

G-Cloud 15

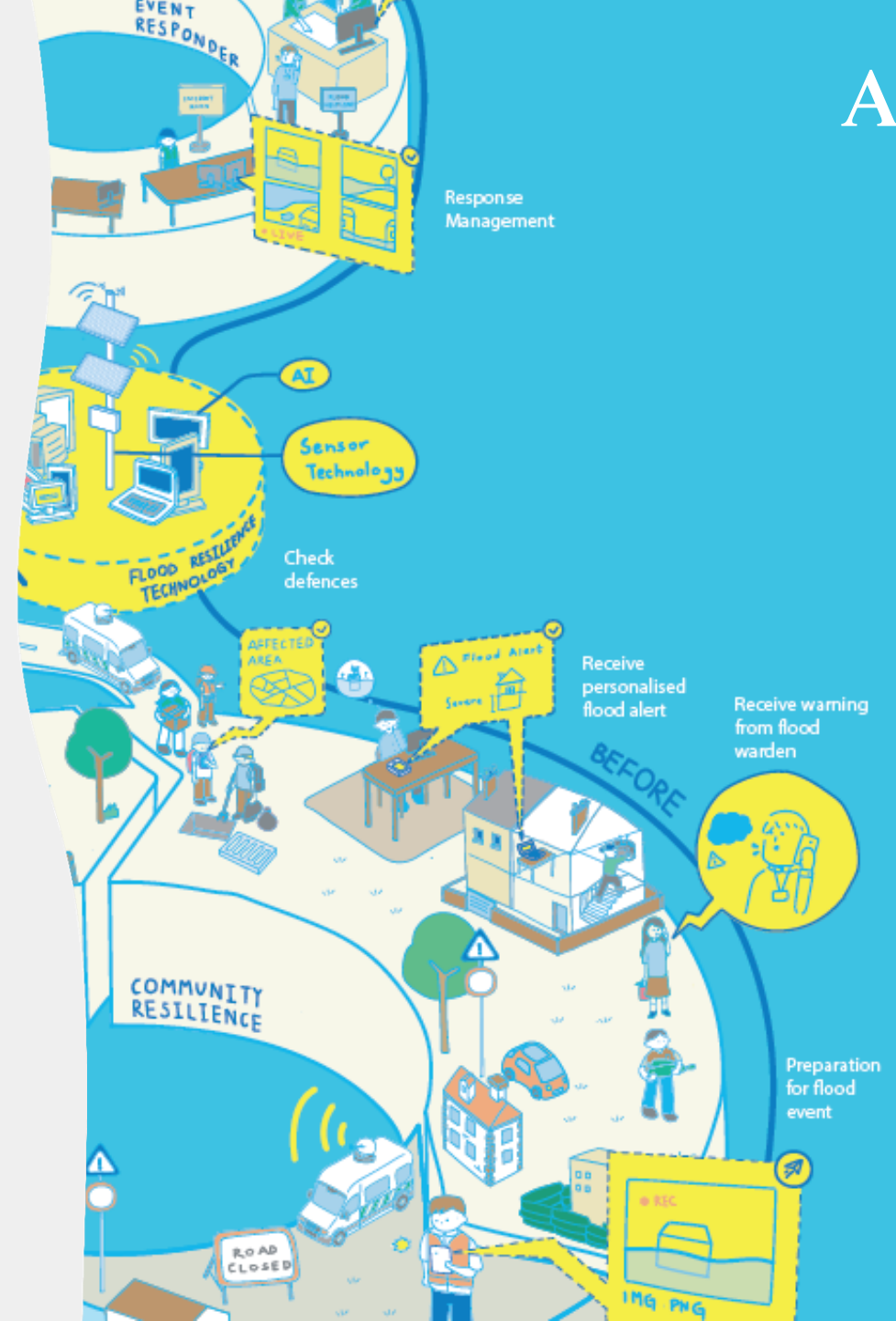
Alpha phase

G-Cloud 15
Service definition document

Our firm

Arup is a global collective of designers, consultants and experts dedicated to sustainable development, and to using imagination, technology and rigour to shape a better world

ARUP



Our aims

The aims and principles laid out by Sir Ove Arup in his Key Speech, continue to underpin our firm today

-  Social usefulness
-  Total architecture
-  Humane organisation
-  Straight and honourable dealings
-  Quality of work
-  Reasonable prosperity

Who we are

We combine digital expertise with market knowledge to advise on the role of digital and data in the built and natural environment

