DPG Review: SOP

Objective: Clear backlog of 164+ applications AND post that ensure all applications are closed within 21 days after they are submitted by the applicant

Project management tool:

Please refer to this projects board and its columns <https://github.com/orgs/DPGAlliance/projects/1/views/3>

The Process:

**New applications: (T+7)**

Within 7 days of an incoming application, it needs to be moved to this pipeline

Steps:

1. Add the PR manually to the projects board
2. Review each indicator
   1. Clone PR
   2. Check documentation
   3. Tag L2 reviewers in case it’s needed
   4. Add comments on GitHub PR: by looking at each PR, anybody should be able to track progress of the application
      1. An email for clarification is sent to the applicant. Then whenever the applicant replies, the comment should be updated.
      2. In case of deep discussions between reviewers and experts, decisions received from experts to be updated - ideally by the expert themselves
3. Move them to DPG/Excluded/External Clarifications/Internal Feedback

Notes:

Chronological order - oldest applications first

Minimum 2 applications from this pile to be resolved every day

**Internal Feedback: (Max T+15)**

Each application should be resolved within 7 days of it arriving for feedback by internal stakeholders - L2 reviewer + experts for specific indicators

Steps:

1. Tag the expert/ stakeholder you want opinion from as the “reviewers” for the PR
2. Before starting the week, let the experts know what the priority applications are
3. Discuss on Slack
4. Park decisions on GitHub thread
5. In case some issues are stuck because of lack of consensus, take it to the reviewer check-in meeting (bi-weekly)

Notes:

Transparency in case of complex disagreements is key. Use GitHub comments widely

We need to make sure there is audit trail for all reviews - documentation is key

**External Clarification: (Max T+21)**

Within 7 days from receiving the application, candidates should hear back on additional requirements

Steps:

1. One [email](https://docs.google.com/document/d/1YVLbhJTWIVeDdsNy4X7IRx3So2Tc0kxz/edit) with all the indicators and additional documentation
2. Give adequate hints to get the exact document we need
3. Hop on a call if the email doesn’t clarify
4. If you don’t hear back within 7 days, send reminder email

Notes:

Be polite and don’t make them feel inadequate - use more empathetic language

Be solution focused when you ask for additional information

All emails should we replied to within 48 hours unless there is a “vacation responder on”

**Inactive: (Max T+30 - reminder) (Reminder + 30 = Inactive)**

If we don’t hear back from candidates for over 30 days, they are moved to inactive status

Steps:

1. Send them an [email](https://docs.google.com/document/d/1YVLbhJTWIVeDdsNy4X7IRx3So2Tc0kxz/edit) as per the draft that was created for “Inactive” applicants
2. ​​There are two separate drafts. You wanted to respond to old threads so there is a draft for that and for new emails, there is a separate draft. **Action required: DPG designation process pending**
3. (ONLY FOR BACKLOG) 14 emails have to be sent every week (3 every day)
4. Then on the PR you will put the ‘timestamp automation’ which will notify you in 30 days that you need to close the PR BUT please cross check in your emails that they haven’t replied before you close the PR (with comment)
5. Before closing the PR, leave comment “Closing since 30 days lapsed since last email communication. Whenever the applicant is ready, this PR can be reopened.”
6. You will add a label with “emailed” so you know which ones have heard back from us

Note:

These are applications that typically need the core product to undergo major changes for them to become DPGs

On case to case basis, the extension can be extended beyond 30 days post the reminder in case the review team feels its necessary

**Annual re-reviews**

After a DPG completes 365 days in the registry, their application needs to be vetted against the standard again

Steps:

1. Please review list of DPGs lapsing every month in the beginning of the month - <https://github.com/DPGAlliance/publicgoods-candidates/issues/891>
2. Open PRs of the applications
3. Add ‘Annual review” label to the PR
4. Go over all indicators
5. Send clarification in case additional documentation is required
6. Send confirmation in case they pass the indicators without any additional documentation about retention of DPG status + congrats

##########################################################################

# Refresher reviews for 2022

##########################################################################

Dear \_\_\_,

***TLDR:*** *The DPGA is completing annual reviews on the DPG Registry and requesting you to take a few minutes to ensure your information is up to date.*

Hope that 2022 has started with exciting new plans for you and your projects. Last year, we designated your digital solution **\_\_\_** as a digital public good in the [DPG registry](https://digitalpublicgoods.net/registry).

