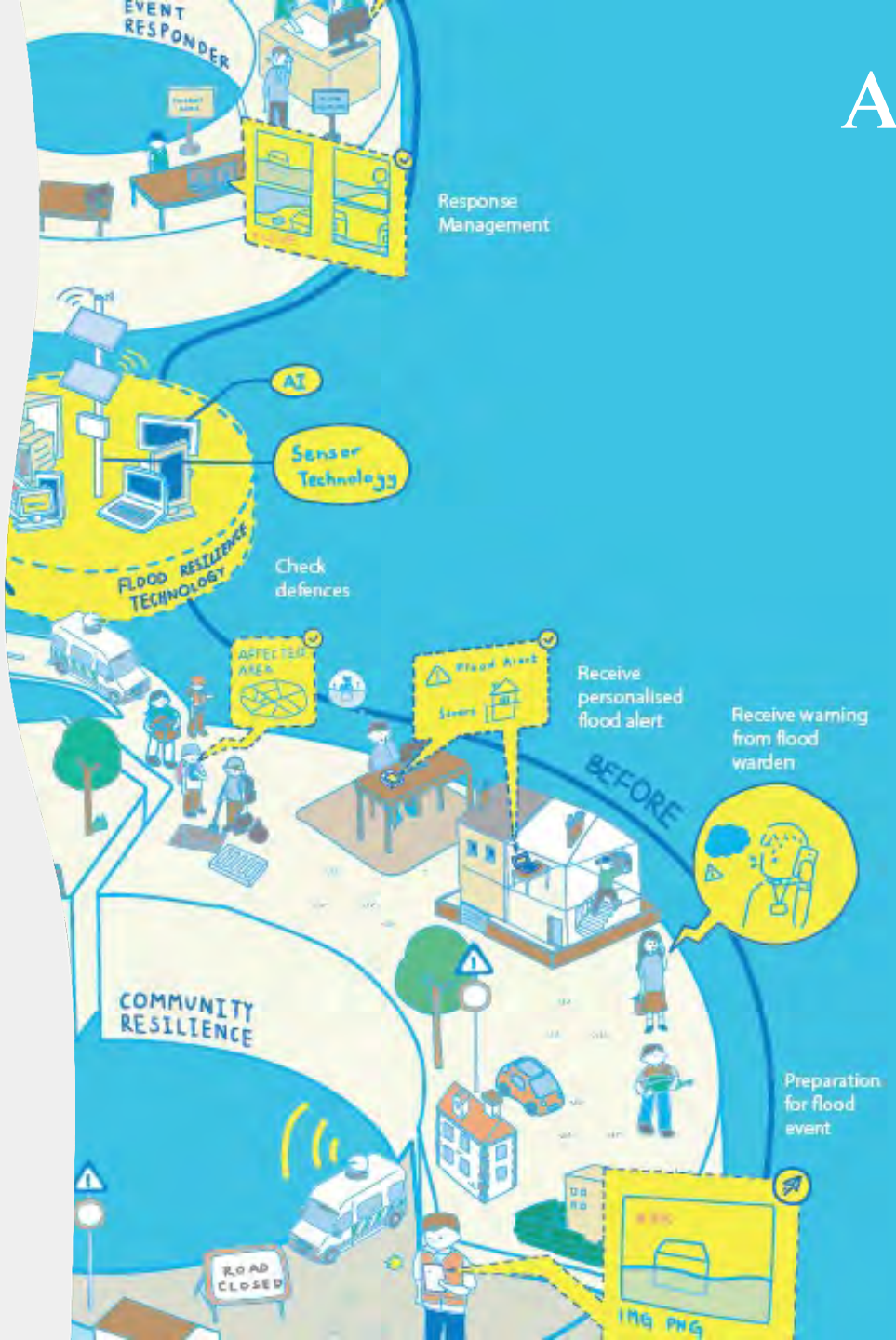
ARUP

G-Cloud 14
Discovery phase

G-Cloud 14
Service definition document

Our firm

Arup is a global collective of designers, consultants and experts dedicated to sustainable development, and to using imagination, technology and rigour to shape a better world



