

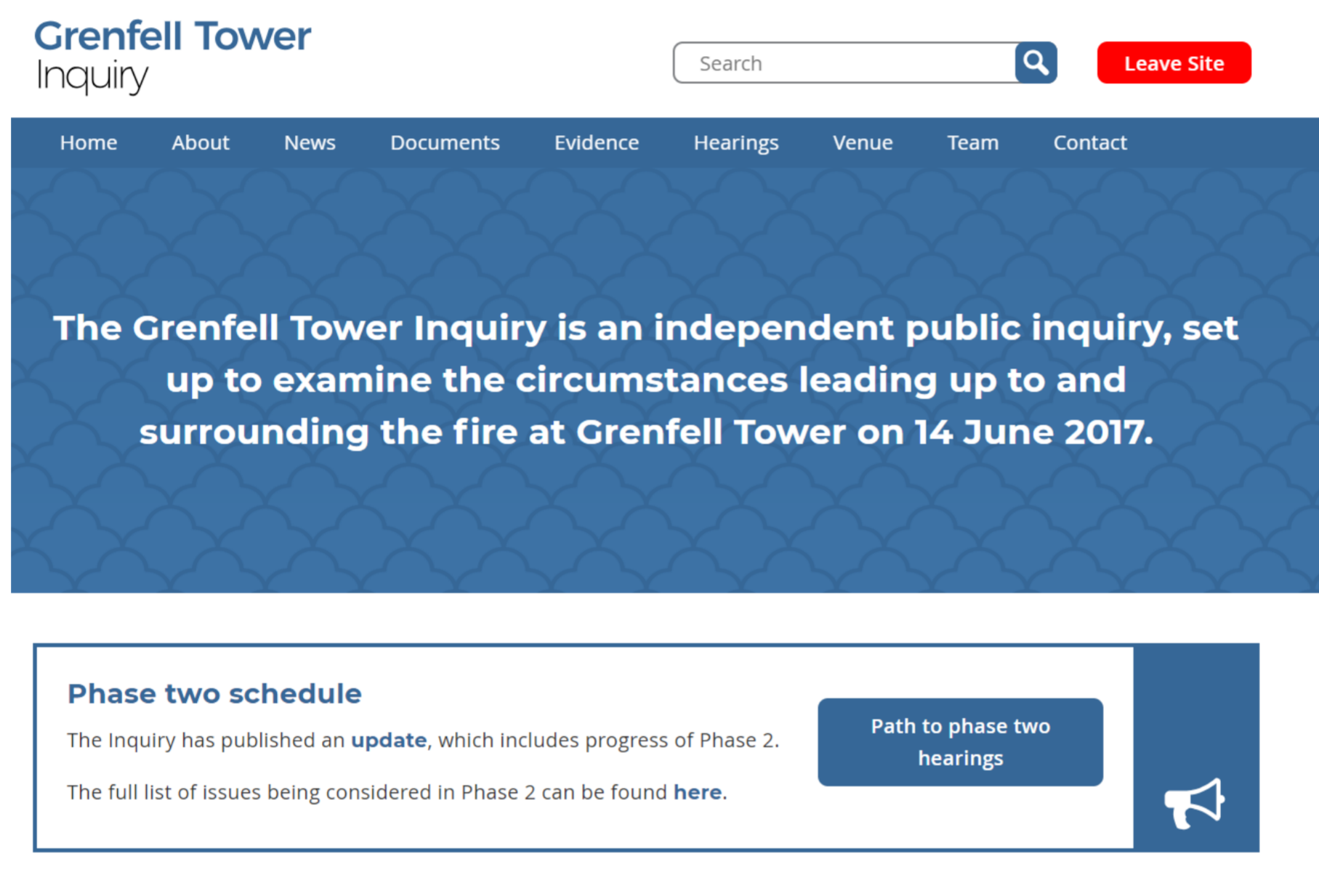
DIGITAL CRAFTSMEN - CASE STUDY

GRENFELL TOWER INQUIRY



DESIGN, INFRASTRUCTURE BUILD AND MANAGED HOSTING BRIEF:

A brief was submitted to G-Cloud outlining the need for a dedicated web portal and hosting environment. The Grenfell Tower Inquiry required a digital platform to enable all information and evidence relevant to the Inquiry to be publicly accessible. This included witness statements, exhibits, videos, expert reports, transcripts and the daily archived live stream of the hearings. The Inquiry required daily admin access to be able to upload video content and documentation onto the website.



