

Research Plan

Sept 2018

Oct 2018

Nov 2018

Dec 2018

Jan 2019

Feb 2019

**Sprint
1-2**

**Sprint
3-4**

**Sprint
5-6**

**Sprint
7-8**

**Sprint
9-10**

**Sprint
11-12**

**Research
Activity**

User recruitment
& comms

Prototype /
Content Testing

Prototype /
Content Testing

'Build' Service
Testing

'Build' Service
Testing &
measurement

'Build' Service
Testing &
measurement

Focus

Engage and recruit
users from trial
regions

Applications,
Urgency
Key Info Flags
Required Info

Urgency
Key Info Flags
GK Traceability
President's Guidance

Applications
Required Info
Fees (integration)
Presidents Guidance

Fees (integration)
Presidents
Guidance
UX Metrics

Final design
refinement (TBC)
UX & performance
metrics

**Target
user
groups**

Local Authorities,
HMCTS & Judiciary *
(* incl Asst. Digital &
Accessibility Needs)

Local Authorities,
Gatekeepers
Judiciary
(inc Asst. Digital)

Gatekeepers
Judiciary
(inc Asst. Digital)

Local Authorities
(inc Asst. Digital &
Accessibility needs)

Gatekeepers
Judiciary
(inc Asst. Digital &
Accessibility needs)

Local Authorities,
HMCTS & Judiciary
(inc Asst. Digital &
Accessibility needs)

**Methods/
tools**

Stakeholders, email
panel, professional
interest groups

On-site & remote
user interviews

On-site & remote
user interviews

On-site & remote
user interviews

On-site & remote
user interviews,
online surveys

Remote interviews
Analytics
online surveys

**Related
team
activities**

Prototyping

Live service design & build

Stakeholder engagement