Our aims

The aims and principles laid out by Sir Ove Arup in his Key Speech, continue to underpin our firm today


Social usefulness


Total architecture


Humane organisation


Straight and honourable dealings


Quality of work


Reasonable prosperity

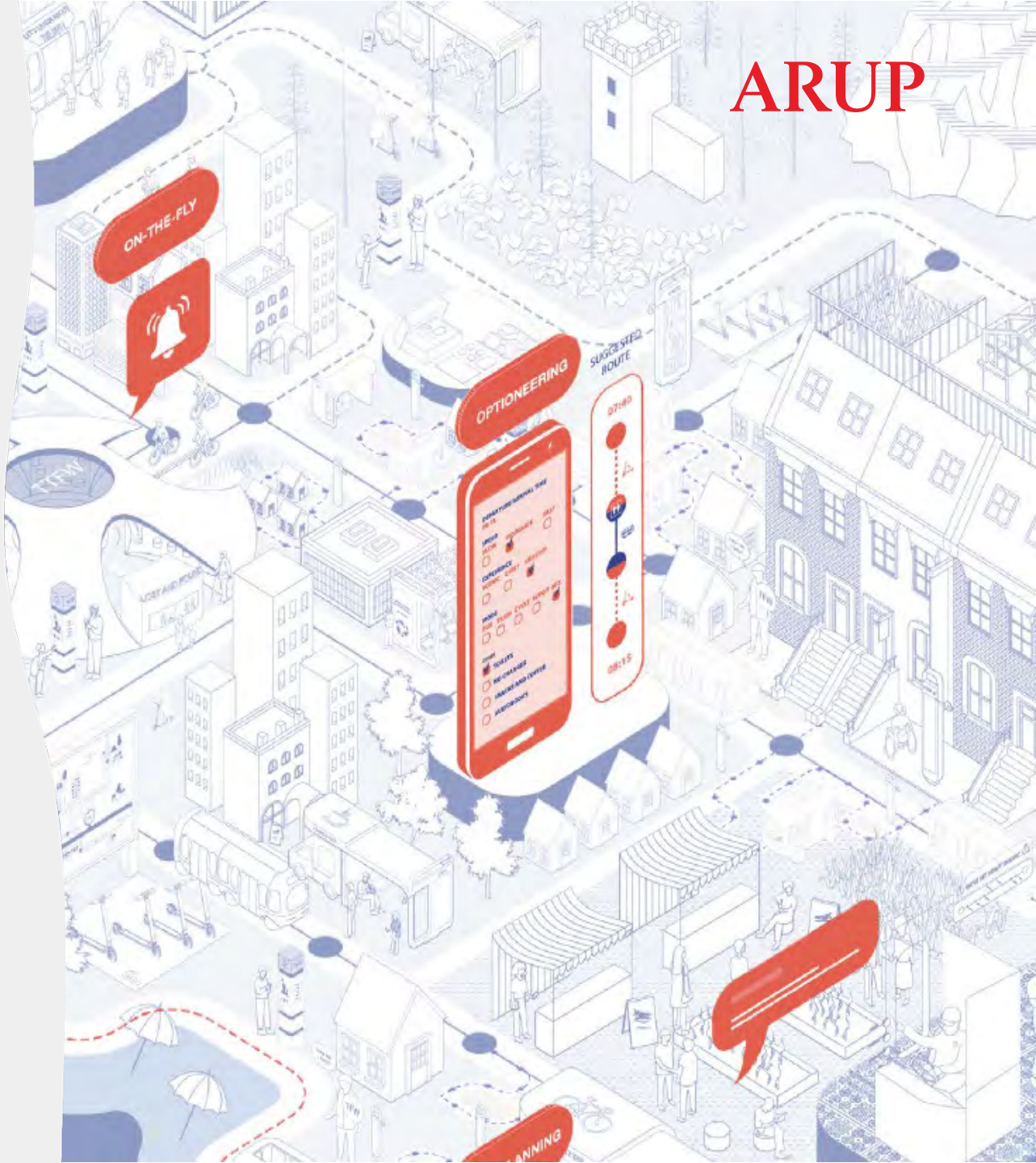
Who we are

We combine digital expertise with market knowledge to advise on the role of digital and data in the built and natural environment