We deliver services and solutions that solve complex challenges for our clients



Our strategy

We work with clients, partner and practitioners who share our commitment to create a sustainable future for everyone



Our partnerships

From climate change to city resilience, our long-term collaborations help us to tackle some of the world's toughest problems



Some of our clients



Our G-Cloud 15 services

Digital service design and development

Discovery phase

Alpha phase

Beta phase

Digital Asset Information Management

Digital Strategy and Architecture

Built Environment Data Advisory

Digital Transformation

Digital Energy

Digital Water

Digital Transport

Experience Design

Digital for Sustainability

Digital Twins

Digital Planning

Co-Design

GIS (Geographic Information System)

Alpha phase

Alpha phase (Aligned with the GDS Service Standard)

Introduction

In the alpha phase, Arup works with clients to take discovery outcomes and validated user needs forward. We rapidly and iteratively prototype concepts and early solutions to meet identified user needs, from low-to-high fidelity.

We embed feedback cycles of usability testing to get prototypes and proofs-of-concepts into the hands of users quickly, iterate then re-test to work towards meeting needs. We also test our riskiest assumptions through experimentation, including hypotheses forming and testing to generate results.

By the end of alpha, we have a set of user-tested and iterated prototypes to inform and guide beta scope and direction.



Features

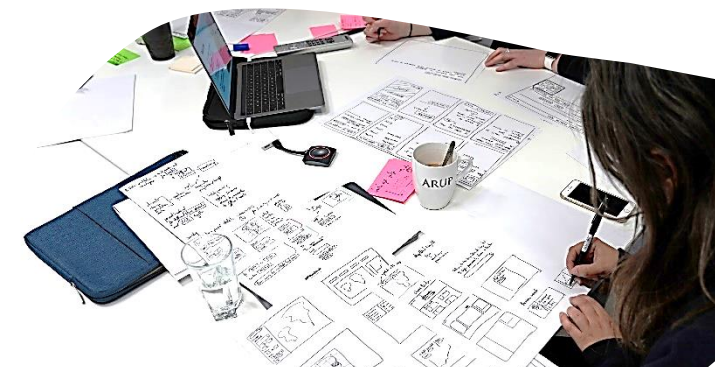
Features

- Delivery through agile, user-centred methodologies including agile sprints, ceremonies and Show and Tells
- Provision of a multi-disciplinary delivery team including user researchers, service designers, UX/UI designers, content designers, developers, business analysts, delivery managers, geospatial consultants, subject matter experts and more
- Iterative sketch, content, clickable, wireframing prototyping and end-to-end service design
- Application of the GOV.UK Design System and Prototype Kit, and Arup's ARC Design System
- Technical and coded prototyping
- Prototype usability testing with end users to gather feedback, iterate and re-test, embedding continuous improvement processes
- Alpha hypothesis experimentation and testing
- Accessibility testing including with accessibility and assisted digital users
- A set of user tested, iterated and validated prototypes
- Alpha report and service assessment, with decision to move into beta and beta phase scope

Benefits

Benefits

- Aligned with the Government Digital Service (GDS) Service Standard and Scottish Digital Service Standard
- Subject matter and digital skills and expertise provided by a single Arup team
- Upskilling of in-house teams in alpha delivery, and agile and digital skills
- Agile methodologies and delivery enable to rapidly pivot to emerging change and regularly re-prioritise
- Applying user-centred design principles and practices to design prototypes that meet user needs
- Iterative cycles of prototype testing for end user feedback to enable continuous improvement cycles
- Technical and coded prototyping to de-risk beta phase and any potential future integrations
- Accessibility and assisted digital testing to create inclusive, law-abiding services that everyone can use
- A clear scope for beta and end-to-end minimum viable product (MVP) delivery



Wastewater Surveillance Welsh Government

Digital tools and insights for improving pandemic preparedness and reducing public health risk

Using monitoring biomarkers found in sewage, wastewater-based epidemiology (WBE) can give an indication of human health. Throughout the pandemic, Arup was at the forefront of the UK's response to COVID-19, delivering various aspects of the WBE programme in England and Wales, ranging from strategy development through to user research and services to support data analysis and dissemination/reporting.

Arup led the Discovery and Alpha phases of a Welsh Government public health dashboard, identifying user needs and use cases, iterating effective ways to visualise the complex data, running heuristic and accessibility audits, and testing with users.

