# **Claim WitEx Alpha assessment report**

The report for the Claim Witness Expenses (WitEx) Alpha assessment on 17 May 2023

From: Technology and Design Authority @ [Crown Prosecution Service](https://www.gov.uk/government/organisations/crown-prosecution-service) Published **DAY** May 2023

Assessment date: 17 May 2023

Result: **Met / Not met**

Stage: Alpha

Service Standard assessment report

Claim Witness Expenses

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| --- | --- |
| From: | CPS |
| Assessment date: | 17/05/2023 |
| Stage: | Alpha |
| Result: | **Met / Not Met** |
| Service provider: | **SECTION AT CPS** (Crown Prosecution Service, CPS) |

## Service description

Claim Witness Expenses will enable USER TYPE/TYPES to SUBMIT/APPLY/CLAIM/RENEW/ETC to/for/from the Crown Prosecution Service (CPS). For purposes of WHAT DOES THE SERVICE HELP USERS TO DO.

[OPTIONAL] N.b. State if the Service may have been previously referred to as ‘ANOTHER NAME’ (ACRONYM).

## Service users

BRIEF STATEMENT ON WHO SERVICE USERS ARE, and that at a high level they can be categorised as below:

External Users:

● EXTERNAL USER TYPE I

● EXTERNAL USER TYPE II

● EXTERNAL USER TYPE III

Internal Users:

● INTERNAL USER TYPE I

● INTERNAL USER TYPE II

## **1. Understand users and their needs**

### Decision

The service MET / DID NOT MEET [point 1 of the Standard](https://www.gov.uk/service-manual/service-standard/point-1-understand-user-needs).

### What the team has done well

The panel was impressed that:

* the team [ASSESSORS / USER RESEARCH ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM HAS DONE WELL THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-1---Understand-users-and-their-needs)]

*Examples from a real Alpha assessment on what the panel may have been impressed about:*

* the team has engaged with users who have accessibility / digital inclusion needs in order that they begin to understand their needs and has clear plans to continue to do so
* the team are working closely with XXXX colleagues to support learnings and help plan user research
* the team has worked together to plan and prioritise research questions and objectives

### What the team needs to explore

Before the next assessment, the team needs to:

* [ASSESSORS / USER RESEARCH ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM NEEDS TO EXPLORE THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-1---Understand-users-and-their-needs)]

*Examples from a real Alpha assessment on what the panel may recommend to explore:*

* the service team should build a complete understanding of all user touch and pain points of the full end to end service. This could include users determining which business premises to occupy, users receiving ORG letters, and how users understand why ORG is requesting information from them
* the service team should conduct further research on complex or ‘unhappy’ user journeys, such as what users do if they disagree with business rate charging
* further research into offline components of the service should be conducted. For example, do businesses rely on local services, social media or hire professional advice as part of their user journeys. Research on this point will help the team understand any barriers or pain points users face
* conduct research with small to medium sized businesses. The team has researched with relatively large businesses to date

## **2. Solve a whole problem for users**

### Decision

The service MET / DID NOT MEET [point 2 of the Standard](https://www.gov.uk/service-manual/service-standard/point-2-solve-a-whole-problem).

### What the team has done well

The panel was impressed that:

* [ASSESSORS / USER RESEARCH / DESIGN ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM HAS DONE WELL THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-2---Solve-a-whole-problem-for-users)]

*Examples from a real Alpha assessment on what the panel may have been impressed about:*

* the team has worked hard to simplify & reduce time needed to complete digital vs existing paper forms
* the team has identified a need for clear and simple content to be present throughout the whole service, from initial letter to end of transaction

### What the team needs to explore

Before the next assessment, the team needs to:

* [ASSESSORS / USER RESEARCH ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM NEEDS TO EXPLORE THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-2---Solve-a-whole-problem-for-users)]

*Examples from a real Alpha assessment on what the panel may recommend to explore:*

* show that they have considered minimising the number of times users have to provide the same information to government, for example, providing their business accounts
* consider the impact of not solving the issue of users having to type in the service URL from the letter. This point was identified from user research, and is planned in a later phase, so should be tracked closely during private beta to gauge user attitudes to this extra step
* research content outside the service to ensure the need for on-page help is reduced as far as possible

## **3. Provide a joined-up experience across all channels**

### Decision

The service MET / DID NOT MEET [point 3 of the Standard](https://www.gov.uk/service-manual/service-standard/point-3-join-up-across-channels).

