GOV.UK Roadmap 2016-17

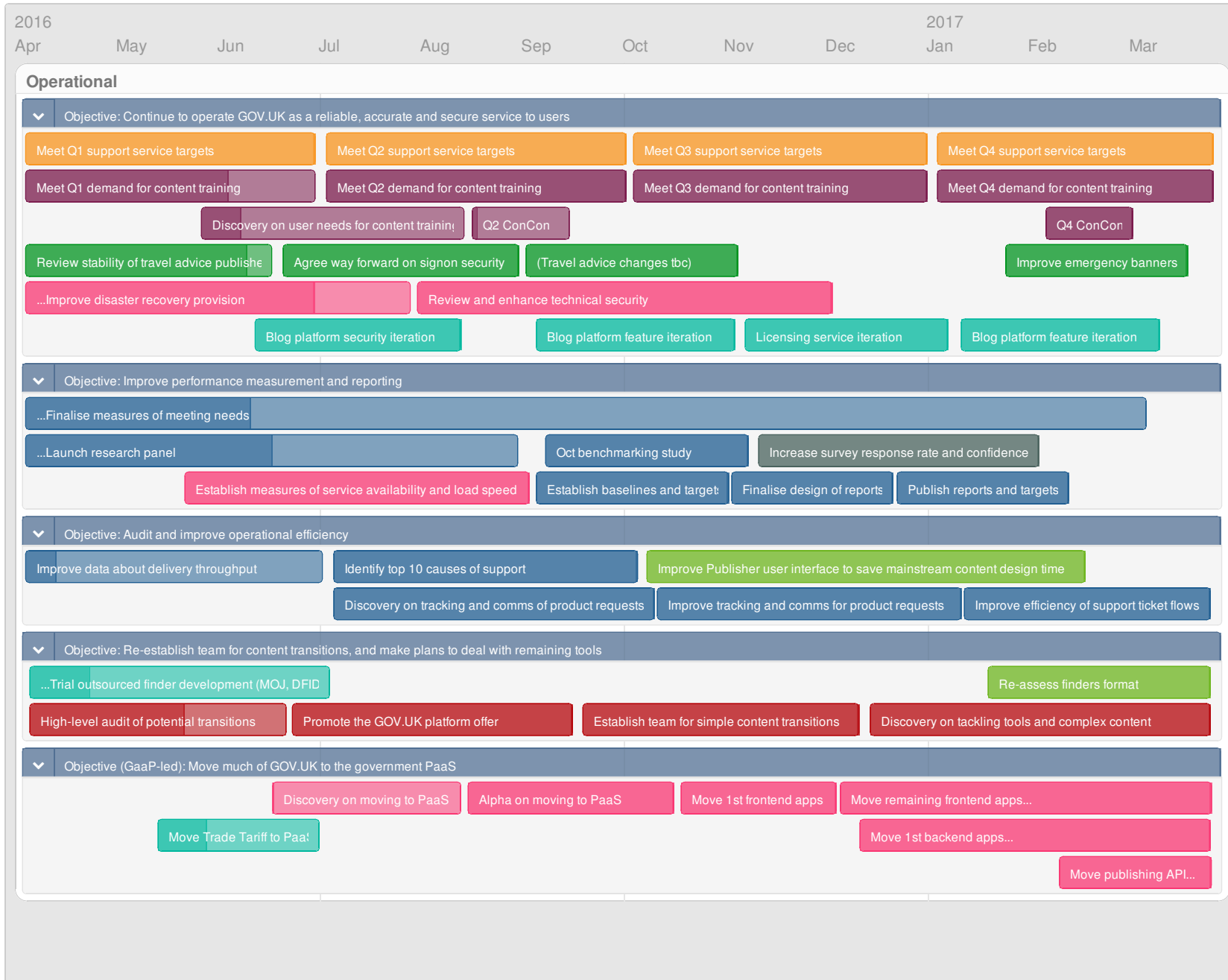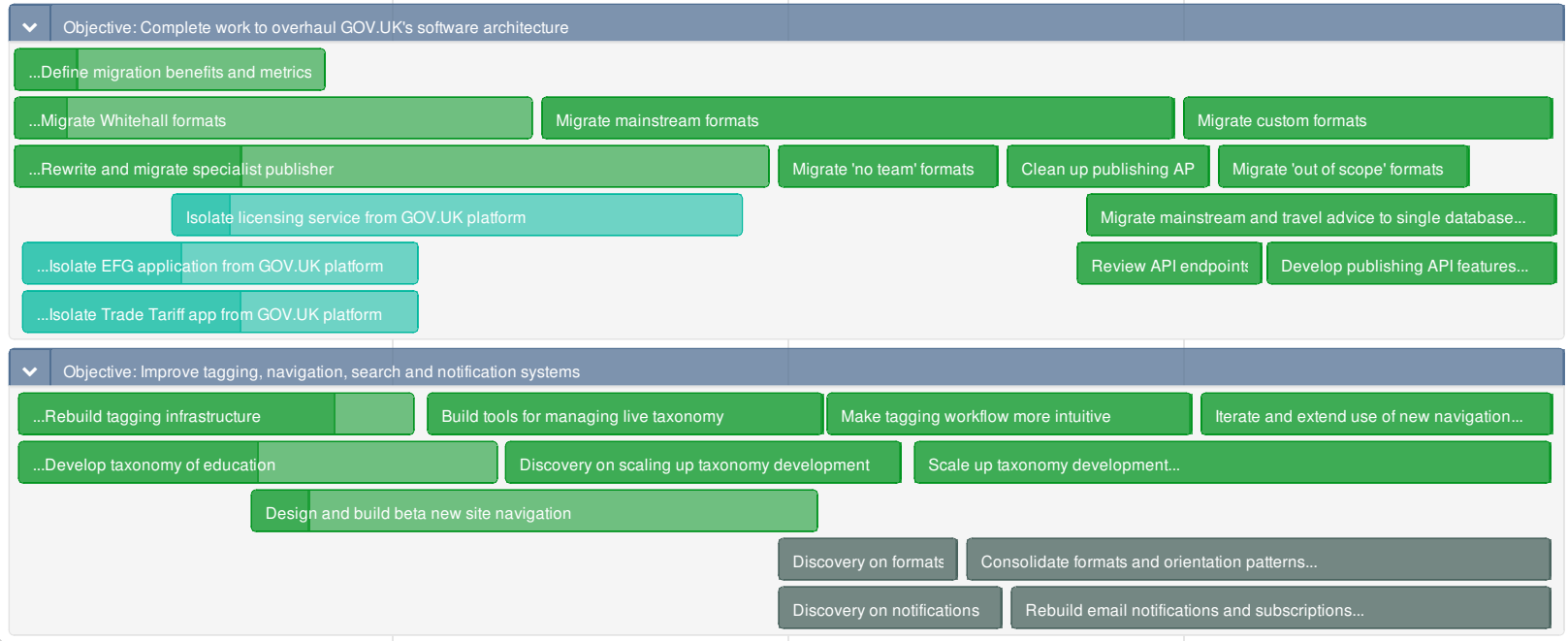| 2016									2017		
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar

