



LocalGovCamp: North East

Workshop: Designing a Minimum Viable Service



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bookinglab



Improving access to public services.

10+ 100+ 20m



HM Government
G-Cloud
Supplier



 **bookinglab**

| LocalGovCamp: North East



E-A-O:



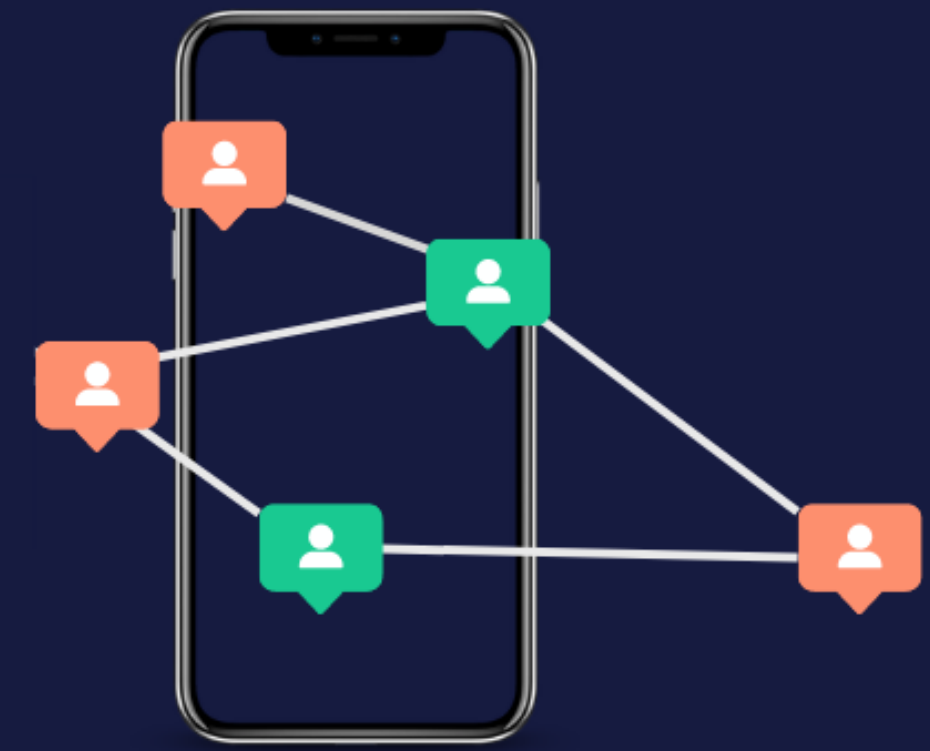
Roll out all requirements gathered



Lengthy roll out period



Can lead to over-engineering without high volume validation



M-V-S:



Roll out critical requirements only



Rapid time to value



Collect data, refine & optimise



Kent County Council.

To show how effective this approach can be, we wanted to share some statistics on the KCC HWRC project.



These results are from a survey of 10,705 Kent residents.



Saved per year

£150k

booking tech will save Kent County Council in excess of £150,000 per year.

Visitor satisfaction

94%

of Kent County Council residents said they were satisfied with the service post implementation.

Ease of use

96%

of Kent County Council Residents found the system easy & convenient to use.





Thanks for getting involved.



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