

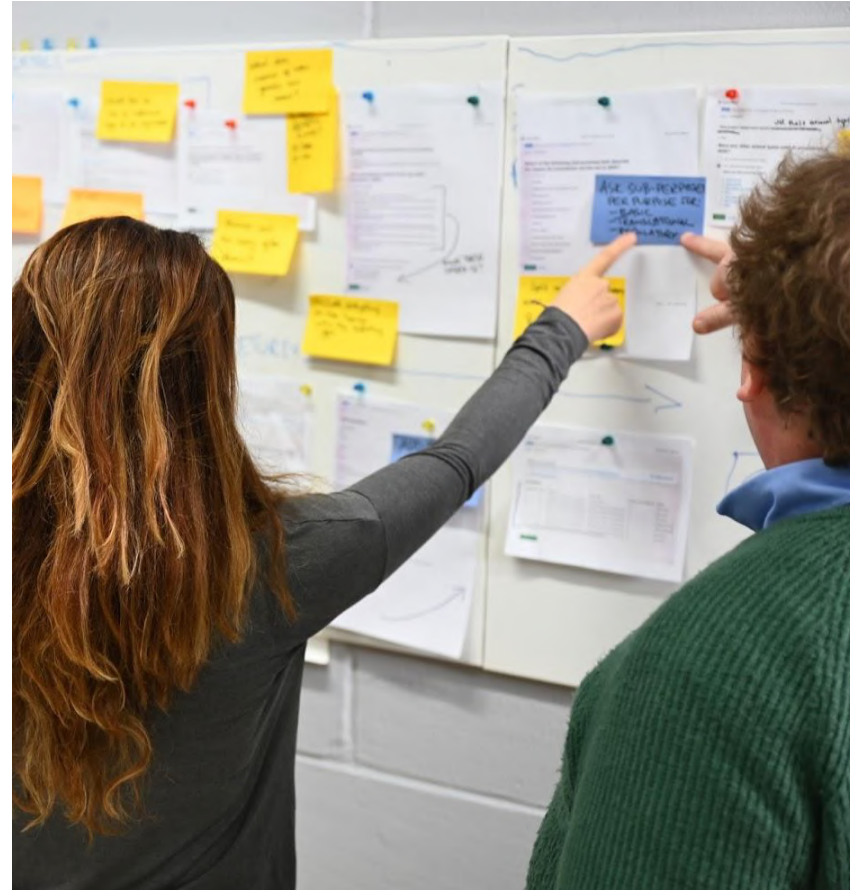
# Performance dashboards and management information services

Service definition  
G-Cloud 13

## Performance dashboards and management information services

# Service summary

Our data visualisation services can help provide clear insights into your management information and business intelligence. Through understanding your needs from your data, we can design and build solutions to help make performance reporting more accessible through interactive dashboards, clear reporting and live monitoring of services, metrics and data.



## Performance dashboards and management information services

### Service summary

#### Features

- Identifying and understanding the needs you have from your data
- Establishing clear links with organisational objectives and measures
- Defining and measuring KPIs to clearly track and monitor performance
- Ingesting, aggregating and visualising multiple complex datasets from different sources
- Self-service data management available through data uploads or API connections
- Handling both historical and live service and performance data
- Configurable to the needs of your team and your service
- Integration with other tools and services via api connections
- Integration with existing systems and workflows
- Agile, user-centred, evidence-based approach working to GOV.UK standards

#### Benefits

- Greater access to and transparency of your data
- Leads to better decision-making based on evidence for improved performance
- Embeds and supports changes in performance management processes
- Interactive data visualisations allow comprehensive interrogation of data
- Reporting generated automatically and made more accessible
- Live service dashboards enable monitoring and up-to-date insights
- Designed and built to GOV.UK standards, principles and style
- No vendor lock in: service wholly owned by buyer
- Compliant with IT Health Check and Technology Code of Practice
- Full support wrapper covering performance management and metrics



# About us

We partner with government to build digital services that help people get things done.



About us

## Marvell Consulting

Marvell Consulting is a team of digital specialists with a track record of building secure, reliable, easy-to-use products and services.

We put users at the heart of everything we do to create beautifully simple services that are responsive to their needs.

Our strength is in delivering measurable value to stakeholders whilst fulfilling our commitment to building user-centred, government-approved services.



About us

## Our experience

As a small company we're proud to have been trusted by some of the UK's most recognised institutions.



About us

## Our approach

Building digital services can be time-consuming and complex. Working to agile methodologies allows us to break difficult problems down into clear, manageable pieces of work that can be delivered in stages.

