

## 2014/15 goals and objectives

### Complete transition

**DONE (MAY)** HMRC contacts app beta; Specialist browse alpha; Organisation services page alpha; Unified site search results

**DONE (JUN)** Manuals format alpha

**DONE (JUL)** Statistics announcements replace ONS publication hub; New mainstream browse

**DONE (AUG)** Feature-complete transition tool

**DONE (SEP)** Initial build of API for HMRC manuals publishing; Search and browse improvements for specialist user needs

**DEC** Product features and tools for agencies with complex user needs

- sub-topic email alerts\*
- latest views by sub-topic\*
- Valuation Office Agency office finder\*
- Medical device and drug safety finders
- Investigation report finders for air, marine and rail accidents
- manuals format and HMRC manuals end-to-end publishing by API

**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; Support path for content advice

**DONE (AUG)** Reporting KPIs for GOV.UK

**DONE (SEP)** 2nd content delivery network live; Ability for short URLs to be created by non-developers; Discovery on plans for 2015 election; Improved filters on business finance support finder

**DONE (OCT)** Alpha performance dashboards for user needs; All publishing guidance in one place; Smart answer syntax for non-developers

**NOV (postponed from Sep)** Changes to shared parental leave content and tools

**DEC\*** Election preparation: archiving approach and policy format prototype

**DEC\*** Convert most frequently updated smart answers to new smartdown syntax

**DEC** Ability to collect and validate user needs for all content

**FEB** Training programme for content designers in government

**MAR** Product changes for election

- dealing with deprecated content
- improved ministerial profiles
- changes to policy format

**MAR\*** Content designers can edit smart answers in publisher

**MAR** Publishing starts with a user need

**MAR\*** Audit and fix analytics tagging  
Includes external link tracking site-wide (postponed from Nov)

**DEPRIORITISED** Improvements to access and publishing permissions; Tools to improve content quality

## NOVEMBER 2014

### One GOV.UK

**DONE (JUN)** Published alpha GOV.UK proposition; Improved blogs index and mobile design

**DONE (AUG)** Discovery on future direction of licensing service

**DONE (SEP)** Groundwork for simpler/more flexible technical architecture

**DEC\*** Page per court and tribunal with publishing API (with MoJ)

**DEC\*** Update Whitehall application to use new APIs and publishing backend

**JAN** Reduce technical debt

**FEB** Improvements to search accuracy and user journeys

**MAR** Complete move to simpler/more flexible technical architecture

**DEPRIORITISED** Improve start and done pages for services; Move detailed guides from root to /guidance; Consolidate formats

# GOV.UK ROADMAP NOVEMBER 2014

updated 05.11.2014

## just shipped

changes released in the last month

**DONE** Content build and browse pages for transition - ongoing transition of agencies and HMRC by Dec (33 agencies remaining)

**DONE** Marine accident investigation reports finder - functionally built, awaiting content migration to go live

**DONE** Rail accident investigation reports finder - functionally built, awaiting content migration to go live

**DONE** Basic search and bulk publishing in specialist publisher - ability to search and bulk-publish content in finders publishing tool

**DONE** Content scrape for MHRA drug and medical device safety alerts finder - awaiting clean-up before importing to the finder

**DONE** Content scrape for MHRA drug safety updates finder - awaiting clean-up before importing to the finder

**DONE** Find a Valuation Office Agency based on property postcode - awaiting VOA transition to go live

**DONE** Contacts can be related to one another in contacts app - feature needed to unblock HMRC's transition

**DONE** Statistics announcements can be tagged to multiple organisations

**DONE** Switchover of transition tool to Postgres database - ensuring the transition tool can scale and remain stable

**DONE** Alpha performance dashboards for user needs - insert /info before the slug to see user needs and performance metrics for any GOV.UK page - eg <https://www.gov.uk/info/apply-uk-visa>

**DONE** User needs data validation crowdsourcing tool - internal tool to crowdsource quality-checking of user needs records

**DONE** Create 'smartdown' syntax - new language which helps developers and content designers reason about smart answer logic

**DONE** Convert 1 existing and create 1 new smart answer using 'smartdown' - converted student finance form finder and built shared parental leave calculator in new syntax as proof of concept

**DONE** Publisher guidance manual improvements - plugged style guidance gaps and researched how people are using the new guide

**DONE** Tighter signon permissions for administrators - limiting the powers that administrators have in publishing applications

**DONE** Support duty rota automation - internal tool to ensure adequate staffing of 2nd line support team

**DONE** Technical work to serve GOV.UK from a 2nd CDN

**DONE** Single publishing pipeline - URL arbitration - as part of the new publishing architecture we're moving towards, stopping applications from trying to use the same URL for different pages

**DONE** Retire 'Fact Cave' and 'Redirector' applications - removing the need to support an under-used application and fully migrating from redirector to transition tool

