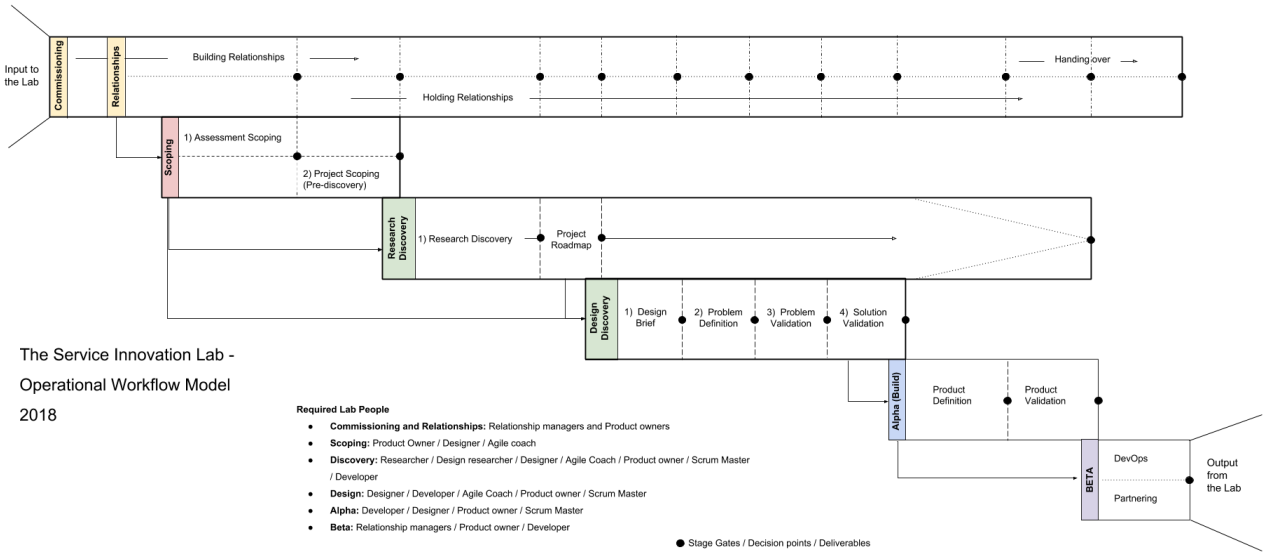
Operational Workflow Model



1. Relationships:

- Building (Commissioning work) - relationship building that leads to work coming into the Lab workflow
- Hold - Holding the relationships throughout the duration of interaction with the Lab.
- Handover - Where work that has reached DevOps status or requires further development outside of lab capacity / remit is transition over to a vendor or government agency

2. Scoping:

- **<u>Type 1 - Assessment scoping</u> (Size: small)**
  A filtering process where a possible Lab project or interaction is assessed. The filtering is based on:
  i. are the team / agency / interested party at a point where they are ready and able to engage / commit with the Lab and its processes.
  ii. where and how does the Lab team and it's process add value to this project? As opposed to said team using a vendor or inhouse service design team?
  iii. where in the Lab workflow process does the potential project sit. E.g. Research Discovery or Build (Alpha)
    - **Action:** Meet with said team and leaders. Run a short workshop or investigation conversation
    - **Deliverable:** One pager: brief description of project and answers to the three questions above.
    - **Outcome:** Managing expectations of Lab and external teams commitment and responsibilities.

- **Type 2 - Project scoping (Pre-Discovery) (Size: small/medium)**
  After an assessment scope has been conducted. The project is ready to become part of the work-programme stream. At this time a project scope is drawn up. This is a deeper dive into the potential of the project.
    - **Action:** Embed with team and leaders. Run further session to draft a project scope outline document.
    - **Deliverable:** A project scope document. Suggests the scope of the undertaking and the key areas of focus.
    - **Outcome:** Deeper understand of the work and commitment required for completion

3. Discovery:

- **Type 1: Research Discovery (Size: Large)**
  A research discovery is a substantial piece of research investigation and evidencing. It is applicable to complex issues that fall within but are not limited to, a 'Life Event'.
    - **Action:** in-depth research into the subject matter. Capability uplift of an external team (where applicable), co-design, collaboration and outreach. Embed evidencecial design rigor, apply quantitative and qualitative research and evidencing.
    - **Deliverable:** A research discovery document with findings and next steps actions. Reports of all the evidence and findings. Suggestion on areas to develop further through a Design Discovery
    - **Outcome:** At the end of this discovery. Time will be taken to drawn up a 'Project Roadmap'. The roadmap builds on the project scope document and details all the operational requirements to meet the outcomes defined and agreed in from the research discovery.

- **Type 2: Design Discovery (Size: Large)**
  A design discovery focuses developing and testing possible solutions. It addresses the feasibility, capability and usability of a testable product or service. It can be a standalone product / service or a product / service that has emerged from work undertaken in the Research Discovery phase. A Design Discovery has four distinct stages:
    1 - Design scope
    2 - Problem Definition
    3 - Problem Validation
    4 - Solution Validation

  For a product / service to be designed and built within the Lab it must pass through the four design stages. A stage-gate acts a failsafe at the end of each stage where a design is assessed before further progress is committed to. User experience design and research testing is extensively required at each point.
    - Action:
        1. Design scope - Suggested concepts are scoped for design feasibility
        2. Problem Definition - An evidenced problem is defined that can be designed for

3. Problem Validation - Is the design problem meeting the wider project needs?
4. Solution Validation - what are the design solutions, use testing to validate them

- Deliverables:
  1. Design scope - A design brief for the design team to work from
  2. Problem Definition - Design Problem or Problem Statements
  3. Problem Validation - Evidencing of the design approach to meet the problem space (UX research)
  4. Solution Validation - Lo-fi testing and validation of the solutions proposed (UX)
- Outcome: On conclusion of a design Discovery a clear design approach has been formulated and a prototype can be green lite to proceed.

4. Alpha (Build):

- **Product Definition (Size: Large)**

  Product definition is the beginning of the technology development process and works in tandem with the designers solution validation stage. In this phase technology prototypes are built based on meeting the criteria of minimum viable product (MVP). This is a build phase with tangible, testable working prototype that can be put in front of the target audience. These MVPs feed into the stream of reusable components stream.

  - Action:
  - Deliverable:
  - Outcome:

- **Product Validation: (size: medium)**

  A product is validated against several criteria:

  i. Functionality
  ii. Useability
  iii. Scalability

  Design criteria: does the product fulfil the need? and impact the problem? outlined in the both the research and design discovery phases?

  - Action:
  - Deliverable:
  - Outcome:

5. Beta (Partner)

- On conclusion of product validation a full handover is set in motion. Both the project and the products that have emerged from the project are handed back to the relevant agency and /or a

partnership with devOps team are build so that the product can be scaled and deployed outside of the lab environment.

- Dev Ops
- Vendor partnering