

Archipelago

An aerial photograph of a tropical archipelago. The image shows numerous small, rounded islands and peninsulas, all densely covered with vibrant green tropical vegetation. The islands are scattered across a body of water that transitions from a deep, dark blue in the outer regions to a bright, clear turquoise near the shorelines, indicating shallow reefs and sandy bottoms. The perspective is from a high angle, looking down on the islands and the surrounding sea.

Archipelago.dsd.io

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How we refer to each object or field in Archipelago and what those terms mean

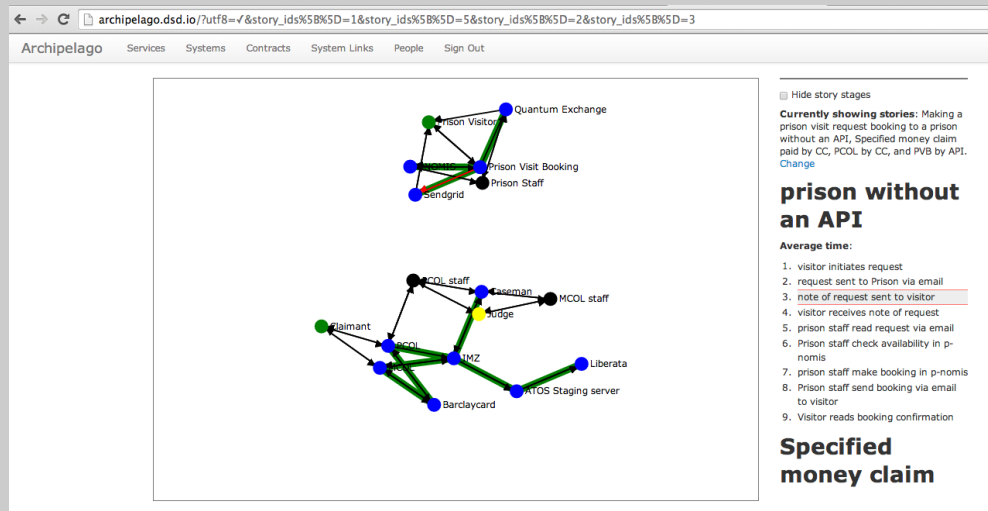
Introduction

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

Archipelago Services Systems Contracts System Links People Sign Out

Archipelago Services Systems Contracts System Links People Sign Out

Hide story stages
Currently showing stories: All.
Change

Prison Visit Booking
Making a prison visit request booking to a prison without an API
PVB by API
Money Claims Online
Specified money claim paid by CC
Possession Claims
PCOL by CC
Employment Tribunal
ET2 Application Paid by Cheque
ET3 Application
Remission Request
ET1 Application Paid by CC
Update graph



Average time:

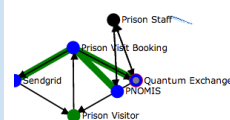
1. visitor initiates request
2. request sent to Prison via email
3. note of request sent to visitor
4. visitor receives note of request
5. prison staff read request via email
6. Prison staff check availability in p-nomis
7. prison staff make booking in p-nomis
8. Prison staff send booking via email to visitor
9. Visitor reads booking confirmation

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



Quantum Exchange

Supplier: Vodafone

Technology: Microsoft Exchange

Status: Live

Hosting: Vodafone

Impact level: 3

Involved in these stories:

- Making a prison visit request booking to a prison without an API

Comments

No comments yet

Add a comment

Post comment

Show more Edit

Visit history concerning a prison visit request booking to a prison without an API. Change

Making a prison visit request booking to a prison without an API

Average time:

1. visitor initiates request
2. request sent to Prison via email
3. note of request sent to visitor
4. visitor receives note of request
5. prison staff read request via email
6. Prison staff check availability in p-nomis
7. prison staff make booking in p-nomis
8. Prison staff send booking via email to visitor
9. Visitor reads booking confirmation

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

Archipelago

Services

Systems

Contracts

System Links

People

Sign Out

New Contract

Name

Annual cost

Start date

dd/mm/yyyy

Expiry date

dd/mm/yyyy

Renewable

Supplier

Owner

Owner email

Desc

Create Contract

Cancel

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.

Archipelago

Services

Systems

Contracts

System Links

People

Sign Out

Systems

Name	Owner	Owner email	Supplier	Technology	Status	Hosting	Impact level	Network	Actions
Sendgrid	Digital Services		Sendgrid	SMTP	Live	Sendgrid	0		Edit Delete
Quantum Exchange			Vodafone	Microsoft Exchange	Live	Vodafone	3		Edit Delete
MCOL			CGI	Spring	live		3		Edit Delete
Berkeleycard									Edit Delete
JMZ				ftp server					Edit Delete
ATOS Staging server			ATOS				3		Edit Delete
Liberata									Edit Delete
Caseman			CGI	J2EE, SUPS15	live		3		Edit Delete
PCOL			CGI	J2EE, SUPS9			3		Edit Delete
ACAS	ACAS								Edit Delete
Ethos							3		Edit Delete
ET Front end			JADU	Xforms pro, Php,	live	JADU	2		Edit Delete
JADU ET backend			Jadu	PHP,		JADU	2		Edit Delete
ET - DB2 server (ftp)			JADU	FTP	live	JADU	2		Edit Delete
Prison Visit Booking	Digital Services		Digital Services	Ruby on Rails, Ruby	Live	Skyscape	2		Edit Delete
PHONES	ICT/NGMS?		HR/Syskon	Oracle	Live	Quantum	3		Edit Delete

