undertake redesign using govCMS distribution as the base, or use existing design and retrofit to govCMS base.
4. Map and migrate content from old website to new website.
5. Once the new website has been tested and confirmed to be ready for go-live, the website domain will be pointed to the new govCMS website.

### **New website using a white site as a template**

1. Confirm whether an existing govCMS website should be used as a base website to be modified to suit the agency's design requirements, or whether a full website design is required.

2. Website is provisioned in govCMS and access to the content management system is provided to the agency.
3. Agency is able to build out the website, including applying the website design where required.
4. Once the new website has been tested and confirmed to be ready for go-live, the website domain will be pointed to the new govCMS website.

### 3.2. What are the next steps to join govCMS?

If an agency is interested in joining govCMS, contact the govCMS Customer Relationship team to discuss the next steps for joining govCMS. There are some requirements an agency website must meet in order for the website to join the common platform. These can be discussed in further detail with the govCMS Customer Relationship team; however as a brief overview the following factors need to be considered.

#### **All websites on govCMS share the same govCMS Drupal codebase**

The economy of scale benefits of govCMS are driven by the requirement that all websites on the platform must share the same underlying codebase on which all websites are built. The underlying codebase for govCMS is the govCMS Drupal distribution. This does not mean that all websites on govCMS must look the same; each website can be customised and adapted to suit your agency's website. For example, agency websites can have their own look and feel, and can have as many or as few features activated in the feature list.

#### **We need to be able to estimate your expected page view usage**

In order to efficiently allocate cloud resources for govCMS, the agency will need to be able to advise the govCMS Customer Relationship team in Finance of the expected traffic to the websites on govCMS. To do this, we will request the previous 12 months of the agency's website analytics data showing how many page views your websites have received, and we will need to understand whether you are expecting periods of increased or decreased usage over the next 12 months.

#### **We need to be able to track the number of page views your website receives**

To accurately predict required capacity, all govCMS websites will need a govCMS Google Analytics tracking code to be embedded in the website. This will only be used for the purposes of recording the number of page views a website receives. An agency can continue to include their Google Analytics tracking code on the website so there is continuity of your existing analytic data set.

### 3.3. What if govCMS doesn't meet my requirements?

We understand that some websites will have complex requirements that may not be suitable for govCMS. We do have a number of options available for websites with complex requirements, please discuss this with the govCMS Customer Relationship team.

## 4. What are govCMS hosting plans & costs?

govCMS plans are designed to allow agencies the freedom to migrate one or multiple websites to the govCMS platform. The total usage of all the websites determines which is the most suitable plan for the agency.

There are three components to the govCMS plans:

### govCMS Hosting cost

This ongoing plan cost is charged based on the sum of all page views that the agency receives across all of the websites they have on govCMS.

### Per website ongoing oncost

A per year cost is charged for each website that exists on the govCMS platform. This covers the cost of ongoing patching, updates, maintenance and performance optimisation of the website.

### Per website establishment cost

A once off website establishment cost is charged for each website migrated to the govCMS platform. This covers the cost of provisioning and establishing the website.

The following table outlines the govCMS plans.

Table: govCMS hosting plans

Plan details	Plans					
	Micro	Mini	Small	Medium	Large	Large+
govCMS Hosting Price (per year)	\$4,500	\$7,500	\$20,000	\$50,000	\$125,000	On request
Page view allowance (per	5,000	15,000	125,000	600,000	2,000,000	Required amount

month)						
Per website ongoing oncost (per year)	\$1,000 website capped at \$3,000	\$3,000 / website capped at \$9,000	\$6000 / website capped at \$18,000	\$6000 / website capped at \$30,000	\$15,000 / website capped at \$75,000	On request
Per website establishment cost (once off)	\$750 per website	\$2,500 / website	\$2,500 / website	\$2,500 / website	\$2,500 / website	On request

The following examples explain how the pricing structure works:

### Example 1

Agency A has three websites and wants to join the govCMS platform. The three websites have the following usage profile:

Table: Example 1 website details

Websites	Page views per month
Website 1	80,000
Website 2	15,000
Website 3	5,000
<b>Total</b>	<b>100,000</b>

The total price for the agency would be as follows:

Table: Example 1 pricing

Component	Plan details		Costs
1	Plan best suited to	Small (up to 125,000 page views per month)	\$20,000 (per year)
2	Per website ongoing cost	3 websites x \$6,000 / website	\$18,000 (per year)

	(per year)		
3	Per website establishment cost (once off)	3 websites x \$2,500 / website	\$7,500 (once off)
<b>Total cost (first year, includes once off establishment costs)</b>			<b>\$45,500</b>
<b>Total cost (second year onwards)</b>			<b>\$38,000</b>

This equates to an ongoing cost to run each website of roughly \$12,700 per year (second year onwards).

