

# G-Cloud 14 Service Description

Alpha Phase Development



## Alpha Phase Development

Methods is a market leader in building Alpha services in line with GDS Digital by Default Service Standards covering Discovery, Alpha, Beta, Live phases. Building Alpha services by creating prototypes/ testing them with real users shapes the service being built, validate assumptions/ answer questions, ensures the Beta is well specified.

## What is the Service

The Alpha phase follows Discovery, and involves learning more about what to build for Beta by creating prototypes and testing these prototypes with users. De-risking the beta build. We will work closely with you to define, build and test these Alpha prototypes, and help you plan for Beta.

## What can it do for you

The Alpha phase helps to answer important questions around how the future service is designed, through understanding real problems and issues of users and organisations, prototyping and testing. It helps to de-risk the Beta build by demonstrating what may be possible.

## Service Features

- 1. Agile development
- 2. Creation of user personas
- 3. Recruitment of users for Alpha testing
- 4. Running user testing sessions
- 5. Analysis of user insight
- 6. Wireframing
- 7. Working Alpha prototypes
- 8. User experience design
- 9. Creating a product backlog
- 10. Delivery plan for Beta

## Service Benefits

- 1. Help to better understand user needs
- 2. Help to define the Beta build
- 3. Ensures greater understanding of technology required for Beta
- 4. Gaining buy-in from stakeholders using visual design
- 5. Better ability to estimate costs and benefits
- 6. Tackle potential problems early through rapid prototyping and iteration
- 7. Compliant with GDS Service Standards and design approach

## Contact details



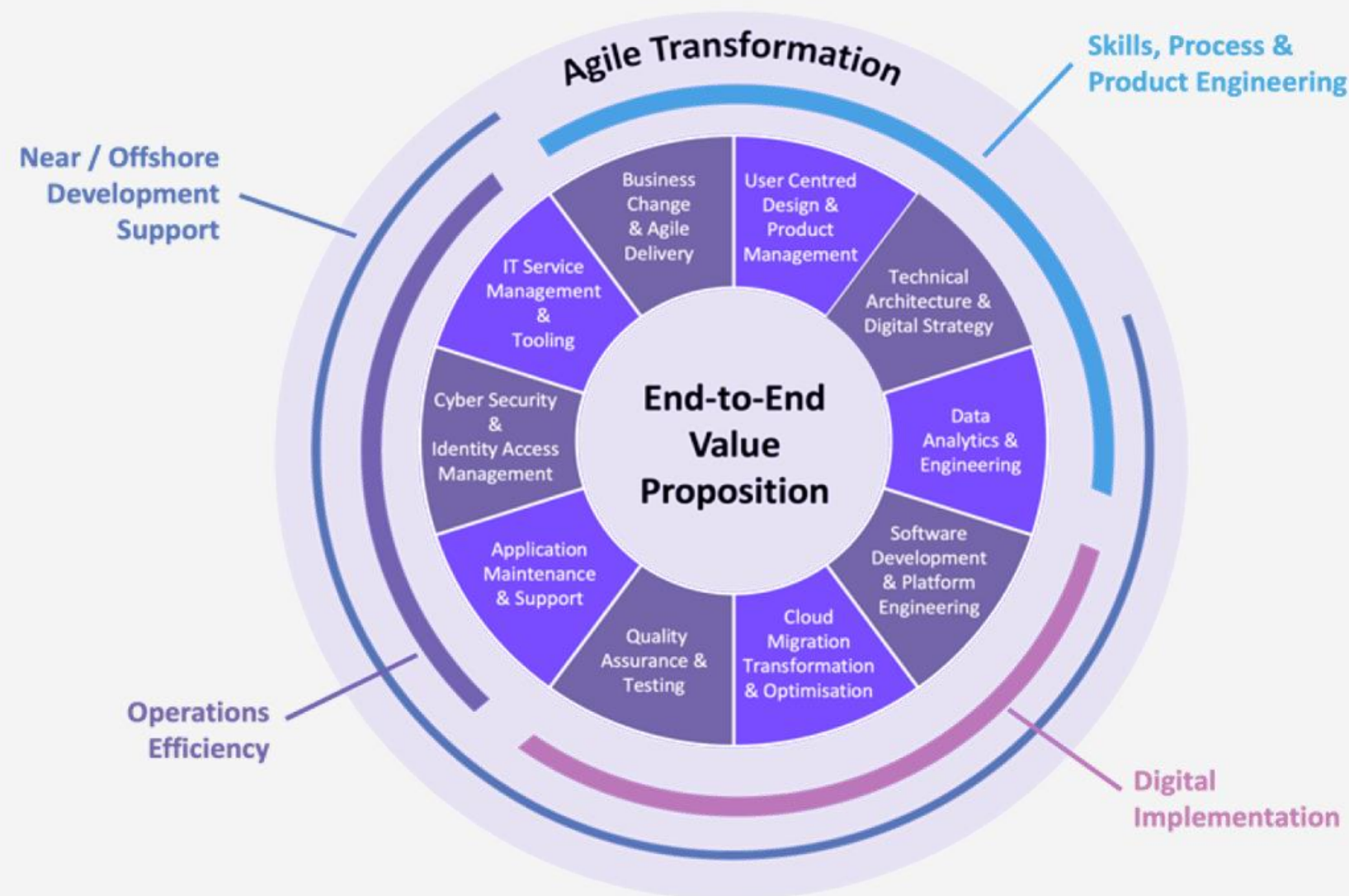
# End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

