



Department
for Work &
Pensions

System admin – Add a service group (1)

[Prototype](#)

Discussion guide

Participants

4 users

Service management team

Methodology

Face to face interviews

Objectives

- To understand more about the role of service management
- To explore the journey for a system admin adding a service group.
 - Check understanding of the dashboard
 - Explore whether the flow of the journey/screens make sense to users
 - Explore users understanding of the permissions/roles

Scenario

- You've been asked to on-board Health to the admin portal. The first person you'll be on-boarding to the system is

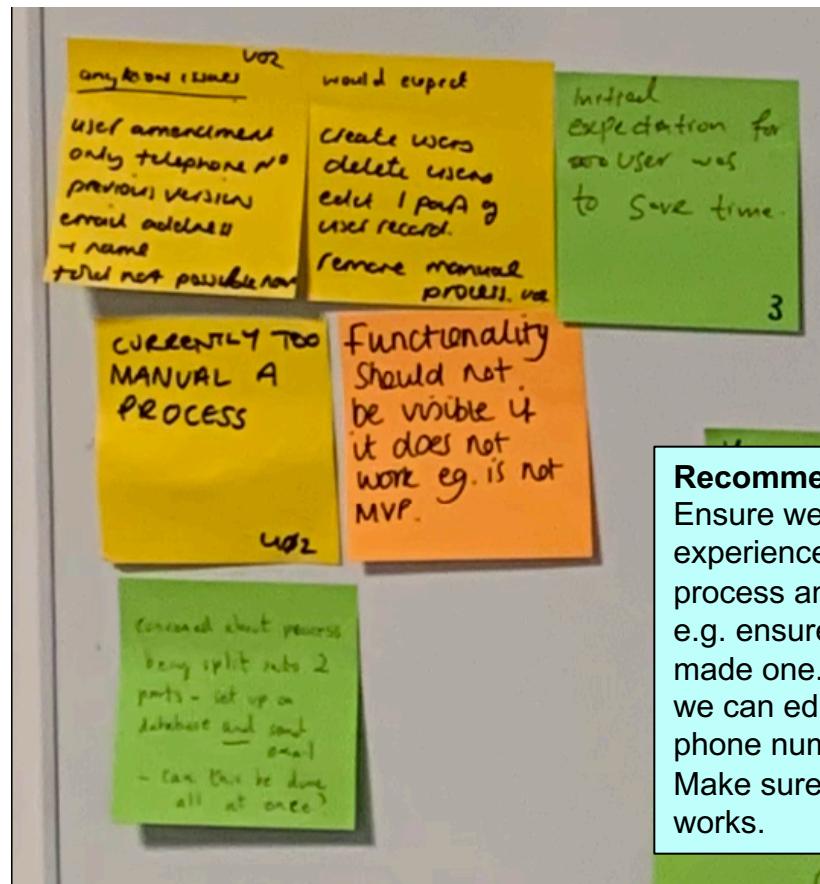
Joe Bloggs

Joe.bloggs3@dwp.gov.uk

07401 123456

Please can you show me how you would on-board them to the system?

Some users were concerned that the admin portal would be too reflective of the current manual process and might have the same constraints e.g. having to make changes to two systems



Recommendation:
Ensure we are building a better experience than the current manual process and the limitations it has e.g. ensure changes only need to be made one. If a user can be edited, we can edit more than just their phone number
Make sure all visible functionality works.

All users were confused by the term ‘Service groups’ and most were unable to describe what this might mean. This meant most users were unable to add ‘Health’ to the correct area of the admin portal without help

DWP Authenticate

Jane Smith Sign out

Dashboard Service groups Services Partner organisations Users

Dashboard - System

Service groups	Services	Partner organisations
5	6	6

Add new service group
View service groups

Add new service
View services

Add new partner organisation
View partner organisations

Users

11

Add a new user
Add multiple new users (TODO)
View users

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Recommendation:
Review the content to explore other words for this level of users. Alternatively, review whether this level is necessary, exploring the likelihood of there being enough services to need “service groups”.

