

Meeting	Executive Team	Date	14/07/2014
Agenda item	4	Time	30 Minutes
Proactive publication	Yes	Internal publication	Yes
Title	Website rebuild / digital service foundations project – Alpha		
Presenter	Greer Schick		
ICO Plan aim	1. Organisations better understand their information rights obligations		
	4. Individuals are empowered to use their information rights.		
	6. An efficient ICO well prepared for the future		
Information rights strategy aim	Choose an item.		
Issue	Update on website rebuild / digital foundations project		
Decision	No		
Financial impact	£140k in 2014/15		
Risks			

Summary

- We have completed the Alpha (prototype) phase of the website rebuild / digital foundations project.
- User feedback has been very positive – more to come.
- Agile project management methodology ideal for this type of project.
- We are now preparing for the start of the Beta phase, which will include releasing sections of the site to test in public.

Project management

Project manager, product owner: Greer Schick

Project board: Paul Arnold, Steve Wood, Jonathan Bamford, David Wells, Robert Parker.

Project sponsor: Former Director of Corporate Services Daniel Benjamin has been the project sponsor up til recently; this project will now report in to the IT Steering Group.

Alpha / prototype phase

Objectives

- To build a prototype that we can test with users and get early feedback about the design of the service.
- To check the suitability of Umbraco, our Content Management System.

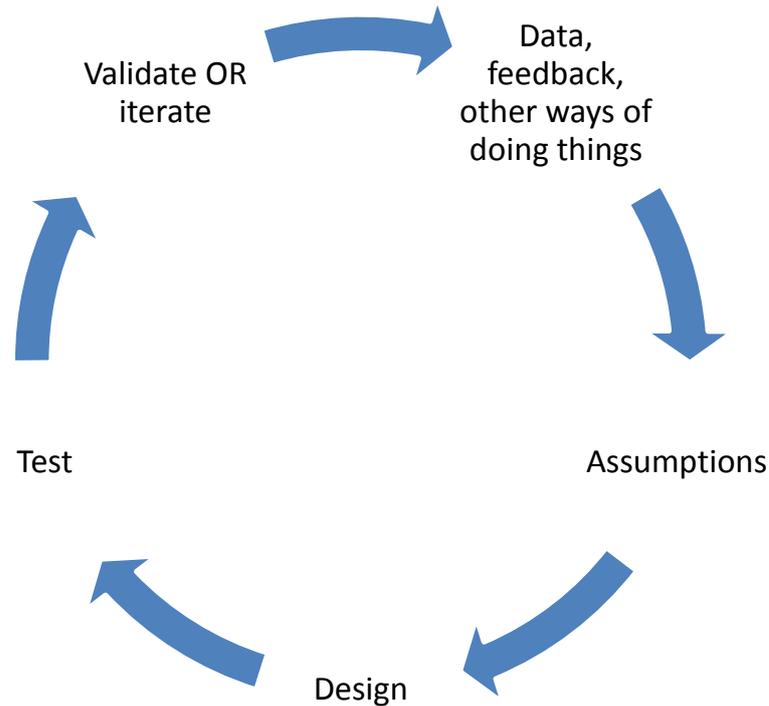
Key deliverables

- ✓ A working prototype of the digital service.
- ✓ 'Toolkit' of the different templates and components that we think will house 80-90% of the site.
- ✓ Key building blocks in place, eg responsive, html rather than PDF, dynamic content.
- ✓ A working Development and Live environment.
- ✓ An infrastructure plan and start work on the migration plan for all the ICO's existing digital services.

Our approach

Agile project management methodology

- Requirements based on user needs.
- Design, develop and test in two-week sprints.
- Focus is on developing working software.
- Agreed level of quality, definition of 'done'.
- High visibility of progress.



Schedule, and progress to date

Alpha phase – sprint goals

- ✓ Sprint 1: Content page template
- ✓ Sprint 2: Section homepage template
- ✓ Sprint 3: Homepage template
- ✓ Sprint 4: Responsiveness improvements to text editor, Sector homepage template
- ✓ Sprint 5: Decision tree and launcher template
- ✓ Sprint 6: Multipage document template
- ⇒ Sprint 7: Filter pages template
- Sprint 8: Automated content list, export tool, video launcher
- Sprint 9: Quality to Beta standard
- Sprint 10: Site search
- Sprint 11: Cookie control, Browsealoud support

Key decisions taken

- [Choice of Content Management System](#) (Umbraco, open source CMS), Director of Corporate Services and Head of IT, 13 November 2013.
- 'Definition of done' for Alpha phase (see Appendix 1), Project Team, 15 April 2014.
- Decision to move beyond Alpha phase, Project Board, 9 July 2014.

