

2014/15 goals and objectives

Complete transition

DONE (MAY) HMRC contacts app beta

DONE (MAY) Specialist browse alpha

DONE (MAY) Organisation services page alpha

DONE (MAY) Unified site search results

DONE (JUN) Manuals format alpha

DONE (JUL) Statistics announcements replace ONS publication hub

DONE (JUL) New mainstream browse

DONE (AUG) Feature-complete transition tool

DONE HMRC manuals publishing via API

DONE Search and browse improvements for specialist user needs

DEC Product features and tools for agencies with complex user needs

DEC Content build, mappings and specialist browse tags for transitioning agencies

Operational excellence

DONE (APR) Scheduled publishing for mainstream content

DONE (JUN) Improved security for publishing access

DONE (JUN) Support path for content advice

DONE (AUG) Reporting KPIs for GOV.UK

DONE 2nd content delivery network live

DONE Ability for short URLs to be created by non-developers

DONE Discovery on plans for 2015 election

DONE Improved filters on business finance support finder

OCT Changes to shared parental leave content and tools

OCT Alpha performance dashboards for user needs

OCT All publishing guidance in one place

NOV External link tracking site-wide

NOV Smart answer builder for non-devs

DEC Ability to collect and validate user needs for all content

DEC Improvements to access and publishing permissions

FEB Tools to improve content quality

FEB Training programme for content designers in government

MAR Product changes for election 2015

MAR Publishing process starts with a user need

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One GOV.UK

DONE (JUN) Published alpha GOV.UK proposition

DONE (JUN) Improved blogs index and mobile design

DONE (AUG) Discovery on future direction of licensing service

DONE Groundwork for simpler/more flexible technical architecture

OCT Move detailed guides to /guidance

JAN Reduce technical debt

FEB Improvements to search accuracy and user journeys

MAR Consolidate formats

MAR Complete move to simpler/more flexible technical architecture

MAR Improve start and done pages for services

GOV.UK ROADMAP OCTOBER 2014

updated 26.09.2014

just shipped

in the last month

DONE Births/deaths centralisation content changes part 2 of 3 - content changes for registering overseas births and deaths

DONE Postcode filters for Business Finance Support Finder API - major usability enhancement for www.gov.uk/business-finance-support-finder/search in response to user feedback

DONE Content build and browse pages for transition - completed transition of 10 agencies including Coal Authority, Central Arbitration Committee, Court Funds Office

DONE Curated lists functionality on sub-topic browse pages - content groups on sub-topics eg www.gov.uk/business-tax/payee

DONE Include high profiles groups (aka sub-orgs) in the list of all government organisations - it is now easier to find sub-organisations like UK Visas and Immigration (and GDS!)

DONE Iterate manuals format (fixes for transition part 1 of 2) - minimal viable features to unblock content creation, with further improvements ongoing (see 'current' on inside page)

DONE Beta label for mid-transition mainstream content - ability to flag content as non-canonical while agencies are transitioning

DONE Publication sub-type for 'regulations' - unblocking transition of Military Aviation Authority

DONE Essential publisher improvements for transition - includes managing name conflicts, change notes on corporate pages and workflow for statistical announcements

DONE Final content scrape and import for Air Accidents Investigations Branch finder

DONE Finder for MHRA drug alerts and drug and medical device recall notices - getting ready for MHRA's transition to GOV.UK

DONE Finder for MHRA drug safety update - including first content scrape and test import. Getting ready for MHRA's transition

DONE Postgres database for transition application - provisioning a more powerful database for transition mappings data

DONE Short URL builder and approvals workflow - tooling to speed up turnaround time on requests for short URLs

DONE Permission controls for organisation creation in publisher - improved protection for creation and editing of organisation pages

DONE Content community of practice alpha - a Basecamp community for content designers around government

DONE Migrate useful user needs from legacy Need-o-tron application and spreadsheets into Maslow needs database - beginning to improve our data about the user needs GOV.UK meets

DONE Put redirector behind Content Delivery Networks - improving the resilience of our redirection software

DONE Initial discovery on election 2015 plans

DONE Scoped search experiment on Land Registry organisation page - exploring whether scoping search by organisation is helpful to users. We will share the results on the blog soon

DONE Lower ranking in search for closed organisations - reduced prominence for organisations which have been closed

in progress

doing / planned for this sprint and next

planned

under consideration for 3-6 sprints away

content

major updates

- ALB transition content, IA and tools
Incl. HMRC topics, Natural England, Highways Agency, Public Guardian
- Disclosure Barring Service checker
- Shared parental leave tools
- Landlord checking service - 1 Nov
- Travel advice format review
- Pension credit calculator business analysis and content design
- Births/deaths centralisation part 3
- Review of all publisher guidance
- Tax-free childcare guidance and service
- Start page research

