



Acquia[®]

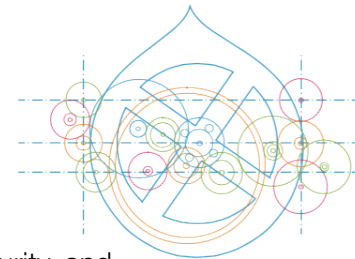
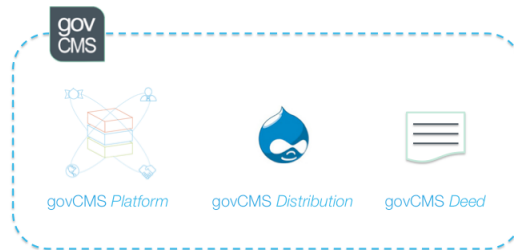
govCMS GUIDE v1.0

Introduction

govCMS is a content management and website hosting service designed for Australian Government websites, launched in March 2015 by the Commonwealth Department of Finance. govCMS is available for Federal, State and Local Australian government agency Unclassified websites. The primary purpose is to make it easier for agencies to create modern, affordable, government standards-compliant, mobile-friendly websites to better connect government with its citizens.

tl;dr

govCMS is made from three parts; a cloud platform, a Web CMS product and a procurement mechanism.



The Australian-based platform includes 24x7 support, and ticks all the boxes for security and compliance. The Drupal CMS is pre-configured for Australian-government websites. The platform and CMS are continuously updated, managed and tested.

The Deed is the contract between the Commonwealth Department of Finance (Finance) and Acquia for the management of the govCMS platform. Government agencies will complete a Memorandum of Understanding with Finance to access the platform and Professional Services.

Let's re-use

The govCMS program provides a framework for agencies to develop new functionality and contribute back so that everyone else benefits from individual investment.

When considering govCMS, agencies can make use of the CMS and platform evaluation from govCMS alongside their own assessment to save time when starting a digital transformation project.

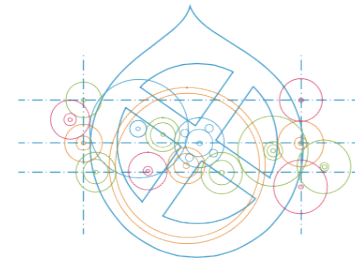
govCMS aims to remove duplication of effort by providing a completed IRAP security Assessment, and the SaaS platform includes a DDOS protection layer.

I'm different

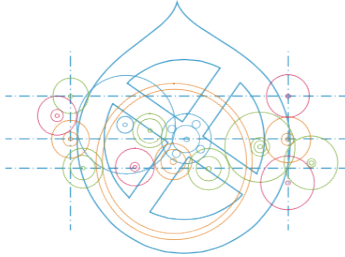
Existing Australian government website functionality has been assessed, and whilst you'd be surprised how much you can achieve with a shared platform, we also recognise it isn't for everyone. govCMS includes a dedicated cloud option that allows you the freedom to independently customise whilst still remaining secure and supported.

Benefits of govCMS

- **ACCESSIBLE**
 - The govCMS distribution (govCMS core functions and features) is WCAG AA compliant and follows best practice service design, based on the Australian Government's emerging Digital Service Standard.
- **SECURE**
 - Ease the pain of compliance with a security-accredited service where the platform and the code is proactively tested, updated and maintained for you to ward off any threats.
- **RELIABLE**
 - Have confidence that the govCMS platform is architected with redundancy at each layer, runs load balancers and a CDN, completes disaster recovery backups and is monitored 24x7 by a global team to ensure high availability.
- **SAVING YOU TIME**
 - govCMS gives you back your time. Time that is normally spent on red tape – procurements, vendor proposal assessments, contract negotiations, deeds of standing offer, work orders, invoicing, security and accessibility compliance.
- **SIMPLE INTERFACE**
 - The govCMS administrator interface is simple to use. You will be able to create and update content with the visual editor without knowledge of HTML coding.
- **AFFORDABLE PRICES**
 - govCMS offers great value for money as it leverages from the public cloud infrastructure to reduce hosting and software maintenance costs for government. The platform is more than just hosting; it includes complete cloud management, 24x7 application support and completed IRAP security assessment and DDOS protection software.
- **OPEN SOURCE**
 - govCMS is built on Drupal Open Source Software allowing reuse and adaptation of solutions from around the world. All govCMS changes go through a certification process to maintain the integrity of govCMS. Oh, and there is no license fee for the software and no vendor lock-in.
- **RESPONSIVE**
 - With Government website audiences increasingly mobile, and new devices appearing all the time, rest assured that govCMS will provide a responsive solution without any effort on your part. Your website will look and work great on any device.