Working in fortnightly sprints, we use agile tools to help us track where we are with the delivery of new software or features. Progress is reported in weekly reports, fortnightly show and tells and at governance meetings as determined by the client. We define, track and, wherever possible, mitigate risks to us being able to deliver our work.

Our trained agile coaches are experienced at introducing agile ways of working to teams as well as giving more in-depth tutorials to key contacts. An important part of our service is finding the right ways to communicate progress to stakeholders and bringing teams with us as new digital ways of working become a reality.



About us

## Our culture

Open, clear, respectful. Success isn't just in what we deliver, it's in how we do it too.

### **Working as a team**

We know that well designed services aren't the brainchild of a single genius. They're the result of experienced specialists working together towards a shared outcome. That's why our team are all experts in their fields with years of government experience behind them.

We also maintain a flat structure in our teams to allow ideas to surface and assumptions to be challenged. This open culture isn't just a nicer way of working (although it is that too). It allows us to spot and resolve problems quickly, ensuring a safer and less risky approach to development.





About us

## Working together

### Working with clients

Our approach to working with clients is rooted in transparency and respect. Some clients are experts in digital product development, others less so. No matter who we're working with we always communicate clearly and report on progress every week.

We also respect the different disciplines we work with. Experts in operations or policy are vital to helping us create products and services that serve government's and users' needs. Respect for the people who know what we don't is a core part of our ethos and success.



### Working in the open

We're big believers in learning from the public sector's wider digital community and in sharing our own knowledge with other teams. Sharing research, solutions, patterns and code makes government services more consistent and cost-effective.

Wherever possible we like to present our work at cross-government events and share our outputs with teams working on related services.

# Detailed specification

Information on pricing, on-boarding and service management.



# Detailed specification

## Overview

### Ordering

Email us at [gov@marvell-consulting.com](mailto:gov@marvell-consulting.com) or call [020 3886 0115](tel:02038860115) to discuss your requirements.

### On-boarding

Onboarding is informed by the client's needs. As a minimum we would produce a statement of work defining the agreed tasks and deliverables. We would also expect to agree project milestones, working patterns, locations, access to specialist equipment and team roles and responsibilities.

### Service constraints

Our services are typically delivered remotely or from our London Bridge office from Monday to Friday, 9am to 5pm. However we can accommodate onsite work and out-of-hours support as required.

### Security assurance and data resilience

We have practiced methods for recovering and restoring operations in rare cases where our automated processes fail. We've worked to varied security specifications and can work with you to meet your requirements. Many of our consultants are SC-cleared and can obtain further clearance if needed.



## Detailed specification

# Overview

### **Training**

Our aim is to build simple, intuitive services that can be used first time without the need for extensive documentation or training.

However we recognise there are some circumstances in which training may be required. In these cases we're happy to work with clients to design an appropriate training plan.

### **Invoicing**

To be agreed with the client.

### **Early termination**

Terms to be agreed with the client.

### **Off-boarding**

Wherever possible we deliver software with open licences and deploy into client-owned infrastructure. Outputs are clearly documented. We're flexible about handover and can arrange job shadowing, training and/or the production of detailed documentation as per the client's preference. Knowledge-transfer is treated as an ongoing process throughout the project's lifecycle.



## Detailed specification

### Rate card

SFIA Level	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
1 Follow	£450	£450	£450	£450	£450	£450
2 Assist	£475	£475	£475	£475	£475	£475
3 Apply	£500-650	£500-650	£500-650	£500-650	£500-650	£500-650
4 Enable	£650-850	£650-850	£650-850	£650-850	£650-850	£650-850
5 Ensure/Advise	£750-950	£750-950	£750-950	£750-950	£750-950	£750-950
6 Initiate/Influence	£850-1000	£850-1000	£850-1000	£850-1000	£850-1000	£850-1000
7 Set Strategy, Inspire, Mobilise	£950-1250	£950-1150	£950-1250	£950-1200	£950-1150	£950-1250



“Marvell Consulting has been integral in the transformation of the Home Office’s digital operations. The research, design and build has been exceptional.”

