



Service Definition *Content Design*

About Olive Jar

Who We Are

Olive Jar Services include a range of activities that ensure successful implementation of your cloud service. We design and deliver cloud based services from Discovery to Live. We provide full agile multi-disciplinary teams who are ready to commence work on your service immediately.

Our teams are agile skilled resources who have specialist knowledge in their fields of expertise. This includes areas such as User Research, Design, Test, Implementation, Development, QA, Data Migration, Architecture, Security, Scalability and Maintainability of Cloud services.

We work with your internal teams, building the service to achieve the goals set. We can coach internal teams and mentor your team as needed, to help them upskill rapidly.

Content Design

Our consultants design GDS compliant content strategies, based on user needs discovered and best practice. Strategy typically entails tone of voice, messaging, web editing, copywriting, technical documentation and organisation-wide style guides that give confidence in content decision making throughout project lifecycles and during support.

We design according to the project roadmap, and align to project goals when contributing to research sessions. This ensures content is considered throughout and not as an afterthought, in context and tested, iteratively developed further during sprint cycles based on feedback.

We champion user centred design practices and ensure accurate content, consistent throughout the entire users entire experience journey. We then analyse, measure and document impact of content designs, compiling feedback for future improvements.

Features

- Designs led and continually iterate solely based on user research
- Content is what the end user needs and understands
- Subject matter experts assess progress and relevancy
- Improve digital / cloud services from a user perspective
- Accurate, simple content designed across all digital services
- Content Model creation
- Content Framework development
- Content Strategy report
- Content Governance modelling

Benefits

- Using our knowledge from many other Government projects
- Implementing new tools and technologies reducing costs and time
- Leading projects, ensuring delivery and risks known and mitigated
- Digital services meet accessibility standards and easier to understand
- Content reduced to necessary components, simplifying your service
- Required for GDS service assessments
- Adheres to Digital by Default guidelines
- Relevant content shows commitment to users
- Fully researched and accurate content
- Improved Search Engine Optimisation

Services offered but not limited to:

- Agile Coaching and Mentorship
- Product Ownership
- Service Ownership
- Delivery Management
- User Research
- User Experience
- Content & Service Design
- Prototyping and Implementation
- Migration
- Full Stack Development
- Auditing
- AI & Machine Learning
- Support

Features

- Research, Architecture and Design
- Building the service to be maintainable, scalable and secure
- Supporting the service once live
- Aligning to GDS Service Standards when necessary

Benefits

- Continuous improvement
- Continuous deployment
- Reduction of errors and live costs
- Security

A selection of our Public Sector Clients:



Department for
Business & Trade



Office for Product
Safety & Standards



Department
for Education



Standards
& Testing
Agency



Department
of Health &
Social Care



Department for Levelling Up,
Housing & Communities



Leeds
CITY COUNCIL



England



Health Education England