eduserv

Discovery
G-Cloud Service Definition

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1   Eduserv Discovery Service

The Eduserv Discovery service provides a Minimum Viable Discovery (MVD) which investigates and qualifies the case for digital service redesign and redevelopment. Part of the user centred design framework, the MVD will set up your organisation for success.

User centred design uses elements from the designer's toolkit like empathy and experimentation to arrive at innovative solutions. By employing user centred design, you make decisions based on what users really want instead of relying only on historical data or making risky bets based on instinct instead of evidence.

User centred design (UX) helps answer critical business questions through prototyping and user testing. The methodology lets the team reach clearly defined goals and deliverables and gain key learnings, quickly. The process helps spark innovation, encourage user-centric thinking, align your team under a shared vision and get you to product launch faster.
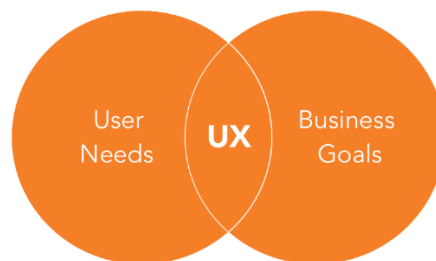
The MVD will help you and your team to:

- Identify the main business drivers for service redesign and redevelopment
- Understand your users and their needs
- Complete usability, accessibility, compliancy and risk analysis
- Review the technology in place
- Flag opportunities to optimize, integrate and automate
- Highlight risks to staff and any skills gap
- Identify measurements of success
- Outline next steps and resources needed to proceed

At this stage it's about quantifying the problem/costs/issues that you want to look at. This will also need to include an understanding of the people and skills you are likely to need to proceed.

You shouldn't use the MVD to design a service to work around existing processes in your organisation. Use it to find out whether you can build a service that meets user needs.

2   Service Summary

Before you start building a service, you need to find out whether users need it and whether other services exist. This part of your project is called the discovery phase.

A discovery can last a long time depending on the complexity of the service. What the MVD does is give you a solid foundation at a known cost to the business. Investing in an optimum discovery allows you and your team to move quickly to the experimentation Alpha and Beta phases where you can test your prototypes with users, speeding up your project's learning cycles.

In the discovery phase you need to understand and map out the user journey.

You will find out:

- Who your users are

- Your users' needs and how you are meeting them, or any needs you are not meeting

- Which services currently meet your users' needs and whether they are government services or private sector

- How you would start developing a new service if your discovery finds there's a user need for one

- The people you need on your team for the alpha phase

- What the user journey for someone using your proposed service might look like

- What to name your proposed service

- How to meet government accessibility requirements

- How you might build a technical solution given the constraints of your organisation's legacy systems

- Any policies that relate to your service and how they might prevent you from delivering a good service to your users

At the end of the MVD you will have:

- Confirmed a broad scope for your project

- Defined user journeys

- Decided the features your 'minimum viable product'* must have

A minimum viable product is a version of your service that has just enough features for you to test it with users and check whether those features work.

Benefits of the Eduserv Discovery service include:

- Develops a deeper understanding of who your users are and what they need

- Builds a business case for redesign and redevelopment

- Flags any risks associated with the technology underpinning the service

- Identifies skill gaps

- Flags compliance issues (GDPR)

- Identifies opportunities to improve processes, gain efficiencies and improve the experience for your users

- Identifies opportunities to apply emerging technologies like AI, Digital Assistant etc.

- Provides a fixed price model which guarantees maximum value

3 The Discovery Service

3.1 The Minimum Viable Discovery

The Eduserv Discovery service provides a Minimum Viable Discovery (MVD). The MVD is the first phase of an Agile Service Design. According to GDS Service Standard Manual the other phases are alpha, beta and live and all assume a delivery team in place, working full time.

Discovery is finished when you know:

- The scope of the service you want to build

- Whether to move into the alpha phase

- The team of people you need if you do move on to alpha

- That senior stakeholders want to begin building the service and understand your plans

- How you'll measure success and what a successful service would look like

- Any related services that exist to meet the user need and whether they're run by government or third parties - your service shouldn't be duplicating another government service and it should only meet needs government is uniquely positioned to deliver

- Users accessibility needs

You should have:

- A prioritised list of user needs and requirements

- A list of stakeholders, and information you've got from them about existing services

The findings from this phase will allow you to continue to alpha with confidence that you are improving an important service for you users and that at the end of the project you will meet their needs.

3.1.1 Identify the main business drivers

The engagement kicks off with a workshop, which is an opportunity for the teams to meet face to face and discuss the following:

- Why this digital service?

- Why now? How does success look like? How might this also contribute to wider programme or goals?

The workshop is one day and requires the participation of all stakeholders. Going through a round table discussion we will capture requirements for the digital service.

3.1.2   Users (internal or external), user journeys and pain points

First, we will collect customer insight from customer service logs, performance data for existing online services, any recent surveys and other relevant sources. We will spend a half day with the teams delivering and supporting the service at present to understand the challenges with any existing service and what their ideas for improvement.

Then we will conduct a number of face to face interviews (up to 2 days) with users providing in-depth insight into their behaviour, needs and pain points. Once we have the results we will get the stakeholders and subject matter experts together for a half day user journey mapping workshop.