- Content community of practice beta
- Ongoing ALB and HMRC transition content build and specialist information architecture
Including HMRC topics, HMCTS and Ofsted

user support

- 10% Support rota automation
internal tooling of developer allocation

- Development of user support features is on hold, to be resumed after 14 October
- A/B testing with Google Experiments
- Report a problem (anon feedback) redesign
- Pass GOV.UK metadata through to Feedex
- Filter feedback explorer by org or date
- Tooling for 1st line support team to improve anonymous feedback data quality
- Bring feedback explorer into Beta
- Identify metrics for performance platform

infrastructure

- 95% Serve GOV.UK from 2nd CDN
increasing our resilience for serving pages
- 60% Serve assets from 2nd CDN
increasing our resilience for serving images and attachments
- 20% Put backend and licensing behind CDN
increasing resilience of our admin tools
- 10% Serve GOV.UK from multiple data centres

- vCloud tools v1.0
improving our agility in making changes to hosting infrastructure
- GOV.UK IPv6 - compatability with new internet protocol

search & browse

- 80% Review of naming conventions
defining a consistent terminology for browse concepts
- 5% Email subscription for sub-topics
alerts from tax pages, for HRMC transition
- 0% Build new 'latest' view
consistent approach to filtered lists of documents across GOV.UK (focusing on HMRC's transition needs first)

- Add links from mainstream browse to specialist/sub-topic
- Remove detailed guide categories
- Improve search index: attachments
- Improve search index: all content formats
- Design away/reconcile policy topics
- Improve search results ranking (quick wins)
- Featured services and information links on organisation pages

publishing

- 95% Single publishing pipeline: URL arbitration
- 25% Single publishing pipeline: tagging related items
- 75% Contacts can be related to each other
- 75% User experience improvements in Whitehall publisher - addressing findings of research with publishers
- 80% Performance improvements to editing in Whitehall - improving loading speeds
- 0% Retire local government email curation queue
- 75% Tighten signon permissions for administrators

- Stats announcements tagging to multiple topics
- Improve the 'in review' workflow list in mainstream publisher
- Retire disused 'Fact Cave' application
- Show downtime on services start pages
- Change notes and publish publicly or silently in Mainstream publisher
- Single publishing pipeline: content preview
- Whitehall permissions improvements

user formats

- 99% Content designers can update some smart answers without developers: phase 1 - create 'smartdown' syntax and use it for student finance form finder
- 80% Find an Embassy
- 70% Shared parental leave calculator
Build new tool using 'smartdown'
- 70% Explore migration of Highway Code to new manuals format

- Migrate selected smart answers to smartdown so content designers can update smart answers in publisher
- Consolidate formats
- Product changes for election 2015
- Travel and worldwide research outcomes
- Activity filters for business support finder
- Smart answers, calculators and tools for ALB and HMRC transition
- Move detailed guides to /guidance

product gaps

- 50% Email notifications for MHRA drug and medical device alerts
- 20% Content import for MHRA drug safety updates
- 0% Content scrape for MHRA drug and medical device alerts
- 0% Content import for MHRA drug and medical device alerts
- 0% Iterate manuals format (fixes for transition, part 2 of 2)
improvements to generic manuals format including footnotes, and more levels of hierarchy

- Finder for marine accident reports
- Finder for rail accident reports
- Printing entire manuals

APIs & information

- 90% Move transition tool to Postgres database
ensure ongoing viability of the tool
- 95% Retire the redirector application
fully migrate away from legacy software
- 0% Surface HMRC manuals in search and browse
- 0% Add support for images in HMRC manuals publishing API
- 0% Support 1st end-to-end publish of HMRC manual via API - awaiting HMRC app development

- Courts and tribunals pages and MoJ publishing API
- Discovery on Land Registry pages and publishing API

user needs performance

alpha project, completes 14 Oct

- 99% 'Flip the page' showing the need alpha of a public view of user needs information for any GOV.UK page
- 85% Show page metrics - display traffic and on-page search behaviour
- 0% Workflow for validating needs - ability to verify needs are valid and well-expressed before they are displayed in public

- Complete transition
- Operational excellence
- One GOV.UK
- Business as usual iteration

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items in this column can and probably will change as our understanding of the needs of GOV.UK users changes