

DotGov Pipeline Development



LocalGovDigital

In partnership with



rainmaker

**What is the
problem?**

Background

- Highlight reports required but compliance low
- RAG did not reflect status of the project
- Poor user experience reviewing highlight reports
- ICT Management lacked the MI necessary to review portfolio.
- Suppliers unable to engage with Hackney and lacked insight into priorities
- Procurement would lack understanding of wider context
- SMEs confidence in prioritising and submitting bids



What did we do?

- Monthly meeting to discuss our pipeline
- Reviewed existing SAAS solutions
- Interviewed and spoke to external organisations

And developed.... A Trello board



<https://trello.com/b/D2JEsGb4/ict-project-board>

What did we learn?

- Visibility of timescales
- Common naming conventions



Delivery Manager

- Benefitted from all project information in one place
- Still required a deeper understanding of portfolio




ICT Management

- Easy to understand overview of projects
- Signposting to project assets
- Required reporting beyond the life of a project
- View ICT projects outside their portfolio
- Alerted when key things changed




Directors and
Heads of Service

What did we learn?




-Clear pipeline of the projects that related to their work

Colleagues



-Valued being able to see what was emerging and prioritised bids accordingly

Suppliers



-Didn't engage with the Alpha but needed signposting (through social media) to become aware of relevant projects that Hackney was doing

Other public bodies

Our hypotheses

Pipeline should prompt further conversations rather than replace them

Pipeline should be the 'single repository of truth' rather than one of a number of tools

Pipeline should enable users to subscribe for updates to a particular project

If Pipeline holds the least possible information then it will remain flexible to the needs of individual projects and teams

If Pipeline does not enable customisation for organisational sub-structures (eg council directorates) then it will be of limited value outside one organisation

**What functions
would a light
touch project
reporting tool
provide?**

**What Hackney did
next...**

CLARITY OF PURPOSE

“To build a clear and consistent way of reporting and sharing the status and details of projects to enable collaborative working within local authority and public sector organisations”



Research approach

Research approach



REVIEWED PIPELINE

Reviewed core capabilities of the existing tool



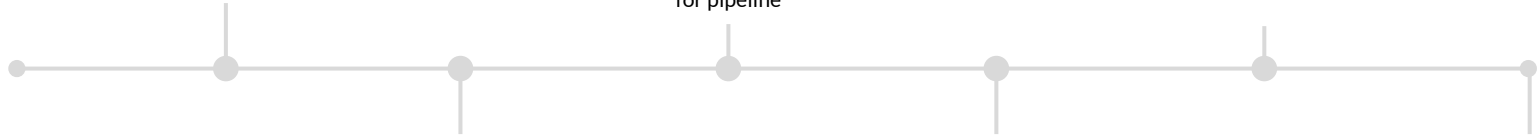
CONDUCTED WORKSHOP

Reviewed existing reporting methods
Collated user needs and pains
Discussed features and functionality for pipeline



BUILT PROTOTYPE

Built the tool in dev
Iteratively tested it with users
Added to and groomed the backlog



BRIEF

Kick-off meeting

PLANNED WORKSHOP

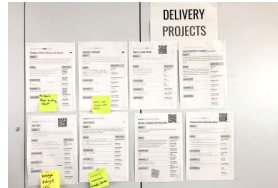
Agreed objectives
Drafted research questions

ANALYSED RESEARCH

Analysed workshop data
Iterated user needs
Prioritised user needs for build

PLAYED IT BACK

Show & Tell
Feedback and iterate
Agreed plan on next steps



Who's involved?

Power/interest stakeholder grid

Mapping of stakeholders relative to their power in decision-making and their interest in the project. This was developed in a workshop with the core stakeholders closest to the project.



ADMINISTRATORS are the system users who manage the permissions of all other users. The owners of projects are automatically allocated administrator status to be able to create projects and manage the members under these projects.



