Archipelago
Archipelago.dsd.io

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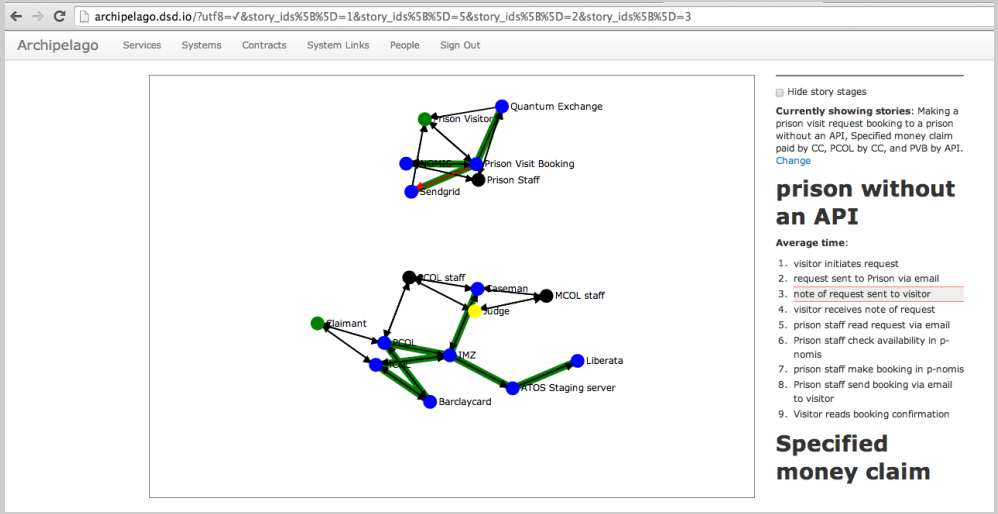
Introduction

Archipelago allows you to view, create and edit the services, contracts, systems, users, staff and processes that make up existing and redesigned digital services at MOJ.

The finished diagrams, (known as **stories**) visualise the links between systems and story stages (the path through the system) as viewed from the users' point of view.

This document guides you through navigating Archipelago and the process of entering data to create a new **story**.

Before *Getting Started*, or *Creating a new Story* please refer to the *Principles* of Use. Throughout the documents terms entered in the *Glossary* are highlighted in **bold.**



Principles

Inputting stories where there are multiple routing options

Where possible a **new story** should be entered where choices exist for the user, or where a yes/no decision made by a service provider impacts on the user's journey.

For instance:

Where the user has the choice between Credit card and Cheque payments, these should be entered as separate **stories**.

Visualising from the user's point of view

Stories are entered from the users point of view. The story stages between the front and back office functions, manual and automated systems should be sequentially labelled and entered in turn.

System Links are maintained independent of story stages

System links are the permanent connections between the systems that enable service provision and the user's journey, or **story**.

They are created and maintained independent of the user's path through a service

System links are only edited when a new system is entered.

Generally when entering a new story using existing systems, no changes to systems or system links will need to be made.

A story represents a complete transaction

A story is the complete journey including all system links that must be taken to complete a user's transaction
A complete transaction means a user's journey through the system together with the data, interactions and any payments from start to completion.

Principles

Creating a new story: The input hierarchy

The following pages take you through the step by step process to create a new story based on an existing, new or proposed set of systems, services and the links between them.

You may not have to enter new **contracts**, **systems, people** or **system** links each time, but your sketched structure should be checked to ensure that all of these objects are available

When inputting new **stories**, the following input hierarchy (which is run through step by step in Creating a Story) should be maintained:

Input Hierarchy

1. **Contracts** are checked and if necessary, created
2. **Systems** are checked and if necessary, create
3. **System Links are** checked and if new **systems** have been inputted, created
4. **People** are created
5. A new **service** is created
6. A new **story** is created for the **service**
7. New **story stages** are inputted in turn for the story
8. The **story** is visualised

