Service Standard assessment

Work Management Application

Private beta

January 2024

**1.Understand users and their needs**

The team was impressed that:

* The team has understood the emotional as well as practical needs users have for this tool
* The personas cover a range of scenarios
* Customisation for individual needs - hide counters, star tasks, personal alerts, filter sets
* Variety of views i.e. calendar views, taking into account the different ways in which people like to work with their tasks
* Speaking with users about what they don't use as well as what they do.
* Use of screen space - hidden case details etc
* Blue sky thinking workshop - not tied to process. Look at solutions from individual & team processes
* The depth and breadth of the user research was impressive, providing a solid foundation for the application's development. This approach has clearly identified key user needs and pain points, guiding the development process effectively.

During the next phase, the team should:

* Get feedback from a range of accessible users (not necessarily those related to jaws/dragon use) e.g. colour blindness, cognitive needs etc.
* See how users will interact with it with and without support (is it intuitive or will people use it in unintended ways which may break functionality)
* Ensure there is a robust research plan in place to ensure continuous usability testing can take place through beta

The team may also consider:

* Conducting a review of the application's accessibility, possibly involving external experts, to ensure compliance with WCAG (Web Content Accessibility Guidelines) and other relevant standards. Plan for regular accessibility audits.
* Think about developing and refining educational materials and support systems to help users understand how to make the most of the application. Consider creating tutorials, FAQs, and interactive guides.

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

The team was impressed that:

* The team has taken a thoughtful approach to the brief and designed a tool that can be personalised for users
* The dedication to understanding and integrating user feedback into the development process is evident. The commitment to designing with the user in mind has ensured that the application is intuitive, accessible, and genuinely useful.

During the next phase, the team should:

* Consider different ‘entry points’ to the application in order to help users adopt the application by default
* Consider how app administration e.g. user management, will work at scale as this may affect how functionality is built.
* Bring out where there are common themes and standards that need to be agreed and supported in other developments

The team may also consider:

* How might we get users to consider requirements away from what CMS offers to ensure we exploit full delivery potential and future proof.
* Ensure the service works for all users in all CPS teams, providing a holistic service for work management.

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

The team was impressed that:

* There would be a link from within CMS to this product without further need for sign on

During the next phase, the team should:

* Consider how will users link into support e.g. in app guidance, link to support materials etc

The team may also consider:

* Whether automated alerts might be useful for users (such as emails or Teams alerts for actions on urgent cases)

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

The team was impressed that:

* Simplified user journey compared to CMS
* The user interface design is intuitive and user-friendly, reducing the learning curve for new users. This simplicity enhances the overall user experience, making it straightforward for users to accomplish their tasks without unnecessary complexity.

During the next phase, the team should:

* Robustly test the quick actions button with a range of users to ensure it is immediately obvious to users and quickly identified. The actions are 'hidden' within an icon so needs testing further with users not included in alpha testing to ensure optimal usability.

The team may also consider:

* Can the team link in with the CPS Low code team on error message handling (both UI and technical) as we would be keen to adopt a common approach.
* Analyse user interactions to identify common errors or issues, then address these through design improvements to prevent user errors and enhance simplicity.

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

The team was impressed that:

* Accessibility is designed in by default
* The focus on accessibility improvements deserves special mention. By engaging with the Digital Accessibility Team, you ensured the application is accessible to users with varying needs, you have significantly broadened its usability and inclusivity.

During the next phase, the team should:

* Add more about how they have worked on the Accessibility, and take forward the concept of speaking to DA users with support from the DA team

The team may also consider:

**6.Have a multidisciplinary team**

The team was impressed that:

* The team dynamics seem strong with team members understanding the project from the perspective of different disciplines.
* The composition of the team, with experts from various fields such as solution architect, user experience design, project management, and business analysts, has ensured a well-rounded approach to the application's development. This diversity fosters innovation and creativity, addressing complex problems with comprehensive solutions.

