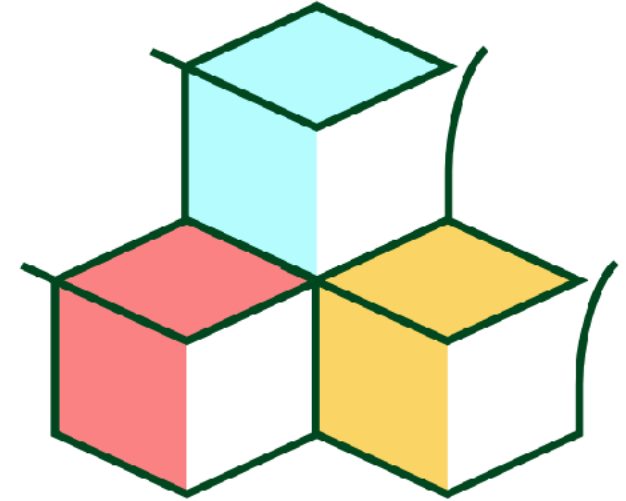


Beta Phase Advisory for Data Driven Change



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

Beta Phase Advisory Services

Register Dynamics are experienced in supporting successful Betas that are fully GDS-compliant, cost-effective, and that provide guidance for end-to-end service readiness. We provide advisory support for a new digital service, platform, or tool, offering guidance on introducing it to real users and iterating until it is ready for Live operation. We will do this via the following 4 main stages:

1. Alpha review and Sprint 0

Together we will review the findings from Discovery and Alpha and decide on our plan.

We will address any concerns or challenges that we find, work with stakeholders to scope out the next stage, get to know and align roles and make sure that everything is ready to implement our plan.

2. Private Beta

We will support a private Beta of the digital service, advising on short testing rounds to introduce it to users, gather feedback, and guide iteration.

This is a 'safe' environment with a controlled subset of users.

We will provide guidance on adapting and improving the service through continual testing with users and planning updates.

3. Public Beta

When ready, we will support the service being tested by a larger audience for further feedback.

This is the stage where the service becomes open to testing by the target end users.

We will provide guidance on iterating and improving the service to ensure it meets user needs and business needs effectively.

4. Delivery and Handover

At the end of Beta, your digital service will be almost ready to go Live.

We will offer recommendations for the next stage along with a clear roadmap through to production. This will include outlining any longer term considerations required to keep the service up and running with future-proofing measures in place.

Meet some of our team

Our highly experienced Beta Delivery team are here to support you. We have a strong track record in working with the UK Government and in progressing Government services successfully through all Agile stages of: Discovery, Alpha, Beta, Live and BAU (Business as Usual).



How we Work

Agile ways of working

We take an agile approach to development and delivery. This means that we work in an adaptive, flexible and iterative way which we believe offers the best chances for success. We will always focus on your specific needs, goals and priorities and take a user-centred approach when implementing projects.

Data back up and disaster recovery

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

We understand the importance of creating robust business continuity and disaster recovery plans and will work with your staff to identify, manage and mitigate risks. In the unlikely event of a disaster scenario, we will have created strategies to handle these efficiently and will be able to recover data and information assets fully.

Duration

The Beta phase can vary depending on the size, complexity and details of the project, however, on average they tend to be 3-6 months long.

Pricing

Please see our SFIA Rate Card for our price matrix.

Onboarding and offboarding support

We want to work with you in the best way that we can and see ourselves as an extension of your team, department and organisation.

When onboarding, we take the time to get to know your staff and all key stakeholders involved in each project. We also invest heavily in recruiting the most highly skilled agile professionals in the industry and will make sure that we have the right skillset for the right project and team.

For offboarding, we will always agree a clear plan with you to handover operations to your team once our work is done. This includes ensuring that knowledge transfer is documented, shared and that relevant security measures are implemented well.

All customers are assigned a Senior Account Director who will be your main point of contact and project lead.

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: Making trade policy into operational data

DEPARTMENT OF INTERNATIONAL TRADE (DIT)

The United Kingdom was set to leave the European Union on the 1st January 2021. This meant that the UK needed to form a new independent trade policy and have all the systems in place to store it, manage it and transmit it successfully to various border systems and traders by this deadline.