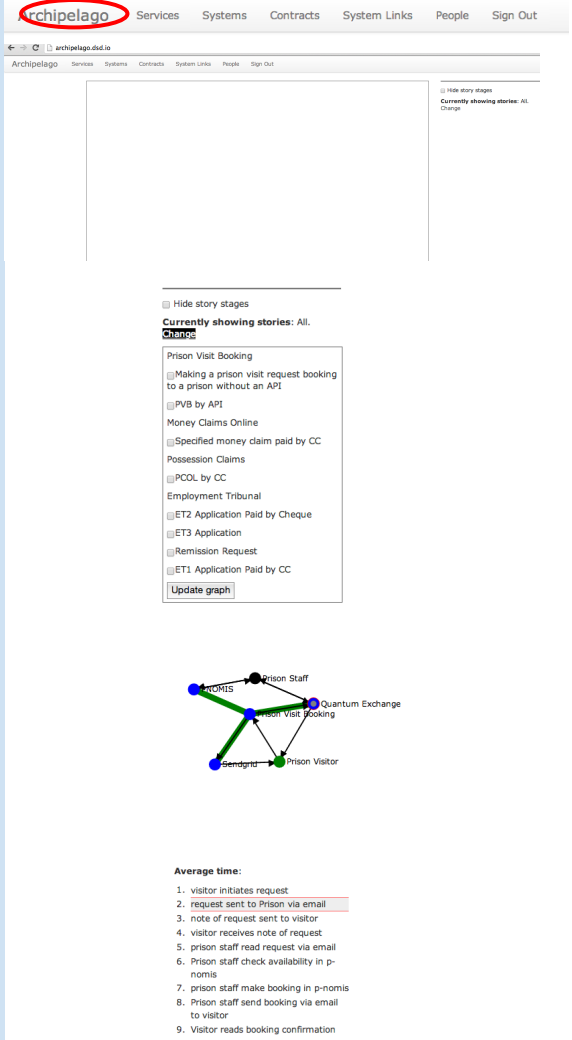
Getting Started: Navigating the Main Page

The main page displays any currently selected **stories**

To change the story displayed Select *Change* from the right hand menu and select the checkbox for the desired diagram

Select the story you wish to be displayed. You may then edit the shape of the diagram that has been produced

Run through the story stages in turn by selecting each **stage** from the right hand menu

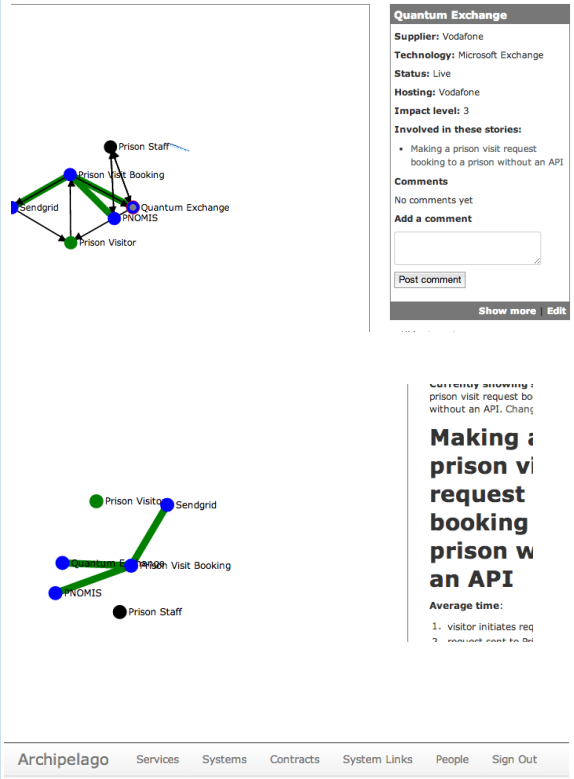


Each object in the diagram may be viewed. The three object types are **Systems**, **System links** and **People**. Select each in turn and view the displayed information

Hide story stages allows you to view only the **System links**

The links at the top allow you to view, edit and enter each of the objects available in the system. Click in turn between ***Contracts Services, Systems, System Links and People***

