My Service design architecture experiences while on projects are as follows:-

1) Coding prototypes as per GDS standards. Please find a link to my project work example that allows an end user to make online claims

Link: <https://onlineclaims.herokuapp.com/>

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2) All of the User Experience Design projects initiated with Information Architecture deriving screen flow navigation and User Experience Site Maps integrating various functionalities. Information on screens was based on principles and formulas that included progressive disclosure of information to avoid cognitive overload.

3) Ensuring not to duplicate data that is already available in shared services and systems. In other words, instead of asking a series of questions to the end users, if this is readily available in another system, this can be fetched by using unique identifiers and be presented to the end users on screen display to verify and approve. While working on Child Trust Fund (CTF), the end users national insurance number was verified from the Child Benefit Index (CBI) system rather than asking a series of questions to the end users as this information was already present in CBI.

4) Assisted digital for end users who shall be using assistive technologies such as Dragon speaking software, screen magnifiers, screen readers and speech browsers following the Web Content Accessibility guidelines (WCAG2.1) and the principles of perceivable, operable, understandable and robust. As a short brief,

* perceivable - the web application and content on screen is perceived correctly by the end user. Example: This screen is to make a payment
* operable - the data that is needed to be entered on to the screen and the navigation by clicking buttons are easily operable with aid from assistive technologies
* understandable - content displayed on screen is easily understandable. Example: the content about eligibility criteria for making applications is easily understood
* robust - ensuring robustness of the application by ensuring important information on screens. Example: Number of results displayed read out by speech browser

The below link elaborates on the work examples for the WCAG2.1 principles of perceivable, operable, understandable and robust.

Website Link:<https://assisteddigital.herokuapp.com/>

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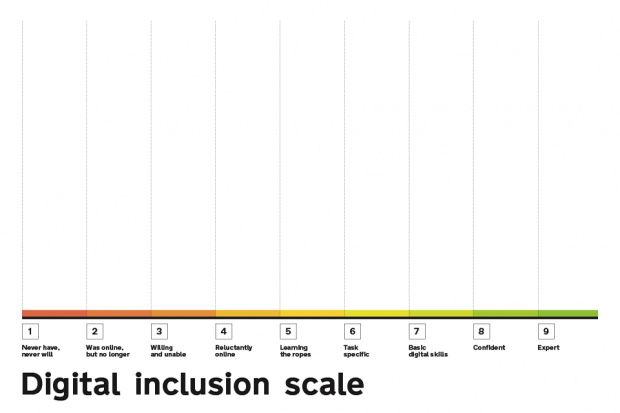
5) Evidence based research and design. Evidence based research was from lab based usability testing, A/B testing to test the variants with the real world end users putting the end users needs first over other priorities and later analysing the user needs derived in conjunction with the other priorities.

6) Context based research and design was based on the various ways in which the shared service shall be used by the end users. In other words, various entry points to the service and the various ways in which the service shall be helpful and useful to the end users.

7) Digital inclusion ensuring that the web application and the site created is suitable for purpose for end users with various digital capability and capacity.

<https://userresearch.blog.gov.uk/2019/02/22/reflecting-on-how-we-developed-the-digital-inclusion-scale/>

An example that we discussed while at MOD that covers both digital capability and capacity being that of 3rd on scale below that states Willing and Unable. This means that the end user is very much willing to use digital devices and online services, but is unable to due to capacity constraints of not having a laptop or desktop at home.



8) Researching contentious and emotionally sensitive topics.

<https://www.gov.uk/service-manual/user-research/researching-emotionally-sensitive-subjects>

<https://www.gov.uk/service-manual/user-research/researching-contentious-subjects-purdah> that includes confidential subjects.

9) Working closely with development and test teams to involve in design discussions and elaboration of design options. As an example, sequencing of screens and its impact on the data objects persisted on to the database was a discussion with the development teams. Specific discussions were around whether the data is held in session or persisted and fetched everytime I click on “Save and Continue later”. To summarise, collaborating effectively with multidisciplinary teams.

10) Working closely with Policy, Legal, Security, Privacy, financial, legal and social media aspects during design and architecture. The UX principle of Graceful Degradation was followed while working with Policy while at Students Loan. Specifically when it was mentioned that displaying a detailed bill to end user is of utmost importance before we can ask them to make a payment. This was initially included on to the screen and was later decided that too much information on the screen could confuse the end users and hence was given a link that shall direct them to the bill on a separate page.

11) Alongside the screen designs, and UX sitemaps and screen flow navigation, keeping an eye out for dependencies, risks, and assumptions that shall have an impact on the wider shared services across the organization ensuring synergy between products. This was true while working on most projects and specifically while at Sopra Steria.

12) Design and development using Model View Controller (MVC) pattern to develop web applications. Please find a link to the online tax calculator web application that was built using this framework.

Link: <https://jspmvc.herokuapp.com/>

Thanking you,

Raghavan Kasthuri