User feedback

"It's a lot clearer than the current website, which, as I've mentioned before there's a lot of information there and it's not always clear where to

go to" – Data protection/freedom of information practitioner, user testing, January 2014.

Beta phase

- 'For the public' – expected launch September 2014.
- Other sections as ready.
- Migration of other services into the new hosted environment.

Live phase

- Continuous improvement.
- Decommission old site and infrastructure.

Key dependencies

- Hosted infrastructure build.
- Further feedback from users.

Appendix 1

Background, strategic fit, project aims and objectives, quality and constraints

Background

The current ICO website was launched in 2006 and since then it has been constantly updated and developed.

People come to our website to get information, and to help them do things.

The business requirements, and website users' expectations of what our website should do have moved on since the site was built.

We've largely kept up with requirements and expectations but due to the age of the underlying build, updates and developments take more time and cost more than they should, and some newer requirements are impossible or very difficult to implement.

A rebuilt website – properly resourced, built and maintained – will give us a solid platform to ensure our digital services better meet the current and future needs of our users; it will make the ICO more efficient and effective; and will be easier, faster and more cost effective to maintain and develop.

This project had agreement to commence when after it was conceived in 2010, but was put on hold due to the government convergence project.

Strategic fit

The ICO's goal is to achieve a society in which:

- All organisations which collect and use personal information do so responsibly, securely and fairly.
- All public authorities are open and transparent, providing people with access to official information as a matter of course.
- People are aware of their information rights and are confident in using them.
- People understand how their personal information is used and are able to take steps to protect themselves from its misuse.

Project aims

We will:

- make it easier and faster for citizens to exercise their **information rights** and, for organisations to fulfil their obligations.
- create a digital service that's **so good that people prefer to use it** – maintaining and improving customer satisfaction and giving better value for money.
- create a digital service platform that is **easier, faster and more cost effective** to maintain and develop.

Project objectives

We will:

- **improve our information architecture, navigation and design** to make it easier for people to find the content they are looking for.
- **use open standards** used to create opportunities to integrate content and functionality with current and future digital services, in particular transactional services.
- provide content provided in an **open format** by default, allowing people to re-use and re-purpose content.
- **make the design responsive**, allowing people to use the site via a range of devices.
- **Improve interactivity**, to engage users and get their feedback.
- review and rationalise content where appropriate.
- use a **CMS** and build that makes the site easier, faster and more cost effective to maintain and develop, eg tagging and dynamic surfacing of content.
- review **processes and governance** to ensure effective management of the site in future.

Quality and constraints

- We will choose to meet the following points of the Government Digital By Default Service Standard that are relevant to the ICO and this service:
 - Meets user needs.
 - Can be rapidly improved.
 - Meets security and legal responsibilities associated with user information.
 - Addresses privacy risks around personal data collection.
 - Accessible and/or provides appropriate support for users with access requirements.
 - Uses open standards.
 - Provides for benchmarking and measurement against a set of KPIs.
 - Includes a plan in case the service is temporarily unavailable;
 - Allows us to test the service from end to end before going live.
- Exemplar of openness and transparency, including the content we will publish and using open formats.
- Portable, ie not tied to a particular supplier's infrastructure, or dependent on their skills or experience.
- The project will not result in any significant interruption to the current service provided to critical internal and external ICO stakeholders, including Operations.
- Compliant with the ICO style guide.
- Consistent with the ICO corporate identity.

- Compliant with all relevant laws, in particular the Data Protection Act, Privacy and Electronic Communications Regulations and Freedom of Information Act.
- Compliant with the Welsh Language Scheme.