Refer to Glossary > Systems for an explanation of each field

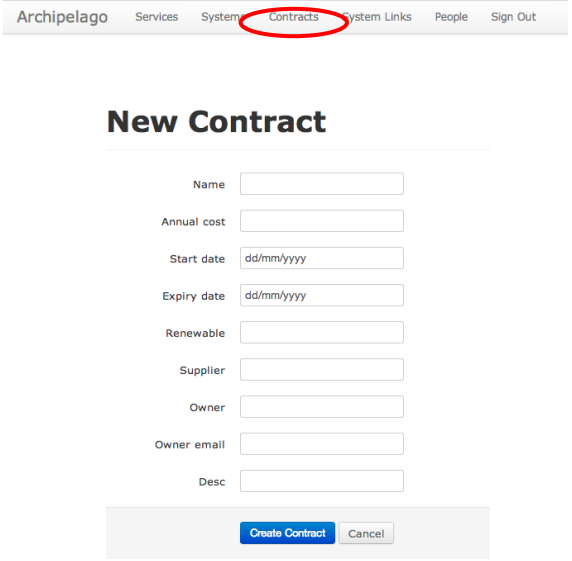


Creating a New Story: Contracts

Navigate to the contract page.

A contract is the monetary value assigned to a system representing its cost, dates and value of cancellation or renewal

Enter any contract details as required



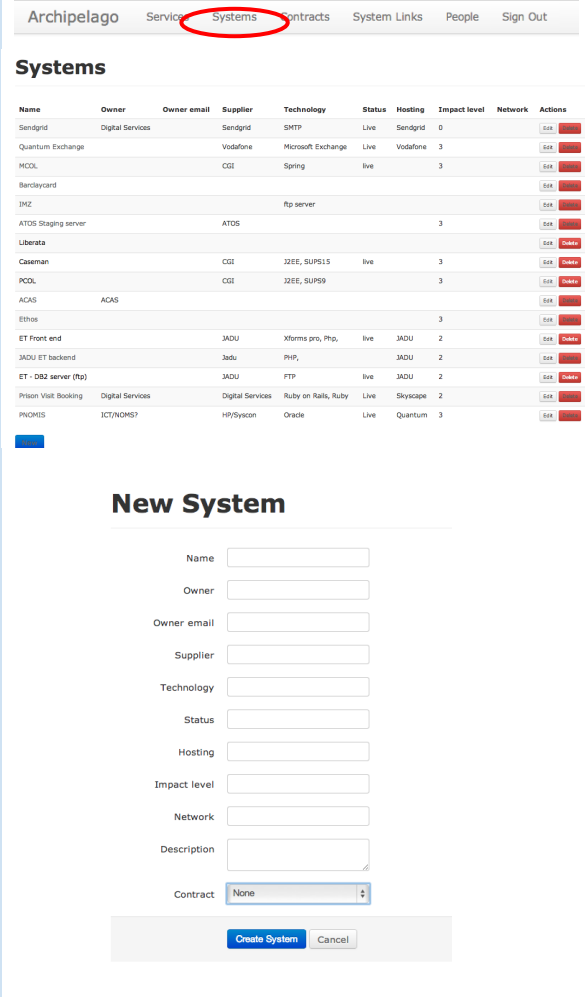
Creating a New Story: Systems

The **systems** page allows you to view all current **systems** (to check that any new story has the requisite systems in place) edit them, or enter a new **system**

From the *new* or *edit* page enter the required information

Enter contract information if available

Refer to Glossary > Systems for an explanation of each field.

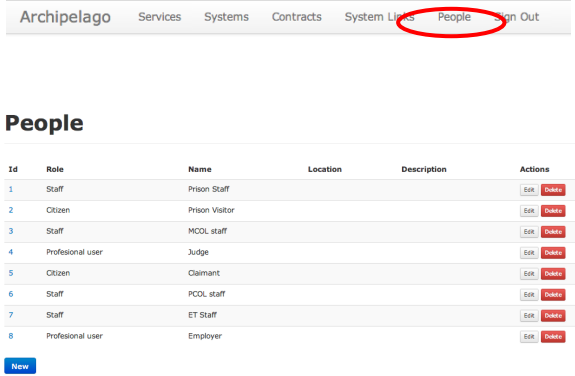


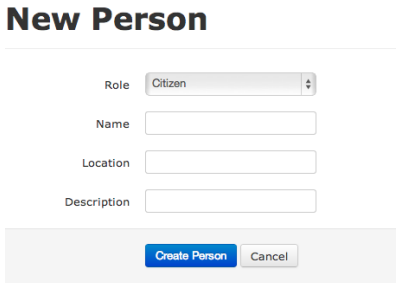
Creating a New Story: People

The **people** page allows you to view all current **people**. If your story requires that new **people** are entered, add them via the new button. People can be users, staff or organisations interacting with the story