**DONE** Review of browse naming conventions - agreed consistent terminology for GOV.UK browse concepts (blog post coming soon)

**DONE** Retire local govt email curation queue - DCLG are no longer manually curating the content local government subscribers receive

**DONE** Translation into Estonian in Whitehall publisher - support for an additional language

**DONE** User experience improvements in publishing applications - numerous improvements in response to user feedback including better handling of replacing, removing and archiving attachments, better publications and stats announcements listings, a warning for identical titles and improved default filters after publishing

**DONE** Performance improvements in Whitehall publisher - pages load more quickly when creating and editing content in Whitehall

\*new since last month

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

# 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, HM Courts and Tribunals, Valuation Office Agency, Ofqual
- **Review content support provision for post-transition agencies**
- **Disclosure Barring Service checker**
- **Shared parental leave tools**
- **Landlord checking service**
- **Travel advice format review**
- **Pension credit calculator**
- **Births/deaths centralisation part 3**
- **Dart charge**
- **Tax-free childcare guidance**
- **Immigration tool for employers**
- **Start page research**

- **Review of training needs post-transition**
- **Ongoing ALB and HMRC transition content build and specialist information architecture**  
Including HMRC topics, HMCTS and Ofsted

## user support

- 80% **Workflow for validating user needs**  
ability to review and approve user needs before they are published on public /info dashboards
- 5% **Filter feedback explorer by organisation**  
improving ability for publishers to query anonymous feedback to improve content
- 5% **Filter feedback explorer by date and export to CSV**  
improving ability for publishers to query anonymous feedback to improve content

- **Tooling for 1st line support team to improve anonymous feedback data quality**
- **Report a problem (anon feedback) redesign**

## infrastructure

- 50% **Discovery: serving GOV.UK from multiple datacentres**
- 0% **Discovery: new platform requirements**
- 0% **Move backend behind CDN**
- 0% **Prepare licensing app to move behind CDN**  
increasing resilience of our admin tools

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

## search & browse

- 90% **Email subscription for sub-topics**  
email alerts from any sub-topic (focusing on HRMC's transition needs first)
- 98% **Featured services and information links on organisation pages**
- 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 topics/sub-topics**
- **Remove detailed guide categories**
- **Improve search results ranking (quick wins)**
- **Improve search index: attachments**
- **Improve search index: all content formats**

## publishing

- 75% **Export lists of document from Whitehall publisher to CSV** - helping content audits
- 5% **Improve the 'in review' list in mainstream publisher**
- 50% **Build content register**
- 0% **Change notes workflow in mainstream publisher** - prerequisite for sub-topic email alerts and latest views
- 20% **Communicating with locked-out or suspended signon users**
- 0% **Publishing pipeline: content preview**
- 50% **Publishing pipeline: tagging related items**

- **Show downtime on services start pages**
- **Whitehall permissions improvements**

## user formats

- 90% **Shared parental leave calculator**  
eligibility tool for expectant parents consolidating new and existing legislation
- 99% **Find an Embassy** - awaiting data changes before going live
- 0% **Migrate frequently-changed smart answers to new 'smartdown' syntax**  
improving our ability to meet demand for building and maintaining smart answers
- 50% **Contacts app format improvements**
- 75% **Explore migration of Highway Code to new manuals format**

- **Ability for content designers to update smart answers in publisher**
- **Product changes for election 2015** (details to be discovered from prototyping work, below)

## product gaps

- 80% **Email notifications for MHRA drug and medical device alerts**
- 85% **Content import for MHRA drug safety updates**
- 70% **Content import for MHRA alerts**
- 75% **MAIB finder content scrape**
- 50% **MAIB finder content import**
- 75% **RAIB finder content scrape**
- 50% **RAIB finder content import**
- 0% **Major/minor edit workflow for finders**

- **HMRC manuals frontend**
- **Printing entire manuals**
- **Iterate manuals format**
- **CMA historical cases scrape and import**

## transition/APIs

- 50% **Surface HMRC manuals in search and browse**
- 10% **Support 1st end-to-end publish of HMRC manual via API** - awaiting HMRC internal publishing app development
- 0% **Courts and tribunals pages and MoJ publishing API**

- **Support for images in HMRC manuals publishing API**

## election prep

5 Nov to 17 Dec

- 5% **Define approach for deprecated content**  
guidance for publishers, and discovery of product changes related to old content
- 5% **Prototype changes to policy format**  
planning changes to meet user needs for policy information after the election

## whitehall

5 Nov to 17 Dec

- 0% **Update Whitehall application to use new APIs and publishing backend** - simplifying our technical architecture so we can continue to iterate

**Feature freeze: 18 Dec to 2 Jan**

We will not be deploying any changes to production during this time

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

# NOVEMBER 2014

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