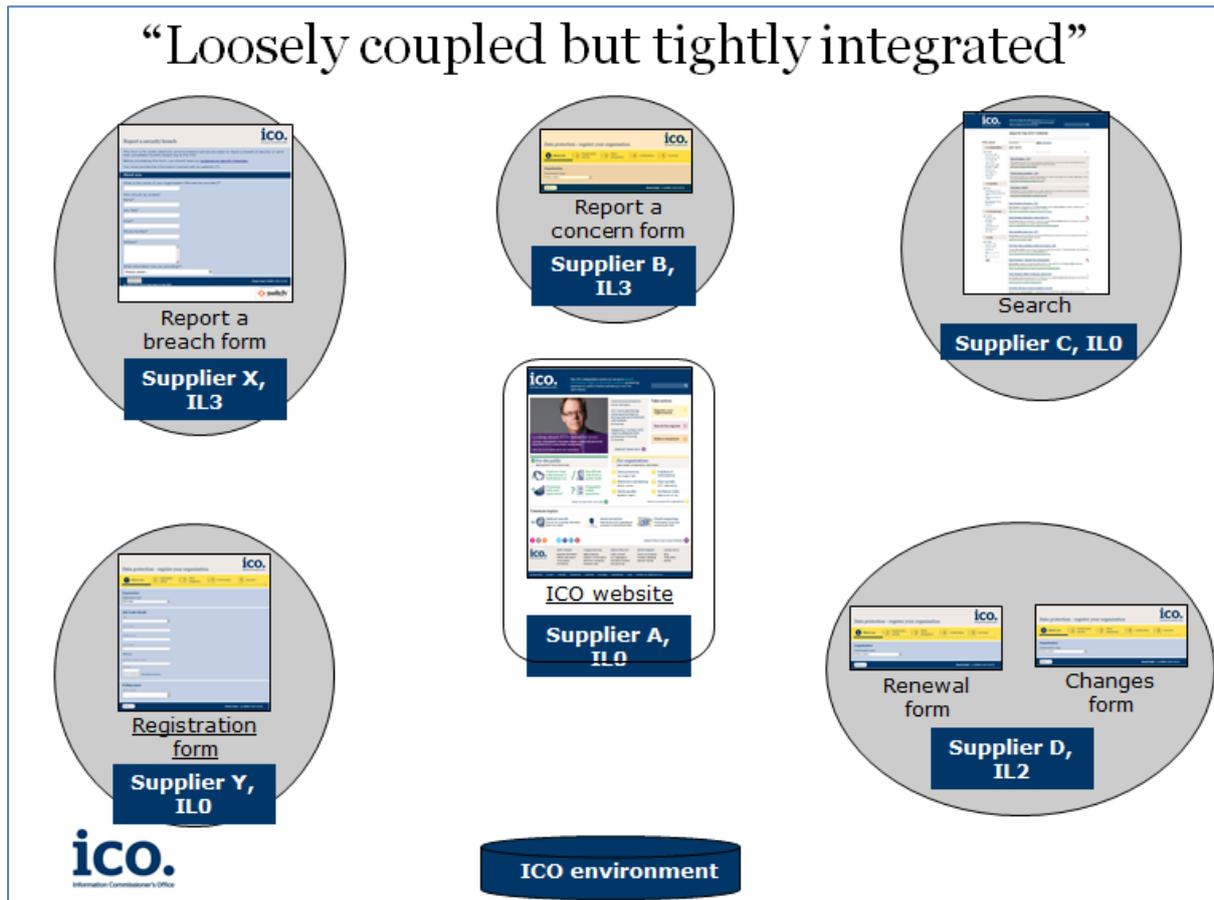
Definition of 'done' for Alpha phase

When we say a user story is 'Done', we mean:

- ✓ All story tasks are done
- ✓ Acceptance criteria satisfied
- ✓ Tested and performing correctly on the following browsers:
 - ✓ IE11 & 10
 - ✓ Firefox 28 & 27
 - ✓ Chrome 33 & 32
 - ✓ Safari 7
 - ✓ iOS Safari 7
- ✓ Code peer reviewed or pair programmed
- ✓ Code committed to source control
- ✓ Demo'd to and accepted by PO
- ✓ Documentation updated on JIRA

Appendix 2

Approach to technology decisions



- **Loosely coupled:** services built so they’re not dependent on each other in terms of technology or suppliers. Allows us to develop new services as we need them, switching priorities as things change. Allows us to swap in or swap out technologies, or change suppliers, as better opportunities become available. Avoids vendor lock in.
- **Tightly integrated:** enables data to be easily transferred to other parts of our digital service. This will reduce the need to re-enter data from one system into another, saving us time. It also means that the services people use should look and feel consistent, helping engender trust in the ICO as a service provider.