fiviumdigital

g-cloud 14 service definition.

FIVIUM

contents.

introduction.

Fivium Digital are delighted to present this Service Definition to all our current and prospective non-FOXopen[1] based UK public sector customers.

This document provides an introduction to, and insight into, Fivium Digital's capabilities and competencies and how we combine these to transform public services and deliver long lasting business value.

About Fivium

In 2006, Fivium's cofounders were working in government for a forward-thinking civil servant using, what was at the time, a relatively esoteric software development methodology to build an oil and gas portal at the then Department of Trade and Industry (DTI).

Prior to working at the DTI, the cofounders had completed graduate placement years within government and appreciated the challenges that its IT teams and projects faced, but also understood that there were faster and more efficient ways of delivering the same or better outcomes.

As a direct result of demonstrating their engineering talent and revolutionary approach within the DTI, they were approached to save a failing project for the export licensing of restricted goods, which later became the UK government's critical national system, SPIRE.

Now, over a decade later, Fivium employs circa sixty people, with all its resources based in the UK, and retains its original core purpose of making the work of the public sector easier and simpler whilst creating opportunities for its current and future people. It achieves this by investing in developing innovative high-quality cost-effective services purely for the public sector.

Named by the Cabinet Office as one of the top SME suppliers to the UK government, Fivium are universally well respected for both eCase, our correspondence case management platform, and our agile digital development services, which make the work of the public sector easier, more efficient and more compliant, as well as the core values that we live, breathe and hold ourselves to:

- Integrity and customer-centricity - we genuinely care about the UK public sector and its services.
- Focus on Quality – we take pride in our work and set high benchmarks for ourselves.
- Investment in Innovation & Opportunity for iour team - we believe a stimulated, engaged and creative team with prospects is the secret to our success.

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[1] FOXopen is a legacy open-source Java framework

Fivium Digital are your single port of call for all your digital projects. We offer a comprehensive service for all your applications from discovery all the way through to beta, live and ongoing management - the whole digital lifecycle.

digital, delivered.

Wherever you are on your digital journey, whatever the scale of your project or organisation, Fivium Digital has capabilities to help you achieve your transformation goals. We offer a range of services including end-to-end application lifecycle management: from design and development to on-going support and eventual refreshment, as well as specialist domain expertise and product assessments. We can also work with you to integrate your services to give you a single, coherent view of all your applications and business operations. With Fivium Digital, you get exactly what you need whilst being assured of a consistent, quality delivery that improves stakeholder value.

Our team are experts in delivering digital transformation projects within the public sector

Fivium Digital are experts in delivering digital transformation projects within the public sector. We follow the Government Technology Code of Practice and are highly experienced in turning paper-based processes and legacy systems into streamlined, efficient services that benefit both citizens and organisations and meet the Government Service Standard. Using our proven and successful approach, our highly experienced in-house team moulds effortlessly around your requirements and structure, ensuring that you get the best possible results from your project. With Fivium Digital, you get a flexible and comprehensive service that enables you to deliver your business outcomes – digitally.

technical competencies.

- **GOV.UK Design System and Services**
  We're highly experienced in utilising the GOV.UK Design System and services to build Service Standard-compliant applications quickly and efficiently.

- **Developing enterprise-grade services**
  Our full stack development team uses tools and methodologies that ensure high quality code, with automated testing to ensure that the services we deliver are always secure, stable, robust and reliable.

- **Discovery - Alpha - Beta**
  Wherever your project is in the delivery stream, we can help you move through the phases to deliver a successful service and have the skills to support you – from user research to UX design, to build and ongoing support.

- **Innovation and prototyping**
  We're exponents of creative design and prototyping to test concepts, bringing about innovation. Our iterative approach means that we get key parts of the service in front of users early, so you can be confident that the service built is validated and meets their needs.

- **Live service lifecycle management and support**
  We specialise in managing the end-to-end production lifecycle of our services, ensuring they are available, reliable and most importantly, that they deliver the desired business outcomes from inception to retirement.

- **Service assessment and roadmap strategy**
  Our highly experienced service portfolio assessment team are veterans in software design, development and delivery. Utilising their experience, they produce technology roadmaps that enable government bodies to maximise the value of their investments whilst ensuring that their resources are working on highest value initiatives and where they are most needed.

◉ FIVIUM

capabilities.

- **Transforming business processes**
  We don't simply build systems, we transform processes. Fivium Digital design and deliver services that streamline workflow and processes and ensure that complex requirements are met. We ensure that we look at every angle – giving you the tools to improve efficiency by automating key processes and providing the Management Information needed to continuously improve your services.