During the next phase, the team should:

* Contain a dedicated user researcher in some capacity – eg to support the team in the design of the research
* Share user research findings in the CPS library
* Continue to engage stakeholders from various backgrounds in the development process, ensuring their perspectives and needs are considered, enriching the application's development with diverse insights.

The team may also consider:

* How they are integrated / sit with the rest of DID especially in Service support, DA and any licence implications

**7.Use agile ways of working**

The team was impressed that:

* The team is using Agile ceremonies consistently
* The team are iterating their processes and ways of working

During the next phase, the team should:

* Ensure governance continues to work for the team as an enabler

The team may also consider:

**8.Iterate and improve frequently**

The team was impressed that:

* There has been multiple thoughtful iterations of the designs each responding to user feedback.

During the next phase, the team should:

* Consider how to reduce the cadence of delivering new benefits to users
* Consider how release management might work involving multiple stakeholders – Low code, CGI, DDEI etc.

The team may also consider:

* Testing approach and its impact on release management. i.e. what testing is required when an element of the service is updated

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

The team was impressed that:

* Multi layered approach to user authentication (CMS, AD, App, IP)
* Selecting technologies already in use within the CPS estate, such as OutSystems, is a good strategic move.
* The decision to restrict access to the beta version of the app through a combination of CMS access, Active Directory access, and specific role definitions within the work management app, alongside IP range limitations to CPS-originating IPs, is a strong strategy. These measures significantly reduce the risk of unauthorised access and ensure that only legitimate users can access the application.

During the next phase, the team should:

* Consider how users journey might break if they access the app in thew wrong way e.g. if they bookmark the ‘app’ and don’t access it via CMS
* Engage with Security teams to address any vulnerabilities/risks identified in the next Penetration Test (next sprint) and the appropriate way to treat/mitigate these. – MJ happy to assist the team.

The team may also consider:

* Scheduling some security audits, including ITHC / Penetration Tests, to identify and remediate vulnerabilities. Use these audits to validate the security posture of the application continuously.
* Implement monitoring of access logs to quickly identify and respond to unauthorised access attempts.

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

The team was impressed that:

* The team had aligned to DID-wide metrics such as the number of hours saved for users

During the next phase, the team should:

* Reflect on their interpretation of this standard. The presentation reflected how the app addresses identified users needs, not how they will track that which is what the standard asks as follows:
  + **identify metrics** which will indicate how well the service is solving the problem it’s meant to solve, and track performance against them
  + **use performance data** to make decisions about how to fix problems and improve the service
* Engage with teams (e.g. FCT, Low Code, Casework app, Witex) on how they have addressed this, challenges and solutions to ensure common understanding & use common tooling (or help define common tooling
* Explore which user interactions would be useful to measure and gather quantitative data for and possible ways this data could be collected with the technology being used.

The team may also consider:

**11.Choose the right tools and technology**

The team was impressed that:

* This is a structured experiment in using the Outsystems platform to help determine its use in the FCT programme

During the next phase, the team should:

* Explore with users whether the CPS Outlook calendar would better meet the need than a custom calendar in the application

The team may also consider:

**12.Make new source code open**

The team was impressed that:

During the next phase, the team should:

The team may also consider:

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

The team was impressed that:

* The design guilds are helping build a pattern library for Future Casework Tools

During the next phase, the team should:

* Make available its instance of DDEI in the CPS Git repo

The team may also consider:

* Contributing formally to the Outsystems sharing library Forge
* How the team can contribute to design standards across the CPS
* Working with the low code team on common GDS theme which can be reused across fCT low code apps

**14.Operate a reliable service**

The team was impressed that:

* The team are supporting the system, while we evolve the support model

During the next phase, the team should:

* Identify the automated monitoring tool to be used as usage scales
* Look to pack up some first time fixes that a first line desk could deliver
* Work with Service Management team to create a practical support model
* slide noted "consider how service can be handed over to service manager teams”. This needs further consideration in Beta at a deeper level i.e. levels of support, who handles what e.g. technical, process, CGI, Outsystems, desk queries etc Do not assume there are existing support structure that this can simply fit into

The team may also consider:

* How to track the effort that goes into support vs development