## Example 2

Agency B has five websites and wants to join the govCMS platform. The five websites have the following usage profile:

Table: Example 2 website details

Websites	Page views per month
Website 1	200,000
Website 2	100,000
Website 3	75,000
Website 4	45,000
Website 5	10,000
<b>Total</b>	<b>430,000</b>

The total price for the agency would be as follows:

Table: Example 2 pricing

Component	Plan details		Costs
1	Plan best suited to	Medium (up to 600,000 page views per month)	\$50,000 (per year)
2	Per website ongoing cost (per year)	5 websites x \$6,000 / website capped at \$30,000	\$30,000 (per year)
3	Per website establishment cost (once off)	5 websites x \$2,500 / website	\$12,500 (once off)
<b>Total cost (first year, includes once off establishment costs)</b>			<b>\$92,500</b>
<b>Total cost (second year onwards)</b>			<b>\$80,000</b>

This equates to an ongoing cost to run each website of roughly \$16,000 per year (second year onwards).

### Example 3

Agency C has one website and wants to join the govCMS platform. The website has the following usage profile:

Table: Example 3 website details

Websites	Page views per month
Website 1	10,000
<b>Total</b>	<b>10,000</b>

The total price for the agency would be as follows:

Table: Example 3 pricing

Component	Plan details		Costs
1	Plan best suited to	Mini (up to 15,000 page views per month)	\$7,500 (per year)
2	Per website ongoing cost (per year)	1 website x \$3,000 / website	\$3,000 (per year)
3	Per website establishment cost (once off)	1 website x \$2,500 / website	\$2,500 (once off)
<b>Total cost (first year, includes once off establishment costs)</b>			<b>\$13,000</b>
<b>Total cost (second year onwards)</b>			<b>\$10,500</b>

## 5. Additional website services

### 5.1. What additional services can be purchased?

Agencies can access a number of additional services through govCMS, including:

- Drupal website design and development, including theming and visual design.
- Website migration services, including migration from other Content Management Systems to Drupal, and page content migration.
- Content strategy.
- User Experience (UX) design.
- Information Architecture (IA) design.
- Custom module development.
- Custom web application development.
- Drupal consulting.
- Full website design, development and implementation.

### 5.2. Design, development & implementation packages

govCMS offers a flexible model for the delivery of service such as design, development and implementation. These services can be provided by the govCMS Service Provider or partners. We are happy to create a package of services that works within your timeframe and budget.

Examples of packages are:

- 'Assisted lift and shift' - Where assistance is provided for configuration and to get an agency started with populating site content. The agency then completes content population and performs steps through to site go live. The agency may require assistance with migrating the site but does not require redesign or development.
- Discovery phase only - Identifies site purpose and requirements, and evaluates the existing site. The output of discovery is a plan with estimated costs (including redesign and development if applicable).
- Full redesign, development and implementation of the agency's website.

### 5.3. How do I procure these services?

Agencies can discuss their needs for services with the govCMS team.

Agency will need to satisfy their own internal procurement rules before agreeing to the delivery of the services. If the agency decides to go ahead with the services the agency signs an MOU with Finance. Finance then develops a work order for the delivery of the services with the Service Provider.

### 5.4. Can I use other providers for additional services?

Agencies are not required to use the govCMS Service Provider for the additional services and are free to procure their own service providers, or to utilise their internal teams to undertake work. However there are important points to note:

- As outlined in section 2.5 'Can features be added to govCMS?', where an agency requests that additional functionality is incorporated into the govCMS distribution, that request is considered by Finance to ensure that the functionality is suitable for incorporation into govCMS.
- As outlined in section 3.2 'What are the next steps to join govCMS?', agencies will need to ensure their service provider or internal teams are able to undertake the work in line with the requirements to have a website hosted on govCMS.
- As outlined in section 2.5 'Can features be added to govCMS?', where a service provider or agency team develops a custom module or requests that an existing module be used, the module will be required to go through a 'certification process' to ensure that the platform will not be compromised.