- **Maximising user value**
  We help you really understand your users and prioritise the service features that will deliver the greatest value. Our highly experienced user researchers, business analysts and portfolio assessment teams surface the requirements and issues and ensure they are communicated so they can be successfully addressed in a way that adds value and improves efficiency.

- **Seamless integration**
  We design services with integration in mind, giving users a single, cohesive view. Taking the research and analysis and putting the user needs at the centre, we look at the entry points and your digital landscape to ensure you provide a consistent, coherent service for your users.
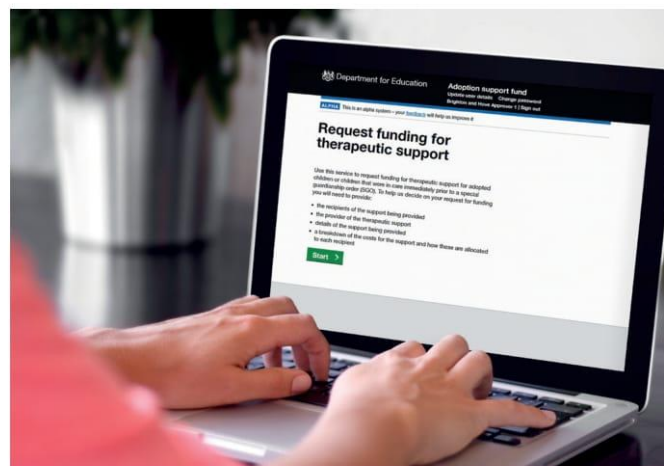
Fivium Digital collaborated with the DfE to transform the Adoption Support Fund service, resulting in a 300% increase in user satisfaction.

- **Easy to use**
  We help you ensure that your service offers the best possible and most straightforward user experience and is accessible to users of all digital levels and with assisted digital needs.

the fivium digital difference.

Quality assured
Our team are all full-time staff, so we retain the knowledge, experience and expertise and can ensure consistent high quality – reducing your risk and management burden.

Proficient, proven and experienced
We're 100% public sector focused, so we understand your drivers, culture and constraints. We work in the same way government digital teams do, enabling effective collaboration and delivering your service in line with the Government Service Standard.

People
We mould our team around the shape of your project - so you get the right resources, at the right time for the right duration.

Our core purpose is to make the work of the public sector easier and simpler whilst creating opportunities for our people.

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Cloud Readiness Testing Services

Fivium Digital are ready to provide web application testing services to customers to ensure that the service meets the business needs. We have a vast amount of experience in many different kinds of testing and will agree the proposed approach with the customer.

Service features

- Agreed testing strategy approach with customer
- Manual web front-end testing
- Automated web front-end testing using Selenium
- Cross browser testing and browser compatibility
- Integration and functional testing
- Performance testing
- Load testing
- Tracking of defect resolution and retest
- Bug reporting and management

Service benefits

- Test documentation as agreed
- Session testing documentation
- Adaptable approach depending on customer requirement
- Test scripts covering specific areas if required
- Integration with frameworks is possible

Cloud Delivery and Business Analysis

Fivium Digital will engage with the customer to understand the key drivers and business needs for change. Whether you are changing current business processes or introducing new, we will work together to elicit the requirements. Either at a strategic or tactical level, we will create a clear vision for your processes.

Service features

- Simple or complex business analysis by an experienced team
- Requirements gathering and analysis
- Future process clarity
- Workshops, brainstorming, interviews, focus groups
- Process mapping, task analysis, interface engineering, use cases
- User journeys
- Review of approach and processes
- Review of tools and methods
- Business case support
- Agile approach taken to align with your requirements

Service benefits

- Opportunities for innovation identified
- Efficiency savings clarified
- Integration with other services identified
- Future service roadmap
- Planned approach for delivery
- Change implementation plan
- User journeys and storied documentation
- Integration with frameworks is possible

Discovery Services

Fivium Digital provide a Discovery service that will enable you to understand in-depth the problem that needs to be solved. This includes user research to understand your users and their needs and involves exploring ways in which a digital service can solve the problem presented.