ALIGNMENT TO POLICY	
Policy for eGovernment and the Digital Economy	govCMS supports the Government's policy for eGovernment and the Digital Economy
Policy for Open Source Software	govCMS supports the Open Source Software Policy offering benefits around re-use and interoperability as well as the associated cost savings
Cloud Computing Policy (version 3)	govCMS aims to simplify Government ICT and eliminate duplicated activities across agencies by requiring use of shared or cloud services where minimum efficient scale hurdles are not met
Digital Service Standard	govCMS follows best practice service design, based on the Australian Government's emerging Digital Service Standard led by the Digital Transformation Office



Department of Finance

The govCMS program is managed by the Online Services Branch at the Commonwealth Department of Finance under the Australian Government CTO, John Sheridan.

...Open source technologies like Drupal, when paired with an open cloud platform like Acquia Cloud, are creating efficiencies in government and disrupting the way we deliver digital citizen experiences -- for the better.

John Sheridan, Australian Government CTO



govCMS, the Drupal distribution

The govCMS Drupal *distribution* is a collection of Drupal Core and Drupal modules combined to allow the quick creation of Australian government websites. The distribution is maintained and managed by the govCMS team at the Department of Finance.

The govCMS Distribution is available on Drupal.org and GitHub:

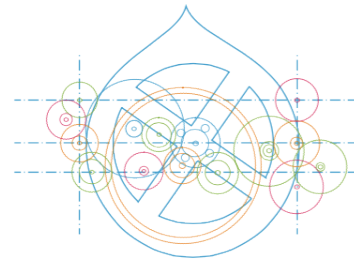
- <https://www.drupal.org/project/govcms>
- <https://github.com/govCMS/govCMS>

You can play with the govCMS distribution by deploying to a free cloud environment, or downloading Acquia Dev Desktop:

- Try govCMS on Acquia Cloud Free: <https://insight.acquia.com/free/register?distro=govcms®ion=ap-southeast-2>
- Download govCMS on Acquia Dev Desktop: <https://www.acquia.com/downloads>
- Installing govCMS on Acquia Dev Desktop in two minutes <https://www.youtube.com/watch?v=KqNWuKWs-pU>

The aim of the govCMS distribution is to meet the common requirements of government websites in a secure and scalable architecture. Agencies can request that new functionality is added to the distribution. Requests will be evaluated by the govCMS team and designed in a way that does not impact the operation of all other sites currently deployed on govCMS.

As changes are made to the govCMS distribution, agencies will benefit from that investment and will have the option to 'turn on' that new functionality on their website.

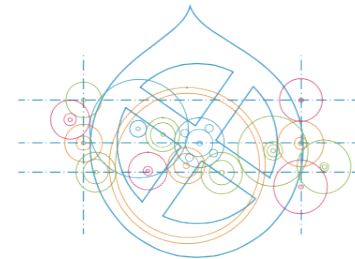


govCMS distribution Features

govCMS provides the features you'd expect from a leading Web CMS platform, including:

- Flexible look and feel with complete freedom to change the Drupal Theme
- Mobile and Tablet ready with a Responsive design, including the authoring and approval functionality
- Common visual features like Slide Shows
- Built-in rich Apache Solr search with faceting
- Customisable Publishing Workflows with built-in permissions from the management console. Customisation includes the moderation of drafts, the ability to review, publish and un-publish, 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.
- Drag-and-drop Page Layout adjustments