DIT needed a way to store and manage this new independent trade policy along with all of the data associated with it and to enable individual traders in the UK and abroad, trade experts and other governments to access it.

This meant that the new system needed to be intuitive and easy to use by non-technical domain experts and to contain all of the data representing the UK trade policy by the 1st January 2021. It also needed to follow the existing, rigid European data standard and to add to the challenge, the new independent trade policy was in constant flux and was still being agreed right up until the deadline, with a last minute signing of a UK-EU trade agreement on Christmas Eve 2021.



What we did

Register Dynamics led a team of 10-14 researchers, designers and developers to build and deliver the new system to handle all the data associated with the new independent trade policy. Our leadership approach focused on setting direction, making prioritisation decisions and defining agile sprints.

We developed both the [technical and data architecture for the new system](#), called the [Tariff Management Tool](#), working to understand and evolve a legacy EU defined data model to ensure that it met the needs of the UK and allowed for efficient digital journeys for the users. We implemented and expanded upon the strategic vision for the system and evolved the data architecture much further beyond the initial brief.

Our work involved us engaging closely with many policy stakeholders across the Department and wider Government. We developed excellent relationships with them and carefully ensured that their requirements were always well understood and that they were a part of the agile process. We also took on board what reporting needs they each had and made sure that these were embedded into the data management tool too.

As well as developing the Tariff Management Tool, it was also important to find a way to migrate all of the data representing the new trade policies of 30 policy teams across 11 UK government departments into it. This was a major data migration operation and we were pleased to have successfully completed this (i.e. migrating over 400,000 data records), before the Tariff Management Tool had reached full operational maturity.

As part of our work we recognised that the UK Tariff data product we had created had significant value to a wide set of users. To

support this, [DIT decided to release the data as an open data set under an open licence](#) and provided a [manual of explanatory guidance](#) to help users get the most out of the data and the service.

We also designed and implemented a training programme to help up-skill team members in-house and to explain the complexities of the legacy data model. This included creating many hours of video content, which each new team member now views, and uses as a key part of their onboarding.

The result

The Tariff Management Tool was delivered with the UK Tariff data on time for the 1st January 2021. The [UK Global Tariff service](#), which helps users find and compare the tariffs, was launched in May and ran throughout 2021. It offered the UK Global Tariff data as an open data set that is available in both spreadsheet format and as an API. This was well received and led to further research and development on the data and its users, resulting in the release of the full UK Tariff data set.

The [full UK Tariff data set](#) is now live and in active use. It includes commodity codes, more items of reference data, legislated preferential rates and many more components not available previously.

We continue to support all of the new services that have gone live and have done so for more than 18 months already. We have also been asked to continue with our [pioneering user research and explorations on different ways to further utilise the data](#). This includes establishing new ways to make the data more user-friendly and accessible, as well as developing further content to support better understanding of the concepts behind the data in detail.

We also offer support with Discovery and Alpha

DISCOVERY PHASE SCOPING FOR DATA DRIVEN CHANGE

Our Discovery phase scoping service supports organisations undertaking digital transformation and transitioning to cloud-based services. We identify user needs, business processes, policies, and technical constraints.

Work includes user research, assessment prototypes, cloud feasibility, service mapping, performance analysis, content assessment, and a prioritised roadmap to guide cloud service setup.

ALPHA PHASE PROOF OF CONCEPT ADVISORY

Our Alpha advisory service for digital transformation provides guidance for early-stage digital services.

We analyse insights from Discovery, advise on prototyping approaches, plan proof-of-concept (POC) and minimal viable product (MVP) options, support user research, usability testing, and end-user experience considerations, and guide prioritisation to inform an effective Alpha service delivery plan.

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 also offer more traditional data consultancy across the following strategic areas: Data strategy, Digital transformation, Data governance and Building data maturity as well as in operational areas such as: Data management, Data cataloging and cleansing, Data standards, Technical assurance.

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.

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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