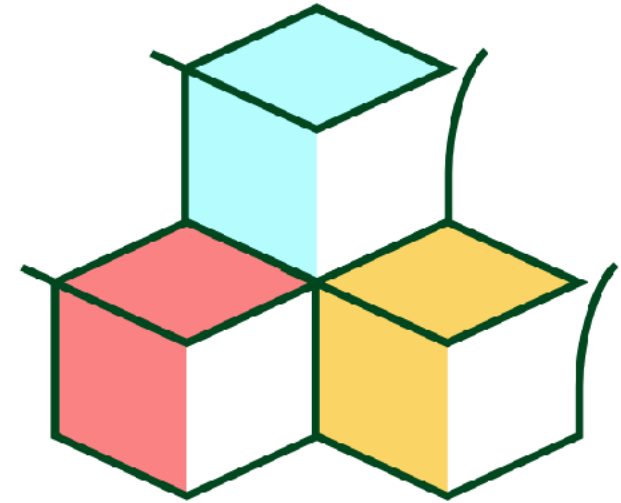


Discovery Phase Scoping for Data Driven Change



G-Cloud 15: Service Definition Document

R E G I S T E R
D Y N A M I C S

Contact: hello@register-dynamics.co.uk
www.register-dynamics.co.uk

Discovery Phase Delivery Services

Register Dynamics are experienced in delivering successful Discoveries. We align our work to the 14 points in the service standards and are fully GDS-compliant. We will work with you to define a digital transformation opportunities, taking a user-centric approach supported by gaining a deep understanding of your existing policies, processes and technologies. We will do this via the following 4 main stages:

1. Getting started and creating a plan

Together we will discuss the scope for the Discovery phase, define the 'problem' and agree a plan.

We will take the time to get to know your team, key stakeholders and to build the right team for the project.

2. User Research

This is a key stage in Discovery and includes identifying target user needs, establishing their pain points, mapping out their behaviours and gathering insights around these.

We will organise user interviews, surveys and workshops.

3. Service Mapping

This stage aims to map out what is already available to users and to define what users actually need to do.

We may look at existing services and review how users interact with it. We will also look for gaps in the current service or set up, and identify areas of improvement to take into Alpha.

4. Conclusions and recommendations

At the end of Discovery, a clear set of findings and priorities will be presented.

We will offer recommendations for next steps including a detailed outline of the service, how it is to meet user needs and proposed options for progression to Alpha.

Meet some of our team

Our experienced Discovery Delivery team is here to support you. We have a strong track record in working with the UK Government and in providing Discovery and advisory support through all Agile stages: Discovery, Alpha, Beta, and planning for Live and BAU (Business as Usual).



Simon Worthington

- 12+ years as a data technology architect for GDS, DEFRA, DBT and BAE System
- Held roles from Data Architect to Head of Data Architecture to Chief Data Officer

- Led delivery of DBT's large scale Tariffs data platform, working with 11 Departments to ingest and cleanse 2.5m tariff policy records in time for Brexit
- Delivered UK Gov's first new open data standard since 2018
- Created a groundbreaking new Data Maturity Model and Framework for authoritative data management for DEFRA



Andy Bennett

- 20+ years experience working in technology for GDS, DfE, StatsWales, MoJ, CDDO, Knodium and Skipjaq
- Founding member of the Data Standards Authority at GDS
- Pioneer of the Personal Data Exchange Programme (key part of the Government Transformation Strategy) to transform online services for citizens
- Contributor to the Technology Code of Practice (TCoP) section 10
- Former HESA Data Futures Programme Board Member



Alaric Snell-Pym

- 25+ years experience building data intensive services
- Experience priming databases and managing ingestion into central data platforms at Teradata, RainStor and Volo Commerce

- Developed data dictionaries and architecture documentation as a Data Architect for DfE



Owain Jones

- 6+ years experience as a senior technologist and data architect for StatsWales, DBT, Expanso and Energy Saving Trust
- Specialist in data processing, data analysis and AI

- Author of Artificial Footprints: The Environmental Impact of AI report



Al Norman

- Data engineer and Data scientist with a background in education
- Specialist in data and statistical analysis, visualisation, machine learning and data learning models

How we Work

Agile ways of working

We take an agile approach to Discovery and advisory work. This means we work in an adaptive, flexible, and iterative way to best support your needs, goals, and priorities, taking a user-centred approach when conducting research and planning activities.

Data back up and disaster recovery

All data stored in cloud databases is backed up daily in line with service level agreements and relevant hosting providers. Third-party suppliers are reviewed regularly to ensure GDPR compliance.