We deliver services and solutions that solve complex challenges for our clients

Our strategy

We work with clients, partner
and practitioners who share
our commitment to create a
sustainable future for
everyone



Our partnerships

From climate change to city resilience, our long-term collaborations help us to tackle some of the world's toughest problems

Some of our clients

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Our G-Cloud 14 services

- Digital service design and development
- Discovery phase
- Alpha phase
- Beta phase
- Digital Asset Information Management
- Digital Strategy and Architecture
- Built Environment Data Advisory
- Digital Transformation
- Digital Energy
- Digital Water
- Digital Transport
- Experience Design
- Digital for Sustainability
- Digital Twins
- Digital Planning
- Co-Design
- GIS (Geographic Information System)

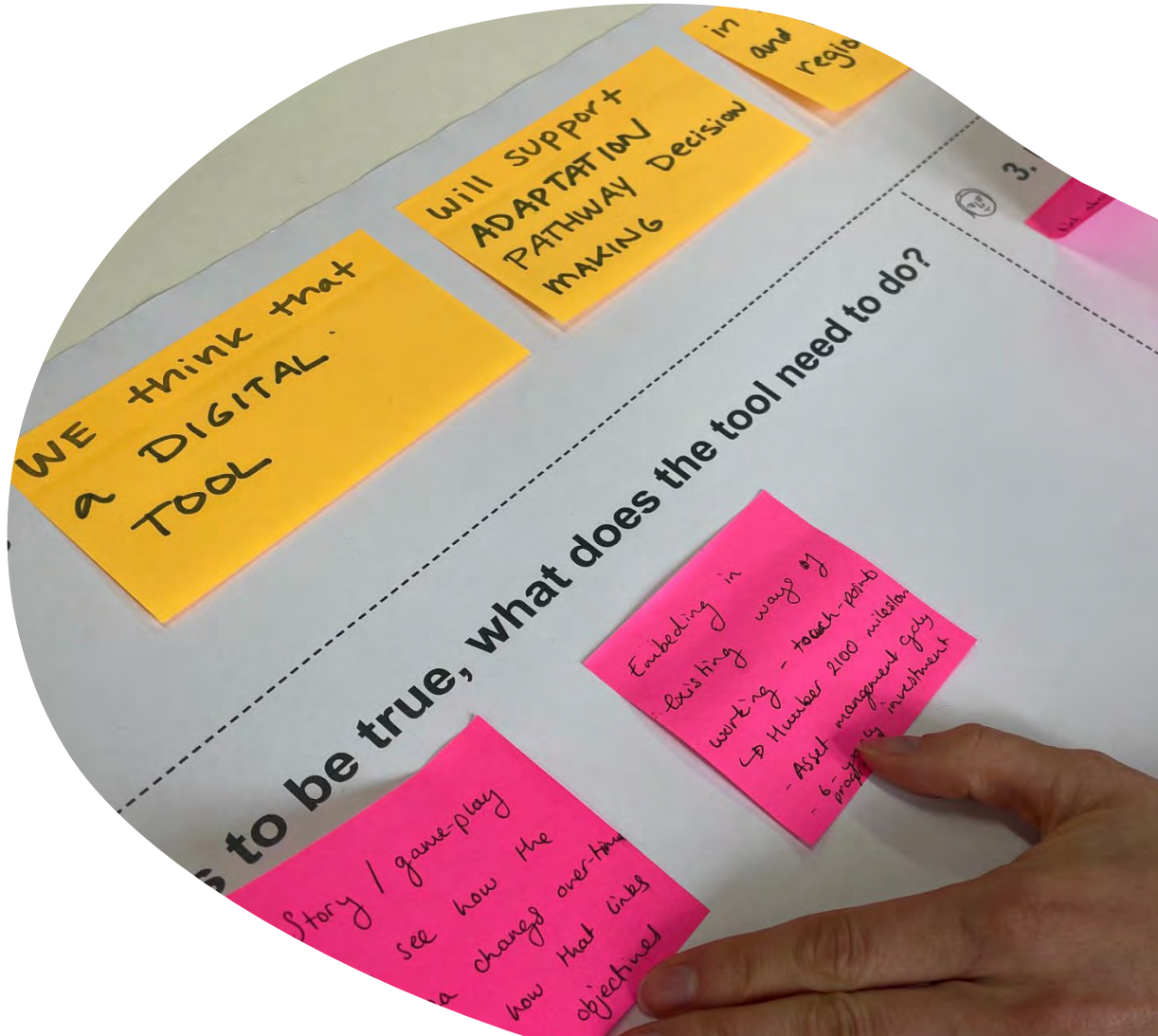
Discovery phase

Discovery phase (Aligned with the GDS Service Standard)

Introduction

In a discovery phase, we understand the problem space collaboratively with team, business and service users to generate measurable opportunities for change.

Arup's Digital Services team bring a structured, proven design methodology and a multi-discipline digital team to work with our clients though user research, collaborative design, journey mapping, technology analysis, concepting, prototyping and testing to better understand users and their problems to deliver the route to end-to-end, sustainable digital products and services.



Features

Features

- Delivery through agile, user-centred methodologies including agile sprints, ceremonies and Show and Tells
- Provision of a multi-disciplinary delivery team including user researchers, service designers, UX/UI designers, developers, business analysts, delivery managers, geospatial consultants, domain subject matter experts and more
- One-to-one contextual user interviews to identify and validate user needs
- ‘As-is’ and ‘to-be’ user journey, service and process mapping and shadowing
- Stakeholder mapping and desktop research
- Technical discovery, including ‘as-is’ system mapping, legacy system assessment and identifying potential future integrations
- Co-design workshops to ideate early concepts
- Creation of evidence-based user needs and personas to inform direction
- Discovery report, decision if and how to move into alpha and alpha phase scope

Benefits

Benefits

- Aligned with the Government Digital Service (GDS) Service Standard and Scottish Digital Service Standard