Service features

- Web based surveys to understand the current users
- Interviews and workshops with key stakeholders
- Analysis of current policy and business processes
- Analysis of existing technical solutions
- Understanding and analysis of assisted digital needs
- Production of user personas covering key classes of user
- Production of user stories forming initial product backlog
- Analysis of user pain points
- Timescale 4 to 8 weeks
- Uniquely experienced in solving import/export and grant management problems

Service benefits

- Comprehensive Discovery report covering all areas of design and research
- Clear research summary insights and analysis of emerging themes
- Business case development supported by a comprehensive range of artefacts
- Proposed service map design and development
- Service delivery risk mitigation through identification and analysis
- Options for technical architecture for future services
- Unique service innovation insight
- Alpha-ready outcomes

Innovation & Prototyping Service

Fivium Digital are industry leaders in innovation, creative design and post-Discovery application prototyping. Using proven agile approaches, underpinned by GDS's Service Standard, we efficiently and iteratively translate Discovery findings into full or partial working applications that explore new approaches and enable assumptions to be tested whilst solving whole user problems.

Service features

- Research and analysis of users' needs, constraints, policies and improvement opportunities
- Post Discovery analysis, ideation and concept generation
- Scope analysis of partial or whole user journeys
- Legislation, contract and policy constraint planning
- Rapid prototype development
- Proven, GDS Service Standard complaint agile approach
- Efficient use of frameworks and design patterns
- Business case development
- Scalable service, software and solutions architectures
- User testing and analysis

Service benefits

- Efficient and effective solution development
- Successful outcomes driven through user centred designed and development
- Highly experienced multi-disciplinary teams ensure delivery of best fit solutions
- Unparalleled record in innovation and prototyping
- Cost effective and creative approach to solving complex user problems
- GDS Service Standard compliant
- Highly experienced in working with large, complex government bodies
- Unrivalled insight into the technology industry and trends

Alpha Services

Fivium Digital provide an Alpha service that will enable you to try out different solutions to the requirements identified during Discovery. The Alpha service is building and testing prototypes to see what works. This will typically involve a portion of the user journey or some of the most complex parts.

Service features

- Iterative user centric prototypes developed, tested, analysed and adjusted
- Agile development with short sprints
- GOV.UK Design System used when required
- Daily stand-ups and frequent show & tells
- Regular sprint planning and retrospectives
- Complex challenges tackled early to de-risk phase
- Uniquely experienced in delivering import/export and grant management Alphas

Service benefits

- Cost effective and efficient Alpha phase
- Development of deeper understanding of user needs
- Experience of delivering to Technology Code of Practice
- Experts in ensuring success with GDS and internal service assessments

- Content design consistent with organisation's objectives
- Service design to facilitate first time success
- Flexible and adaptable commercial models

Beta Services

Fivium Digital provide a Beta service that enables you to build on the user needs and service design approach created and understood in Discovery and Alpha phases. The Beta service develops and launches the digital service.

Service features

- User research to test service
- Front-end design for user interface development
- Service design for successful user journeys
- Full stack development
- Quality assurance to test product
- WebOps service to support deployments
- Service standard readiness plan
- Uniquely experienced in solving import/export and grant management problems

Service benefits

- Delivery of new cost-effective services through private to public Beta
- Project risks migration through user testing and iteration
- Meet GDS Service Standard
- Adaptability and flexibility to changing requirements through an agile approach
- Highly efficient Beta phase to reduce costs and resource overheads
- Proven experts in deploying on GOV.UK PaaS, AWS, Azure, UKCloud etc.

Application Design Configuration/Cloud Service Deployment

Fivium Digital design and configure applications with this service. We also enhance existing apps.

Service features

- Requirement gathering
- Business analysis
- Systems design
- Workflow design
- Toolkit configuration
- Program design
- Program coding

Service benefits

- New or enhanced business and web applications
- Documentation of the revised or new application
- Enhanced applications to meet customer requirements
- Integration with frameworks is possible

Data Migration for Cloud Applications

Fivium Digital provide data migration, data cleansing and data loading solutions for legacy data onboarding to new, cloud-based government business and web applications.

Service features

- Determination of data migration requirements
- Data mapping
- Data cleansing
- Data transformation
- Data loading
- Data archiving
- Link data entity
- Import from XML formatted dataset

Service benefits

- Upload of legacy data into government business and web applications
- Clean data upload
- Reconfigured data structure and mapping
- Integration with frameworks is possible

Cloud Application and Service Management

Fivium Digital provide technical application and service management for cloud-based government business and web applications. Application and service management will be provided utilising Fivium's experienced customer delivery teams.

