

# Discovery

## Understanding context and problems to solve

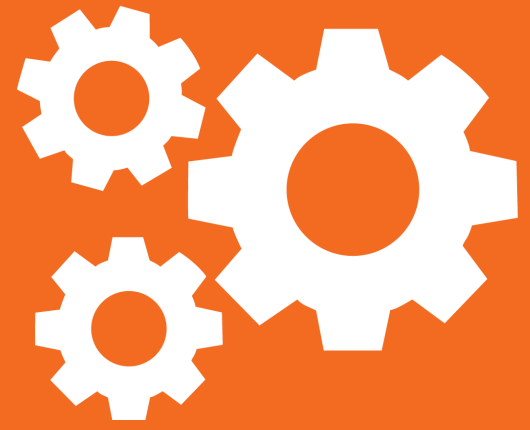
- Explore user needs, policy intent, organisational goals, desired outcomes and wider context
- Identify the big challenges, opportunities and constraints
- Identify assumptions, create hypotheses and list possible approaches
- Be prepared to stop - at this point it could be the best outcome



# Alpha

## Testing options by prototyping

- Learn which possible approaches and solutions will work best through prototyping
- Prioritise learning about the biggest assumptions, risks or challenges
- Test with real users to prove or disprove hypotheses
- Be prepared to stop at this point



# Beta

## Building and refining options

- Build out the best option from alpha, learning and iterating by operating a service for real users
- Do usability testing, measure performance
- Keep measuring it against user needs, policy intent, organisational goals and desired outcomes



# Live

## Continuously improving

- Deliver into live service
- Continue to learn how to improve it, using metrics and user research
- Manage a roadmap and backlog
- Measure against policy intent and intended outcomes
- There could be a point to start a further discovery in the future