Users generally liked the layout of the dashboard and the main navigation as this was easy to use from a functionality perspective

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Jane Smith Sign out

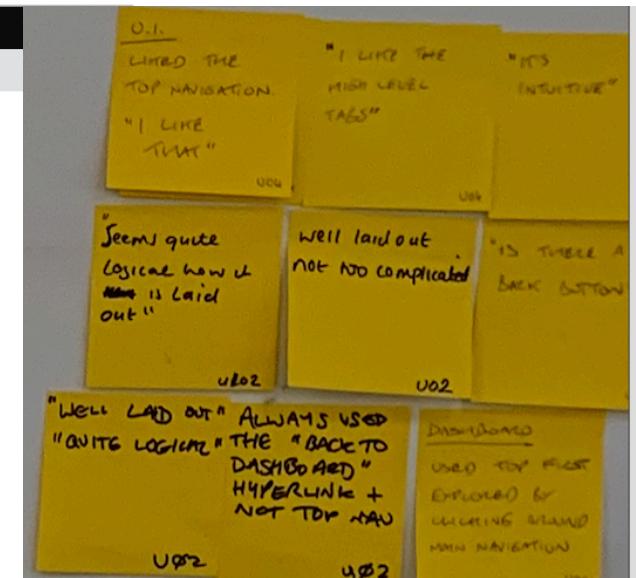
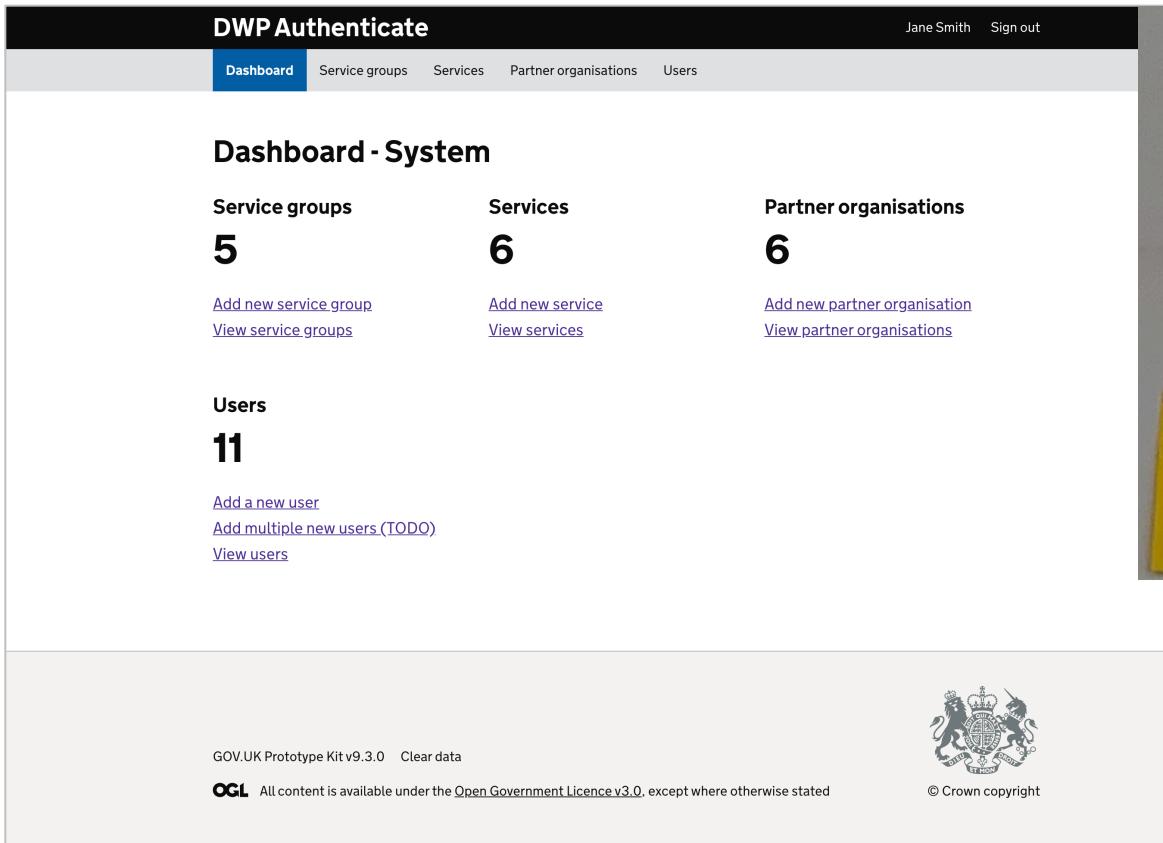
Dashboard Service groups Services Partner organisations Users