Grenfell Tower Inquiry

JOINT PARTNERSHIP:

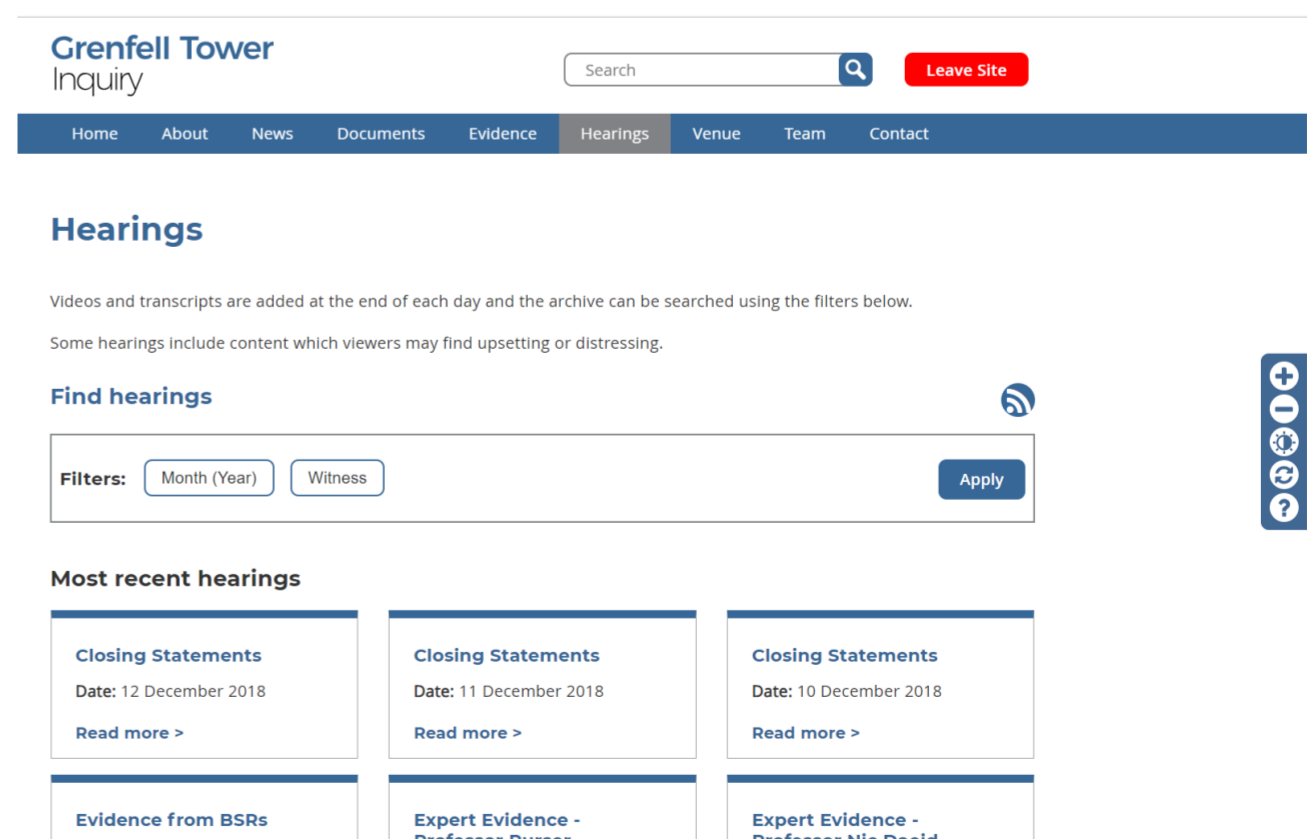
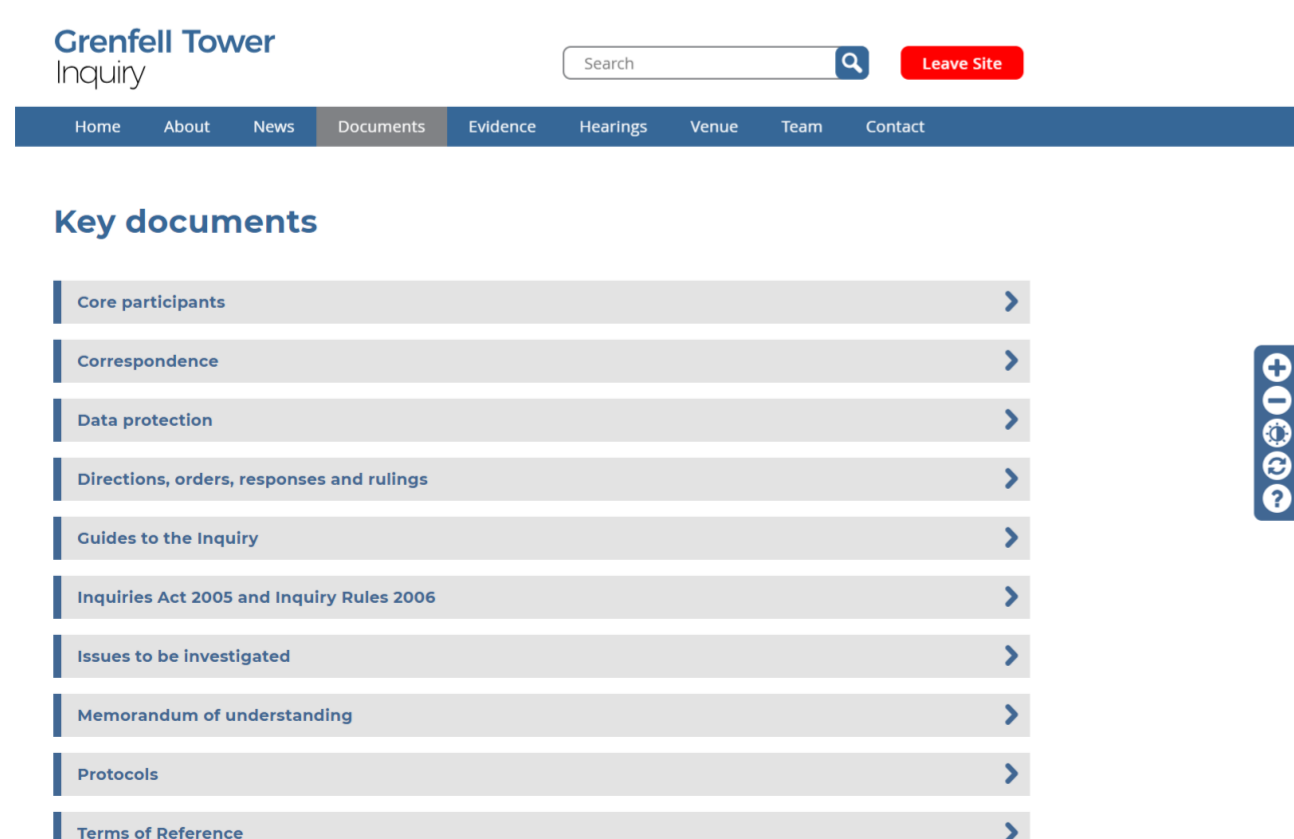
The tender was awarded to the partnership of Digital Craftsmen (DCL) and Big Blue Door (BBD).

