

Proposed improvements to support content on the COP platform

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Overview

We currently have three sites for COP;
The 'Product' site, main platform and
'eForms'.

The user experience in finding help and
support across them is inconsistent which
I intend to improve.



Product site



Easily capture data, make better decisions

Use the Central Operations Platform (COP) to capture information quickly and produce data that informs decision making.

[Sign-in](#)

or [find out more about COP](#)



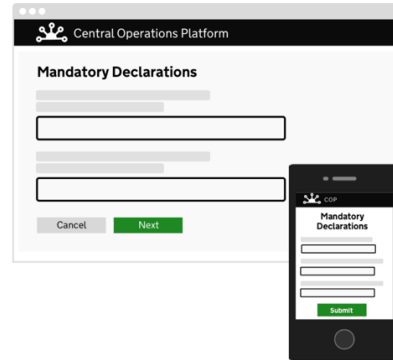
Get data in and out easily

COP helps you log information — whether it be forms, reports, images or biometrics — on laptops and mobile devices. It translates the information into data that you can track, analyse and share to help Border Force make better decisions.

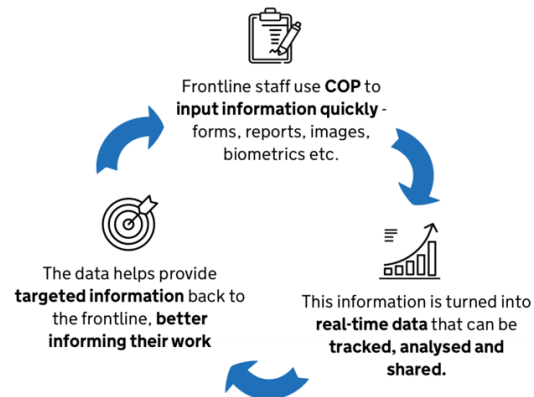
The services currently on COP include:

- Immediate Event Notification (IEN)
- National Security (NS) Referral
- Cash Detection
- Operational Activity Reporting (OAR)
- Mandatory Declarations
- Use of Force

Find out how to [access these services](#) and get started on COP.



How COP helps frontline staff



Learn more about [how COP helps the work of Border Force](#).

The Product site's main purpose is for marketing the COP service and getting users to sign up

Get started

Operational Activity Reporting (OAR)

Mandatory Declarations

Use of Force

Events at the Border

Intelligence Referral

Contact

Help

Get started

You will need to create an account on services and forms (such as Man Dec

You can do this with your POISE Active

Note, laptops/desktops need Windows browser.

Create your COP account

1. [Go to COP](#) and sign in using the 'PO

You should sign in to COP automatically into POISE. If on a mobile, you'll need password again when prompted.



We currently have good content here within the 'Help' section in particular

COP platform



perations Platform

[Home](#) [Tasks](#) [Forms](#) [Cases](#) [Reports](#) [My profile](#) [Support](#) [Sign out](#)

ome to the Central
ations Platform

umber search

number in quotes to search for cases
200406-24"

My details

Name
Nicholas Dyer

Location
Heathrow small ports

Groups you belong to
Group 1, Group 2, Group 3,
Group 4

Mode
RORO Freight

[Change my details](#)

rameworks to provide a
for high level overviews.

[Forms](#)

Iterative approaches to corporate strategy
foster collaborative thinking.

e win-win survival
ure proactive domination.

[My messages](#)

Capitalize on low hanging fruit to identify a
ballpark value added activity to beta test.

Organically grow the holistic world view of
disruptive innovation.

[Reports](#)

Override the digital divide with additional
clickthroughs from DevOps.