Dashboard - System

Service groups 5	Services 6	Partner organisations 6
Add new service group View service groups	Add new service View services	Add new partner organisation View partner organisations
Users 11		
Add a new user Add multiple new users (TODO) View users		

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Recommendation:
Continue to design the system with a clear dashboard and main navigation in mind.



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Some users were unsure who ‘Partner organisations’ referred to, some felt this might have meant Providers

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Dashboard Service groups Services Partner organisations Users

Dashboard - System

Service groups 5 Add new service group View service groups	Services 6 Add new service View services	Partner organisations 6 Add new partner organisation View partner organisations
Users 11 Add a new user Add multiple new users (TODO) View users		

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Recommendation:
Review the content for this group and explore other options in order to clarify what type of users would be added to here.

Users felt they might need to add more information about the service group, for example an address and main contact information

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Dashboard Service groups Services Partner organisations Users

◀ Back

Add a new service group

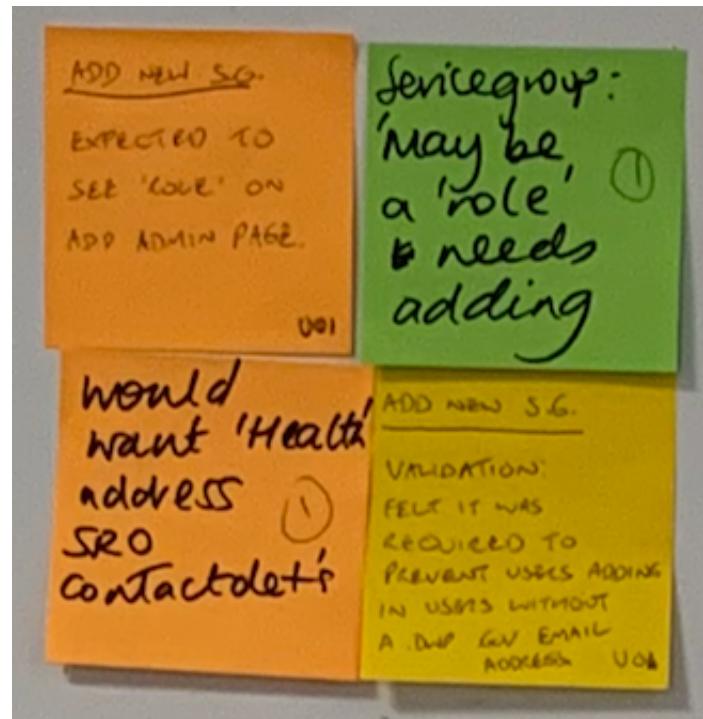
Create a service group name

Service group name

Continue

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Recommendation:
Find out from the business what information they need to be captured about a service group and service.