CORE CAPABILITIES

- Create, archive, and close projects
- Add members to projects

CONTRIBUTORS are members of projects. They can add, edit and remove information related to the project. Contributor permissions allow contributions to only the projects they are listed as members on.



CORE CAPABILITIES

- Add, edit and remove information to projects they are members of

WATCHERS access information through the system but do not have permissions to add / edit any information. They use the system on an interest-only-basis to get project information / updates / changes.



CORE CAPABILITIES

- View projects and related information

**What are their
needs?**

What are their pains?

Though great work was done, the platform has **not evolved** since 2014

The framework could benefit from being updated

There are **data protection concerns** and it is not clear how much and what level of information should be shared

Project **information is outdated** or incomplete and filling out the tool may cause a **duplicate effort** with existing siloed council tools

Platform **not widely adopted** by other councils

The platform could be **better promoted** to encourage greater uptake and value



What do they need?

To view projects **open for collaboration**, and **contact details** of the team members

Wide uptake of the platform by both **internal and external users**
- Hackney and other councils and local authorities

Ongoing evolution of the platform with **changing needs / capabilities**

Control over the **permissions / access** of users

To get **notifications** when projects are **created / updated / changed**

Define the **minimum required** inputs for the platform to be valuable without being time-consuming

To **view projects** and **key project information**



What content do they want?