Service features

- Support of customer web applications
- Server monitoring
- Application monitoring
- Database monitoring
- Web services monitoring
- Virtualisation monitoring
- Cloud monitoring
- Release management

Service benefits

- Quarterly service management reporting and customer service management review
- Incident report analysis
- Service availability record
- P1 and P2 incident escalation
- Performance against SLAs
- Integration with frameworks is possible
- Security incidents and breach investigation and reporting
- Capacity status - including number of cases in period
- Service calendar of key dates and events

Cloud Service Integration and Management

Fivium Digital have a team, ready to work with customers, that are highly experienced in delivering Cloud Service Integration and Management solutions. Our focus is on achieving delivery to high quality standards, on time and within budget constraints.

Service features

- Implementation project planning and tracking throughout
- Detailed implementation plans provided
- Risk management and project exception reporting
- Highlight reports regularly delivered to update customers
- Weekly meeting or conference call updates (more frequently if required)

Service benefits

- Implementation delivery assured
- Risks and issues managed
- Visibility and transparency of tasks
- Integration with frameworks is possible

Cloud Software Support

Fivium Digital provide cloud software support services to manage the core cloud software and associated components of customer applications. Proactive monitoring and, where necessary, intervention will ensure the cloud software continues to operate to high standards throughout the life of an application.

Service features

- Support of customer web applications
- Proactive monitoring
- Discovery of performance issues
- Issue handling and incident management
- Bug identification and management
- Fault exploration in code or infrastructure
- Program coding

Service benefits

- Fixes to application software
- Bug and issues report
- Monthly service level report
- Technical infrastructure feedback affecting cloud software service
- Feedback to configuration teams
- Integration with frameworks is possible

Information Assurance and Accreditation Services

Fivium Digital can provide information assurance and accreditation services by certified consultants. Our experienced team is ready to assure solutions as required to meet the needs of your business

Service features

- RMADS process managed and documentation produced
- Solution architecture and design assured
- Application security and design approach assured
- Bespoke risk assessments
- Linking with Government Security Policy Framework
- Full understanding of NCSC policies and good practice guides

Service benefits

- Supports application and service compliance
- Provides stakeholder confidence in services
- Ensures consistency with organisation's security objectives
- Tailored approach to deliver best value for money
- Integration with frameworks is possible

Business Intelligence & Data Service

Fivium Digital drive better decision making through a comprehensive range of business intelligence and data services that deliver true analytical insights. We start by developing a deep understanding of the problem and the needs of your users and deliver engaging, easy to understand, flexible solutions to make sense of your data.

Service features

- Data discovery: relationship mapping, pattern recognition & outlier identification
- Data collection, aggregation, matching, consolidation, quality, persistence and distribution
- Business intelligence: management information and dash-boarding
- Data visualisations: temporal/geospatial/visual report template design
- Self-service reporting distribution
- Expertise in a broad range of technologies
- Data strategy design
- Agile approach aligned with GDS Service Standard

Service benefits

- Empowered and informed decision making
- Realisation of value from data assets
- Insights into hidden relationships and causal effects
- Empowering awareness through deep and distributed sharing of information
- Continuous improvement of operations through analytical insights
- Effective and efficient decision making based on information
- High levels of business engagement and awareness
- Business agility through predictive insights and scenario planning
- Empowered self-sufficient business users
- Reduced reporting overhead on corporate ICT services

Geographical Data and Spatial Cloud Services

Fivium Digital provide a geographic data and spatial service to design and configure solutions that include maps, points, address locations, boundary lines, land parcels, and 3D shapes into government business and web applications.

Service features

- Determination of the spatial data requirement
- Spatial data analysis
- Spatial data design and topological modelling
- Use of multiple geodetic datums and datum transformation
- Use of multiple projections and coordinate systems
- Graphical rendering projections

Service benefits

- Spatial data modelling documentation
- Spatial topology specifications
- New or enhanced business and web applications
- Integration with frameworks is possible

Training Services

Fivium Digital provide comprehensive training to customers for Fivium solutions. Our training is classroom led by experienced training instructors. We can provide bespoke or custom training courses depending on your requirements.

Service features

- Conduct training needs analysis
- Analysis of required learning approach
- Ensure provision of training environment
- Training material preparation

Service benefits

- Staff become fully solution trained
- Training material provided for ongoing use
- Scalable training solution available
- Bespoke training if necessary for specific users
- One to one training if required
- Training of trainers and team leads if required
- Workplace floor walkers
- Integration with frameworks is possible

specialist services.

Grant Application Lifecycle Management Services

Fivium Digital are Grant Application Lifecycle Management digital experts. With deep domain knowledge of the full spectrum of grant management and grant application processes, Fivium provide a range of services that cover Discovery, Alpha, Beta & Live phases of designing, developing and maintaining cost efficient and effective digital grant management systems.

