2014/15 goals and objectives

GOV.UK ROADMAP JULY 2014

updated 10.07.2014

Complete transition

DONE HMRC contacts app beta

DONE Specialist navigation alpha

DONE New navigation modules from organisation homepages

DONE Unified search results

DONE Manuals format alpha

NOW Feature-complete transition tool

NOW HMRC manuals publishing via API

NOW Minimal viable search and browse changes for agencies and HMRC

NOW Product gaps blocking transition including specific list of finders

NOW Mainstream content and tools blocking transition

NOW Content build, mappings and specialist browse tags for transitioning agencies

Operational excellence

DONE Scheduled publishing for mainstream content

DONE Support path for content advice

NOW Tooling for BAU dev chores

NOW Urgent/vital format improvements

NOW Minimal viable user needs collection and validation for content

NEXT Licensing/local gov service integration improvements

NEXT Improved user feedback explorer

NEXT Minimal viable access controls

NEXT Important format improvements

NEXT Product changes for election 2015

NEXT Analytics for performance indicators

NEXT Productise A/B testing

LATER Publishing interface redesign

LATER Tools for publishers to improve content quality

LATER Improved access controls

LATER User needs performance measurement in public

One GOV.UK

DONE Published alpha GOV.UK proposition

NOW Groundwork for simpler/more flexible technical architecture

NOW Move detailed guides to /guidance

NEXT Split Whitehall into loosely coupled applications

NEXT Consolidate formats

NEXT Search and browse improvements and unification

LATER Fully realise vision for loosely coupled and asynchronous service application architecture

LATER Better start and done pages for services

LATER Begin improving email alert signup experience

just shipped

in the last month

DONE Import user needs for transitioning agency from spreadsheets into GOV.UK needs database

DONE Support Open Document format publication attachments

DONE Manuals format and publisher minimal viable product
version 1 release of a generic format for publishing long hierarchical guidance documents

DONE Transition tool performance improvements
faster and more stable transition tool for mapping legacy domains

DONE Unresolved mappings - user interface and workflow for archiving or redirecting unresolved mappings

DONE Spike on A/B testing using Google Experiments
preliminary tech investigation into A/B tests as a sitewide service

DONE Technical and internal improvements to Signon application
groundwork for minimal viable access controls improvements

DONE Visual distinction between preview and production publishing interfaces

DONE Improved blogs index
single list of posts from all blogs with organisation filter

DONE Support path for content advice for government users
direct acces to help with devolved content publishing

DONE Improvements to user journeys (and analytical support) for UKVI Indefinite Leave to Remain

DONE Build a new preview environment on Carrenza
complete migration from interim host

DONE GDS business plan and GOV.UK proposition published

DONE Initial scoping of election 2015 needs

DONE Discovery on publisher user research
see blog post for details of how to volunteer for research sessions

DONE Frontend code and layout improvements for support forms

DONE Build content store strawman for publishing 2.0
groundwork for making publishing tools simpler and more flexible, and for HMRC manuals pubishing API

DONE Split HMRC contacts app into separate frontend and backend connected by APIs via content store - groundwork for making publishing tools simpler and more flexible, and for using contacts app for other organisations' contacts

items on this page can and probably will change as our understanding of the needs of GOV.UK users changes

■ Complete transition
■ Operational excellence
■ One GOV.UK

content
major updates

in progress:
- ■ Disclosure Barring Service checker
- ■ Shared parental leave tools
- ■ Child maintenance content review
- ■ Travel advice format review
- ■ Marriage abroad tool updates
- ■ Pension credit calculator business analysis and content design
- ■ Guidance on stats publishing
- ■ Refresh of all publisher guidance
- ■ Content community of practice alpha
- ■ 8 x ALBs transition content and IA
  Highways Agency; Intellectual Property Office; Land Registry; Central Arbitration Ctte; Court Funds Office; Coal Authority; Natural England; Parole Board

planned:
- ■ Ongoing ALB and HMRC transition content build and specialist information architecture

user support

in progress:
- 60% **Improvements in anonymous feedback** performance and data quality enhancements
- 10% **Improve ticket resolution processes** initial scoping on faster zendesk resolution by product teams