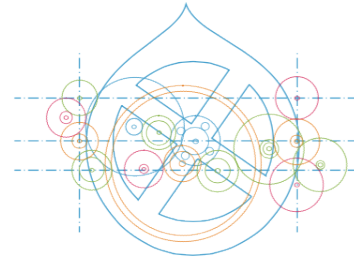
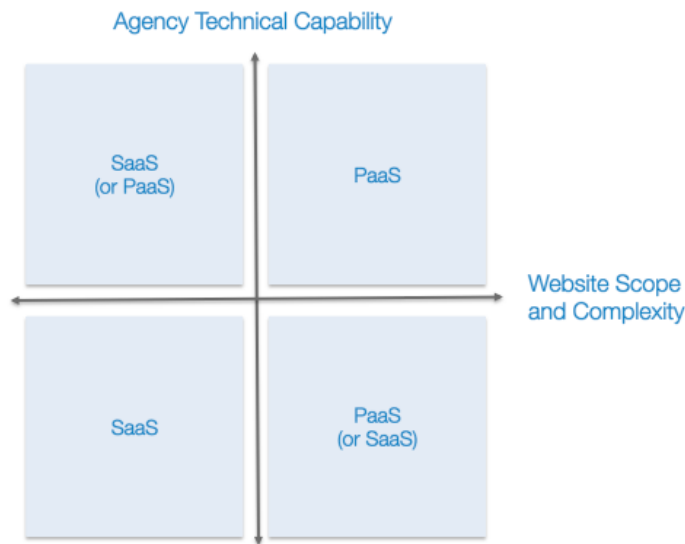
- WYSIWYG content editor allowing content authors the ability to easily develop and edit content in a way that is familiar, such as the format used by Microsoft Word.
- Granular roles and permissions across the website that can be configured to meet any requirements
- Custom Forms, such as ‘contact us’ and ‘feedback’ forms to gather basic information from website visitors
- Starter Content Types with the ability to customise to meet any requirements
- Streaming media (videos) can easily be embedded to your website from major services like YouTube and Vimeo or from internal video players
- Google Analytics integration
- Publications, media and event management functionality that can be used to deliver announcements and information to the website audience
- Social media feeds
- Content preview prior to posting, allowing content authors and approvers to preview the content as it would appear on the website, prior to publishing to the live site
- Blog interface that allows agencies to create a communication channel with website visitors
- Search Engine Optimisation (SEO): create and set customised URL paths, create custom page titles, update sitemap.xml and include specific key worded site content
- RSS Feeds to create customised and aggregated content updates to interested website visitors and other websites
- AGLS meta-data: 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 providing a searchable asset library, allowing users to upload and re-use images and files throughout their website
- Content tagging to enrich your data



Platforms: SaaS or PaaS

There are two platforms available with govCMS:

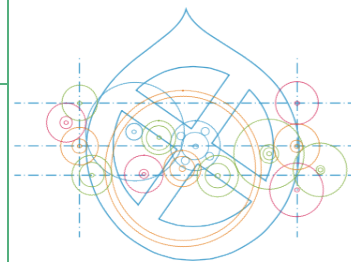
- **SaaS Platform:** Software-as-a-Service (SaaS) - a managed platform that means you can focus on your content
- **PaaS Platform:** Platform-as-a-Service (PaaS) - a dedicated cloud environment for your site, allowing complete customisation



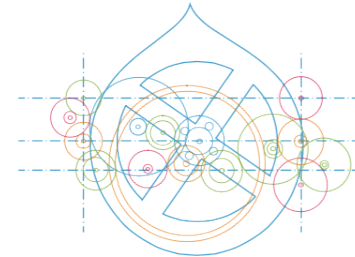
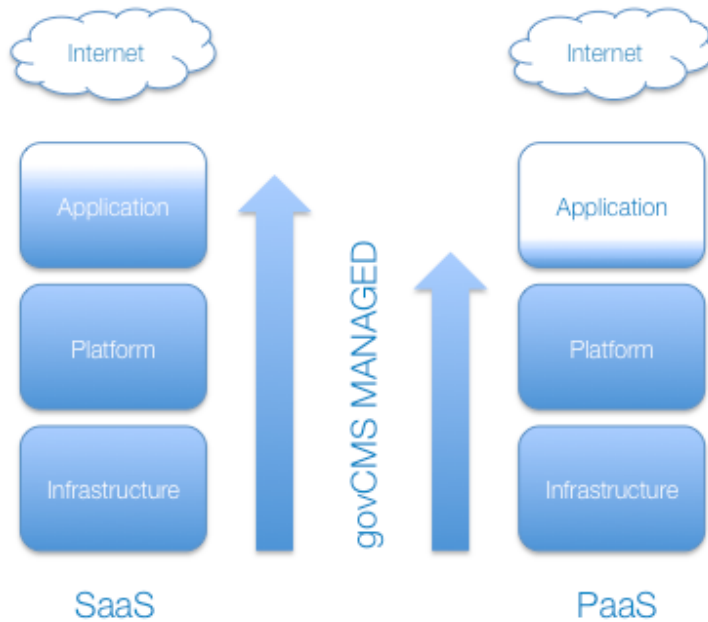
The SaaS Platform govCMS Platform is a deployment of Acquia Cloud Site Factory (ACSF) in Australia. ACSF is a Drupal-tuned cloud Software-as-a-Service (SaaS) platform that allows easy control of many websites based on a single Drupal codebase. ACSF is also used by organisations such as Pfizer, the City of Los Angeles, and Warner Music.