Service features

- Uses a proven, GDS Service Standard complaint agile approach
- Discovery: user research, business case development, process & journey mapping
- Legislation, contract and policy constraint planning
- Stakeholder analysis and management, grant policy, governance analysis and mapping
- Alpha: ideation & concept creation, process optimisation, rapid prototyping
- Beta: full scale production, security assessments, accessibility audits, finance integration
- Efficient and effective use of frameworks and design patterns
- Private Beta and Public Beta
- Live: ongoing support and management
- Continuous monitoring and improvement

Service benefits

- Save time and money by managing grants digitally
- User centric, intuitive systems drive high adoption and completion rates
- Improved control & insight into grants and applications
- Full grant management system services
- Unparalleled government grant and application management domain knowledge
- GDS Service Standard compliant
- Highly experienced in working with large, complex government bodies
- Cost effective and creative approach to managing complex grants
- Continuous service and process improvements drive efficiency and cost effectiveness
- Inception to fully managed maturity lifecycle services

Energy Regulatory Digital Services

Fivium Digital are Energy Regulatory digital experts. With deep domain knowledge of the full spectrum of oil and gas regulation and application and consenting processes, Fivium provide a range of services that cover Discovery, Alpha, Beta & Live phases of designing, developing and maintaining cost efficient and effective digital energy regulation services.

Service features

- Uses a proven, GDS Service Standard complaint agile approach

- Discovery: user research, business case development, process & journey mapping
- Legislation, contract and policy constraint planning
- Stakeholder analysis and management, governance analysis and mapping
- Alpha: ideation & concept creation, process optimisation, rapid prototyping
- Beta: full scale production, security assessments, accessibility audits, energy portal integration
- Efficient and effective use of frameworks and design patterns
- Private Beta and Public Beta
- Live: ongoing support and management
- Continuous monitoring and improvement

Service benefits

- Save time and money by managing energy regulations digitally
- User centric intuitive systems drive high adoption and completion rates
- Improved control & insight into grants and applications
- Full energy regulation system services
- Unparalleled government energy regulation domain knowledge
- GDS Service Standard compliant
- Highly experienced in working with large, complex government bodies
- Cost effective and creative approach to managing licences, permissions and consents
- Continuous service and process improvements drive efficiency and cost effectiveness
- Inception to fully managed maturity lifecycle services

pricing & invoicing.

Pricing

All of Fivium Digital's Lot 3 services are delivered on a Time & Materials basis at the rates published in our G-Cloud 12 Pricing Document.

Our day rates are based on an 7.5 hour working day between Monday to Friday (excluding national holidays). Travel, mileage and subsistence are included within our day rate inside of the M25 or will be payable at pre-agreed T&S rates outside the M25.

Invoices

Invoices for support services will be issued quarterly in advance.

Invoices for development services will be issued at the end of each month for days delivered within the month.

Our payment terms are net 15 days.

fiviumdigital

case study.

Adoption Support Fund makes application submission easier, more efficient and dramatically increases satisfaction with new Fivium Digital service

key facts.

The Adoption Support Fund provides funding to Local Authorities and Regional Adoption Agencies to support the therapeutic needs of children who have left care through adoption or a special guardianship order. Since its launch in May 2015, it has processed 36,000 applications releasing £126m to support nearly 46,000 families.

Problem

Since May 2015, the demand for the Adoption Support Fund had increased. Applicants and administrators were finding the original online application system increasingly complex and time consuming to use, rendering it no longer fully fit for purpose. Reporting of data for strategic decision making purposes had also become heavily reliant on manual processes.

Solution

Teams from across the Department for Education, Mott MacDonald and Fivium Digital delivered a multi-phase project to redesign the whole online application process, focussing on user engagement to create a new system with users' needs at its heart. This resulted in a new digital service, created from scratch, that was easier to use and made the application process straightforward.

Benefits

Social workers say they spend less time on application admin, potentially freeing up their valuable time to deliver more support directly to children and families. User satisfaction rates also increased three-fold, from 26% to over 78% of users being either very satisfied or satisfied with the service. The reporting function on the new system is supporting better strategic decision making on the service.

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![fiviumdigital logo]

The Adoption Support Fund (ASF) provides funding to support the therapeutic needs of children who have left care either through adoption or a special guardianship order.

The ASF involves a wide network of stakeholders including the Department for Education (DfE), Mott MacDonald (the Fund Manager), Regional Adoption Agencies (RAAs)/Local Authorities (LAs), including social workers who apply for funding, as well as providers commissioned to deliver services funded by the ASF.