### 5.5. Can I estimate redevelopment & hosting costs?

Costs for hosting one or more websites are based on the number of page views for all websites per month. A list of plans based on page views is available – see section 4 'What are govCMS hosting plans & costs?'

govCMS has an arrangement in place with its Service Provider to conduct a 'discovery' exercise - one of the options mentioned in section 5.2 'Design, development & implementation packages'. Discovery is designed to help agencies understand whether Drupal based govCMS is right for their website, and to understand how much effort would be required to join govCMS. A written report is provided detailing the planned steps and estimated cost.

## **6. How do I sign up & pay for govCMS?**

### **6.1. Startup - hosting & additional services; MOU**

Once an agency has decided that they would like to join govCMS, the following steps will formalise the agreement between Finance and the agency.

#### **Procurement**

Agencies will be required to follow their internal procurement process to ensure that they are procuring a service that suits their requirements and provides value for money.

#### **Hosting services**

Finance will work with the agency to agree on the appropriate govCMS hosting plan.

#### **Additional services - Statement of Work developed**

Where additional services are required, Finance and the agency will work together to develop a Statement of Work for the Service Provider.

#### **Additional services - Quote**

The Service Provider will respond to the Statement of Work with a quote. Finance and the agency will work together to ensure that the quote meets the requirements of the agency.

#### **Memorandum of Understanding (MOU) & commencement of work**

Once the service quote is deemed acceptable (if applicable), Finance and the agency will enter into an MOU<sup>5</sup> that outlines both the agreed govCMS hosting plan and the detail of any additional services to be delivered by the Service Provider. It also outlines the responsibilities of all parties and the respective commitments each party is expected to fulfil.

An attachment to the MOU will outline the final and agreed hosting fee and any one-off additional service fees.

Once both agencies have signed the MOU, work can begin on provisioning the govCMS hosting environment and the delivery of any additional services.

#### **Site provisioning**

A site on the production environment will be provisioned:

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<sup>5</sup> The MOU is suitable for Commonwealth, state and local government agencies.

- A developed site will be moved ('forklifted') into the environment; or
- A white site (templated website) is cloned in the environment (for an agency to configure and add theme).

Finance will raise a support ticket with the Service Provider to provision the new site. The ticket will be actioned by an Acquia Technical Account Manager (TAM).

### **Invoice to agency for hosting**

Finance will raise an invoice for the annual hosting plan specified in the MOU. 30 days payment terms apply.

### **Additional services – Services delivered & invoice paid by Finance**

Finance, the agency and the Service Provider will work together to have the additional services delivered. The Service Provider will invoice Finance upon completion of work or based on agreed milestones. On confirmation from the agency that the services have been received in full, Finance will pay the invoice on behalf of the agency.

### **Additional services – Agency invoiced**

Finance will invoice the agency for the additional services that were delivered by the Service Provider and paid for by Finance. Finance passes the providers invoiced amount through to the agency. 30 days payment terms apply.

## 6.2. Review of hosting plans and fees

### **Annual review**

govCMS hosting services will be charged to agencies annually in advance. This is in line with the method that Finance will pay the govCMS Service Provider. Where an agency is consistently and significantly above usage allocation, agencies will be directed to move to a more appropriate plan.

3 months prior to the anniversary date of your annual subscription, we will analyse your previous 12 month's website usage data to determine whether you are on the most appropriate plan. Where your usage is below the plan you are currently on, we will suggest an option of shifting to the lower cost plan. Where your usage has been consistently higher than the plan you are on, we will suggest that you move to the plan that is appropriate based on your usage.

### **Excess page view usage**

If an agency regularly consumes (i.e. three months consecutively) page views more than 30% in excess of the assigned page views, Finance will review the suitability of the

selected govCMS hosting plan. Agencies should communicate with Finance if there are any expected and long term increases in usage of the website.

### 6.3. GST

GST is payable on all hosting services and other services invoiced by Finance. Non-Corporate Commonwealth Entities (NCCE) under the Commonwealth PGPA Act are exempt from paying GST.

## 7. What govCMS training is available?

govCMS includes access to online training for agencies and can facilitate access to additional training, such as face-to-face training, if required.