### What the team has done well

The panel was impressed that:

* [ASSESSORS HIGHLIGHT SOMETHING THE SERVICE TEAM HAS DONE WELL THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-3---Provide-a-joined-up-experience-across-all-channels)]

*Examples from a real Alpha assessment on what the panel may have been impressed about:*

* the service team has taken learnings from researching with the letter - the existing solution - and applied them to the digitised journey
* the team has engaged with users to identify their pain points and understand how they can help by designing a service which is simpler and easier to use than the current solution

### What the team needs to explore

Before the next assessment, the team needs to:

* [ASSESSORS HIGHLIGHT SOMETHING THE SERVICE TEAM NEEDS TO EXPLORE THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-3---Provide-a-joined-up-experience-across-all-channels)]

*Examples from a real Alpha assessment on what the panel may recommend to explore:*

* ensure that [GOV.UK](http://gov.uk/) guidance content is well considered, so that users can easily understand the motivations for completing this form. Whilst it’s clear on the Start page, users may need more hand holding before starting the service
* understand why 35% of users do not return their form so that they can begin to meet those users’ needs
* research with call centre colleagues to understand their needs and pain points and factor those into any service offerings

## **4. Make the service simple to use**

### Decision

The service MET / DID NOT MEET [point 4 of the Standard](https://www.gov.uk/service-manual/service-standard/point-4-make-the-service-simple-to-use).

### What the team has done well

The panel was impressed that:

* [ASSESSORS / USER RESEARCH / DESIGN ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM HAS DONE WELL THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-4---Make-the-service-simple-to-use-[service-simple-and-intuitive-enough-that-users-succeed-first-time])]

*Examples from a real Alpha assessment on what the panel may have been impressed about:*

* the team have used standard [GOV.UK](http://gov.uk/) components, such as [Task list](https://design-system.service.gov.uk/patterns/task-list-pages/) and [Check answers](https://design-system.service.gov.uk/patterns/check-answers/) patterns. The research and iteration cycles show the team’s commitment to providing a simple solution to a complex problem, as they outlined in their mitigation of current pain points
* the team has iterated on their initial designs based on user feedback, not just “lifted and shifted” the existing paper form questions. Good work has been done to remove unnecessary questioning dependent on the type of business

### What the team needs to explore

Before the next assessment, the team needs to:

* [ASSESSORS / USER RESEARCH ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM NEEDS TO EXPLORE THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-4---Make-the-service-simple-to-use-[service-simple-and-intuitive-enough-that-users-succeed-first-time])]

*Examples from a real Alpha assessment on what the panel may recommend to explore:*

* show through content that the service’s purpose is clear to users, both via the letter, the Start page and in subsequent guidance which does not yet exist
* validate through research that the choice of service name continues to resonate and be understood by users. The service name has been recently landed upon, and so further validation of this is required

## **5. Make sure everyone can use the service**

### Decision

The service MET / DID NOT MEET [point 5 of the Standard](https://www.gov.uk/service-manual/service-standard/point-5-make-sure-everyone-can-use-the-service).

### What the team has done well

The panel was impressed that:

* [ASSESSORS / USER RESEARCH / DESIGN ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM HAS DONE WELL THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-5---Make-sure-everyone-can-use-the-service)]

*Examples from a real Alpha assessment on what the panel may have been impressed about:*

* the team has engaged with some users with accessibility needs, and as clear plans to continue to do so
* the team has collaborated regularly with related services to ensure language used is simple & consistent
* an accessibility audit is already planned for beta

### What the team needs to explore

Before the next assessment, the team needs to:

* [ASSESSORS / USER RESEARCH ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM NEEDS TO EXPLORE THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-5---Make-sure-everyone-can-use-the-service)]