Since it was initiated in 2015, there had been a significant increase in demand for funding from the ASF. To date, the Fund has processed over 36,000 applications releasing £126m to support nearly 46,000 families. In late 2017, the DfE retendered the existing contract for the delivery of the Fund. This provided an opportunity to streamline and improve the usability of the service, reduce the level of admin required, and modernise the technology to meet GOV.UK open standards.

the business problem.

Feedback from users identified several concerns with the usability and complexity of the existing ASF service. These were causing delays in the application process and potentially delaying the provision of therapy to children and families.

To submit an application, frontline users (predominantly busy social workers) had to enter the same information multiple times, manually perform tricky cost apportionment calculations and then complete lengthy pages, which many found confusing. The result was an application system with which nearly 50% of users were dissatisfied. The platform upon which the portal was based could not scale sufficiently to meet the demand for the service or effectively accommodate the number of users, so many were restricted to one concurrent user per site. This often meant application work entered into the system was lost when a different user logged in.
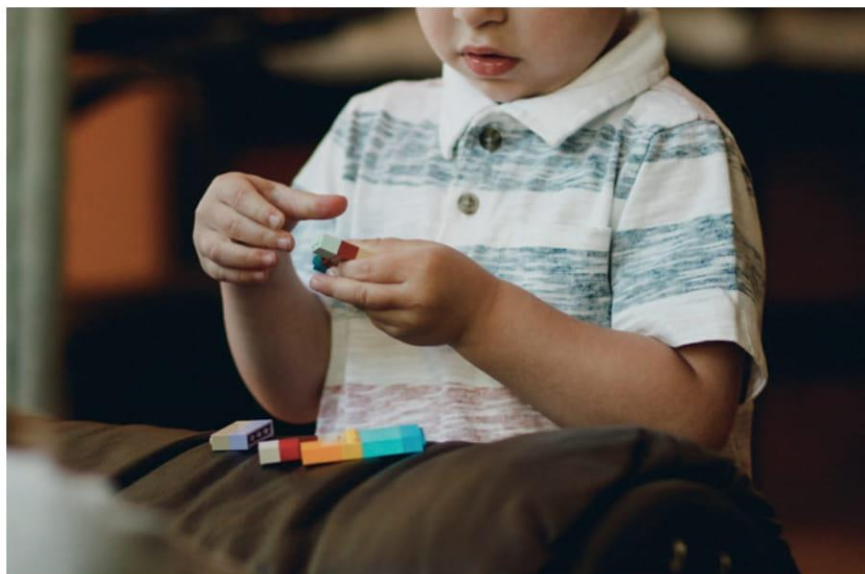
The Adoption Support Fund helps children and families receiving a wide range of support, such as play therapy

fivium digital's approach.

The DfE were clear that a new system was required. They set a hard deadline: the system needed to be up and running, with all data migrated, by mid-July 2018. This meant that all project elements had to be completed in a very short time frame.

To achieve this, Fivium Digital ran workstreams following an agile methodology. The approach comprised four stages: gaining a thorough understanding of the issues and requirements through a discovery phase; creating prototypes to address them; iterating; and then building and refining in Alpha and Beta. Due to time pressures, some of these streams, such as back-end build and user testing, had to run concurrently.

200%

increase in users who said application submission is easy

Co-production was at the heart of all stages of the project and involved a cross-section of users at all levels, all with different requirements.

During the discovery phase, users were asked to identify their needs as well as the challenges they'd been experiencing with the previous system. A number of knotty issues were identified, such as the difficulty in completing the forms, finding details of a child or provider, adding up funding costs, and reporting. This information helped create user journeys for each type of user and mapped the users' satisfaction at each point in the service. This helped to identify the core problems experienced in the existing service. Prototypes were developed to test hypotheses on how to resolve these problems.

A can-do attitude with a real desire to work together quickly to produce a quality product was a striking feature of the collaboration. Whilst Fivium Digital ran the technical user testing on the prototypes, the DfE and Mott MacDonald were heavily engaged at each stage, providing clear direction on priority areas of development and content at daily stand-ups and at regular 'show and tell' sessions. This level of engagement and partnership working were critical to the project.

Not all the feedback gathered related to the digital service itself; some focused on the way that the ASF operated and how well the ASF was working to help achieve its desired outcomes. As this project was about balancing the data requirements with the overall goals of ASF, the core team worked with an extended group of subject matter experts, including the DfE content team, to ensure all aspects were scrutinised and addressed and that the user experience was as straightforward as possible.

