



Service Definition

Digital Service Discovery

About Olive Jar

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.

Digital Service Discovery

Our Consultants deliver Digital Discovery Services aligned to GDS Service Standards. Our well defined approach, enables you to take the most effective business decisions when commencing a digital transformation journey.

We will cover user needs, policy, technology and new opportunities to improve your services. We perform deep user research and couple this with a developed understanding of your organisation to forward plan for projects, making recommendations for progression with supporting analysis combined.

Our multidisciplinary teams encompass user research, user experience design, analysis, service design, delivery management, technical architecture, content design, and business architecture to ensure holistic and enterprise alignment for any transformational journey.

Features

- Highly skilled, Agile multidisciplinary teams with previous GDS assessment experience
- User centred design focussed - User interviews, surveys, field visits, and workshops
- Organisational, user and stakeholder analysis
- Creation of user stories and prioritisation
- Card sorting and sitemap designs
- Usability Testing and user feedback compilation and analysis
- Digital landscape and web analysis
- End of Discovery Technical review and recommendation (High/Low level)

Benefits

- Highlights how services can be improved
- Delivered by a team of GDS Service Standard Associates
- Evidenced based demonstration of internal operational improvements
- Delivers a cost effective service, realising new opportunities discovered
- Increases stakeholder buy-in across transformation, through our collaborative, informative approach
- Avoidance of transformation mistakes, increasing visibility associated of risks
- Knowledge transfer to enable internal self sufficiency
- Clear next steps to confidently proceed to build phase

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