Support

Kit v9.6.0

[Clear data](#)

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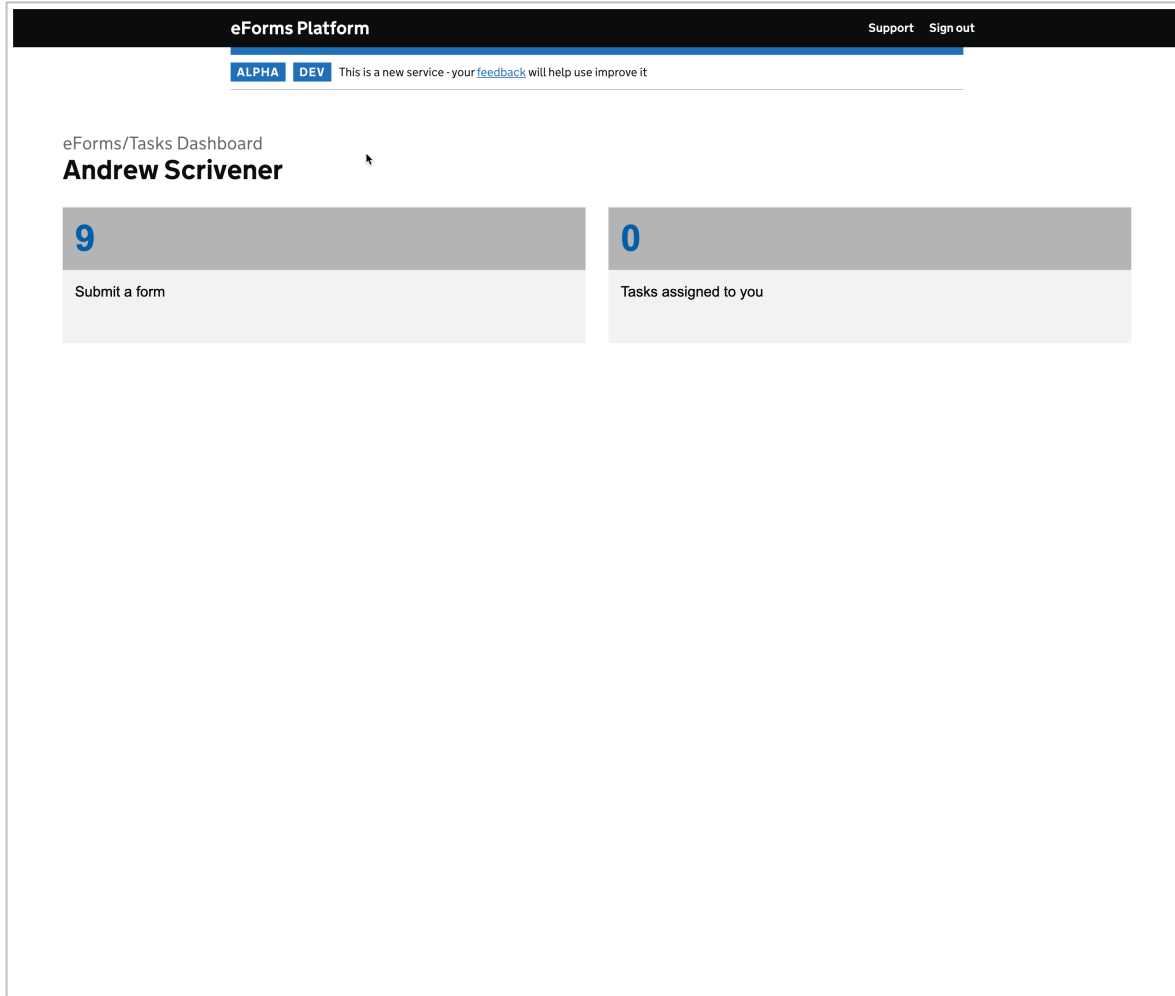


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The main COP platform doesn't have help content but the support section focus' on raising Jira Service Desk (JSD) tickets

eForms





Unfortunately on eForms the ‘Support’ link in the main navigation is broken and doesn’t link to anything at all.