The PaaS Platform govCMS Platform is a dedicated instance of Acquia Cloud Enterprise (ACE) in Australia. ACE is a Drupal-tuned cloud Platform-as-a-Service (PaaS) that allows agencies to build functionality beyond the capability of the current govCMS distribution. ACE is used by thousands of organisations around the world, including sites like Weather.com, Flight Centre, IAG Insurance, The Economist, and The Grammy's.

	SaaS Platform	PaaS Platform
Agency Development Capability	Low to High	Medium to High
Website Complexity	Low	Low to High
Amount of content	No limit	No limit
Start with the govCMS distribution	Yes	Yes
Customise the govCMS distribution	Requests via an open process on GitHub	Yes
Application Management	Yes	No
CDN DDOS Protection	Included	Not included (Acquia Edge Protect available outside of govCMS Rate Card)
IRAP Assessment	Platform and Application completed	Platform completed
Security Officer	Included	Not included
Multi-tier server architecture	Yes	Yes
Security updates	Platform, Drupal Core and Drupal Modules	Platform, Drupal Core and Drupal Modules
Commitment to make development outcomes available to the Open Source community	Yes	Yes
Penetration testing	Included	Not included
Benefit from new govCMS functionality as it is developed	s, distribution is tested	, but requires regression testing against customisations



Security: IRAP Assessment



Both the SaaS Platform and PaaS Platform have completed an IRAP Assessment.

With the SaaS Platform, the responsibility for the infrastructure, platform and application is managed by Finance. The Agency is responsible for the content of the site, the content approval process and the personnel they provide access to.

The SaaS platform covers:

- Drupal Layer, including an automated site review tool (Acquia Insight)
- Network Layer Security
- OS Layer Security, including patches and vulnerability scans
- Platform Controls, including backups and 24x7 monitoring
- Physical Security
- Corporate Controls, including policies and procedures, change control, incident reporting, and security training

For PaaS Platform, given that custom development can introduce vulnerabilities, the Agency takes responsibility for the Drupal application layer.

The System Security Plan for both platforms is available from Finance.

govCMS SaaS Platform Pricing

Includes:

- 1 year High Availability cloud hosting
- 24x7 cloud operations monitoring and management
- 24x7 unlimited application support
- Security updates and patching
- Program Management to develop and update the govCMS distribution
- Completed platform and application IRAP Assessment
- Akamai CDN for DDOS protection

\$10,500

MINI

Yearly Plan

15,000 page views per month

Includes:

- \$7,500 Acquia Hosting per year
- \$3,000 per website per year (capped \$9,000)
- \$2,500 once off establishment cost per website

SIGN UP

\$26,000

SMALL

Yearly Plan

125,000 page views per month

Includes:

- \$20,000 Acquia Hosting per year
- \$6,000 per website per year (capped \$18,000)
- \$2,500 once off establishment per website

SIGN UP

\$56,000

MEDIUM

Yearly Plan

600,000 page views per month

Includes:

- \$50,000 Acquia Hosting per year
- \$6,000 per website per year (capped \$30,000)
- \$2,500 once off establishment per website

SIGN UP

\$140,000

LARGE

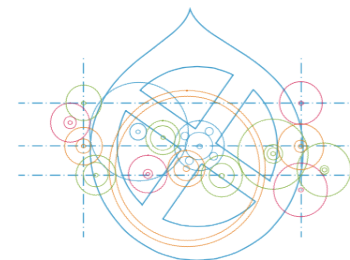
Yearly Plan

2,000,000 page views per month

Includes:

- \$125,000 Acquia Hosting per year
- \$15,000 per website per year (capped \$75,000)
- \$2,500 once off establishment per website

SIGN UP



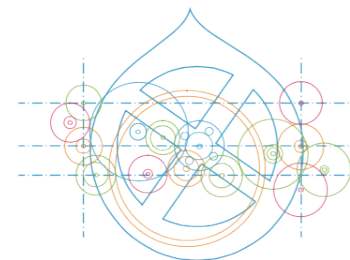
Frequently Asked Questions

Does every govCMS website look the same?