**Ben Stevens, Product lead**

Home Office



# Things we've delivered

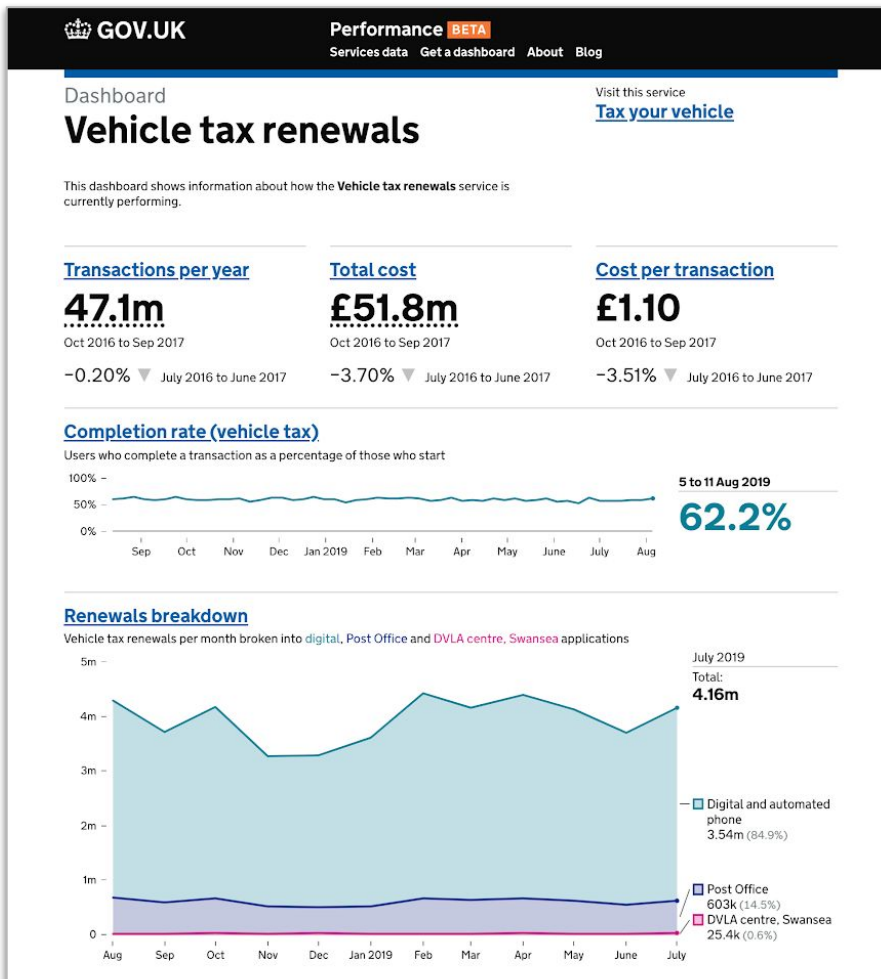
Some examples of what we've helped deliver with this service.



## Case study

# Helping government to visualise its performance

In 2014 we worked on the design and build of GOV.UK's Performance platform to help service delivery teams, programme managers and the general public understand the performance of government services by gathering and visualising their performance data.



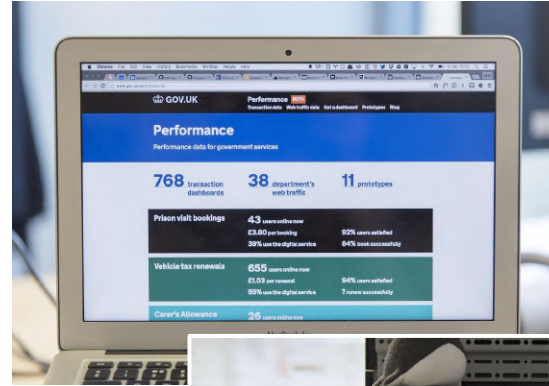


Many teams in government lack the resources to effectively make use of their performance data. While there may be lots of data, it could often be buried in closed off databases, owned by separate teams, spread across a range of different sources or just be hard to make sense of.

We analysed the requirements of the raw data and helped create an API that could pull in service data from a range of sources – including both online and offline service data – from departments and agencies across central government.

Once we had the raw data, we could create a range of standardised definitions of performance metrics so that the data could be transformed into meaningful and actionable KPIs that service teams were easily able to interpret and build service improvements upon.

The platform scaled up to meet the varying reporting needs across over 700 service dashboards.



