Service Definition

Testing Services

Summary:

Before selecting a solution, one must identify the user needs for proposed cloud-based services and answer the question "should we do this?" related to a proposed service. Aligned to the GDS Service Manual, iNET undertakes user research, business analysis, and technical activities, producing appropriate outputs to proceed to Alpha.

Service features

- Service delivered onsite at client's premises
- Specialist and experienced resources -Gurus
- Managing Software Testing Programmes and Projects, Test Management
- Functional Testing, Defect Management, Test Strategy, Test Methodology
- Test Environments and Data Management, Application Packaging Testing
- OAT, Failure and Resilience Testing
- User Acceptance Testing (UAT), UAT Management and UAT Test Teams
- Multi platform and multi browser
- Usability Testing, Accessibility Testing, and User Experience Testing
- Multiculture resources

Service benefits

- Low overheads with less cost of maintenance
- Support end users in documenation and maintenance
- Free Knowledge transfer
- Low cost, on demand, short term engagements undertaken
- Service is on-demand driven by the client
- Can be used in discrete phases
- Flexibility to ramp up test teams to meet peak demand
- Platform and technology agnostic approach to testing
- Early phase testing reduces costs and reduces risk
- Effective way to build up shared knowledge for client systems

Description : At iNET we leverage our 15-year track record of successful Agile and Lean UX techniques, aligning our approach to the GDS standard for Discovery. Based on our extensive experience delivering in line with the GDS Service Standard, we would work to ensure that the Discovery follows the GDS Service Manual where appropriate for the phase. For Discovery, particular focus would be on user research, and analysis of business needs as well as policy, legal, and technical constraints, in order to support identification of candidate cloud-based technical solutions.

iNET would seek to achieve this through, for example, workshops, interviews, and guerrilla testing, as we have successfully completed on recent GDS-aligned projects for DVSA, DOT, DfT, BEIS, DfE,NHS, and the Skills Funding Agency, amongst others. From this, we would build a contextual picture of the required service, from which to help the client to make informed decisions based on documented recommendations for Alpha, noting that a valid recommendation could be to do nothing.

Approach: We typically start with a half-day Pre-Discovery workshop, to validate the proposed iNET team profile and costs (particularly around creative and technical effort required), confirm stakeholders and their availability, discuss user research methods and techniques, and schedule workshops for the Discovery phase.

As part of our commitment to driving value for money, at this stage iNET is also open to discussing any flex in team profile that might drive efficiencies. We then kick off Discovery proper with 1-2 days of workshops, followed by a further 3-6week programme (depending on the level of service complexity) aimed at eliciting sufficient information to validate User Needs (internal and external) and scope a service. While the level of knowledge available at the commencement of a Discovery varies, iNET have seen considerable success employing a Service Design approach to synthesising insights from Business Analysis, User Research, Data Analysis and Technical Analysis activities.

Pre-Discovery: This consists of a half-day introductory workshop, the primary objectives being to kick off the engagement efficiently and effectively, ensuring all parties are working to a common goal with shared understanding of the methods and processes, and establishing the Discovery workshop schedule.

Our typical agenda is as follows:

- Introduce the iNET team to your key stakeholders, and vice versa
- Describe andgive examples of the techniques and workshops for Discovery
- Prepare stakeholders, identifying who needs to be at which workshops
- Agree logistics such as dates, locations and start/end times for workshops

Kick-off: Following the pre-Discovery workshop, we would kick off Discovery proper by undertaking a short programme of workshops. The objectives would be to establish a shared

vision of success for the service, gain an understanding for its context and users, and set goals for the Discovery phase. Typically, the programme would consist of 1-2 days of workshops to cover the following agenda items:

- Visioning–Agree a shared view of what success looks like•
- Measurable Critical Success Factors –Collectively identify goals / benefits of the service and how we intend to measure them
- Sliders exercise–Identify key stakeholder motivations and constraints, thereby surfacing conflicting constraints and areas for necessary compromise
- Service Design –Understand service boundary and outcomes, including identifying users and their needs,
- Assumption mapping–Working with the stakeholders and team, establish areas of risk and prioritise mitigation activities. This exercise starts to build up the initial product backlog
- User journey mapping–Create a model of existing and aspirational user journeys. These can be underpinned by findings from business and systems analysis. Identify the user journey and how the service fits into it, rather than just how the service will be used.
- Stakeholder map–Identify and categorise all stakeholders of the service where experiences are engineered
- Overview of the current service and technology estate (if appropriate)
- Retrospective–Start with the lessons learned for the current service and its usage, and undertake a short review of process and practice todate, to modify any plans and process going forward
- Agree a plan for the remainder of the Discovery phase