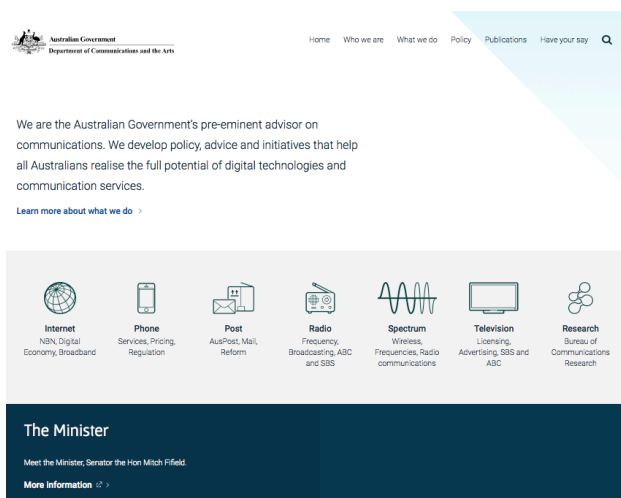
Agencies have complete control over the look and feel of their site on both the SaaS Platform and the PaaS Platform.

A comparison between <https://www.asada.gov.au/> and <https://www.communications.gov.au/> demonstrates the flexibility of govCMS even on the SaaS Platform platform.

The Australian Sports Anti-Doping Authority (ASADA) have deployed a site using an existing govCMS Theme and are immediately benefiting from the use of a modern Web CMS.



The Department of Communications developed a new govCMS Theme that is very different to ASADA. The underlying platform and functionality is govCMS, demonstrating that very visually different government websites can be built on a single, unified platform.



What about the Digital Transformation Office (DTO)?

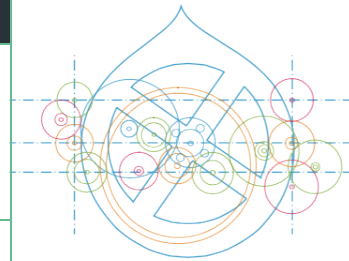
The newly formed Digital Transformation Office is working closely with the govCMS team at Finance.

The DTO are producing the Digital Service Standards (DSS). Principle #5 is Evaluate what data, tools and systems will be used to build, host, operate and measure the service and how to adopt, adapt or procure them. Included in the DSS for this Principle is:

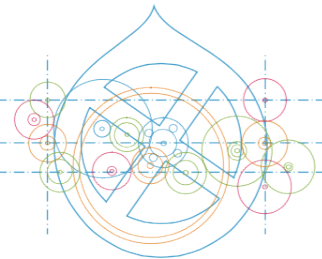
“**Consider GovCMS.** This service provides agencies with a standards compliant, security assessed and fully supported content management system that aligns with the vision of the DTO.”

Whilst Agencies are responsible for alignment to the DSS Principles, govCMS will be able to assist (marked as #).

DSS #	Principle	Agency	govCMS
1	Understand user needs, conduct research to develop a deep knowledge of who the service users are and what that means for digital and assisted digital service design	x	
2	Establish a sustainable multi-disciplinary team that can design, build, operate and iterate the service, led by an experienced service manager	x	#
3	Adopt a user-centred design approach	x	
4	Establish benchmarks to measure user satisfaction, digital take-up, completion rates and cost per transactions and report performance publicly	x	
5	Evaluate what data, tools and systems will be used to build, host, operate and measure the service and how to adopt, adapt or procure them	x	#
6	Assess what personal user data and information the service will be providing, using or storing and put in place appropriate measures to address security risks, legal responsibilities and privacy considerations	x	#

