Cabinet Office

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User research to design and iterate on a service to request clearance.

April - June 2022
3 months

USER RESEARCH | INTERACTION DESIGN | PROTOTYPING | DELIVERY

Background

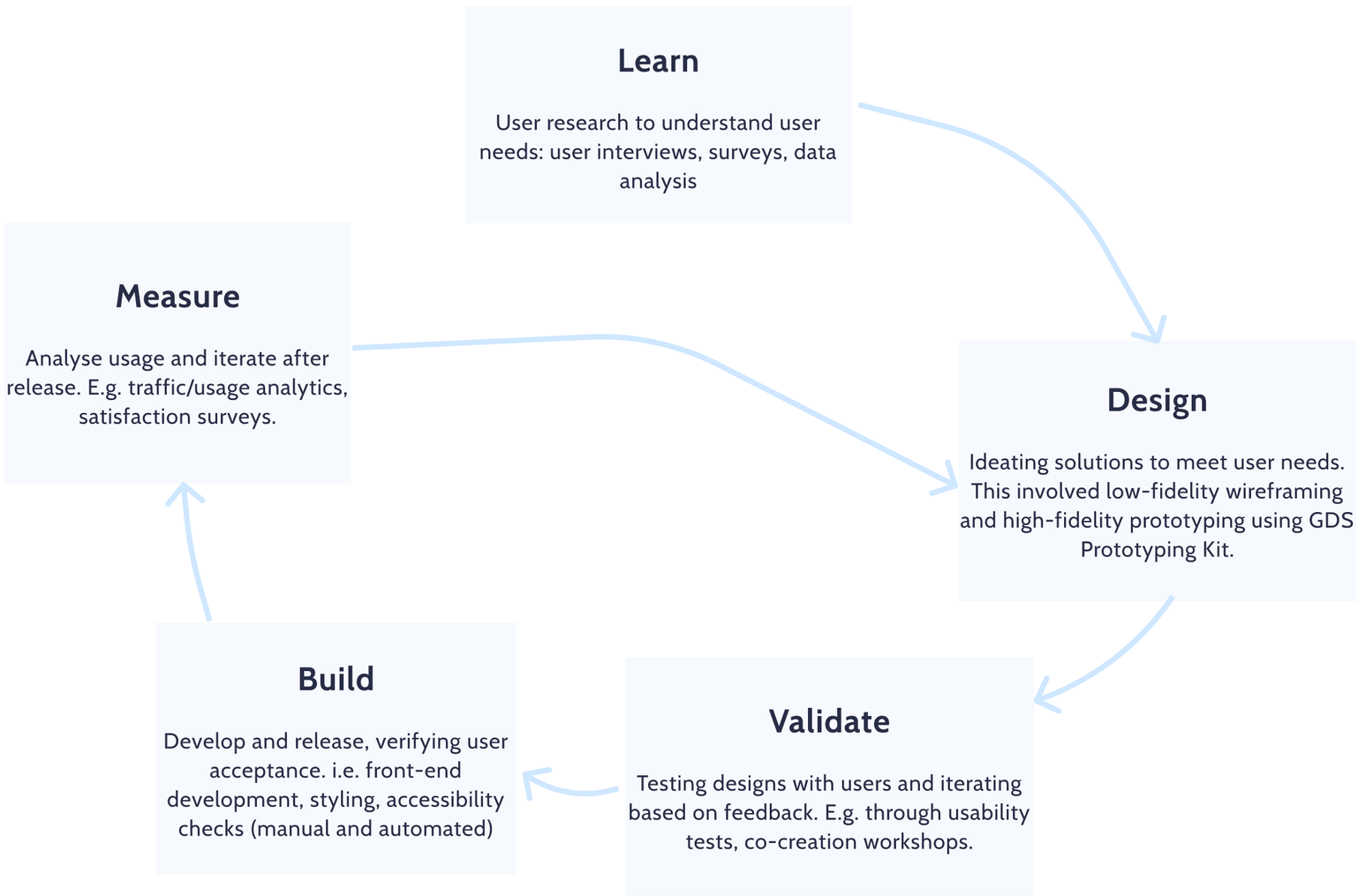
Context

Transitioning to a new application process
A new application process was being implemented, for thousands of applications every month

Currently, this is done manually
Before this project, my client was sent spreadsheets with requests, processed manually

The Ask

Design a new service for the application process
The new service had to be designed using the GOV.UK design system and adhere to the GDS service standard

My approach

This approach follows the design thinking methodology