Delivery: Following kick-off, we move immediately into the rest of Discovery in order to maintain project momentum. Typically, this would be achieved through a programme of activities lasting around 3-6 weeks, depending on the complexity of the service, in order to produce the required outputs for the phase. One of the core objectives of Discovery is to ask the question "does a user need exist?" related to a proposed service. With this in mind, we would typically undertake the following:

- Provide a detailed overview of similar digital projects
- Build inspiration and mood boards based on the requirements, including: o
  Usage of similar tools outside the department
  Use of digital technology within the department
  Existing, Cloud-based solutions that meet a similar Best practice in other
  Government and private sector organisations Other departmental projects
  looking at similar solutions
- Identify candidate minimum viable product (MVP) that might be released to users
- Understand technology landscape including key integration and security requirements.
- Identify key risks and assumptions to be explored during Alpha
- Produce a teamprofile and budget for the Alpha phase
- Use the above information to support completion of a service viability assessment and respective business case, in order to make a decision on whether or not to proceed to Alpha
- Complete an end of Discover assessment

While external assessment is not a requirement iNET typically recommend and internal review of Service Standard criteria to assure readiness for Alpha.

Discovery Outcomes & Outputs: Outcomes and outputs of a iNET Discovery phase typically include, but are not limited to, the following:

- A decision on whether or not to proceed to Alpha
- Sizing, resource plan and estimated costs for next phase
- Set of principles underpinning the project, including Product Vision, Critical Success Factors, KPIs
- Details of the user research methods employed toelicit information during Discovery
- A stakeholder map, including input gained from them through the Discovery phase
- Documented technical, policy, and/or legal constraints relevant to the service, as well as any external dependencies
- An outline of any existing services, both internal and external
- Log of Assumptions, Decisions, Risks, Issues and Dependencies (ADRID), with high level mitigation strategies, as a living document to be updated throughout the project

Discovery Typical Team Profile: iNET employ scross-functional teams during all project phases. For Discovery, this allows us to elicit the required information from all appropriate stakeholders and produce the necessary outputs to move forwards into the Alpha phase. Typically, our Discovery team will consist of the following:

- Portfolio Manager (part-time)
- Delivery Manager
- Service Designer
- User Researcher / User Experience Specialist
- Business Analyst
- Technical Architect

Principles and Technologies :

Project Governance : Portfolio Managers are iNET's most experienced experts in project delivery. They perform a governance role throughout the phase, providing an overarching view of the project and providing insight that can only be achieved when detached from the day-to-day aspects of delivery such as management of time, cost, quality, risk etc. They ensure the project is aligned with the strategic direction of the customer. If required, they also act as in independent body for the customer to feedback concerns.

Customer Entablement: Depending on customer priorities, we seek to work closely with the in-house team throughout the project, undertaking entablement activities as part of the phase through, for example, joint ceremonies, session shadowing, and one-on-one informal

coaching. This has proved to be a significant value add in developing in-house capability as a side-effect of a project.

Cloud Transformation: iNET is a strong proponent of Cloud technology, and is committed to supporting Cloud transformation programmes with our clients. As part of the Alpha phase, we would seek to leverage partnerships with providers such as Skyscape, Azure, and Amazon Web Services to identify thebest hosting options for the service, as and when required

Techniques In order to achieve the above, we would employ the following techniques during the Alpha phase:

- Prototyping–Rapid iterative hypothesis-driven prototyping, based on Lean UX techniques
- User Research–Regular Lab based or "guerrilla" (real world) testing
- Affinity sorting–Facilitated technique taking user research feedback to evolved the prioritised product backlog based on common themes
- User Story Mapping–allowing the team to create user stories from themes and epics
- Show-and-tell –to review progress with the Product Owner and other key stakeholders, informing on outcomes, decisions, and changes and reflecting the current state of the project

Technologies and Languages Supported: iNET's services support the following technologies and languages, although this is by no means an exhaustive list:.Net, AdobeAEM, Android, ASP, Azure, Backbone, C#, C++, CSS, Dojo, Drupal, Ember, EPiServer, HTML, HTML5, IIS, iOS, J2EE, JavaScript, JPEG, JQuery, LAMP Stack, Marklogic, MVC4 Framework, OWL, PHP, PostgreSQL, Python, RDF, RESTful Web Services, Ruby On Rails, Scala, Sitecore, Sparql, SQL, XML, XQuer ,Data Science, MI,Workday, Success factors, Oracle HCM,SAP