# Tell us what you think – Project Summary v0.2 Chris Mitchell 25/11/16

A project to develop and launch a satisfaction/ feedback page for respondents to complete when they have finished a survey. Data to be passed and presented to service teams and beyond to provide high levels of visibility and transparency.

### Objectives

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| --- | --- | --- | --- |
| **Goal** | **Needs** | **Deliverable/ success criteria** | **Due by** |
| **1. Everyone understands how satisfied our users are** | As a respondent to a survey I can easily tell the Service team how satisfied I am with my experience upon completing a survey  As a Service Team I can see an see an measure of satisfaction over time, so I can see how well things are going  As Gov.uk I can easily consume [satisfaction data](https://www.gov.uk/performance/lasting-power-of-attorney/user-satisfaction) into a [performance dashboard](https://www.gov.uk/performance/lasting-power-of-attorney) so that the general public can see how well the service is doing | Page created that captures a single measure for satisfaction created in line with the [service manual spec](https://www.gov.uk/service-manual/user-centred-design/resources/patterns/feedback-pages.html) See Also https://insidegovuk.blog.gov.uk/2013/09/06/introducing-done-pages/  Real-time satisfaction data is published internally to a [dashboard something like this](file:///\\NDATA12\mitchc1$\My%20Documents\QA%20Team\dashboard%20something%20like%20this).  It’s easy to pull out the single current average satisfaction figure into a [higher level dashboard](https://www.gov.uk/performance/lasting-power-of-attorney)  Data is published on a GOV.UK Performance Dashboard |  |
| **2. Users can provide feedback** | As a Respondent to a survey I need to be able to provide qualitative feedback so that I can let them know what’s working/ not working with the service  As a Service Manager/ Product Owner / User Researcher I need to be able to see and manage feedback so that I can make improvements to the service | Satisfaction page also includes a way to provide free-text feedback, in line with the [service manual spec](https://www.gov.uk/service-manual/user-centred-design/resources/patterns/feedback-pages.html)  Feedback sent to service team in an easily consumable form  Feedback can also be passed on to other teams |  |
| **3. It fits seamlessly with the service** | As a respondent I need the experience to be seemless, so that I’m assured that it’s a legitimate request for information and the burden is minimal | Feedback page can be slotted into any survey (or not)  User experience is user tested and works well  Page can be branded in line with different surveys |  |

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### How

* 2 weekly sprints Wednesday - Tuesday, fortnightly show and tells,
* Daily stand-ups at 10:00 – 10:15
* Assurance of products via show and tells plus formal review for Information Assurance

### Core Team

* Service Manager - Chris Mitchell
* Product Ownership - TBC for day to day product management with key stage sign-off by Chris Mitchell
* Kumar scrum master/ dev team lead
* TBC – Developers
* Ben Armstrong – Interaction Designer
* TBC - User Researcher
* Bill McKay - Information Assurance

**Stakeholders**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Who** | **Interest in project** | **Concerns** | **Mitigation** | **Responsible** |
| End Users | They’ll be using the system | They need it to be simple to use, secure and functions well | User testing at key stages in the project | TBC |
| Chris Mitchell | I need this to improve the service | I need to know this works and meets internal and external user needs  I need to know that we’ve re-used assets / wherever possible, to minimise cost | View at show and tells, sign -off | Chris Mitchell |
| Other Service Managers and product owners | They may end up using this | It all works and I think we committed to getting MOJ Minister to complete the application before we release it. Need to confirm with Steve Wade. | View at show and tells, provide feedback | Chris Mitchell |
| Census, Social and Business Ops Teams | They’ll also want to see how happy people are and the feedback | Data is easily consumable | View at show and tells, provide feedback | Product Owner |
| Information Assurance | They manage information assurance of digital products | That the data meets confidentiality, integrity and availability requirements | Provide requirements, review and sign off | BillMcKay |