New System

Name

Owner

Owner email

Supplier

Technology

Status

Hosting

Impact level

Network

Description

Contract

None

Create System

Cancel

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

Archipelago

Services

Systems

Contracts

System Links

People

Sign Out

People

Id	Role	Name	Location	Description	Actions
1	Staff	Prison Staff			Edit Delete
2	Citizen	Prison Visitor			Edit Delete
3	Staff	MCOL staff			Edit Delete
4	Professional user	Judge			Edit Delete
5	Citizen	Claimant			Edit Delete
6	Staff	PCOL staff			Edit Delete
7	Staff	ET Staff			Edit Delete
8	Professional user	Employer			Edit Delete

New

New Person

Role

Citizen

Name

Location

Description

Create Person

Cancel

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

Archipelago

Services

Systems

Contracts

System Links

People

Sign Out

System Links

Id	Systems	Status	Envelope	Name	Description	Actions
1	Prison Visit Booking - Quantum Exchange	Live	Email			Edit Delete
2	Prison Visit Booking - PNCMIS	Proposed				Edit Delete
3	Prison Visit Booking - Sendgrid	Live	SMTP			Edit Delete
4	MCOL - Barclaycard			Barclaycard CFI		Edit Delete
5	MCOL - IMZ			MCOL-IMZ		Edit Delete
6	IMZ - ATOS Staging server			IMZ-staging		Edit Delete
7	ATOS Staging server - Liberate			staging-liberate		Edit Delete
8	IMZ - Caseman			IMZ-Caseman		Edit Delete
9	PCOL - IMZ			PCOL-IMZ	PCOL to IMZ	Edit Delete
10	PCOL - Barclaycard			BarclayCard MPI		Edit Delete
11	ET Front end - Barclaycard	live	payment	ET PDQ link		Edit Delete
12	ET Front end - ET - DB2 server (ftp)			ET front end ftp		Edit Delete
13	JADU ET backend - ATOS Staging server			ET to ATOS staging		Edit Delete

New

New System Link

System a

Sendgrid

System b

Sendgrid

Status

Envelope

Name

Description

Create System link

Cancel

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

Archipelago

Services

Systems

Contracts

System Links

People

Sign Out

You are here: Home > Services

Services

Id	Name	Status	Owner	Owner email	Description	Transaction volume	Actions
1	Prison Visit Booking	Live	Digital Services				Edit Delete
2	Money Claims Online	live			Making a civil claim for money owed		Edit Delete
3	Possession Claims				Giving owners of a property the means to require possession of a building		Edit Delete
4	Employment Tribunal	live			Making an employment tribunal claim		Edit Delete

[New](#)

You are here: Home > Services

New Service

Name

Status

Owner

Owner email

Description

Transaction volume

Create Service

Cancel

Archipelago

Services

Systems

Contracts

System Links

People

Sign Out

You are here: Home > Services

Services

Id	Name	Status	Owner	Owner email	Description	Transaction volume	Actions
1	Prison Visit Booking	Live	Digital Services				Edit Delete

You are here: Home > Services

Stories

Id	Name	Service	Status	Owner	Description	Replaces story	Actions
1	Making a prison visit request booking to a prison without an API	Prison Visit Booking	Live	Digital Services			Edit Delete Story
5	PIB by API	Prison Visit Booking	Proposed		Future version of PIB using API		Edit Delete Story

[New](#)

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

Creating a New Story: Services > 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

You are here: Home > Services > Prison Visit Booking > Stories

New Story

Name

Status

Owner

Description

Replaces story

Create Story

Cancel

You are here: Home > Services

Story Stages

Id	Position	From	To	Payload	Description	Average time	Actions
1	1	Prison Visitor	Prison Visit Booking		visitor initiates request		Edit Delete Move
2	2	Prison Visit Booking	Quantum Exchange	Email	request sent to Prison via email		Edit Delete Move
3	3	Prison Visit Booking	Sendgrid	API call to send email to user	note of request sent to visitor		Edit Delete Move
4	4	Sendgrid	Prison Visitor	Email	visitor receives note of request		Edit Delete Move
8	5	Quantum Exchange	Prison Staff		prison staff read request via email		Edit Delete Move
9	6	Prison Staff	PNDMS		Prison staff check availability in p-nomis		Edit Delete Move

You are here: Home > Services > Prison Visit Booking > Stories > Making a j

New Story Stage

From str

To str

Payload

Description

Average time

Create Story stage

Cancel

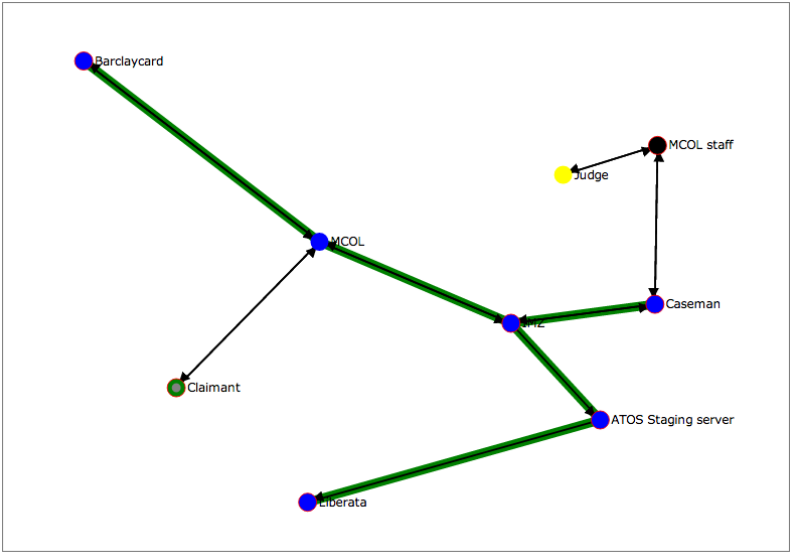
Creating a New Story: Your Completed Story

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

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. iudoement 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 ??????