### 7.1. Included govCMS training

Agencies using govCMS get access to the following online training as part of the subscription cost:

#### **Drupalize.me Online Video Training**

Access to over 700 Drupal how-to videos including getting started with Drupal tutorials, such as:

- Introduction to Administering Drupal
- Getting Oriented with Drupal
- Creating Content
- Explaining Content Types
- Administering Users
- Administering Content
- Administering Menus
- Images and Input Formats

There are 10 separate online logins that provide access to online learning.

### **Acquia Library Online knowledge base**

Acquia Library includes hundreds of articles including How-To's, FAQs, and Knowledge Base articles have been added to the Acquia Library, with new content added every day.

#### **7.2. Additional govCMS training**

A range of courses for content authors and technical staff are available. Contact the govCMS Customer Relations team for details.

## **8. What are the govCMS support arrangements?**

govCMS has been designed to reduce the time and effort agency staff spend managing the content management system that drives their website, to allow more time for staff to spend working on the website content.

#### **8.1. Support policy**

Support is provided for govCMS as follows:

- Support services are available immediately upon signing the MOU with Finance.
- Support is primarily provided by the Service Provider, Acquia.
- Finance provides some online support resources.
- Acquia is the first point of contact for support if you cannot resolve your issue or question using online resources provided by Acquia and Finance.

#### **8.2. What support services are included?**

Support services include:

- Background operational services that keep your websites and the supporting platform running.

- Acquia Support services accessed by agencies including Service Desk and online materials and training.
- Finance provided support resources.

### 8.3. Operational support services

Most of the included services occur in the background and agencies will never have to worry about them they - just get done. The following support services are included to support all govCMS websites:

#### **Managed hosting infrastructure**

All infrastructure is managed by our Service Provider. This includes resource management of physical and virtual infrastructure. Operators are able to increase resources during unexpected peak periods to ensure that websites continue serving information seamlessly.

#### **Platform software**

The platform software is managed by our Service Provider, including optimisation, patching and security updates for the LAMP software stack (Linux, Apache, MySQL and PHP).

#### **Managed application (Drupal) support**

govCMS websites run on a central govCMS codebase that is jointly managed by the Service Provider and Finance. Drupal core and security updates and patches are tested and applied. Updates to Drupal result in teams having to test to make sure the new update hasn't broken the website (known as regression testing).

#### **Website monitoring**

Our Service Provider monitors all govCMS websites continuously 24x7. They have engineers deployed around the world in a follow-the-sun model, meaning engineers are always available in the event of any issues. This team can scale up resources automatically to meet unexpected demand, and they proactively monitor and address performance issues and outages.

#### **Disaster recovery**

The govCMS platform is highly available, having a website uptime of 99.95% each month. In the event that one of its data centres (in the Sydney region) is affected the system automatically fails over to the other data centre. In the unlikely event that both data centres are affected, the Service Provider will make all efforts to recover services.

## **DDoS protection**

Distributed Denial of Service attacks occur when a website is placed under heavy load designed to disrupt the website service. We are working with our Service Provider and an additional DDoS expert provider to ensure that the platform is protected from DDoS attacks.

## **Security assessment**

The govCMS environment has undergone an IRAP assessment. As all govCMS websites exist in the same environment, this assessment covers all websites meaning the burden on agencies to assess their own websites will be removed. Agencies are still responsible for accepting the security risk profile of govCMS hosted on the public cloud. Finance can provide documents to assist agencies in this regard.

## **Accessibility compliance**

govCMS provides agencies with websites that can meet WCAG 2.0 AA accessibility requirements. Agencies are responsible for the ongoing management of the content and themes to ensure their site remains accessible.

## **8.4. Acquia Support services**

Where an agency has a specific support or service request these requests can be lodged directly with the Service Provider. Upon joining govCMS we will request 2 to 6 agency representatives to be listed as 'named support contacts' with the Service Provider. This allows those contacts to lodge issues and requests. Acceptable types of support and service requests include:

- Drupal Application Support – The diagnostic support of the Client's Drupal applications.
- User Account Support – Updating the named support contacts.
- Advisory Support – Agencies may engage in advisory support discussion with Acquia on best practices for generic topics including security, migration, performance tuning, module development and Drupal site architecture.

Where an agency is looking for specific Drupal support, such as how to edit content or the presentation of content on the website, these issues should not be lodged with the Service Provider. Instead agencies should refer to the online training videos (outlined in section 7.1 'Included govCMS training').

