



# Kirkbymoorside Town Council

## Joomla Bug Fixing & Content Migration

Prepared by: Russell English

Office: 01304 806105

Email: [russell.english@stormit.co.uk](mailto:russell.english@stormit.co.uk)

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## Scope

The initial requirement is to fix the contact form when the EU cookie banner is shown. The client has provided the following brief.

Kirkbymoorside Town Council found that the “contact us” mechanism on the website was broken. After a fair amount of searching, it became apparent that this was because the EU privacy plugin was destroying all cookies and killing sessions, thus breaking the form checking mechanism. The short term fix was simply to disable the plugin, but the client ideally need a facility to gain permission for necessary cookies that doesn't break other facilities.

The second requirement is related to accessibility standards. The client has provided the following brief.

There is pressure for local councils to adhere more closely to WCAG 2 etc accessibility standards. Complete adherence looks impossible, but we need to make an effort. The council has purchased the Joomla Monster “Commune Offices” template <https://www.joomla-monster.com/joomla-templates/i/132-jm-commune-offices>. A trial implementation exists at <https://kmstc.bsr.cloud/> but I am doubtful whether I can achieve an effective migration of the existing site to the new template.

Requirement 1 - Fix Contact Form

Requirement 2 - Migrate website to supplied template





## Contact form debug

We will work on the contact form debugging, ensuring the cookie banner is shown doesn't break the contact form from working.

We have estimated the time required to fix this to 6 hours, but will inform you if we require any further time.

## Migration from existing template to new template

When migrating content from one environment to a new template, there are several "unknowns". Therefore, we have estimated the time required for the content migration to be 2 days. If we require any more time, we will let the client know. Equally, if we carry out the work in less time, we will let the client know.

### Estimated Time & Cost

Project Requirement	Hours	Cost
Fix Contact Form	6	£405.00
Migrate website to supplied template	12	£810.00
Total	18	£1,215.00

Work will be charged at our standard hourly-rate of £67.50 + VAT.

All prices are subject to VAT at 20%

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## Support Options

### Option 1: MONTHLY RETAINER SUPPORT

We provide retainer support to clients, based on a minimum of 12 months. Our day rate (8 hours) is reduced to £420.00 + VAT based on a 12 months minimum support contract, with any additional required work being charged at the reduced hourly rate of £52.50 + VAT.

### Retainer Support Service Level Agreement (SLA)

#### Priority 1

This is for any outages and will be investigated within 1 hour. The first update will be sent out within 15 minutes of receiving the call/email, confirming that the bug/issue is being investigated. Updates will be sent out every 30 minutes until the reported bug/issue is resolved.

#### Priority 2

Will be investigated within 4 hours. The first update will be sent out within 15 minutes of receiving the call/email, confirming that the bug/issue is being investigated. Updates will be sent out every 60 minutes until the reported bug/issue is resolved.

#### Priority 3

Will be investigated within 12 hours (or longer if received on a Friday). The first update will be sent out within 15 minutes of receiving the call/email, confirming that the bug/issue is being investigated. The second update will be sent after 60 minutes. Further updates will be sent out every 3 hours until the reported bug/issue is resolved.

#### Priority 4

Standard Change Request. This will be used in normal circumstances where the request is non-bug related. This work will be scheduled within 5 days of receiving the request.



## Option 2: TIME & MATERIALS (T&M) AD-HOC SUPPORT

Rather than a Monthly Retainer, we offer a Time & Materials option. Whilst there is no minimum required, our hourly rate for this is £67.50 + VAT, which will be invoiced at the end of the calendar month that the work was carried out.

There isn't an SLA in place but we will schedule work in to take place within 5 days of receiving the request (Priority 4 as shown above).

In T&M outages, we will endeavour to investigate within 1 hour.





## About Storm

Storm is a boutique digital marketing agency that has been built on the foundations of integrity, customer relationships and great work. We are an Open Source focussed agency of web designers, developers and specialists.

Our experience of digital marketing and technology spans across a wide range of sectors including luxury, retail, financial and fashion.

We aim to deliver the support in a straightforward, no-nonsense and enjoyable way.

## Responsiveness and support

Storm provides reassurance to their clients by providing ongoing SLA agreements to accommodate all levels of clients business needs.

- Hosting
- Joomla website maintenance and bug fixing
- Plugin and extension development and upgrades
- Remote site performance monitoring
- Security monitoring

## Client References:

**Matthew Smith**, CEO, The Model Cloud

matthew@themodel.cloud

**David Czubala**, Technical Services Architect, Vue International

david.czubala@vuemail.com