

APRIL 2014

## 2014/15 goals and remaining objectives

### Complete transition

**DONE (JAN)** MHRA reverse proxy

**DONE (FEB)** Fully test syndicated publishing via API for 1 format

**FEB** Import legacy competition and market cases from National Archives

**MAR** Improvements to manuals format

**MAR** HMCTS corporate page redirections

**MAR** AAIB, RAIB and MAIB redirection

### Operational excellence

**DONE** Audit product and technical knowledge across GOV.UK applications

**FEB** Audit and fix analytics tagging  
Includes migration to Universal Analytics

**MAR** Develop and publish alpha improvement plans for all product areas

**MAR/APR** Product changes for election  
- dealing with deprecated content  
- improved ministerial profiles  
- changes to policy format

### One GOV.UK

**DONE (JAN)** Reduce technical debt

**MAR** Progress unified publishing pipeline  
- a draft stack for previewing content  
- all case studies from Whitehall publisher served from new government-frontend  
- another publishing app using the publishing pipeline in anger

**MAR** Progress search and browse improvements  
- a set of navigation principles  
- alpha of service-oriented IA  
- 'quick win' tactical improvements

## 2015/16 goals

### Users at the heart of GOV.UK

Make sure feedback and evidence of users' needs is the basis of everything we do, and that content and features meet genuine needs. Be able to demonstrate the ways in which we continually improve users' experiences based on evidence.

### Joined up government services

Transition is over but GOV.UK isn't finished. We need to continue the revolution and realise the opportunities now made possible on a single domain, joining up transactions, content and data into coherent services which are better understood by users.

### World class digital publishing

Improve the tools, workflow and publishing community needed to create and maintain high quality, digital-first content at scale, on what is now the 25th most visited site in the UK. Help publishers create content which better meets the needs of users.

# GOV.UK ROADMAP APRIL 2015

updated 25.03.2015

## just shipped

changes released in the last month

**DONE** Added 'next' and 'previous' navigation to HMRC manuals

**DONE** Added the ability to print a page of a manual including all sections

**DONE** Implemented 'history mode' - messages display automatically on content published by past governments, enabled by a new data model and API of past government administrations

**DONE** Built an improved policy format - making things simpler for publishers and better for policy end users, based on research

**DONE** Staged an election day simulation - testing how well GOV.UK can handle machinery of government and ministerial changes

**DONE** Supported Budget publishing - including adding 'best bets' for search terms relating to budget announcements

**DONE** Published archival and takedown policy and guidance

**DONE** Post-transition improvements to HMRC content including Stamp Duty, rates and thresholds and improvements to user journeys

**DONE** Universal Analytics tagging - upgrade analytics tagging on GOV.UK to use Google's replacement product. Tests ongoing

**DONE** Improved virus scanning on blogs platform

**DONE** Summaries in search results for marine accident reports

**DONE** Atom feeds for finders

**DONE** Produced archiving/takedown policy and guidance for government publishers

**DONE** Review of existing insights into search and browse issues

**DONE** Card sorted service model categories for childcare and parenting content

**DONE** Built new draft (content preview) publishing stack and single API for publishing applications

**DONE** Improved memory usage and performance of the logging system

**DONE** Launched European Structural and Investment Fund finder

**DONE** Improved Competition and Markets Authority case finder and imported some legacy cases from a CMA predecessor body

**DONE** UKVI biometric residence permit changes

**DONE** Ability to include organ donation register promo on more 'done' pages - promo can be displayed after relevant transactions

**DONE** Updated blog request and approval process

**DONE** Merge transition blog into Inside GOV.UK blog

**DONE** Planned and announced content team restructure

**DONE** Ran a GOV.UK conference, a content strategy workshop and a content clinic for publishers across government

- Remaining 2014-15 goals
- 2015-16 goals
- Ongoing iteration

## now

doing this sprint / planned for next sprint

## next

likely to do in the next 3-6 sprints

### content design

#### Centralised content design

- 95% Courts and tribunals content
- 60% Shared parental leave: adoption
- 75% Disclosure and barring service checker
- 10% UKVI immigration health surcharge
- 25% April uprating
- 25% Travel advice - quality and format review

#### With content design community

- 50% Treasury Solicitor, Highways Agency and National Measurement Office name changes
- 25% User journeys into HMRC online services
- Ongoing publishing guidance updates
- Content team firebreak - 8 April to 6 May, during pre-election restricted publishing period

- Content team firebreak - 8 April to 6 May
- FCO births and deaths centralisation part 5

### core product support and development

#### Improvement theme: manuals

- 50% Search within manuals
- 50% Unpublishing for manuals

#### User and application support

- 25% High courts presence on GOV.UK
- 95% Countryside Stewardship finder
- 75% Import more legacy competition and markets cases into CMA finder
- 70% 2-factor authentication on blogs (phase 1) - GDS accounts only
- 70% Fix signon security bug
- 95% Explore options for moving service standard assessment reports to GOV.UK
- 5% Improve publishing interface for specialist publisher
- 5% Improve search in specialist publisher
- 5% Analytics tags for finders and manuals
- 0% Downloadable HMRC PAYE tools

#### Improvement theme: user feedback and support

- Filter anonymous feedback by organisation
- Reporting on most problematic content
- Validate and prioritise all improvement plans with user research and analytics

#### User and application support

- Transition and close Audit Commission
- Manage Mapiit's dependencies (tech)
- Re-publish all HTML publications with manual section numbers
- Atom and email feeds from statistics page
- Plan rollout of 2-factor auth to all blogs
- Review tools and resources for blog owners

### election preparation

- 75% Retitle policy areas
- 50% Populate policy areas (tag policies)
- 40% Define scope of changes to worldwide priority pages

- 25% Email alerts for policy areas
- 5% Create HTML publications of existing policy pages

- 2nd mock election to test mechanics
- Further machinery of government data modelling improvements as needed

- Surfacing policies on GOV.UK and Google
- Surfacing history mode on GOV.UK and Google

### finding things on GOV.UK

- 50% Upgrade to Elastic Search 1.4
- 10% Finish the work to link up mainstream browse to topics and subtopics

- 15% Light-touch content audit of the middle third - approx 30 orgs that have approx 300 untagged documents

- 10% Build tools to help us categorise all information on GOV.UK

- Model a draft hierarchy to establish relationships between levels of content
- Move tag management from panopticon to content store

- IA review and proof of concept of exhaustive tagging for selection of subjects
- Develop a set of navigation principles
- Build an alpha test of service-oriented IA

### unified publishing

- 90% All Whitehall publisher case studies served from government frontend application through content store
- 60% Whitehall publisher uses draft stack to preview case studies

- 0% Government frontend can run against GOV.UK content schemas
- 0% Deploy all needed publishing pipeline apps to new draft stack

- 0% Integration test of publishing API and publishing pipeline draft stack

- Another publishing application fully using the single publishing pipeline
- Authentication and access limiting in new pipeline

### infrastructure and tools

- 80% Support unified publishing team in creating a draft (preview) publishing stack

- Build a sharded caching system
- Move performance platform onto GOV.UK infrastructure

- Create a simple CDN to fall back to in event of failure
- IT health checks for GOV.UK and CDN

- Remaining 2014-15 goals
- 2015-16 goals
- Ongoing iteration

APRIL 2015

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