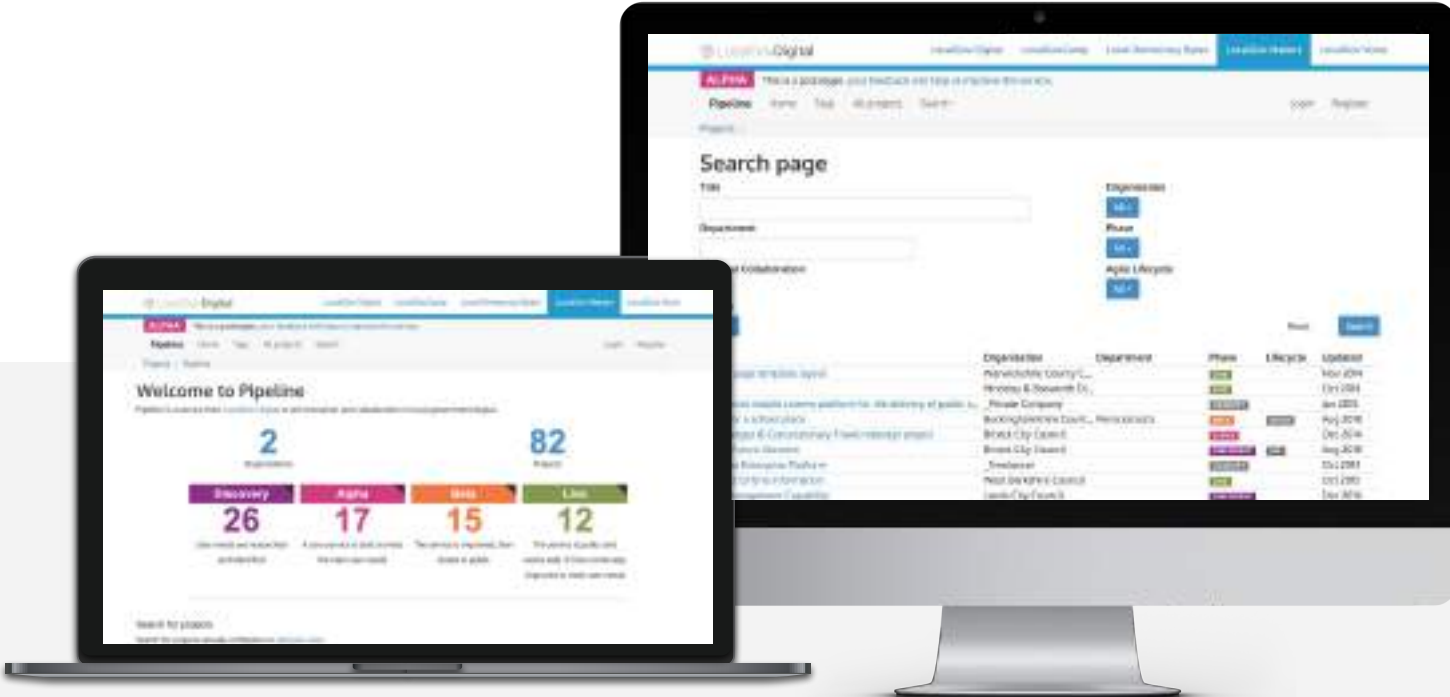
NAMES OF IMPORTANT FIELDS

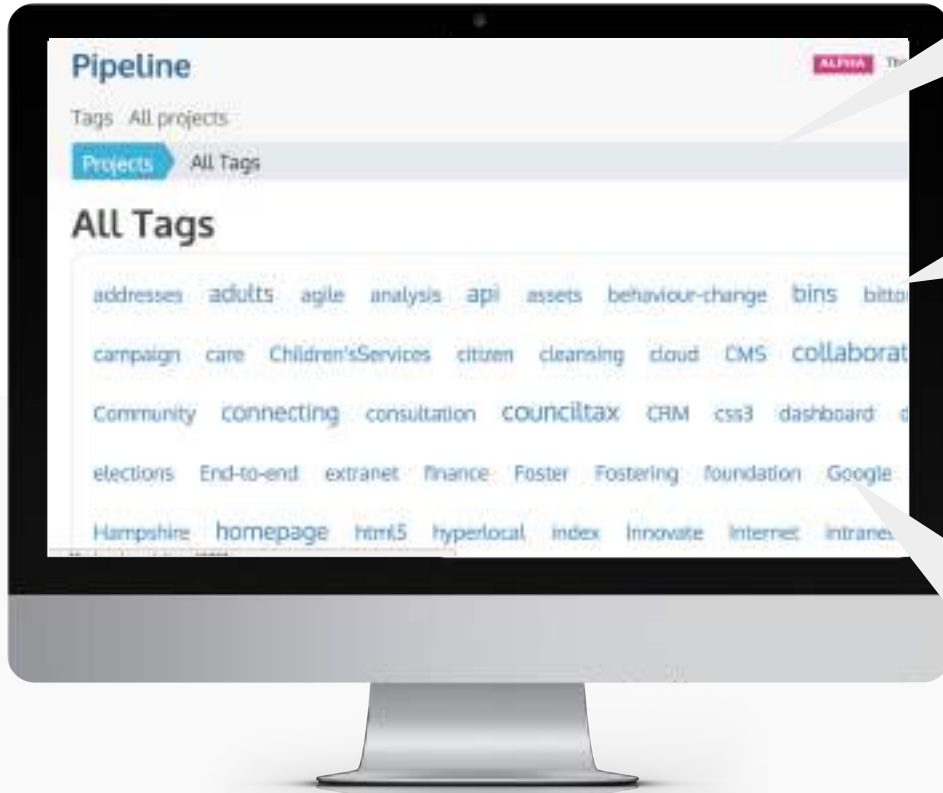
- Name of organisation
- Name of service department
- Project name
- Project description
- Project stage / phase
- Start and planned end date of project
- Main contacts - team lead / Product Owner
- Who can I talk to about this?
- Links to supporting material
- Relevant tags



**What have we
done?**

The first iteration





"I'd like a tag cloud where the size of the word reflects how often the tag is used."

