



Service Definition
Service Design

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.

Service Design

Olive Jar's consultants work closely with our clients to design cloud services across all phases from Discovery to Live, through user centred design technique that ensure that the service meet all user needs and supports the overall organisational strategy.

We design GDS compliant services, based on user needs and best practice.

We design according to the project roadmap, and align to project goals when contributing to research sessions. This ensures service is considered throughout and not as an afterthought, in context and tested, iteratively developed further during sprint cycles based on feedback.

We champion user centred design practices and ensure accurate design and delivery, consistent throughout the entire users entire experience journey.

Features

- Multidisciplinary Agile delivery
- User-centred service design techniques
- Inclusive user research
- Identification of user needs and user journeys
- Mapping of stakeholders and organisational environment
- User experience, interaction, content design
- Prototyping and iterative development
- Stakeholder management
- Delivery management
- Coaching and mentoring

Benefits

- Services are inclusive and work for all users
- Services support organisational objectives
- Reusable and shareable artefacts
- Services are GDS compliant and fit for purpose
- Client upskilled in agile and user centred methodologies

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