*Examples from a real Alpha assessment on what the panel may recommend to explore:*

* consider the amount of users using the helpline and, as an extension of that, having ORG staff complete the form for them. This would be costly for the ORG, and could bring into question the service’s usability
* understand how the paper invitation letter impacts users with accessibility needs and their ability to engage with the service
* understand how digitising the form impacts the contact centre

## **6. Have a multidisciplinary team**

### Decision

The service MET / DID NOT MEET [point 6 of the Standard](https://www.gov.uk/service-manual/service-standard/point-6-have-a-multidisciplinary-team).

### What the team has done well

The panel was impressed that:

* [ASSESSORS / USER RESEARCH / DESIGN ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM HAS DONE WELL THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-6---Have-a-multidisciplinary-team)]

*Examples from a real Alpha assessment on what the panel may have been impressed about:*

* the Service team covered the essential roles for alpha - in line with service manual guidance
* there are permanent ORG staff in leadership roles on the service team
* there are 2 user research colleagues working on the service team

### What the team needs to explore

Before the next assessment, the team needs to:

* [ASSESSORS / USER RESEARCH ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM NEEDS TO EXPLORE THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-6---Have-a-multidisciplinary-team)]

*Examples from a real Alpha assessment on what the panel may recommend to explore:*

* consider how the supplier component of the team can pass on knowledge of key roles - such as Delivery Management, User Research and Design
* consider whether the Service Owner role should be formally established. This role is perhaps being performed in all but name only by one or more CPS colleagues. Service assessments typically benefit from having a Service Owner present to represent the service. In the team section of the presentation two reported SROs were flagged for the service, however they were not present at the assessment

## 7. Use agile ways of working

### Decision

The service MET / DID NOT MEET [point 7 of the Standard](https://www.gov.uk/service-manual/service-standard/point-7-use-agile-ways-of-working).

### What the team has done well

The panel was impressed that:

* [ASSESSORS / USER RESEARCH / DESIGN ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM HAS DONE WELL THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-7---Use-agile-ways-of-working)]

*Examples from a real Alpha assessment on what the panel may have been impressed about:*

* show & tells are well utilised to ‘show the thing’ to stakeholders and iterate prototypes when appropriate
* iteration was demonstrated based on user insights, aligning to agile concepts such as ‘responding to change over following a plan’ and testing hypotheses

### What the team needs to explore

Before the next assessment, the team needs to:

* [ASSESSORS / USER RESEARCH ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM NEEDS TO EXPLORE THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-7---Use-agile-ways-of-working)]

*Examples from a real Alpha assessment on what the panel may recommend to explore:*

* the service team should look to book CPS staff on training to improve their understanding of agile ways of working. The GDS Academy and the cross government [self-managed-learning](https://app.slack.com/client/T04V6EBTR/C02NGCKJ8UT/rimeto_profile/U9Q7J5BT9) suite of courses are both aligned to the service standard. The service team should consider whether either or both are suitable for their needs
* the service team should be empowered to have ‘problems to solve’ through beta

## 8. Iterate and improve frequently

### Decision

The service MET / DID NOT MEET [point 8 of the Standard](https://www.gov.uk/service-manual/service-standard/point-8-iterate-and-improve-frequently).

### What the team has done well

The panel was impressed that:

* [ASSESSORS / USER RESEARCH / DESIGN ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM HAS DONE WELL THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-8----Iterated-and-improved-frequently-[make-sure-that-you-have-the-capacity,-resources-and-technical-flexibility-to-do-so].)]

*Examples from a real Alpha assessment on what the panel may have been impressed about:*

* the service team iterated prototypes based on user testing. Demonstrating an ability and willingness to improve content to meet user needs
* for prototyping in alpha the service team was well resourced with design and user research colleagues to support iteration

### What the team needs to explore

Before the next assessment, the team needs to:

* [ASSESSORS / USER RESEARCH ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM NEEDS TO EXPLORE THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-8----Iterated-and-improved-frequently-[make-sure-that-you-have-the-capacity,-resources-and-technical-flexibility-to-do-so].)]