The problem



User flow: Help & Support

Central Operations Platform (COP)

COP Product site



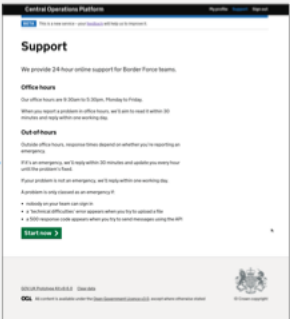
Help



COP Main platform



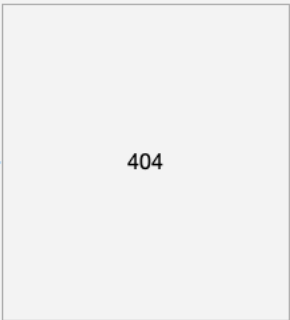
Support



COP eForms

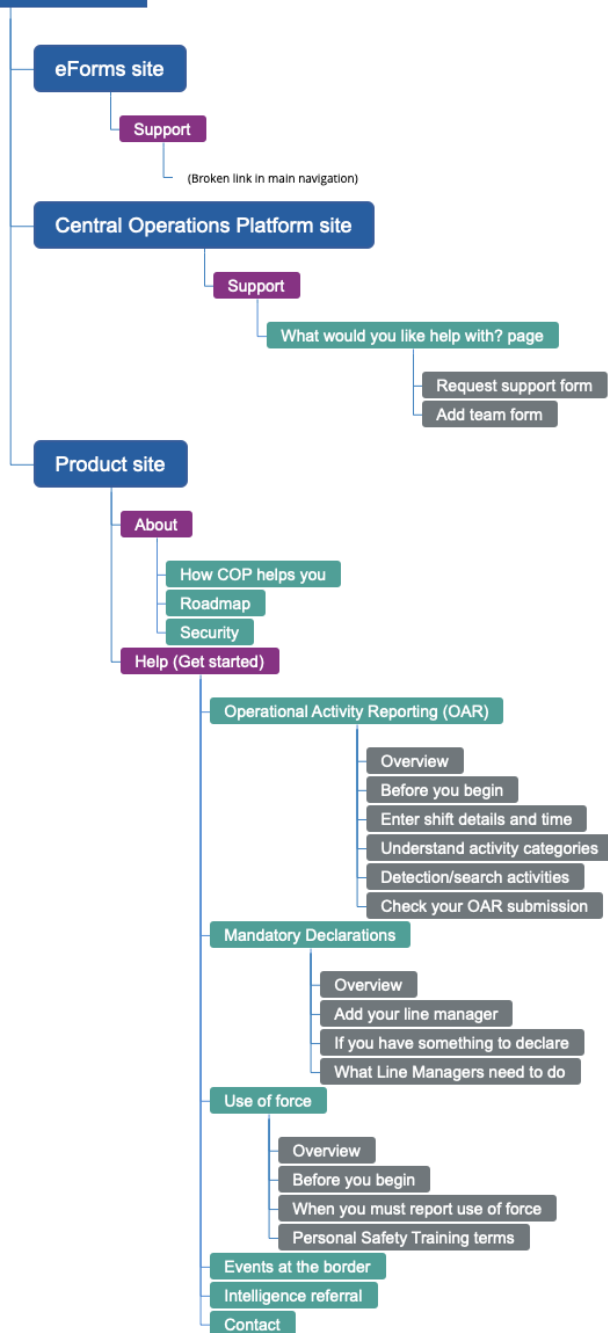


Support



User flow diagrams showing how to access help content at each site

Help / Support



Information Architecture diagram showing the current help content available on each site

Problem

We have great 'Help' content on the Product site which is mostly only relevant to users that are already using COP. E.g for completing ManDecs. Not the demographic for the Product site.



Problem

If a user is logged in and using COP they cannot access the 'Help' content that is relevant to them as it's only available for unverified users on the Product site. They can only create service desk requests.



Problem

Users of the eForms platform don't have access to any help content or the ability to raise a support ticket for assistance.



Proposed improvements



Get started

Operational Activity Reporting (OAR)

Mandatory Declarations

Use of Force

Events at the Border

Intelligence Referral

Contact

Before

Get started

Contact

After

‘Help’ content for verified COP users is removed from the Product page

The 'Support' section in COP is renamed to 'Help' as it's friendlier and an all encompassing term.

Content currently on the Product site except 'How to get started' will be added here along with the existing ability to raise JSD tickets and how to contact the team



The same changes should be applied to the eForms site as well.



COP prototypes and designs available at;
<https://cop.prototype.cop.homeoffice.gov.uk>



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