



Service Definition
User Experience

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.

User Experience

Olive Jar Digital offer a team of analytical, creative designers who create interfaces, workflows and content to meet user needs. Their aim is to grasp user needs and solve problems, to make the best possible experience for a user, making their interaction simple, intuitive, informative and valuable.

- *We understand context* - design for real users, assess & observe situations where users operate, embed ourselves in this, learn from it, take away, convey, design.
- *We design with data* - look at how existing services are used, the frustrations they present, and learn from applied behaviour and drivers for excellence.
- *We do the hard work* - make it simple for the user via efficiency, effectiveness and satisfaction as the core pillars of our User-Centred Design approach.
- *We design for everyone* - comply with the latest accessibility standards & regulations for public sector websites via inclusive, legible and readable services.
- *We are consistent, not uniform* - use same design patterns & language wherever possible, align with internal ways of working, e.g. UR, content & UX design clans.

Features

- Experience working with any organisation, large or small
- Providing expert advice on the design and all designs available
- Designs offered that add value and align with organisational needs
- All work aligned to GDS Service Design Standards
- Focus on adding value when transitioning to cloud services
- Agile delivery enhancing continuous integration and delivery
- Implementation tailored to your business and user needs
- User feedback collected on each iteration through cloud-based testing
- Clickable prototypes built and focussed on user needs and feedback
- Remote and in person user testing

Benefits

- UX Design founded on user insight and understanding
- Using our knowledge from many other Government projects
- Implementing new tools reducing costs and time
- Improved digital / cloud services from a user perspective
- Designs meet accessibility standards and easier to navigate
- Simplified service
- Adheres to Digital by Default guidelines and templates
- Collaborative working rapidly produces lean outcomes
- Holistic design, not just focussing on interfaces

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