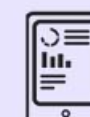
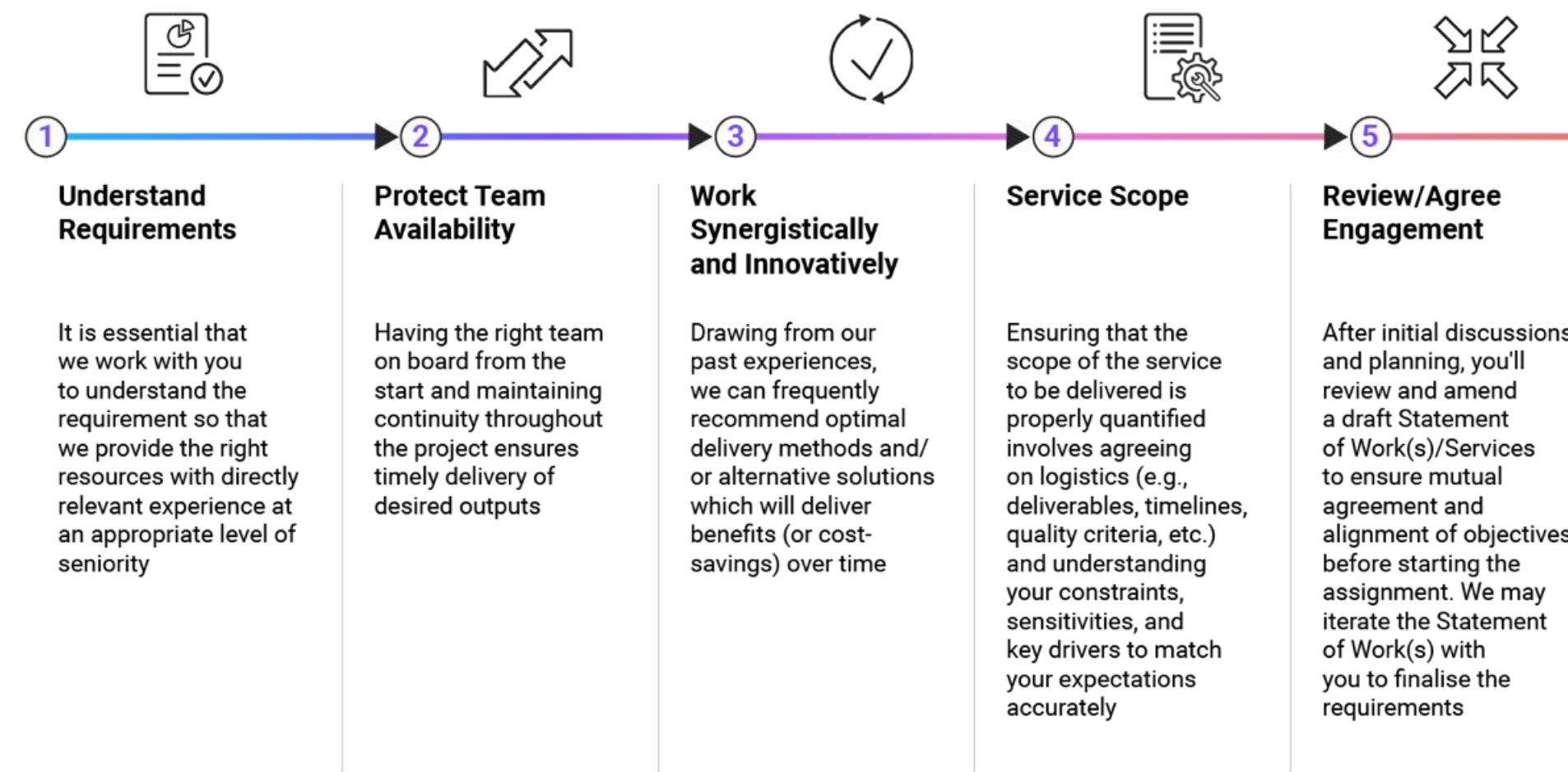
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



## Onboarding and offboarding process



### Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.



### Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.



# Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.



# Customer stories



Stopped a Central Government high-severity Cyber threat in its tracks with a Threat Management solution that continuously monitors the security posture and responds to active cyber security incidents and vulnerabilities fast



Simplified 230+ service offerings with no disruption to live service to deliver service management maturity that was standardised to be more efficient, and optimised to reduce cost at a critical time for HMCTS



Put nature at the heart of government decision-making using digital and AI innovation to explore 21 natural capital ecosystem assessments with Defra



Reduced service costs by 60% through the design and transition of Robotic Process Automation of 1.2M service billing transactions per month at NOS Telecoms Cabinet Office



Enabled the delivery of 4.7M care and food supplies to people who were at the highest risk from COVID-19 through the development, delivery, and maintenance of the Shielding Vulnerable People service at the Cabinet Office



Increased speed and traceability of annual education funding allocations by transforming the Funding Service at ESFA in the DFE