



Public Health England

Beta Digital Workspace

Case Study

PHE Beta Digital Workspace Case Study

Industry
Healthcare

Business Benefits
Digital transformation across the workforce

Location
Nationwide

Partner
Public Health England

Key Challenge
Continuation from Alpha

Introduction

- Public Health England (PHE) commissioned Difrent to construct a Beta Application to a stage where a test group could use the system and add content and perform various tests and tasks.
- Through a mixture of user research, business analysis, co-design and prototyping, we've created an aspirational view and associated prototype journey to showcase to PHE Digital a vision for a new system to improve the overall user experience and time to find information and documents to help staff achieve a smarter and more streamlined method of working.

Key Facts

95

People engaged
During Alpha.

15

Stakeholders

80

Users

=

95

People spoken with
in Beta.



Alpha completed
by Nomensa 2016



BETA Started by
Difrent June 2018



Beta Release
31st October 2018

Beta Outcomes

- **Wagtail BETA Intranet running**
- **6 Show & Tells to the wider organisation**
- **BETA Users developing new UR**
- **PHE OpenShift Environment running**
- **Quicker search capabilities for people & documents**
- **PHE stakeholder groups established**
- **Draft collaboration views**

The Challenges

- **Picking up from an Alpha phase run by an organisation and over 18 months earlier.**
- **Lack of PHE stakeholders from the start of BETA**
- **A lack of clear scope and requirement defining the BETA direction**
- **Initial access to users being difficult and a lack of PHE Digital user research function**
- **Lack of a defined operational platform either on the PHE network or the cloud**

The Benefits



By reducing the time to find the correct people or information, we will create operational time savings across the organisation.

By providing an excellent user experience, we will help the organisations digital transformation



A better experience for users will allow them to feel more engaged and in control of their information journey.

By keeping users engaged they will benefit from more up to date information and resources, by being able to add their own content and creation of groups.

The Solution

- After a successful bid, Difrent was awarded the BETA project, which has focussed on building, testing and iterating numerous prototypes of what a new intranet tool could look like. We split the work into a series of sprints which focussed on a different aspects of our user journey that were identified in earlier phases. This enabled us to cover a broader scope and look more closely at the competing user needs we identified.
- During the BETA phase we began working on a fully-functioning prototype of the application using Wagtail as the base intranet engine. This started with the development team building a version of the application form.
- In total, the Beta phase consisted of 10 fortnightly sprints, with the UX/BA team continuously deploying working prototypes and user stories into Jira, going through peer reviews and sign off by the Service Owner. Each iteration was then put through user testing and improved where possible to make sure that it met user needs.

The Solution

- In order to maintain the speed of the delivery, remove project blockers, and keep feedback loops as short as possible, our Delivery Manager held daily stand-ups with all team members – UX, Design and Development – involved. We also held weekly sprint meetings with the Service Manager and all members of the team, where we got together to test the software, look at the results of the last week of work, and discuss plans for the next sprint.
- At the end of the each sprint we held a retrospective, where together with the full jobs team we discussed what went well and what could be improved going forward.

Looking Ahead

At the end of the Beta phase, the team have developed:

- A workable backlog of user stories based upon user needs and testing feedback
- A prototyped journey from user login to accessing groups and tools/resources
- A proven approach and be able to accurately model Live.
- A Live plan, an updated TOM and updated the SOC into an OBC
- A view of future collaboration tools, look & feel

Looking Ahead

- Through our work, listening to our users and partnering with our peers at PHE we have managed to define a vision and user journey for the new platform.
- By creating a plan for moving the project into a beta phase and after a successful bid, Difrent will hopefully be awarded the Live project to make the new intranet tool a reality.