Legend
- User support (all)
- Performance
- Policy & engagement
- Infrastructure
- Content
- Product
- Product: content tools
- Product: outsourced
- Product: new team

Operational

⌄ Objective: Continue to operate GOV.UK as a reliable, accurate and secure service to users

- Meet Q1 support service targets
- Meet Q2 support service targets
- Meet Q3 support service targets
- Meet Q4 support service targets
- Meet Q1 demand for content training
- Meet Q2 demand for content training
- Meet Q3 demand for content training
- Meet Q4 demand for content training
- Discovery on user needs for content training
- Q2 ConCon
- Q4 ConCon
- Review stability of travel advice publishe
- Agree way forward on signon security
- (Travel advice changes tbc)
- Improve emergency banners
- ...Improve disaster recovery provision
- Review and enhance technical security
- Blog platform security iteration
- Blog platform feature iteration
- Licensing service iteration
- Blog platform feature iteration

⌄ Objective: Improve performance measurement and reporting

- ...Finalise measures of meeting needs
- ...Launch research panel
- Oct benchmarking study
- Increase survey response rate and confidence
- Establish measures of service availability and load speed
- Establish baselines and target
- Finalise design of reports
- Publish reports and targets

⌄ Objective: Audit and improve operational efficiency

- Improve data about delivery throughput
- Identify top 10 causes of support
- Improve Publisher user interface to save mainstream content design time
- Discovery on tracking and comms of product requests
- Improve tracking and comms for product requests
- Improve efficiency of support ticket flows

⌄ Objective: Re-establish team for content transitions, and make plans to deal with remaining tools

- ...Trial outsourced finder development (MOJ, DFID
- Re-assess finders format
- High-level audit of potential transitions
- Promote the GOV.UK platform offer
- Establish team for simple content transitions
- Discovery on tackling tools and complex content

⌄ Objective (GaaP-led): Move much of GOV.UK to the government PaaS

- Discovery on moving to PaaS
- Alpha on moving to PaaS
- Move 1st frontend apps
- Move remaining frontend apps...
- Move Trade Tariff to PaaS
- Move 1st backend apps...
- Move publishing API...

Apr   May   Jun   Jul   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar

Delivery: Make it possible to join content together as services

Objective: Complete work to overhaul GOV.UK's software architecture

...Define migration benefits and metrics

...Migrate Whitehall formats | Migrate mainstream formats | Migrate custom formats

...Rewrite and migrate specialist publisher | Migrate 'no team' formats | Clean up publishing AP | Migrate 'out of scope' formats

Isolate licensing service from GOV.UK platform | Migrate mainstream and travel advice to single database...

...Isolate EFG application from GOV.UK platform | Review API endpoints | Develop publishing API features...

...Isolate Trade Tariff app from GOV.UK platform

Objective: Improve tagging, navigation, search and notification systems

...Rebuild tagging infrastructure | Build tools for managing live taxonomy | Make tagging workflow more intuitive | Iterate and extend use of new navigation...

...Develop taxonomy of education | Discovery on scaling up taxonomy development | Scale up taxonomy development...

Design and build beta new site navigation

Discovery on formats | Consolidate formats and orientation patterns...

Discovery on notifications | Rebuild email notifications and subscriptions...

Delivery: Lead government to transform its content

Objective: Review publishing model

...Discover user needs for reforms | Explore alternative publishing models | Propose future publishing model | Create implementation plan for adoption of new model

Launch content design exchange programme

Unblock wider participation in 2i | Discovery on 2i needs of GDS | Pilot 2i model for GDS and depts

Objective: Define strategy and build tools for cross-govt content transformation

...Improve content guidance | Transform import/export content - beta

Describe repeatable processes for content projects | Draft proposals for cross-govt content transformation | Get ministerial mandate for cross-govt content transformation | Scale up con trans...

Help 3 depts create content strategies | Discovery on better tools for content audit, review and archival | Improve tools for content audit, review and archival...

Delivery: Learn how to join content up with transactions and support

Objective: Upgrade local links and understand what other product changes are needed

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...Improve data and tech architecture for local links

Replace Local Directgov on GOV.UK

Improve tools for maintaining local links

...Implement A/B testing for start pages

Discovery on DVLA call volumes

Discovery on offering support/contact on GOV.UK

Placeholder: beta on ability to add webchat to GOV.UK

Delivery: Iterate towards other parts of the GOV.UK vision

Objective: Improve GOV.UK's ability to help government engage the public

Raise awareness of EU ref and voter registration

Campaigns platform - alpha

Campaigns platform - beta

Campaigns platform - live

Discovery on journeys to mygov.scot

Discovery on digital tools for consultation

Process and governance for campaigns platform

Next steps on consultations