## **8.5. Accessing Acquia Support**

## Support process

Named support contacts can contact Acquia Support to submit requests via phone or online (preferred method).

Acquia's Australian support centre hours are 8:00am - 6:00pm AEST Monday to Friday (business days). Outside these hours Acquia uses a 'follow the sun support model' i.e. calls to the Australian support centre are diverted to the Europe or US support centre. The combined coverage is from 8am Monday to 11am Saturday AEST (without accounting for daylight saving time in Australia or the northern hemisphere). Critical requests are responded to 24x7, and other requests are responded to during business hours. See section 9.1 'What are the govCMS service levels?' for the maximum initial response time.

During public holidays support for critical requests is available as described above. Non-critical requests submitted online will be addressed on the next business day. The Australian support centre is not staffed on public holidays.

Once you have signed the MOU with Finance, support is available immediately. At that point we will provide you with a copy of the govCMS Support Guide and set up the named support contacts so that you can start using Acquia Support.

## 8.6. Finance support resources

Finance provides the following online resources:

- Publicly available resources are found on the govCMS website - <http://govcms.gov.au/>.
- Resources for existing customer agencies are available on the 'govCMS' community in govdex - <https://govdex.gov.au/confluence/display/govcmscn/govCMS+Customer+Network+Home>. Access to this govdex community will be set up as part of the govCMS onboarding process.
- The forum on the govCMS Customer Network community on govdex – <https://govdex.gov.au/confluence/display/govcmscn/Forum> - is available for posting questions on govCMS. Questions will be answered by Finance staff or govCMS users.

## 9. Are there govCMS service levels?

A Service Level Agreement (SLA) is in place with the govCMS Service Provider. The service level agreement covers website availability, and maximum initial response time to support/service requests. All agencies that use govCMS are covered by this SLA.

## 9.1. What are the govCMS service levels?

### Website availability

The govCMS Service Provider has stated that they will make all commercially reasonable efforts to make govCMS websites available for 99.95% of the time in any calendar month. In terms of minutes of website unavailability, this equates to 22 minutes in a calendar month.

There are a number of reasonable conditions to this SLA, including scheduled maintenance work, however it is noted that there will be no more than 2 hours of scheduled maintenance downtime per calendar year. Where scheduled maintenance is to occur that will result in an outage, the downtime will occur between 11pm and 7am and all govCMS customers will be notified at least 48 hours prior to the commencement of the scheduled work.

### Maximum initial response time to support/service requests

The Service Provider defines the level of urgency for support requests and maximum initial response times – see the following table.

Table: Support request urgency definitions and maximum initial response time

Urgency	Description	Maximum initial response time
Critical	Customer's production system is inoperative; or Customer's production operations or productivity are severely impacted with no available workaround; or is a critical security issue.	30 minutes, 24x7
High	Customer's production system is operating but issue is causing disruption of Customer's business operations; workaround cannot be used for an extended period. This is the highest designation available for development and help desk questions.	1 hour during business hours
Medium	Customer's system is operating and the issue's impact on the Customer's business operations is moderate to low; a workaround or alternative is available.	2 hours during business hours

Low	Issue is a minor inconvenience and does not impact business operations in any significant way; issues with little or no time sensitivity.	1 business day
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The Service Provider has outlined that they will work diligently to develop a fix or workaround in the most expedient manner possible. If required, govCMS can escalate a support/service request, which will notify and involve the Service Provider’s Support Leadership Team.

## 10. What if I leave govCMS?

One of the core principles of govCMS is ‘no vendor lock in’. Agencies should be free to move their website from the govCMS service to any other hosting provider without having to pay to exit the platform.

### 10.1. Will my website function on another platform?

With the ‘no lock in’ principle in mind, we have structured govCMS in a way that will allow agencies the freedom to migrate their website off the govCMS platform.

govCMS allows agencies to export the database, site files (images, PDFs, files, etc) and Drupal site code. These files can then be uploaded on many other hosting providers, and the website will function as it did on govCMS.

### 10.2. Will I get a refund if I leave govCMS?

Unfortunately in order to provide a low cost service to all agencies on the platform, we require the ability to predict annualised inflows and outflows. As such, we are unable to refund any remaining prepaid hosting cost if an agency leaves part way through the annual subscription.