

WEBSITE MAINTENANCE

SCOPE & PLAN

HELLO^oPEOPLE

Website Maintenance

Your self-managed website is built using Open Source software. As with all software, enhancements become available to fix security vulnerabilities, offer additional features, to attend to known issues and to generally improve the usability of the website.

HELLO PEOPLE offers a few options for on-going maintenance of your website to minimise security issues and maximise availability. It also provides all the latest available enhancements to make maintaining it as easy as possible as well as taking advantage of new features.

Scope of Services

Here's what is included in a typical monthly or quarterly subscription:

1. CMS bug fixes and updates, plugin updates and enhancements
2. Monitoring of website uptime and performance tuning
3. Security protection and monitoring
4. Priority support when downtime or hacking, has been identified
5. Onsite and offsite backups full and database

So what is NOT included in this agreement?

- Website redesign, new frameworks or redevelopment work.
- New Blogs, syndications, API integration, mobile applications, or eCommerce shopping carts that would require a new proposal/agreement.
- Search Engine Optimisation (SEO).

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