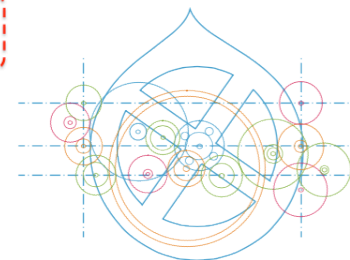
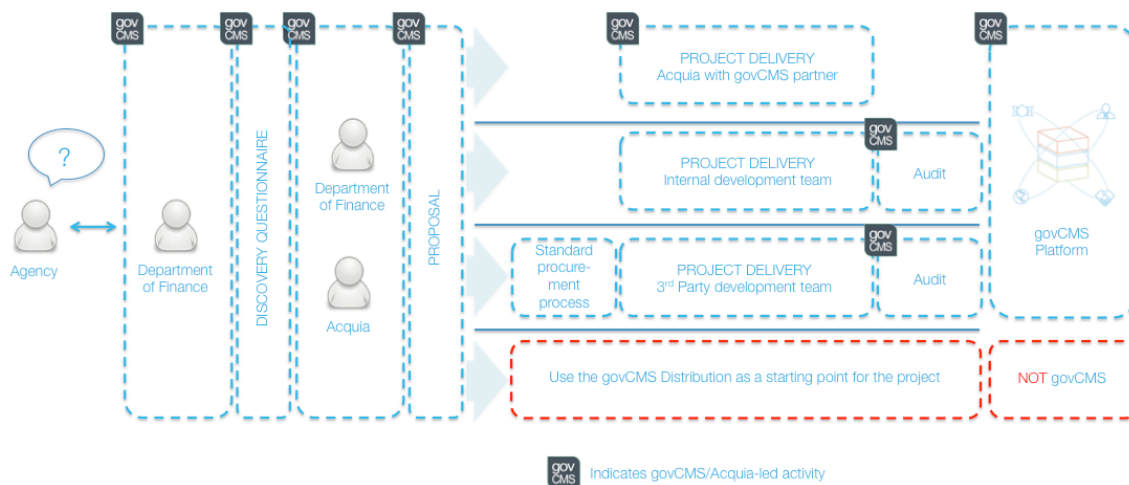


7	Build the service using agile, iterative and user-centred methods	x	#
8	Build the service with common look, feel, tone and function that meets the needs of users	x	
9	Use web service APIs, open standards and common government solutions where possible and make all new source code open and reusable where appropriate	x	x
10	Test the service on all common browsers and devices, using dummy accounts and selecting representative samples of users	x	
11	Integrate the service with any non-digital interactions	x	
12	Put appropriate assisted digital support in place that's aimed towards those who genuinely need it	x	#
13	Consolidate or phase out existing alternative channels where appropriate	x	
14	Undertake ongoing user research and usability testing to continuously inform service improvement	x	
15	Use data and analytics tools to collect and report performance data; informing continual service improvements	x	#
16	Provide ongoing assurance, supported by analytics, that the service is simple and intuitive enough that users succeed first time unaided	x	#



Who can build govCMS websites?

Anyone. An Agency has a number of options to develop a govCMS website:



Any engagement must start with a meeting with the govCMS team at the Department of Finance (via govcms@finance.gov.au). This initial meeting describes the program and how the procurement mechanism works. Following this, there is a second meeting where a govCMS team (Acquia and Finance) will review an Agency-completed Discovery Questionnaire. This second meeting will

provide the Agency with a written proposal that outlines the recommended development path and platform costs.

You can complete a govCMS website development with:

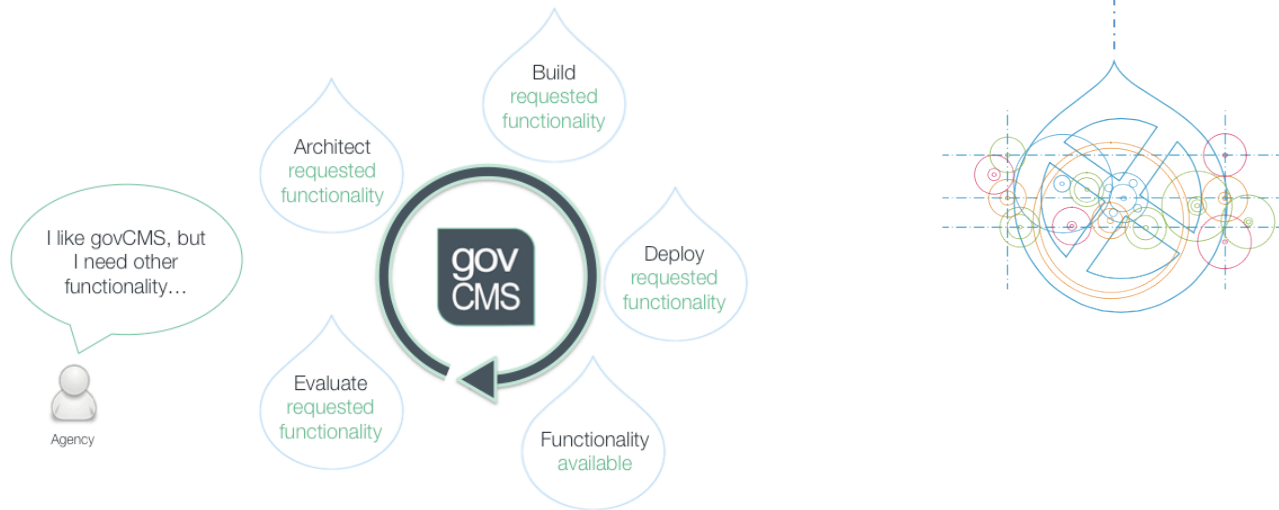
- ACQUIA-LED DELIVERY
 - This can be started by completing an MOU with Finance. Agencies have the obligation to assess value for money and determine if the program and services meet their business needs.
- YOUR AGENCY'S INTERNAL DEVELOPMENT TEAM
 - This can be completed either independently or with a govCMS Jumpstart engagement to accelerate knowledge and site development.
- YOUR VENDOR'S DEVELOPMENT TEAM
 - This can be started using your standard procurement process (e.g. RFQ)