From the *new* or *edit* page enter the required information

Refer to *Glossary* > people for an explanation of each field





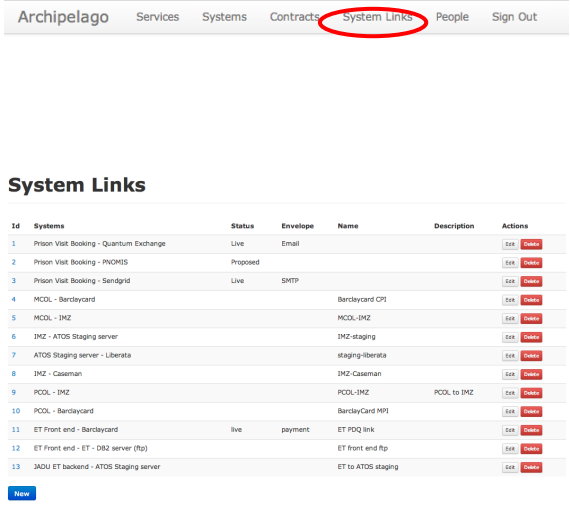
Creating a New Story: System Links

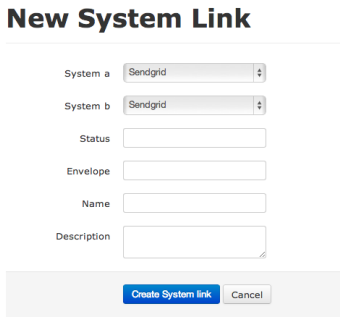
Once you have checked that all required **systems** are present and edited or entered any new ones, **system links** can be created

System links are permanent links that are in place independently of any story stages

From the *new* or *edit* page enter the required information

Refer to Glossary > Systems for an explanation of each field





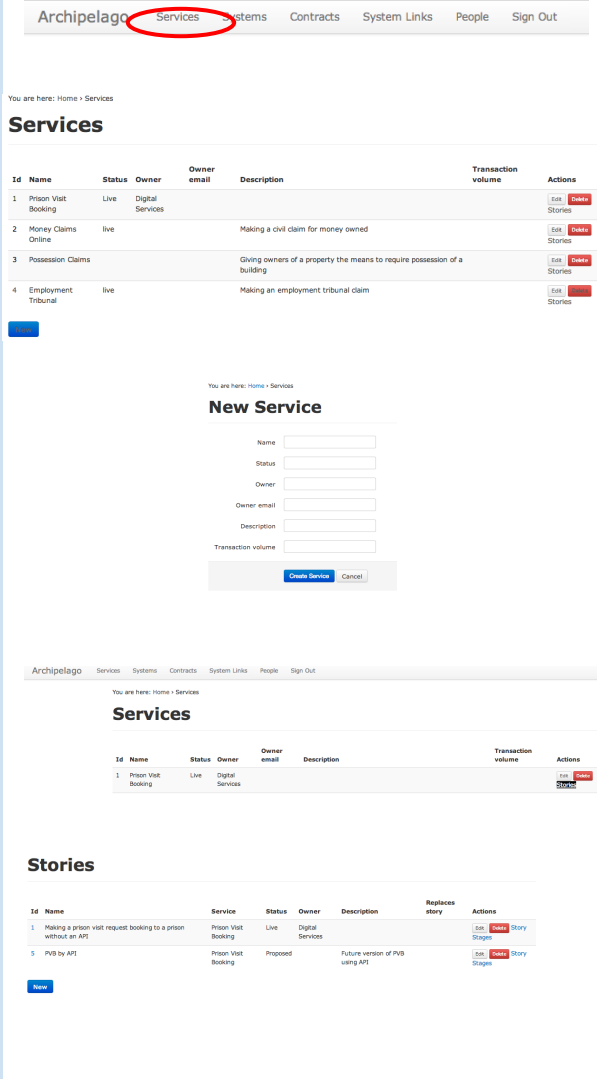
Creating a New Story: Services

From the services page you can view existing **services**. Follow the link to the **stories** that make up those services and create a new **service**