DCL provide the on-going managed services for a secure and resilient environment for the website and BBD designed and built and provide on-going updates to the style of the website.

SCOPING - TAILORED APPROACH:

To start the project, the DCL team co-ordinated a series of scoping meetings and workshops. The purpose to review the infrastructure needs and establish a detailed level of planning, essential for a project of this importance. The outcomes from these meetings were delivered by DCL in three documents, providing the basis for the operational frameworks, processes and agreed ways of working:

- 1 - Managed services overview
- 2 - Technical overview
- 3 - Approved processes and ways of working with SLA's / KPI's



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Proposed infrastructure:

The hosting infrastructure developed included a web server and a database server each protected by a managed firewall and fronted by CloudFlare, a content delivery network. It also utilises additional technologies to ensure client systems are well maintained, fully monitored, backed-up and secure.

Continual data optimisation:

- At times of high usage the content delivery network provides automatic scalability for the site to handle thousands of concurrent requests for cached pages.
- At times of expected increased usage the base infrastructure is scaled accordingly for the duration.

Managed Services:

- Security:

Robust plans were put in place to keep the website secure, for example, the websites and applications were hosted within a private network with a managed firewall and secure VPN access. Any changes to firewalls were strictly controlled by only approved authorisers. In addition DCL used CloudFlare, an external Content Delivery Network, allowing static cached content to be served quickly and seamlessly from a global network of 118 data-centres and offering enhanced mitigation against Distributed Denial of Service (DDoS) attacks.

- Back-up:

As with all DCL infrastructure clients, back-up was supported using Veeam backup and replication, with automatic copying of the machine images across to secondary data-centres. This allows for a wide range of restore capabilities, from a single file through to a full restore of the VM.

Website Launch:

The Grenfell Tower Inquiry website was initially launched at the beginning of May which allowed time for processes to be tested before the Inquiry hearings started on 21st May 2018.

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Optimising hosting to reduce data costs:

During the first few weeks of the site going live, the DCL team saw data costs were escalating due to ever increasing data demands. Working with the client, we agreed to transfer the video assets to YouTube from the live site in order to manage costs without compromising the quality of the user experience.

On-going continual improvement:

The DCL team continues to provide ongoing suggestions for improvements to the site which has included moving documents to Amazon S3 with an additional CDN, AWS CloudFront. This improved the delivery of these assets to site visitors; and introducing a separate CMS site for admins to schedule content uploads, delivering a better user experience for users and the visitors.

Simon Wilcox, Founder and MD of Digital Craftsmen said:

"I'm really proud of this project, proving that our Cloud agnostic approach can deliver real benefits to our clients."

About us:

DCL is a trusted Cloud Managed Services Provider and Cloud Solutions Architects who offer an approach centred around building best in practice bespoke cloud hosting systems, infrastructures and environments for clients.

The company is committed to its pledge to be industry experts, achieving this with a rigorous training programmes securing the industry endorsed ISO 27001, Cyber Essentials Plus, AWS certifications and achieving Investors In People accreditation.

For further information please contact:

Nick Mongston / Frank Khan



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