3.1.3   Culture and skills

The MVD will also highlight any risks to staff if any changes to underlying processes are made. We will also discuss what skills and roles you will need on the team to proceed with the project further. Any internal or external subject matter experts will be invited for a half day workshop to discuss the risks associated with the service being redesigned and running as is and ways to mitigate those.

3.1.4   Usability, accessibility, compliancy and security

We will run a number of tests to identify any issues with the digital service usability, accessibility and security. We will also look at the existing data handling process and if it complies with the GDPR.

3.1.5   Technology underpinning the solution

We will also evaluate the technology used to deliver the digital service. Is it up to date with updates, is it utilized in the best possible way and what are the risks, if any, associated with the currently used technology stack. We will also consider the use of Open Standards and APIs.

3.1.6   Optimization, automation and integration

In many cases the driver for digital service redesign is to minimise waste and improve efficiencies for users. At this stage of the we will identify opportunities to optimise, automate and/or integrate the digital service with other systems.

The assessment will also identify opportunities to make use of emerging technologies like Machine Learning, Artificial Intelligence and Digital Assistant.

3.1.7   Measurements of success

During the workshops we will identify KPIs and measurements of success for the project. Those will be included in the recommendations and next steps report.

3.1.8   Recommendations and next steps report

The Discovery service will conclude with a comprehensive report identifying short term wins and recommending immediate actions. The report will also highlight requirements and resources needed for the next stages of the service redesign, which will give you an indication for the investment needed to proceed with the project.

A summary of the report will be presented to the stakeholders.

3.2   Stopping after the MVD

Our findings may show it's best to stop developing your service, for example if you discover:

- There is no user need for the service you planned to build or for an online service
- User needs are already being met by another service
- Technology or policy constraints mean you won't be able to build a service that meets the user needs you've found
- It's not cost-effective to develop the service

It's not a failure to stop developing a service at this point if your findings show that is the best thing to do.

3.3   Service pricing and invoicing

Eduserv's pricing is provided in Annex 1.

- The Discovery service is delivered on a fixed-price basis, invoiced on delivery of the recommendations and next steps report

3.4   Service credits

Service credits are not issued with respect to the Discovery service.

3.5   Service termination and off-boarding

Customers may terminate the Discovery service in line with the relevant Eduserv terms and conditions. On completion of the Discovery service, Eduserv will:

- Provide the customer with copies of all project deliverables and reports

- Cease its access to any project or collaboration tools or workspaces

- Delete any customer-related data held by Eduserv according to our prevailing security standards

3.6   Service constraints

The Discovery service has the following limitations and exclusions:

- The service is provided during core business hours (9am to 5pm, Monday to Friday, excluding national holidays)

- The service excludes travel and subsistence costs

3.7   Customer responsibilities

The customer has the following responsibilities in relation to the service:

- The customer will provide appropriate induction and logistical support for contracted Eduserv staff (including security passes, email and network access, computer equipment) as appropriate

- The customer will provide Eduserv with access to, and the sufficient time of, customer business and technical stakeholders in order for Eduserv to conduct the workshops

- The customer will provide relevant questionnaire responses, documentation, staff time and stakeholder contacts in relation to the Discovery service

- The customer will at all times respond to Eduserv in a timely manner so as to enable the efficient fulfilment of this service

4   Associated Services

Eduserv is a trusted technology advisor and ally of the public sector. We provide best-in-class technology advice, engineering and support and work as part of your team to transfer knowledge at every step. We are distinctive because, as a not-for-profit, we can be an allied technology partner and reinvest our profits back into the communities we earn them in.

We see public cloud technology as a key enabler of a digital revolution in the public and private sectors. Our consultants, architects, engineers, developers and support staff are the best at what they do and dedicated to delivering the best service possible whilst also transferring their knowledge and skills to our customers.

Together our services provide a full suite to support your use of cloud services from start to finish. They can be taken in sequence to support your entire cloud journey, or selected as needed to bolster just those parts of your programme where you need support.

4.1   Advise

- Cloud Adoption Assessment - a close look at systems and services, costs, benefits, culture & risks of moving your IT estate to public cloud

- Cloud Architectural Review – advice on optimisation, cost control, performance enhancements, security improvements and service resilience

- Cloud Strategy & Roadmap - assess your IT estate and operating model before setting out a strategy for public cloud adoption

- Public Cloud Radar – expertly personalised news and advice to keep you up to date

4.2   Design

- Cloud Design & Deployment - develop high-level and low-level designs for your use of public cloud

- Discovery Service - investigate and qualify the case for digital service redesign and redevelopment

4.3   Deliver

- Cloud Migration - technical and project management expertise to move your services to public cloud

- Office 365 Migration – consultancy and implementation expertise to support application migration from an on-premise model to a SaaS model

- Cloud Application Development & Support - design Azure and Office 365-based applications that empower staff, increase efficiency, and improve services

4.4   Support

- Managed Azure - a highly reliable, scalable, low-cost infrastructure platform in the cloud

- Managed Database - the day-to-day running, maintenance and backup of your databases

- Managed Office 365 - management, support and advice to drive and optimise your use

- Software Asset Management as a Service - optimise your use of software licences

At every step of every engagement we aim to transfer our knowledge and skills to you because, by doing so, we will have a greater impact on society and become trusted and long-term allies. Our ultimate intention with all our services is to empower public and third sector organisations to become digitally independent.

Annex 1: Discovery Service Pricing

The service is a fixed price consultancy service, charged at £13,000.

This price excludes travel and subsistence which is chargeable separately at cost.