- Proven digital delivery within built and natural environment sectors and subject matters, including cities, planning, architecture and construction, transport, water and resources, energy, climate, Geographic Information System (GIS) and others
- Upskilling of in-house teams in discovery delivery, and agile and digital skills
- Better identify project scope and goals
- Ability to rapidly pivot to emerging change and reprioritise through agile methodologies and delivery
- Identified and validation of user needs through primary research
- Make design decisions based on data, not assumptions
- Involve client teams at an early stage to maximise the impact of their familiarity with the problem to be solved
- Generation of alpha scope to progress

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Department for Business, Energy & Industrial Strategy

Department for Business, Energy & Industrial Strategy (BEIS)

Supporting decarbonisation policy in the UK with BEIS

Arup worked with BEIS to deliver an 8-week discovery phase, aligned with the GDS Service Standard, to understand the barriers and unmet needs surrounding information sharing and industrial decarbonisation.

We applied a four-phased user experience approach comprising: 1. framing, 2. user research, 3. synthesis and 4. conceptualisation. The proposed digital services came with a series of recommendations, including a strategy that focused on user needs, end-to-end user journeys, motivations and goals.

Alongside user stories, we outlined benefits and constraints for each of the concepts. A timeline and digital team were also proposed for BEIS to take the concepts forward to the alpha phase.

Discovery phase

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Department for Environment Food & Rural Affairs

Northumberland County Council

DEFRA, Northumberland County Council

Exploring AI to improve community flood resilience with Next Generation Flood Resilience

Arup conducted a discovery phase to investigate the potential to build an early warning flood service for six communities in the North of England.

The user-focused delivery offered a space for community members and professional groups to share their flooding experiences and to be directly involved in crafting a digital proposition with actionable outcomes, ultimately shaping how to be more resilient to flooding.

Discovery phase

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