*Examples from a real Alpha assessment on what the panel may recommend to explore:*

* given that ‘Declare your business trade and cost information’ is a service which is part of a wider ORG transformation; ensure the empowerment of the service team to solve problems for users is protected

## 9. Create a secure service which protects users’ privacy

### Decision

The service MET / DID NOT MEET [point 9 of the Standard](https://www.gov.uk/service-manual/service-standard/point-9-create-a-secure-service).

### What the team has done well

The panel was impressed that:

* [ASSESSORS / USER RESEARCH / DESIGN ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM HAS DONE WELL THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-9---Create-a-secure-service-which-protects-users%E2%80%99-privacy)]

*Examples from a real Alpha assessment on what the panel may have been impressed about:*

* they have retry limits and lockouts on incorrect submission of passwords
* ZAP and Penetration testing will take place in Private Beta
* all controls, protections and policies from other CPS citizen facing service will be applied to this service

### What the team needs to explore

Before the next assessment, the team needs to:

* [ASSESSORS / USER RESEARCH ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM NEEDS TO EXPLORE THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-9---Create-a-secure-service-which-protects-users%E2%80%99-privacy)]

*Examples from a real Alpha assessment on what the panel may recommend to explore:*

* ensure the Business Impact Assessment and the Data Protection Impact Assessment are conducted
* given the complexity and interdependencies on other services ensure there is appropriate security testing during future delivery phaseS

## 10. Define what success looks like and publish performance data

### Decision

The service MET / DID NOT MEET [point 10 of the Standard.](https://www.gov.uk/service-manual/service-standard/point-10-define-success-publish-performance-data)

### What the team has done well

The panel was impressed that:

* [ASSESSORS / USER RESEARCH / DESIGN ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM HAS DONE WELL THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-10---Define-what-success-looks-like-and-publish-performance-data)]

*Examples from a real Alpha assessment on what the panel may have been impressed about:*

* the service team has a plan in place to monitor the 4 mandatory service KPIs
* the service team has defined success metrics beyond the 4 mandatory KPIs to benchmark service performance against intended business outcomes

### What the team needs to explore

Before the next assessment, the team needs to:

* [ASSESSORS / USER RESEARCH ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM NEEDS TO EXPLORE THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-10---Define-what-success-looks-like-and-publish-performance-data)]

*Examples from a real Alpha assessment on what the panel may recommend to explore:*

* ensure performance data is used alongside user research to drive iteration across beta
* ensure the CSAT score identified includes a free text box for users to provide qualitative feedback

## 11. Choose the right tools and technology

### Decision

The service MET / DID NOT MEET [point 11 of the Standard](https://www.gov.uk/service-manual/service-standard/point-11-choose-the-right-tools-and-technology).

### What the team has done well

The panel was impressed that:

* [ASSESSORS / USER RESEARCH / DESIGN ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM HAS DONE WELL THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-11---Choose-the-right-tools-and-technology-[Evaluate-what-user-data-and-information-the-digital-service-will-be-providing-or-storing,-and-address-the-security-level,-legal-responsibilities,-privacy-issues-and-risks-associated-with-the-service-(consulting-with-experts-where-appropriate)])]

*Examples from a real Alpha assessment on what the panel may have been impressed about:*

* Azure DevOps will be used for build & deployment pipelines on Microsoft Azure & Dynamics Platform
* Scala is used for forefront end development, a widely used language at ORG

### What the team needs to explore

Before the next assessment, the team needs to:

* [ASSESSORS / USER RESEARCH ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM NEEDS TO EXPLORE THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-11---Choose-the-right-tools-and-technology-[Evaluate-what-user-data-and-information-the-digital-service-will-be-providing-or-storing,-and-address-the-security-level,-legal-responsibilities,-privacy-issues-and-risks-associated-with-the-service-(consulting-with-experts-where-appropriate)])]

*Examples from a real Alpha assessment on what the panel may recommend to explore:*

* ensure the dependencies on the larger project are clearly outlined
* to assist understanding in the complex landscape perhaps have a tech and data user story

## 12. Make new source code open

### Decision

The service MET / DID NOT MEET [point 12 of the Standard](https://www.gov.uk/service-manual/service-standard/point-12-make-new-source-code-open).