Focus then shifted to Alpha and Beta phases, fully building out the solution and ensuring it was easier for those working on cases to do their jobs, particularly that the application form was straightforward. During these phases, co-production continued with ongoing end user research, including usability testing and collaboration with users at working groups. This helped to ensure the digital service being built met the needs of the users. Regular communications meant that users at all levels were aware of, and ready for, the change: it was almost universally welcomed.

300%

increase in service satisfaction

the result.

The ASF digital service was delivered on time and, from launch, was met very favourably by all users including the DfE, the Fund Manager and the applicants themselves as it gave them the tools to deliver services more quickly to those that needed them.

And, in the ASF 2019 annual satisfaction survey, one year after implementation:

- The respondents who were either satisfied or very satisfied with the service rose dramatically, by 300%, from 26% to 78%.

- Of the improvements made to the service, satisfaction levels for the screen layout, information discoverability, ease of navigation and ease of application tracking soared, some by 300%.

- Single attempt application completions increased by 25% and application completion times were improved.

- Respondents who agreed that 'Application submission is easy' rose by over 200% from 35% to nearly 75%.

- The percentage of respondents who found the service intuitive doubled, from under 35% to over 70%.

business benefits.

Efficient

Reduced completion times and more single-attempt application completions mean that social workers now spend **less time on application admin**, potentially freeing up their valuable time to deliver more support directly to their children and families.

Intuitive and transparent

The ASF portal's usability and navigation improvements have made it easier to access and input information in all areas of the service, **improving the user experience and timeliness** across the board.

Better, more accurate reporting

LAs and RAAs no longer need to request reports for management purposes; they can now use the built-in reporting function to give them all the relevant data that they need. In addition, Mott MacDonald and the DfE have **better, more relevant statistics and reports**, which support their decision making at a strategic level and help them manage, monitor and improve the service as a whole, both nationally and locally.

Comments from Local Authorities and Regional Adoption Agencies include:

"The new template is a lot simpler and less confusing – everything flows in one document which ensures I don't jump between pages or miss something, thus causing delays – I like that it calculates things up at the end in big numbers."

"It took only 10 minutes to produce my application, compared to 25 minutes on the old system. It is much quicker, guided, and easier to follow. Makes me think I can complete more applications."

"I made a cheer when I saw the reporting function. It is going to make reporting so much easier. Thank you for the new portal."

"We are delighted with the new ASF service. What really stands out is how the highly inclusive and iterative approach, with broad stakeholder engagement, has delivered such a successful outcome. A 300% improvement in satisfaction is a fantastic achievement. This really is the blueprint for all digital projects. This was a true genuine partnership which had meeting user needs at its heart. All elements, way beyond the technical, were considered and addressed while delivering on time to very tight timescales.

Vas Patel, ASF Lead, Department for Education

"The improvement in application visibility and the ease of reporting has made a huge difference. Our efficiency has improved tenfold.

Sharon Smith, Project Manager, Mott MacDonald

Our core purpose is to make the work of the public sector easier and simpler whilst creating opportunities for our people.

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Oil & Gas Authority

Oil and Gas Authority double reporting performance and increase efficiency and accuracy of economic data

key facts.

The UK produces around 1.7 million barrels of oil and gas per day. The Oil and Gas Authority (OGA) is the organisation, accountable to government, responsible for regulating and maximising the economic recovery of the UK's oil and gas resources.

Problem

An aging system that made it tricky to deliver a correct submission, with very manual and time-consuming processes for data validation and reporting.

Solution

A replacement that improved data quality and timeliness, standardised terminology and made the submissions process easier.

Benefits

Easier submissions, better data quality, improved timeliness and standardisation across OGA data estate.

As the regulator for the oil and gas industry in the UK, one of the Oil and Gas Authority's core responsibilities is to maximise economic recovery of UK petroleum. This means it needs to monitor the volume of petroleum production.

Every licensed operator extracting petroleum in an area of UK jurisdiction is required to complete a monthly submission to the OGA for each field and well they operate. The impact of this legislative obligation means that the OGA receives approximately 400 separate returns per month. These then need to be organised, merged and managed to form a critical part of the UK's overall GDP calculations.

the business problem.

When the OGA was formed in 2015, one of the systems it inherited was the Petroleum Production Reporting System (PPRS), which was used to collate the 400+ monthly submissions.

The OGA recognised that the old system was unable to meet their needs, or those of their operators. The technology was over 15 years old with very manual processes which meant the OGA were spending significant amounts of time on achieving what should have been relatively straightforward reporting tasks. Additionally, there was no built-in data validation, so errors weren't being caught automatically and this resulted in the need for laborious manual reviews.