When reaching the ‘Create a service group admin’ step, users understood that they were adding the details for an individual who was going to manage the users on a service

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Dashboard Service groups Services Partner organisations Users

◀ Back

Add a new service group

Create a service group admin

Name

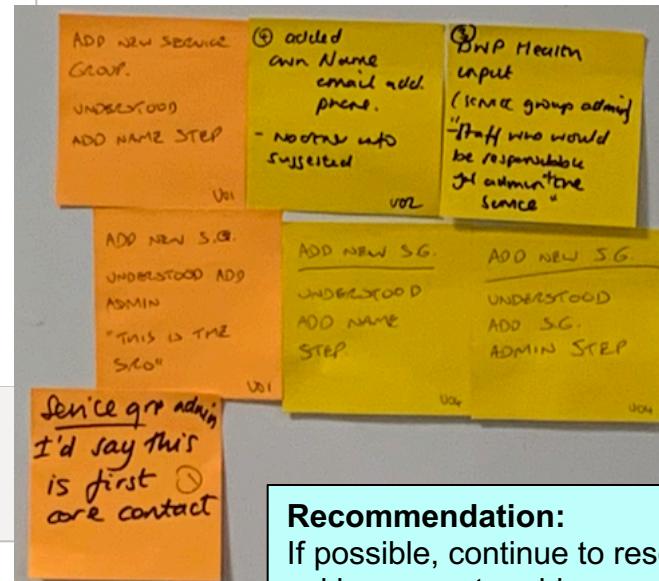
Email address

Phone number

Continue

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Recommendation:
If possible, continue to research asking users to add a user when adding a new service, as they understood the flow and that the user was the admin for that service.

Users understood that the permissions were different levels of users, however they were unsure what the differences were between each level and therefore struggled to choose what permissions a user should have

DWP Authenticate Jane Smith Sign out

Dashboard Service groups Services Partner organisations Users

[◀ Back](#)

Add a new service group

Set admin permissions

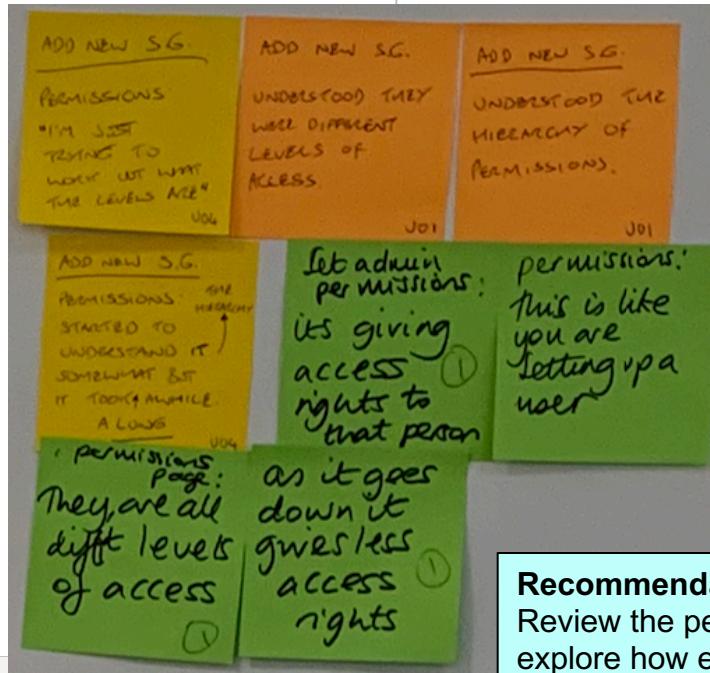
Access rights

- Service Group Admin
Admin for services used by a specific part of DWP
Add services to their group
Invite service admins
Invite users to their services
- Service Admin
Admin for one service
Invite users to their service {third party?}
- Partner Organisation Admin
Admin for a set of users who do not work for DWP, such as a supplier or local authority
Invite users who don't work for DWP to their service
- User
Can access the service

Continue

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Recommendation:
Review the permissions step and explore how else we might communicate the levels and the differences between these.

