

Lifecycle of services - for BETA

KEY

steps for beta

steps which might not be ready for beta

not sure how this will be handled

Within the partner organisation

ONBOARDING

ADD a NEW service

EDIT / REMOVE existing service

PARTNER removed from SEP

decide who will be dealing with the content, and admin: role of the CMS - what level of access

internal discussion about the new service (off - CMS)

Within SEP

get style guide for SEP content - shared terms and definitions - tags available for services

get added to regular partner meetings to discuss SEP services

Receive onboarding pack and sign agreement (GDPR / SLA)

discussion with the SEP team (if needed) about the service content

provide KB article and tags needed, for the new service

In the CMS

get accounts to the CMS with required access level depending on roles

workqueues are configured in a dropdown for the partner to select from

add new service content following style guide, add start time, add content owner details

approval or flagged for problem to be resolved, EPRS notified KB is ready (business process in progress for now)

edit or remove a service from own organisation

approved or flagged for problem to be resolved

accounts are closed

service content is removed

can preview the service

CMS users can see new content was added

for edit: new review date date is set (not more than 6 months in the future)

EPRS is informed of the change and updated KB if needed

have a review date to publish (to get reminder for regular content review)

can preview the service

CMS users who have registered an interest get notified (internal users)

Tech work

tags or other elements specific to the partner have been provided and not in the CMS (or maybe just provided in IT)

if on our CRM, routing to specific queues discussed, configured, tested

if not on our CRM - API with data to set up route to their required queues in their CRM API, tested

appropriate routing to partner done and tested (may be not needed if done during onboarding)

potential change of routing made and tested (might not be needed as workqueues would have been tested during onboarding)

content could be exported or extracted if needed by the partner?

live website

new service is live

change is live or content is removed from live website

service no longer on live website

Discussed with partners (09/09/19)
Also taking into account discussion about KB on the 18/09/19