

User Research & Experience

Using a range of Research Methods underpinned by years of experience, we plan and deliver user research that will effectively elicit and articulate your user's needs ensuring you design and build a better service at lower cost and risk.



Service Definition

Our User Researchers plan, design and carry out research activities that help develop deep understanding of the people that use government services, and their needs. Using Agile they get feedback quickly, validating ideas and iterating designs, allowing their teams to design and build better services at lower cost and risk.



Service Features

- Research planning to identify likely users and understand needs
- Data collection via workshops, interviews and surveys
- Data analysis to reveal user problems, frustrations and experience
- Communicate insights via structured User Stories
- Establish and implement an overall research strategy
- Approach aligned to Agile delivery
- Flexible and holistic 'Systems thinking' approach
- Rapid validation of designs against user needs
- Supports all phases of the government digital service standards
- Design and solution option and evaluation analysis



Service Benefits

- Well-crafted research plan with clear research objectives
- Translation of insights into actionable recommendations
- Design ideas and policy need presented as user stories
- Validation that delivered capability meets policy intent
- Reduction of capability gaps to strengthen whole system resilience
- Maximisation of whole system performance
- Improves delivery by management of capability assumptions and risks
- Business needs feedback and management via trade-offs against priorities



Detailed Service Definition

User Research is one of the fundamental practices for supporting delivery of a successful cloud-based service, system or product. Frazer-Nash plans, designs and carries out research activities with users that help teams to develop a deep understanding of the people that use government services. Our User Researchers work iteratively, working in an Agile way to get feedback quickly, validating ideas and iterating designs, allowing their teams to design and build better services more quickly and at lower cost and risk. Our systems thinking approach allows us to be able to apply our User Experience services at any point in the change life-cycle; either for introducing brand new cloud-based services or improving the performance of existing ones.



Detailed Service Definition

The typical activities that we undertake in an engagement include:

User and Stakeholder Engagement

Develop a deep understanding of the people that use government services and their needs to rapidly inform design iterations

Customer Collaboration

Planning and preparing for information capture with stakeholders; undertaking information / requirements capture and facilitating stakeholder collaboration

Data Analysis

Using Human Factors and Psychology professionals to reveal insights on User Experience, resulting in actionable recommendations

Creating User Stories

Translation of User Experience recommendations into Epics, Features and User Stories for the design team

Solution Evaluation

Identification of solution options and subsequent analysis, assessment and making recommendations

Detailed Service Definition

In undertaking the activities above we can tailor our services to either the waterfall or agile development method, utilising the concepts of User Research, Epics, User Stories and Sprints to inform the development of our business analysis products. Our method is also compatible with all phases of the agile project model (Discovery, alpha, beta, live and retirement.)

We produce customer tailored User need and capability Definition Documentation, including:

- **User Requirements Catalogues / Documents** – Defines the capability / need required from the user's point of view;
- **System Requirements Catalogues / Documents** – Defines what the solution shall do to meet all or part of the user need detailed in the User Requirements Document;

We have a wide and deep experience providing business analysis support in projects of varied scale in many different sectors, including Government, Defence, Aerospace, Nuclear, Power and Transport. Importantly, for technology based solutions, such as those utilising the Cloud, agility is required in the development and continued maintenance of the requirements to reflect the rapid evolution of technology.



Why Frazer-Nash Consultancy?

We are an independent consultancy offering a broad range of cloud consultancy services. We have been at the leading edge of digital engineering and software development for over 35 years. We are 'solution agnostic' and provide truly independent advice. We are not tied to any hardware or software products; we design cloud-based solutions which are built on knowledge acquired from a broad range of applications developed across multiple platforms. We utilise this knowledge to add value to our clients through the technological advantages offered by cloud integration.



Our Commitment to Quality

From every aspect of engagement and communication we are committed to providing services and deliverables of the highest quality, to ensure we continually meet and exceed the expectations of our customers. Our processes include suitable controls to ensure progress is closely monitored and decisions are appropriately scrutinised.

In addition to a project manager, every project has a dedicated project supervisor (who impartially monitors and approves monthly progress reports) and dedicated project auditor (who ensures quality is followed). At a deliverable level, all customer outputs are verified for technical accuracy, and approved as appropriate for their purpose by two independent reviewers. Our Quality Management Systems is certified to ISO 9001 and the TickITplus scheme (for software development).



Our Security

Our processes and certification are fit to handle sensitive and classified information up to Top Secret. The majority of our staff are security cleared to at least SC and over 200 of our staff hold DV clearance. We are also experienced in handling highly sensitive commercial information, with the ability to separate teams as necessary for security and conflict of interest requirements. Our IT systems are certified to ISO 27001 and Cyber Essentials Plus.

Our Approach to Subcontracting

Our large base of full-time staff can be supplemented where required through partner companies and trusted associates providing us with flexibility and scale whilst retaining control. We are adept at quickly subcontracting a range of organisations when needed, from sole traders to large multinational companies, through the lifecycle of a project. Our processes focus on identifying, assessing and contracting an appropriate supplier; defining a scope of supply; flowing down terms and conditions where appropriate, and managing risk to ensure the purchase is delivered on-time, within budget and to the required quality. This includes undertaking a due-diligence process to commercially and technically 'approve' the suppliers we work with.



Resourcing

We employ over 1200 technical staff across all grades, from Follow to Set Strategy, with a vast range of specialities, backgrounds and experiences. To enable agile and flexible resourcing, we are grouped into a range of technical delivery areas (e.g. Information Systems, Cyber, Modelling, Software etc.), which can be applied to a range of sectors (e.g. Central and Local Government, Police, Health, Energy). This resource focus combines with our strong portfolio, programme and project management to allow us to monitor demand on a dynamic basis and respond to the changing demands of the project through its lifecycle.

Our staff work across a range of industry sectors allowing us to ‘cross-pollinate’ ideas and techniques between different domains. We build teams, led by a single responsible project manager, that are tailored to the specific challenge. We are fortunate to have a diverse range of capabilities within the same company, including information security, and human factors specialists. This allows us to efficiently and promptly deliver multi-disciplinary projects that meet your specific requirement.



Our Commercial Approach

Our commercial approach is flexible to provide best service and value to our clients.

We will discuss with you the specifics of the support and services you require and build an appropriate commercial model to deliver this scope. This could be a defined scope fixed priced service, or provision of time and materials agreed day rates suitable for a developing scope.

Where you have service requirements for an extended period, and where we have control of the resource flexibility, we are also able to offer an agreed single blended day rate for support at a range of grades.

Next Steps

To discuss your requirements in
more detail or
place an order for services
please contact us at
ccs@fnc.co.uk