From the *new* or *edit* page enter the required information to create a new service

Creating a New Story: Services > Stories

Stories sit underneath services in the hierarchy. They represent the different routes by which a user may access a service



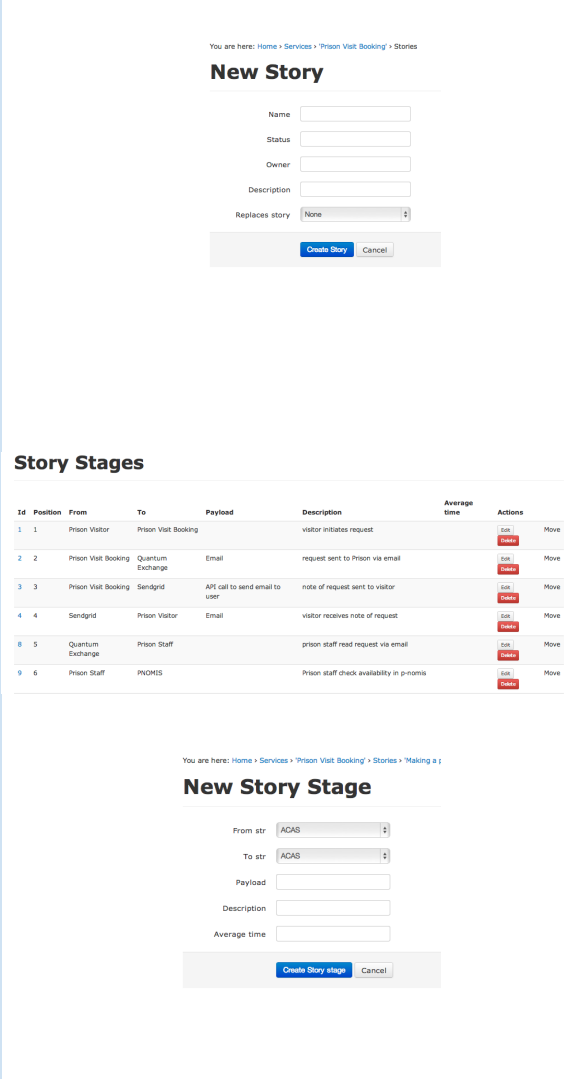
From the *new* or *edit* page enter the required information to create a new service

Creating a New Story: Services > Stories > Story Stages

Story stages are the sequential paths that make up a service.
From the *new* or *edit* page enter the required information to create a new service

From the *new* or *edit* page enter the required information to create a new service.

Refer to Glossary > Systems for an explanation of each field



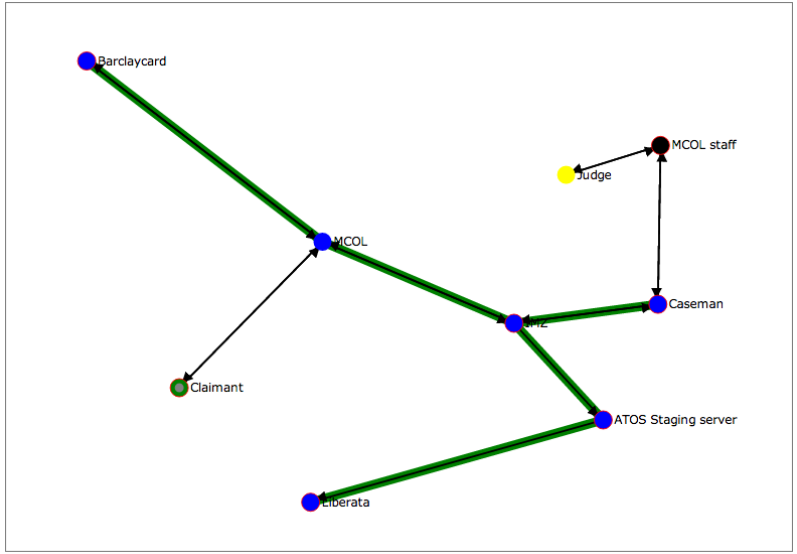
Creating a New Story: Your Completed Story