We provide guidance and advisory support to help your staff identify, manage, and mitigate risks, and to plan robust business continuity and disaster recovery strategies.

Duration

The Discovery phase can vary depending on the size, complexity and details of the project, however, on average they tend to be 2-8 weeks long.

Onboarding and offboarding support

We work closely with you to understand your staff and key stakeholders involved in each project.

For onboarding, we ensure the appropriate Discovery team is engaged and familiar with your organisation.

For offboarding, we provide a clear plan to hand over findings, recommendations, and documentation to your team, including knowledge transfer and security guidance.

All customers are assigned a Senior Account Director as the main point of contact for the project.

Service constraints and service levels

We have no known constraints to the services that we offer and all service levels are agreed on a contract by contract basis.

Ordering and invoicing

Please get in touch at hello@register-dynamics.co.uk to discuss specific invoicing needs

Some of our clients in Government



Government
Digital Service



Department
for Education



Office for
Artificial
Intelligence



Department for
International Trade



Ministry
of Justice



Department
for Environment
Food & Rural Affairs



Cabinet Office
Digital



Central Digital
& Data Office



Department
of Health &
Social Care

Case Study: Going digital to support social workers

DEPARTMENT FOR EDUCATION

In 2018, the UK Government introduced a National Assessment and Accreditation System (NAAS) for children's social workers. More than 1700 practitioners obtained their Accreditation Certificates via this system. However, the Department for Education wanted to move away from the current system set up as the contracts to deliver these services were ending and it was a good time to evaluate the service.

They decided that they wanted to bring the capability in-house and to also take the opportunity to digitise as much of the process as possible in light of the COVID-19 Pandemic. Previously a lot of the process involved in-person assessments which were often costly to run and given the pandemic, in-person restrictions made these challenging to coordinate.

A major part of the challenge was in finding a solution quickly so that the data gathered and stored in the original system could be transferred over and utilised effectively going forwards.



What we did

Register Dynamics was asked to supply a Interim Lead Technical Architect who could work closely with the Deputy Director and Lead Delivery Manager to explore the options together.

We launched a Discovery for a new, digital, Social Worker Assessment Service, incorporating the requirements based on the user needs that we had gathered. We analysed the concerns of users alongside their specific needs and also the technical requirements and possible ways to deliver this via one unified platform.

The business requirements for interoperability with the tools and standards in the Education Technology Market were also a really important consideration for us to take into account and we examined various ways to approach these as part of the solution too.

A high-stakes test is a test with important consequences for the person taking that test. It is used to make important decisions about the test taker. As part of the Discovery we were asked to look at 'high-stakes online assessment' functionality and to determine how viable and useful it would be to incorporate this. After much discussion and research, we focused our efforts on ensuring that the user needs were fully understood and could be met within a reasonable timescale. We outlined a range of recommendations for the team to move forwards with.

The result

The NAAS Programme was closed in March 2022 as planned and a new improved, online system is in its evolution. The Discovery initiated a range of important findings and possible improvements and transformations in the system. We look forward to seeing how the team enhances the offering and how the next version of the Assessment Service evolves.

We also offer support with Alpha and Beta

ALPHA PHASE FOR DATA DRIVEN CHANGE

Our Alpha delivery service for digital transformation and data driven change provides guidance and planning for early-stage digital services.

This includes analysing insights from Discovery, advising on prototype approaches and recommending next steps for user testing and proof-of-concept planning.

BETA PHASE FOR DATA DRIVEN CHANGE

Our Beta delivery service for digital transformation and data driven change provides planning for scaling digital services.

Building on Discovery and Alpha insights, we advise on testing approaches, user engagement strategies and recommend next steps for rolling out digital services or platforms.

About us

R E G I S T E R
D Y N A M I C S

Register Dynamics is an independent data and technology consultancy based in the UK. We are a team of technical, data and business specialists working with public and private organisations to support them with their technical and data challenges.

We pride ourselves on supporting organisations to drive their data agenda forwards. This includes implementing data and analytics strategies to boost data intelligence, building data capability that drives business value, establishing good data governance and nurturing a data-driven culture.

We also offer more traditional data consultancy across the following strategic areas: Data strategy, Digital transformation, Data governance and Building Data Maturity. We can also support organisations across operational areas such as: Data management, Data cataloging and cleansing, Data standards, Technical assurance.

www.register-dynamics.co.uk | [@RegDyn](https://twitter.com/RegDyn)



If you have any questions please do not hesitate to contact us at:
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