Users felt they needed more detail about each permission level in order to understand the differences. Some users suggested providing examples in order to aid their understanding

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Jane Smith Sign out

Dashboard Service groups Services Partner organisations Users

[◀ Back](#)

Add a new service group

Set admin permissions

Access rights

- Service Group Admin
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Admin for a set of users who do not work for DWP, such as a supplier or local authority
Invite users who don't work for DWP to their service
- User
Can access the service

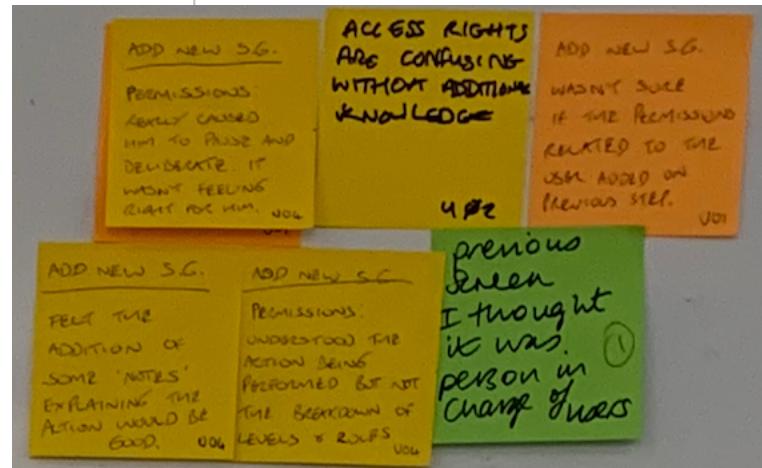
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Recommendation:
Review the permissions step and explore how else we might communicate the levels and the differences between these.

Users liked the summary of the users information and understood the ‘Check your answers’ pattern which allowed them to make changes to specific sections of information with ease

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Jane Smith Sign out

Dashboard Service groups Services Partner organisations Users

Check details

Service group name	Health	Change
Group admin details	Joe Bloggs joe.bloggs3@dwp.gov.uk 07901 23456	Change
Access rights	Service Admin	Change

[Continue](#)

ADD NEW SG.
CHECK YOUR ANSWERS.
UNDERSTOOD THE PAGE.
UNDERSTOOD THE "CHANGE" ACTION.

ADD NEW SG.
UNDERSTOOD THE CHECK ANSWERS CONFORMATION PAGE AND ABILITY TO EDIT.

U04 U01

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Recommendation:
Retain this pattern for showing a summary of information and allowing users to review and make changes to sections of information.

When reaching the confirmation page, users understood that the service group had been added.

DWP Authenticate

Sign out

Dashboard Service groups Services Partner organisations Users

service group created

An invitation has been sent to xxxx@xxxx.xxxx

[Go to the dashboard](#)

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Recommendation:
Continue to have a confirmation page to confirm that the user has completed the action

However when asked to check whether the ‘Health’ had been added, users were unsure where to find ‘Health’ and the user that they had added at the same time

DWP Authenticate Sign out

[Dashboard](#) [Service groups](#) [Services](#) [Partner organisations](#) [Users](#)

Dashboard - System

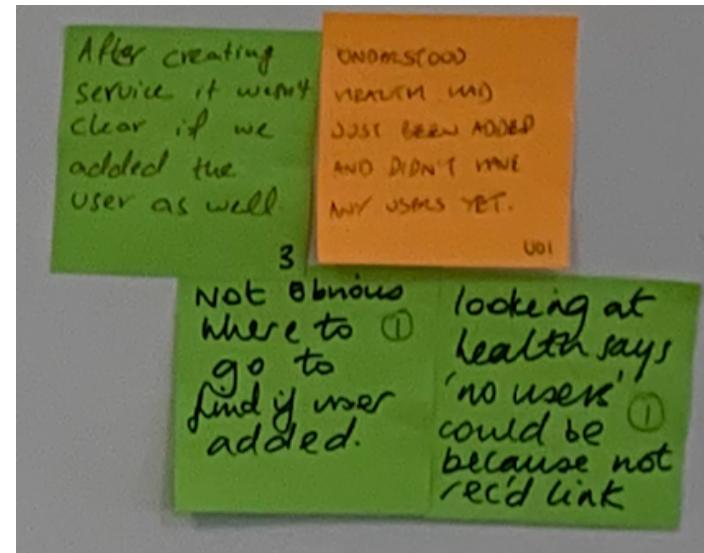
Service groups 5 Add new service group View service groups	Services 6 Add new service View services	Partner organisations 6 Add new partner organisation View partner organisations
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Users 11 Add a new user Add multiple new users (TODO) View users
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GOV.UK Prototype Kit v9.3.0 [Clear data](#)