"Tags should be a part of the search process"

"I would like predictive tags, which generate tags previously used by other projects in order of frequency"

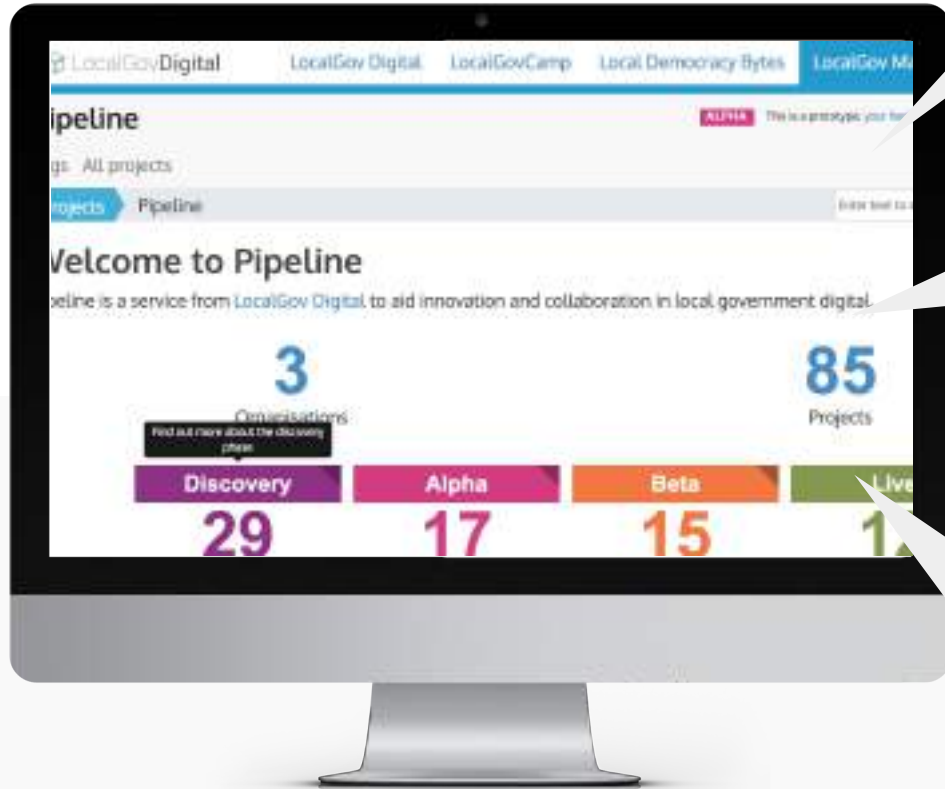
“Based on my projects, I'd want to see things I would create in a project brief such as outcomes, goals, link to document repository/github/slack channel, etc”

Dennis R

“What types of collaboration are we looking for? Can we consider a spectrum that would range from just discussing or sharing ideas, all the way to shared funding?”

Cate M

The second iteration



“Significant improvement in the look and feel”

The ‘Add a project’ page is much more user friendly”

Breadcrumbs are logical and in the right order”... “I like the link to the GDS project phases”

“Nice and clear visuals”

Richard S

*“The tags are definitely
useful - I like that a lot”*

Emma H

**What are the
barriers to take
up?**

What's next?



Deliver the prioritised backlog

Sprint by sprint, **prioritisation, build, test**

c.3-4 weeks of further development already in the backlog



Interface with User Research Library

Linking the **projects** raised on the tool to the **research** conducted as part of their progression

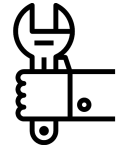
Go broader to include other **project components** (e.g. architecture, policy)



Squeeze out the value of the work

The tool is only valuable if it is **used by real people**

Promote **collaboration across networks** (e.g. other boroughs, GLA, LocalGovDigital Slack)



Support the tool for the benefit of users

Agree how the tool is **supported** (run, improve)

Provision this

Examples from the backlog



Building out a **feed** that will keep people informed, and make the tool sticky

See **explanatory text** with a sentence explaining what the field should be filled with

Automated workflow that keeps information fresh - like moving things from concept to the archive after X months of inactivity

<https://pipeline.localgov.digital/>



LocalGovDigital Slack: #pipeline-dev

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