700+  
government services with  
performance dashboards



#### Digital take-up

Proportion of applications made using the digital service



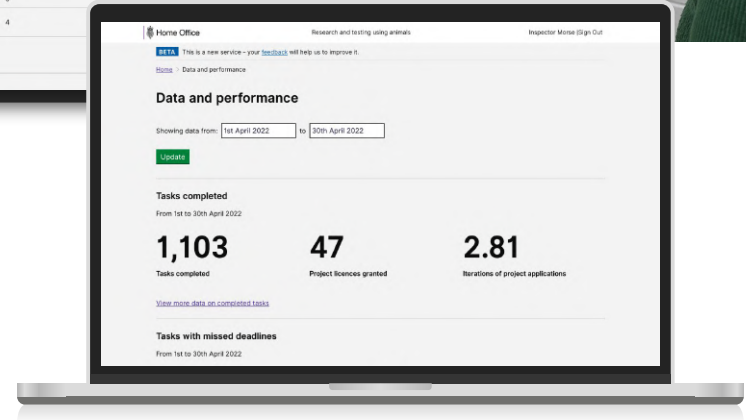
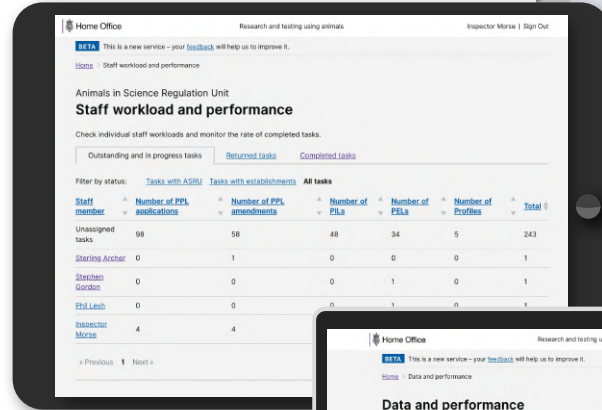
27 Oct to 2 Nov 2014

56.1%

Case study

# Building performance data reporting into a licensing system

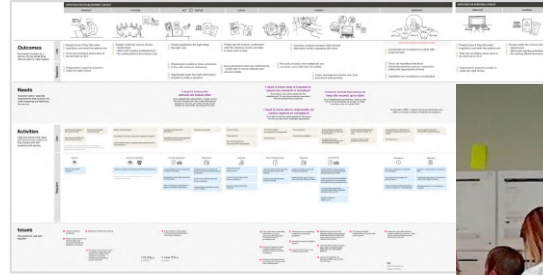
In 2018 we overhauled a legacy system for managing the application, assessment and maintenance of a range of licences in the complex, policy-based environment of regulation in the biosciences industry.



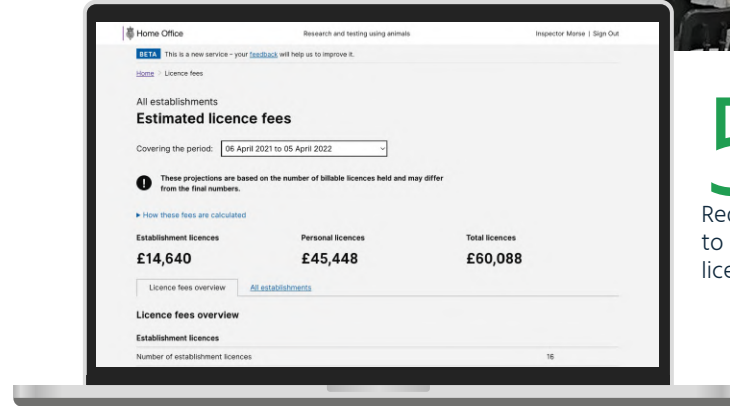
We replaced the previous proprietary software with a new bespoke solution. Our architectural approach meant that the new service didn't have the same restrictions on access to underlying service data. This allowed us to develop additional features to support the ongoing and evolving reporting needs of the regulator.

Following comprehensive exploration, design and user research we built a number of performance metrics dashboards. Drawing on a range of independent data sources, we were able to aggregate and visualise a range of performance data including financial forecasting, monitoring staff workloads and tracking submission requirements from licensees.

The service owner and managers became empowered to make informed decisions based on live performance data. They were able to manage their operations efficiently and allocate resources to ensure important deadlines were met.



30%  
Increase in customer satisfaction



50%  
Reduction in staff hours to process personal licence applications



# Our services on G-Cloud

We provide a number of related services that can meet your needs and also be procured through G-Cloud.

- Delivery partner
- Discovery phase delivery team
- Alpha phase delivery team
- Beta phase delivery team
- Live phase delivery team
- User research
- Service design
- Content design
- Interaction design
- Delivery management
- Cloud support and operations
- GOV.UK forms
- Case management and licensing services
- Case-working workflow management and processing pipelines
- Performance dashboards and management information services
- Project rescue
- Project delivery on time and to budget
- Project delivery using JIRA and Trello



“The work delivered by Marvell Consulting has helped transform data sharing across government!”

**Product Manager**

Government Digital Service



# Talk to us

We're always here to answer questions or to discuss the needs of your project.

[gov@marvell-consulting.com](mailto:gov@marvell-consulting.com)

020 3886 0115

[www.marvell-consulting.com](http://www.marvell-consulting.com)



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Commercial  
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