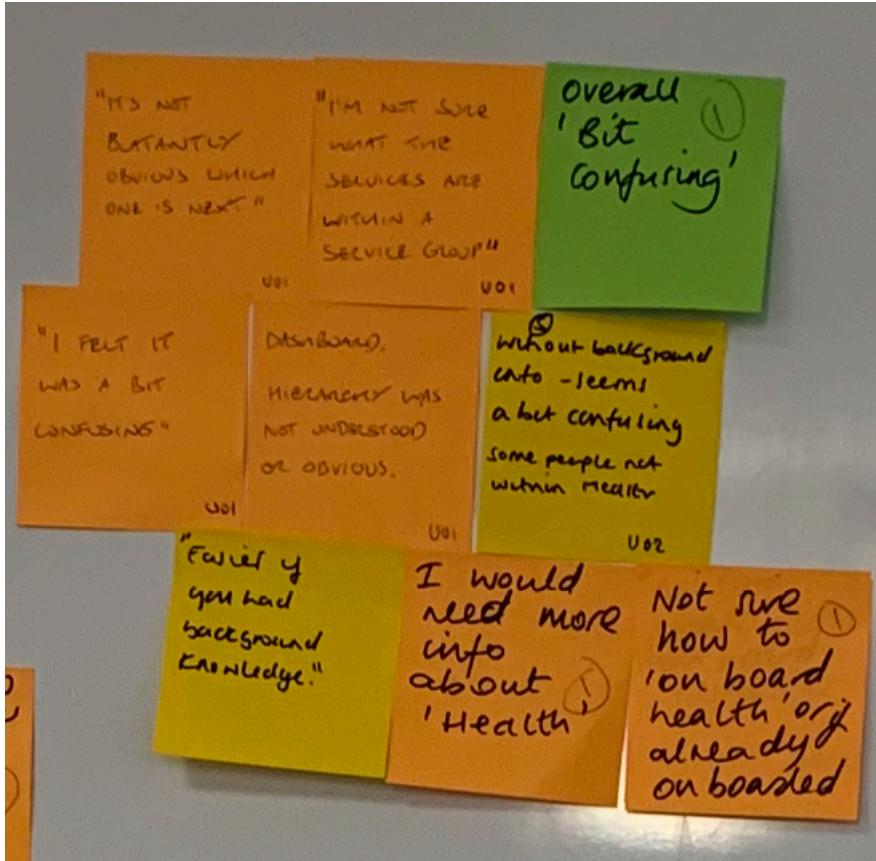
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Recommendation:
Ensure it is clear and visible that a service group and a user has been added. This user should be visible from the services dashboard.

Overall, users found the process confusing from the on-set and felt that having more background information would help them use the portal



Recommendation:

Carry out research with the next prototype in order to explore whether the iterations have improved users understanding and the user experience of the portal.

Key findings

- Overall users liked the clear layout of the dashboard and main navigation
- Users did not understand the terminology for 'Service Groups'
- Users did not understand the differences between the permissions users could have, however they did understand that they were showing different levels.

Hypotheses to test

We believe that...	So if we...	We'll know this is true if...
Users did not understand what was meant by 'Service Groups'	Simplify our process and remove this level, users will have a better understanding of the different sections 'Services', 'Organisations' and 'Users'	Users understand what 'Services', 'Organisations' and 'Users' are and why users will be divided this way.
The current permissions step is confusing for users	Bring the permissions forward so that users choose what level the user will be earlier in the process, users will better understand what they are selecting and why	Users are less confused and show an understanding in research of what they are doing when choosing a permissions level.
We require more information about a service in order to technically connect authenticate to a service	Carry out research with these additional pieces of information included, we'll be able to explore users understanding and access to this information	-