### What the team has done well

The panel was impressed that:

* [ASSESSORS / USER RESEARCH / DESIGN ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM HAS DONE WELL THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-12---Make-new-source-code-open-[and-reusable,-and-publish-it-under-appropriate-licences-(or-provide-a-convincing-explanation-as-to-why-this-cannot-be-done-for-specific-subsets-of-the-source-code)])]

*Examples from a real Alpha assessment on what the panel may have been impressed about:*

* the service team are making their source code open on GitHub

### What the team needs to explore

Before the next assessment, the team needs to:

* [ASSESSORS / USER RESEARCH ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM NEEDS TO EXPLORE THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-12---Make-new-source-code-open-[and-reusable,-and-publish-it-under-appropriate-licences-(or-provide-a-convincing-explanation-as-to-why-this-cannot-be-done-for-specific-subsets-of-the-source-code)])]

*Examples from a real Alpha assessment on what the panel may recommend to explore:*

* ensure new joiners can easily consume and use the code by reviewing GitHub
* ensure linkages and dependencies on other GitHub repositories are clearly highlighted and documented

## 13. Use and contribute to open standards, common components and patterns

### Decision

The service MET / DID NOT MEET [point 13 of the Standard](https://www.gov.uk/service-manual/service-standard/point-13-use-common-standards-components-patterns).

### What the team has done well

The panel was impressed that:

* [ASSESSORS / USER RESEARCH / DESIGN ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM HAS DONE WELL THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-13---Use-and-contribute-to-open-standards,-common-components-and-patterns)]

*Examples from a real Alpha assessment on what the panel may have been impressed about:*

* XXXXX is their primary development language which is widely used by ORG
* following GDS front end standards and adhering to the tech code of practice

### What the team needs to explore

Before the next assessment, the team needs to:

* [ASSESSORS / USER RESEARCH ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM NEEDS TO EXPLORE THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-13---Use-and-contribute-to-open-standards,-common-components-and-patterns)]

*Examples from a real Alpha assessment on what the panel may recommend to explore:*

* in later assessments highlight development dependencies they have on other teams

## 14. Operate a reliable service

### Decision

The service MET / DID NOT MEET [point 14 of the Standard](https://www.gov.uk/service-manual/service-standard/point-14-operate-a-reliable-service).

### What the team has done well

The panel was impressed that:

* [ASSESSORS / USER RESEARCH / DESIGN ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM HAS DONE WELL THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-14---Operate-a-reliable-service)]

*Examples from a real Alpha assessment on what the panel may have been impressed about:*

* they align to XXXX Azure uptime commitments of 99.9% availability
* they still have a paper-based journey if the service is unavailable

### What the team needs to explore

Before the next assessment, the team needs to:

* [ASSESSORS / USER RESEARCH ASSESSOR HIGHLIGHT SOMETHING THE SERVICE TEAM NEEDS TO EXPLORE THAT DEMONSTRATES ONE OR SEVERAL ASPECTS TO BE COVERED ON THIS POINT IN THE SERVICE STANDARD, [SEE SPECIFIC PROMPT](https://cpsgovuk.atlassian.net/wiki/spaces/WIT/pages/3763765257/Alpha%2Bassessment%2Bevidence%2Bto%2Bcover#Point-14---Operate-a-reliable-service)]

*Examples from a real Alpha assessment on what the panel may recommend to explore:*

* the service has major dependencies on services being tested and built by other teams. This means perhaps only a full end to end test or soft go-live might test the complete functioning of the service and needs to be carefully managed and scheduled. For the next service assessment, they should report back on how this is being managed

## Next Steps

### [Reassessment]

In order for the service to continue to the next phase of development, it must meet the Standard and get ORG spend approvals. The service must be reassessed against the points of the Standard that are not met at this assessment.

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