Your story should now be visualised from the main page

Explore your visualised story using the instructions detailed previously in **Getting Started**

Compare your completed story with the initial sketches you made

Make any edits as required using the instructions you have just followed



Claimant

Role: Citizen

Name: Claimant

Involved in these stories:

- PCOL by CC
- Specified money claim paid by CC
- ET1 Application Paid by CC
- ET2 Application Paid by Cheque

Comments

No comments yet

Add a comment

Post comment

Show more | **Edit**

Hide story stages

Currently showing stories: Specified money claim paid by CC. Change

Specified money claim paid by CC

Average time:

1. initiating a claim
2. submit payment from mcol to barlaycard
3. MCOL to IMZ (IL step up)
4. judgement into MCOL

Glossary

General terms

Contract
A contract is the monetary value assigned to a system representing its cost, dates and value of cancellation or renewal

System
Systems are the back office tools that enable a transaction. These may be a server, web front end, payment processor or FTP server etc.

People
People initiate and enable stories. They may be users, staff or organisations at either end of a story stage.

System Link
System links are the permanent links between systems. They are displayed in green.

Services
A service is a complete transaction that may be achieved by various means, E.g. a prison visit booking via historical means or the newly designed and re-engineered service via API

Story
A story is the complete journey including system links that must be taken to complete a service E.g. a prison visit booking via API

Story Stage
Each story stage is a single step between systems, staff or users. They are displayed as directional black arrows.

Contract

Name
The name of the contract

Annual cost
The annual cost of the contract

Start date
The historical or future start date of the contract

Expiry date
The historical or future end date of the contract

Renewable
Whether the contract is renewable at the expiry date

Supplier
The organisation providing the contracted service

Owner
The business unit within MOJ who are responsible for administering the contract

Owner email
The email address for the above

Description
An optional further description of the contract

System

Name
The name of the system, E.g. Quantum Exchange

Owner
The organisation or department that owns the system, E.g Digital Services

Owner email
The relevant owners email contact details

Supplier
The third party organisation who supplies the platform. e.g. Sendgrid

Technology
The technology or language that enables the system to run. E.g. Ruby on Rails, Microsoft Exchange

Status
Whether the service is live, historical or proposed

Hosting
Who hosts the system, whether internal or external

Impact level
????????

Network
????????

Description
An optional further description of the system

Contract
The contract value entered earlier

Glossary

People

Role
Role can be entered as either a *Citizen*, *Staff* or *Professional User*.

An example of a citizen is a Claimant.

An example of staff is the court staff administering a tribunals service.

An example of a professional user is a Judge, Employer or legal professional.

Name
Enter the name of the person. Eg *Judge*, or *Prison Staff*

Location
An optional description of the persons location. E.g. court, prison, probation service .

Description
An optional description of the person

System Links

System a
The starting point for the system link

System b
The end point for the system link

Status
Whether the system link is live, proposed or another descriptor

Envelope
The mode of delivery for the system link. Eg email, SMTP or payment

Name
The name of the system link, eg *Barclaycard CPI* for the link between *Barclaycard* and the *Money Claims Online* service

Description
An optional description of the link

Services

Name
The name of the service. E.g. *Prison Visit Booking*

Status
Whether the system link is live, proposed or another descriptor

Owner
The department or team responsible for the service

Owner email
The email address for the owner responsible for the service

Description
An optional description of the person

Transaction volume
The number of transactions (complete and successful journeys through the service) in a

Glossary

Story

Status
Whether the story is live, proposed, historical or other

Owner
The organisation or department that owns the story

Description
An description of the story. E.g. An explanation of a future version of an existing story.

Replaces story
This drop down field allows a new story to replace an existing story. E.g. if a story has been redesigned to use a new service

Story stage

System a
The starting point for the story

System b
The end point for the story

Payload
??????

Description
A description of the story stage. E.g. Prison visitor initiated request.

Average time
The average time taken for the stage in ??????