Any development outside of an Acquia-led project must complete a website Audit prior to deployment to the govCMS Platform to ensure security and performance of the shared platform are preserved.

Agencies are welcome to use the govCMS distribution outside of the govCMS Platform without charge (as it is provided as Open Source), for example on internal hosting, however this would no longer be considered a govCMS site as the underlying code may diverge from the product managed by Department of Finance.

How can I add new functionality on the SaaS Platform?

govCMS is built using a common codebase for all sites (the govCMS Distribution). Whilst there has been a lot of effort to develop the govCMS Distribution to provide functionality for Australian government websites, there may be occasions where an Agency has a functionality requirement currently not available.



If an Agency has a requirement for new functionality, they can capture the request in the open process on GitHub <https://github.com/govCMS>. The govCMS team will evaluate the request to determine if it is of benefit to the program. The functionality will then be architected with guidance from the govCMS team. At this point, the Agency can either wait for the functionality to be added as part of a queue of work, or can fund the development themselves. Once added, all govCMS websites will benefit from this change.

In short, those Agencies deployed on to govCMS SaaS Platform will drive the product roadmap.

An example is a request for a Push to Twitter. The functionality request is to add automation to push new content to Twitter to drive visitors to the website without having to request manual intervention.

Can I use govCMS for my Intranet?

Not the platform, but you can use the distribution.

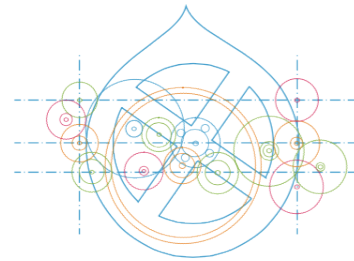
govCMS SaaS Platform is available for Unclassified websites. The govCMS SaaS Platform is not available to you to use as an intranet where either:

- visitors to your site are required to log in, or
- your site contains information at Unclassified DLM or above

Technically, the govCMS distribution and the Acquia Cloud platforms are ready to use. It is the security assessment and privacy impact assessment that is limiting the use case. We're working on that.

Drupal is still the right choice. It is Open Source, its awesome, and by creating your websites and intranets in a single technology, you will benefit from a consolidation of skillset in your team.

Some government agencies are looking at using the govCMS distribution outside of the govCMS platform. Others are looking at intranet distributions like Open Atrium or building from scratch with Drupal Code and community modules.



How to start your project

Contact the govCMS Engagement Team at govCMS@finance.gov.au

The Engagement Team will meet with you to explain the govCMS program including the procurement mechanism, and will answer your questions. At your request, a govCMS Discovery Questionnaire will be sent to you. You will be assigned a dedicated Engagement Officer at this time who will be your main point of contact throughout your govCMS subscription. The Memorandum of Understanding (MOU) template is available on the govCMS website for review: <https://www.govcms.gov.au/product-services/process/memorandum-understanding>

There is a second meeting with Acquia and the Engagement Officer to review your completed Questionnaire. The options for your site delivery will be discussed, and if the agency wants to engage Acquia under the govCMS Deed, we will prepare a proposal that includes your platform, training and Professional Services detail and pricing.

Upon acceptance of the proposal, the Engagement Officer will provide a MOU and Statement of Work (SOW) for agency sign-off. Upon SOW signature, Finance will then complete an Order Form with Acquia. Finance is subcontracting Acquia to provide the services to the agency.