We are kickstarting the **annual review for designated DPG to retain their status in 2022**. We have compiled your documentation here (github link).

All **you need to do** is:

1. <https://digitalpublicgoods.net/registry/vips.html>Review \_\_\_\_ the documentation
2. Update your contact details
3. Create a pull request (PR) (give step by step guidance?)

We hope to hear from you **within 30 days** (mention date) so that you retain your DPG status in the [DPG Registry](http://www.digitalpublicgoods.net/registry/).

Once you complete the process, please take 30 seconds to [answer one question](https://forms.gle/76SfV22P44nVKPm88). If you are interested in knowing what we are upto, go through our [DPGA 2021 annual report](https://digitalpublicgoods.net/blog/2021-digital-public-goods-alliance-report/) and [subscribe to our newsletter](https://mailchi.mp/4ae88231c358/digital-public-goods-mailing-list).

Looking forward to hearing how your year has been and the progress your DPG has made.

**Why are we asking you to do this?**

We envision that the DPG Registry will continue to grow in 2022, and is a place in which organisations and governments can discover and learn about new solutions that can help them in their efforts to tackle changes and digitise. In an effort to ensure that the DPG Registry remains up to date with the [DPG Standard](https://github.com/DPGAlliance/DPG-Standard/blob/main/standard.md), we are reaching out as part of our annual compliance process to ensure that documentation provided is accurate and that we are best capturing progress and improvements made by your digital public good.

Thank you,

DPGA Team

Key Concepts:

Sprint label: A label given to the 25 applications that are “under review” every week

Priority label: A label given to applications that have been selected by DPGA members/ the Secretariat to be processed on priority for various reasons

Reviewer Check-in: Consensus building meeting every once in two weeks. PRs - experts and reviewers don’t agree will be discussed,

General rules:

1. NOTHING WILL BE PROCESSED BEYOND THE PROJECTS BOARD - IT HAS TO BE DILIGENTLY UPDATED
2. ALL COMMUNICATION WILL BE SENT USING THE FOLLOWING ID - [SUPPORT@DIGITALPUBLICGOODS.NET](mailto:SUPPORT@DIGITALPUBLICGOODS.NET)
3. FOR OLDER THREADS, PLEASE COPY THE SUPPORT EMAIL AS WELL. MIGRATE ALL COMMS TO THAT
4. NO GITHUB PR WILL BE PROCESSED WITHOUT LEAVING COMMENTS ABOUT EACH STEP OF THE PROCESS AS MENTIONED IN THE SOP
5. ON PRIORITY APPLICATIONS NEED TO BE DEALT WITH A LABEL “Priority” BUT WHILE WE PROCESS THESE, WE STILL HAVE TO PROCESS THE OTHERS
6. PLEASE FOLLOW THIS SOP
7. THERE WILL BE **DAILY AND WEEKLY REPORTING** OF REVIEW PROCESS:

Daily reporting format: (email to Prajakta and Lucy at EOD every day)

* 1. Names of applications processed under “new”, “under review” and “inactive”
  2. How many were sent for expert feedback
  3. How many were sent for clarification
  4. How many were sent to done

Weekly reporting format: (update weekly meeting document before the meeting)

* 1. Names of 25 applications processed (mention on H1 document)
  2. How many were fully closed? - reached decision (CLOSED PR) on DPG/ Excluded
  3. How many were sent for next step expert
  4. How many were sent for next step clarification
  5. How many applications are on priority (write there names on the H1 document and update every week as you process them) - what’s the status? “On priority” means members are involves or the secretariat has placed priority on them or there is crisis because we have delayed responding/ reviewing from our end

All Hands reporting format:

1. once a month, share a list of all DPGs in the monthly meeting