



Session 4A:

Discovery - where does it start, where does it end? How to do it?

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My pitch to you

Have you tried doing Discovery work only to find it's been hard to stop, lines have blurred and stakeholders may seem unhappy? When is best to stop and what success might be perceived as? This is a session to care and share how to best tackle Discovery and clearly delineate where Pre-Discovery work might be useful.

Discovery
**Exploring
the problem
space**

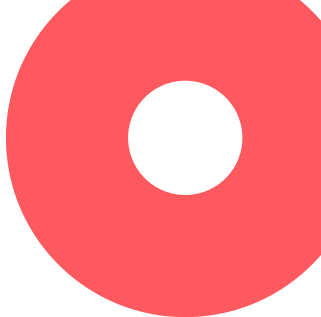
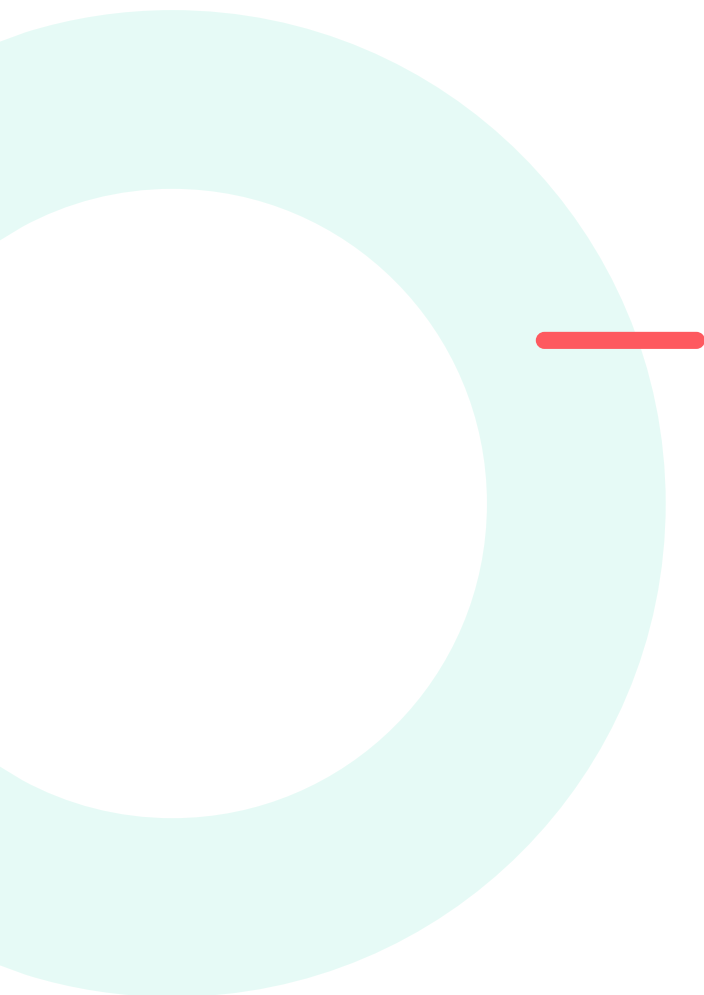


Setting the scene


- I've never done this before at UKGovCamp
- I've just undergone tooth surgery so am on copious amounts of painkillers/my face might look a bit weird as had injections too.
- My daughters may burst in at any moment
- Please can you use the raise hand button if you'd like to ask a question
- Please be kind – it can be scary for anyone talking
- Feel free to make funny faces at my daughters if you see them

Why did I choose this topic?

- I've worked in government for 5 years @ The Ministry of Justice and recently joined Version1 as a Product Lead heading up the Product and Business Analysis team
- Worked in Digital for 20 years = so a quarter of my career has been serving the public
- Within that time I've done at least 4 discoveries per year (if not more) so approx. 20 discoveries
- While doing this I found lots of people find Discovery hard therefore get anxious, flounder and ask me how to do it so would love to discuss how you've found it/is there help out there for everyone to understand the space properly.
- Also – have you ever tried to do pre-Discovery? Clue: it really sets up Discovery for success



**2 mins to reflect/
make notes/
get tea/**



Discussion points

- Have you ever done a Discovery?
- How have you found it?
- What's been hard/easy?
- Have you found you've started Discovery, done a great job and failed the assessment (internal)? Any others issues?
- Have you ever done pre-Discovery?
- Key take outs from Discovery

My key take outs

- **Don't panic** – keep these in mind: pervasive, urgent, valuable
- **Stakeholders** – think about a small company and how that might operate: finance, HR, operations, etc... You need to speak to all those involved.
- **Good enough is enough**
- **Make a plan** – you don't need to stick to it: iterate on it
- Plan out what **success** might look like and validate it
- Make sure you **book interviews** before you start
- Be clear on **who your users ACTUALLY are** – primary, secondary, tertiary (sometimes business users can be conflated with actual citizen / end-users.
- Make a **user journey map**: [example](#)
- Make sure you know **who's going to back it** (pay for it or get someone else to pay for it at senior level)

By end of Discovery you should know:

- Users
- Context / problem
- Current offering
- Learnings from others
- Desired outcome/s
- Plan to continue in Alpha

Always ask yourself is the problem: pervasive, valuable and urgent enough to be solved?



**I'll get by with a little help from
my friends... Here are some
slides that helped me**



GDS - Discovery Assessment Criteria

Checklist - PRODUCT	Done	Checklist - USER RESEARCH	Done
Has the problem been understood, tested/validated and value assessed in order to enable prioritisation		Is the evidence impartial?	
Main jobs a product will help users do, benchmark for current performance and target improvement (KPIs)		Clear context of the problem explored	
Based on value of solving the problem - what's the most we should invest in development? ROI		Riskiest assumptions and key hypotheses about the problem and how were they tested?	
User numbers - how many would ensure the product is successful? Does it justify the investment? (Adoption target)		Users and their context: types, enough detail about them	
Create team make-up for Alpha, roadmap and cost		Assumptions to explore in Alpha	
In Alpha: how do we build confidence in buy / build / borrow (other gov dept)?			

GDS - Discovery Assessment Criteria

Checklist - COMMERCIAL	Done	Checklist	Done
Investment agreed in the beginning vs. actual spend			
Was the investment approved with any additional spend control conditions and have these conditions been met?			
Does the work remain a priority for our team and does it appear in our portfolio pipeline?			
What's the maximum investment required in Alpha and has that investment been agreed?			
Approach to GDPR and Accessibility compliance?			
Name of the person who will take ownership: SRO			