

Custom Data Dashboard Design and Development

Service Definition

1. Service overview

Custom Data Dashboard Design and Development provide design and build support for tailored dashboards that help public sector organisations monitor performance, usage and operational metrics for live digital services. The service supports improved insight and reporting as part of ongoing service management and decision-making.

2. How the service works

The service is delivered as a support-led engagement focused on designing and developing dashboards for existing services and data sources.

Typical activities include:

- Understanding reporting needs, users and decision-making context
- Reviewing available data sources, metrics and data quality
- Defining dashboard structure, KPIs and reporting requirements
- Designing dashboard layout and data visualisations
- Building and configuring dashboards using agreed tools
- Implementing data refresh and update logic
- Creating role-based views where required
- Validating dashboard outputs and accuracy
- Providing documentation and handover

Delivery is typically remote. Buyers are expected to provide access to data sources, reporting tools and relevant stakeholders.

3. Skills and experience

The service is delivered by practitioners with experience in data visualisation, dashboard design and analytics support for public sector services.



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Roles involved may include:

- Data or performance analyst
- Dashboard or reporting specialist
- Designer
- Developer
- UX designer
- Delivery or service lead

The team applies evidence-led reporting approaches and usability principles appropriate to public sector operational reporting.

4. Relevant experience

The supplier has delivered custom dashboards and reporting solutions for public sector and regulated organisations.

Relevant experience includes:

- Designing dashboards to support service performance monitoring
- Translating complex data into accessible visual formats
- Supporting operational and management reporting for live services

This experience has helped organisations improve visibility of service performance and reduce reliance on manual reporting.

5. Onboarding and offboarding

Onboarding

The service begins with a mobilisation phase to confirm reporting objectives, users, data sources, tools and access requirements. Buyers provide access to data, documentation and relevant stakeholders.



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Offboarding

At service end, completed dashboards, documentation and guidance are provided to the buyer. A close-out process confirms handover, access arrangements and any outstanding recommendations.

6. Service constraints

The service supports dashboard design and development for existing services only. It does not include long-term analytics operations, hosting, data platform procurement or ongoing dashboard management unless otherwise agreed. Delivery depends on data availability, data quality and buyer approvals. Dashboards are delivered within the agreed scope, tools and technical constraints. Work is typically delivered remotely.

7. Service management and support

A named service or delivery lead manages the engagement and acts as the primary point of contact. Progress is managed through agreed milestones and check-ins. Issues or risks are communicated to the buyer as they arise. Ongoing support beyond the agreed engagement is not included.

8. Technical and operational requirements (if applicable)

Buyer-provided access to reporting tools, analytics platforms and data sources is required. The buyer must approve any third-party tools used as part of dashboard development.

9. Hosting, data and security

The service does not include hosting. Any access to data is used solely for dashboard design and development and handled in line with agreed confidentiality and data protection requirements. No long-term data storage is required.

10. Exit, data return and deletion

On exit, buyer-owned dashboards, documentation and materials are returned. Any copies of data or materials held by the supplier are deleted in accordance with agreed



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retention and confidentiality arrangements. No ongoing support is provided beyond the agreed offboarding activities.



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