planned:
- ■ Report a problem (anon feedback) redesign improvements to user experience and specificity
- ■ Pass GOV.UK metadata through to Feedex tag anonymous feedback with site metadata
- ■ Filter feedback explorer by organisation
- ■ Allow 1st line to improve anonymous feedback data quality
- ■ Bring feedback explorer into Beta
- ■ A/B testing with Google Experiments quicker & easier A/B testing for all teams

infrastructure

in progress:
- 75% **GOV.UK crawler** replacement for disaster recovery mirror
- 50% **Serve GOV.UK from 2nd CDN** increasing our resilience
- 20% **vCloud tools v1.0** improving our agility in making changes to hosting infrastructure
- 10% **Postgresql for transition application** provisioning a more powerful database for transition mappings data

planned:
- ■ Serve assets from 2nd Content Delivery Network (CDN)

search & browse

in progress:
- 90% **Tag mainstream content to orgs** so it's included in search filter by org
- 85% **Mainstream browse redesign** speed up journeys and reduce confusion between mainstream and specialist tags
- 60% **Services and information page for organisations** (alpha using 1 org)
- 10% **Add "draft" mode for specialist tags** so that pages don't go live without content being in place
- 0% **Test unified taxonomy ideas** Revisit assumptions about mainstream/specialist/corporate separation

planned:
- ■ Iterate specialist browse page design
- ■ Search index should use content-store
- ■ Design away policy topics
- ■ Search index should show all types of thing
- ■ Let users know when orgs are mid-transition
- ■ Iterate routes between mainstream and specialist content/browse pages
- ■ Search tools and relevance improvements
- ■ Tag management (merging, deleting and redirecting browse pages)

publishing

in progress:
- 75% **Automate broken link reporting**
- 50% **Rework scheduled publishing in Whitehall publisher**
- 25% **Prototype improvements to mainstream publisher**
- 0% **Contacts app technical performance improvements (HMRC)**
- 0% **'First published' date prompt** help publishers avoid nasty date accidents
- 0% **Specific consultation closing times**
- 0% **Manage API tokens and users for Signon**
- 0% **Message queue for publishing pipeline** Ongoing groundwork for more flexible publishing systems architecture

planned:
- ■ Improve unpublish/publish workflow
- ■ Read from new API for generic format based needs (eg news)
- ■ Single publishing pipeline (content store)
- ■ Validate needs in Maslow
- ■ Single publishing pipeline - keeping old and new world in sync
- ■ Single publishing pipeline - URL arbitration

user formats

in progress:
- 90% **Stats publications and announcements** replacing ONS pub hub release calendar
- 90% **Postcode and activity filters for Business Finance Support Finder API**
- 30% **Short URL builder and approval process**
- 30% **Content designers can update smart answers without devs**
- 20% **Shared parental leave calculator**
- 10% **Find an Embassy**
- 10% **Organisation list page redesign** better UX and include high profile groups
- 0% **Beta labels for mainstream content**

planned:
- ■ Move detailed guides to /guidance
- ■ Product changes for election 2015
- ■ Start page improvements
- ■ Consolidate formats
- ■ Smart answers, calculators and tools for ALB and HMRC transition

product gaps

in progress:
- 60% **Finder for Air Accidents Investigation Branch** filtered listings and document format for aviation accidents reports
- 0% **Finder for international aid and development funding** build to be outsourced, subject to commercial arrangements
- 0% **Iterate manuals format** improvements to generic and HMRC manuals format and URLs; HMRC end-to-end publishing

planned:
- ■ Medicines and Healthcare Products Regulatory Agency drug safety updates and medical device alerts
- ■ Finder for Marine Accident Investigation Branch
- ■ Finder for Rail Accident Investigation Branch

transition tools

in progress:
- 95% **Bulk add many-to-many mappings** ability to import from spreadsheets
- 40% **HMRC manuals publishing API** enable intranet app to publish to GOV.UK

planned:
- ■ Metrics for quality of mappings
- ■ Improve user dashboard
- ■ Support mappings for pending content ability to map to URLs that aren't live yet
- ■ Side-by-side browser without AKA to improve usability of reviewing mappings
- ■ Spike: coverage of low-traffic pages improving mappings for the long tail of content with less than 10 views per day

licensing

discovery on future direction of licensing services to commence soon

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Legend:
- ■ Complete transition
- ■ Operational excellence
- ■ One GOV.UK

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