Case Study

Lincolnshire County Council
Jadu Digital Platform Implementation

Lincolnshire COUNTY COUNCIL

methods | JΛDU

Challenge

As part of their Digital Transformation journey, Lincolnshire County Council planned to improve their citizens' online experience. Delivering digital transformation across their website and online transaction services, whilst moving at pace, required a robust and flexible digital services platform. Jadu Continuum with its proven track record, was selected to enable this transformation.

The council implemented the full Jadu platform:

CMS
Content Management System

XFP
e-Forms package

CXM
Case Management platform

In addition the Council wanted to create a new website; with over 300 processes and 16500 pages of content, prioritisation was key to determine what the council could build at pace on the Jadu platform.
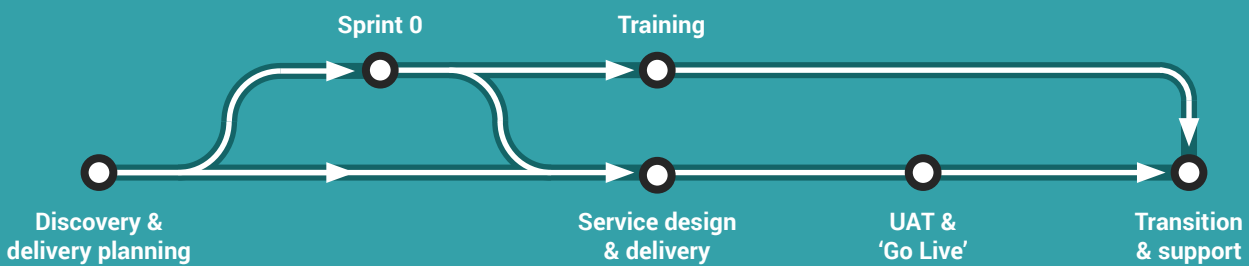
Lincolnshire County Council
5,000
employees, serving over
750,000 citizens.

Responsible for delivering a vast range of services such as highways and social care across the majority of the County.

Discovery & Planning

During an accelerated 3 week discovery, Methods held workshops with 17 service areas to understand their transactional processes. They rapidly analysed the processes and designed an achievable Delivery Plan which prioritised online transactions which had high impact for residents, to meet the council's requirement to deliver visible change and build digital momentum. Operating at pace, Methods held daily standups with the council team to share progress, address blockers and take decisions quickly.

Outputs: Service catalogue of over 300 processes and a prioritised delivery plan highlighting 77 processes to be designed and built in the first phase of work, over six two-week sprints.

Sprint 0 — Training

Discovery & delivery planning — Service design & delivery — UAT & 'Go Live' — Transition & support

Sprint 0

Methods completed a one week Sprint 0 to mobilise and define key components, patterns and standards to accelerate delivery and ensure consistency of build and configuration. This allowed us to identify any issues or missing technology 'Lego-Bricks' ahead of starting the work, so that the Delivery Team could design and build digital services at pace.

Service Design & Delivery

By using Sprint 0 to configure the platform and define the design process, the Delivery Team were able to hit the ground running. Three Methods Delivery consultants were embedded in the council's Digital Team, with each consultant allocated 3 - 4 processes per sprint. This enabled the team to design and build 10 -12 processes each sprint cycle.

Using an agile approach, the team worked with service areas to co-design improved digital services.

Designs were built out quick on the Jadu platform., playing it back and testing with users before sign off for UAT and release to beta.

Result

As part of the design process with service areas, 65 processes were rationalised into 43 improved digital processes. At the end of the six sprints Methods delivered all 43 processes, of which 23 have gone live on Lincolnshire's Beta site with the others due to go live in the weeks ahead.

Example Service: Booking a guided tour at a Heritage Site.

Old process: Face to face with citizens arriving on the day and trying to book and pay there and then.

New digital process:

43
digital processes delivered over six sprints, of which

23
have gone live

Online form to book the number of tickets and select an available slot, through Jadu's Office 365 integration

Logic is used to calculate the cost of tickets and payment is made online through an integrated payment solution

Confirmation email is received and the Service can use a dashboard in Jadu to manage their bookings

Why Methods?

Previous experience of delivering similar projects in other Councils

Deep Local Government knowledge and expertise

Technical knowledge and experience of using the Jadu Continuum platform to design and build digital services

> *Methods have been invaluable to the project, through their discovery work they helped us to identify and prioritise over 250 transactions that we could digitize using the JADU platform. We then utilised Methods skills and knowledge of the JADU platform to support us in building the first 60+ processes for us, in doing so Methods have helped us to move at a pace we could never have been unable to do by ourselves. The result is we will be able to go live not only with a new website but also a significant number of online transactions. As a result of this successful working relationship we are now planning to work with Methods post go live so that they can continue to support and train our inhouse team whilst they build the next phase of online transactions, allowing us to build skills in house and maintain the pace of change.*

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