



## G-Cloud 14 - Service Definition

### Research and strategy

Torchbox is an employee-owned, independent digital agency for the public sector and nonprofits.

We design, build and manage services that meet the GOV.UK Digital Service Standard. We are the founding developers of [Wagtail](#), the leading open source CMS behind NHS.uk. Our clients include DHSC, DIT, NHS Digital, Gov.ie, FCDO and more.

Torchbox holds ISO 27001:2013 certification, certificate number: 357732021

We provide a range of UCS services, including:

#### **Delivery management**

Our SCRUM certified Delivery Managers lead blended client/agency multidisciplinary teams through the project cycle, from Discovery through to Live, aligned to the GOV.UK Service Manual. Our Delivery Managers provide delivery process management, monitoring and reporting.

#### **User Experience and strategy**

We provide support to follow best-practice as per the GOV.UK Design manual and create digital products and services that meet the Government Service Standard.

Our UX and strategy service covers:

- Business consultation to understand goals and objectives
- User research to understand user needs and motivations
- Design sprints to develop, prototype and test ideas
- Strategic product and service road-mapping to prioritise workload
- Product and service analytics set-up and tracking

## **Design and prototyping**

We deliver rapid prototyping and testing based on the GOV.UK Design System NHS Design system for NHS Digital and NHS Trusts (which we designed and built).

## **Usability Testing**

We help public sector organisations understand how real users are engaging with their digital products or services. Observing user behaviours with current experiences allows our team to identify issues, recommend and implement improvements in order to deliver useful, usable and accessible products and services.

## **Content design and audit**

We'll help you build knowledge, capability and confidence in best practices for content design. Through detailed analysis and user-centred approaches, we can audit and redesign your content, and develop scalable content strategies. We can design user-centred, inclusive content for user interfaces, guidance and

published content

## **Product Coaching**

Upskill and develop Product and Service Owners in your organisation. Tailored coaching and mentoring provided by our Product Directors, experienced in Public Sector delivery. We will collaboratively devise skills development and knowledge transfer activities, equipping your teams for service standard assessment and high quality service development.

## **Mock GDS assessment**

Meeting the Government Service Standard is a great way to ensure your service is usable, accessible, and valuable. Our experienced team including GDS-trained assessors can support through Discovery, Alpha, Beta and Live with coaching, gap analysis, mock assessments and advice, to help your organisation build capability, knowledge and confidence.

# Onboarding and SLAs

## Onboarding

We've managed Discovery, Alpha, Beta and Live projects to the Service Standard, and will tailor onboarding services to suit the relevant stage. Your Torchbox Delivery Manager will set up the agile environment and lead mobilisation workshops to recap/agree on roles and responsibilities, refine project schedules and develop a shared understanding of the project goals and vision.

Should you wish to move to a different supplier, we will work closely with you to ensure a smooth transition and handover.

## SLAs and pricing

Delivery, strategy and UX services are provided during UK office hours, excluding bank holidays.

Work is charged per statement of work, on a time and materials basis, based on our SFIA rate card.

## Invoicing

We invoice monthly in arrears for delivery, strategy and UX services.

## Contract termination

There are no minimum contract lengths and we require 4 weeks notice for contract termination.

## Business continuity and disaster recovery

We maintain and share up-to-date business continuity and disaster recovery plans on our intranet for our staff and clients. We'd be happy to share these with

you upon request.