Submissions were an issue for both operators and the OGA: operators could only submit their returns in XML format, which some found problematic. Because operators had no direct access to the system, each submission had to be emailed to the OGA. The OGA team then had to upload and validate each one and, even with one full time person dedicated to this activity, the OGA were struggling to report on time. In addition, timely submission

The new, more reliable data captured by PPRS enabled the OGA to produce more accurate reports and visualisations such as this one of the UK's oil and gas infrastructure

rates were very low and, between 2014 and 2017, as many as 75% of all submissions were regularly late.

By early 2017, the OGA had decided that a replacement would significantly improve its view of production, ensure consistency of data, allow incorporation of new reporting units, and help the OGA deliver on its regulatory objectives by enabling it to focus on the management and analysis of the data it was collecting.

fivium digital's approach.

From the very start, Fivium Digital identified that making the PPRS replacement project a success would require more than just building a new technology stack: people and processes were critical too.

Fivium Digital started by working with the OGA to uncover and understand root cause issues, business processes and opportunities for improvements as well as the desired outcomes of and critical success factors for the PPRS replacement. They established the following project goals:

1. **Improve data quality** - by adding data validation and by putting the onus back on the operators, making them responsible for submitting accurate data.

2. **Improve timeliness** - by improving communications and helping the OGA to identify late returns easily.

3. **Make submissions easy** - the interface needed to be easy and make it straightforward for operators use and upload monthly data.

4. **Standardise terminology** - making data consistent and ensuring its integrity across the OGA's data estate.

5. **Be effective** - it was understood that the project would only work if it had buy-in from operators and OGA staff.

the solution.

Utilising Fivium Digital's proven engagement and discovery process with the OGA and its operators, Fivium Digital began development of a new PPRS system. As with all business and system change projects, success relied not just on great development, but also on clear, two-way communication. Fivium Digital identified the points in the project where input would be most valuable and worked with and managed all key stakeholders throughout.

The Fivium Digital team shared prototypes with stakeholders at key development stages, gathering feedback and input. Aside from ensuring that the final system would meet the project goals, this process also meant that attitudes to the change were surfaced. Through this process, the team identified that a successful transition meant all operators needed to see PPRS for themselves and have a level of familiarity before their first submission, so they undertook a series of short web training/ interactive demo sessions. In the demos, operators were shown how to upload their submission onto the new PPRS, how the new process would benefit them, and given the opportunity to ask questions.

> **On-time submissions more than doubled in the first month after the new PPRS was introduced**

the result.

PPRS went live in May 2017 and had an instant positive effect, with on-time submissions more than doubling in the first month, the highest in 3 years. 82% of submissions were completed on time.

In PPRS, the OGA now have a system which automates a series of key processes and reduces manual intervention. Because PPRS is easy to use, timeliness is no longer an issue and neither is data validity, so people at the OGA don't spend their time chasing and checking. And, because they now have dashboarding, the OGA can identify issues, like late submissions, and act on them quickly. The consistent terminology across the OGA data estate means that they can now conduct the depth reporting and analysis required to meet their organisational mandates.

> **100%**
> **of submissions on time by May 2018**

business benefits.

No business disruption

By managing change, and working with the stakeholder community throughout the project, the new PPRS system was both **understood and adopted from its launch**.

Improved timeliness

A series of measures aimed at increasing timeliness were introduced in the new system, including advance communication of due dates to operators and automated missed deadline emails. In addition, the new interface and simplified submissions process removed the barriers to timely submission whilst the inbuilt graphical reporting tool enabled the OGA to identify and address late returns at a glance. Timeliness of submissions rose from introduction and by May 2018, **100% of submissions were on time**.

Improved data quality

The team undertook a matching exercise across the OGA data estate to standardise terminology. This means that **data across the OGA's estate is consistent** so the OGA can manage, analyse and make better decisions, based on better quality information. In addition, the new validation rules within the interface ensure that data being submitted is **complete and accurate**, further increasing the quality of the OGA's data and its ability to make best-informed decisions.

> **PPRS has been a success. It has improved all aspects of the process for both us and our operators. We are delighted with the result that Fivium Digital delivered, not just from a technical point of view but in their approach to the project—they ensured that everyone was bought in from day one, so we got great results quickly.**
>
> **Through PPRS, data quality has significantly improved, as has our use of team resources. This means we can add more value to the OGA and, ultimately, the UK economy.**
>
> **Fiona Mackay,** *Oil and Gas Authority*

Our core purpose is to make the work of the public sector easier and simpler whilst creating opportunities for our people.

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