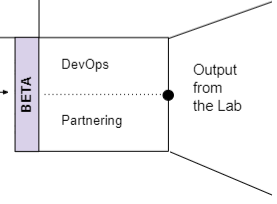
Transition to Beta



On conclusion of product validation a full handover is set in motion. Both the project and the products that have emerged from the project are handed back to the relevant agency and /or a partnership with devOps team are built so that the product can be scaled and deployed outside of the lab environment.

* + Dev Ops
  + Vendor partnering

**What this might look like:**

A new product/service will most likely be built ground-up, based on the Alpha. Alternatively the Alpha may be enhanced and hardened by adding features and other changes to ensure it is fit for production. This will be done in partnership with the agencies and their technology partners.

**Outputs:**

A service has been built which meets the demands of a live environment. This includes an understanding of how to build and scale the service while continuously making improvements to meet user needs. There must also be a commitment to fund the team required to do this on an ongoing basis.

**Relationship activities:**

For agency(s) and lab team to have a clear understanding of what the partnering and handover options are for the agency to take over the Alpha and develop further. Activities include:

* Manage expectations of the work required to develop the service/product further
* Update SIRG and SWIG to ensure mandate is kept
* Reporting, storytelling and pitching benefits of the beta

**Decision Requirements: (**[**Gate 12**](https://docs.google.com/spreadsheets/d/1slYLI1EdXlDjjnJFgrvKj8SrBVqjK4zNWoPDgheRHDg/edit?usp=sharing)**)**

|  |  |
| --- | --- |
| **Decision requirements** | **Description** |
| Who needs to make the decision? Who’s accountable |  |
| What are they deciding? | A product/service is deemed to be ready to test with real users and date when…   1. A project plan, budget and people plan has been created which describes how the service will continue to evolve to meet user needs. 2. There is a clear definition of how benefits will be measured, and how these will be monitored, and reported. This will include a baseline, and details of how the contribution your service makes to an overarching outcome or purpose will be publicly reported. 3. Project and product/service risks have been identified, and managed throughout the phase. There is evidence that risks have been actively mitigated (including security vulnerabilities - see below). 4. The solution has been designed and built with appropriate privacy and security safeguards and processes. 5. The solution has been designed and built to be inclusive, ethical, and equitable. 6. The solution uses open standards, common platforms, and generally works in the open. 7. The solution manages data, including personal information, responsibly. |
| Why do they need to make this decision? |  |
| How do they make the decision? What do they need? | 1. A project plan, budget and people plan has been created which describes how the service will continue to evolve to meet user needs. **This means:**    1. There is a commitment to sufficient staff and budget to keep improving the service as well as just operating it.    2. There are defined processes for identifying and prioritising ongoing insights from user research.    3. User stories are moving quickly from user research to deployment.    4. There is evidence which shows the beta is built on technology which is sustainable and a description of how any risks to its sustainability are being minimised.    5. Deployments can be completed with minimal/no disruption to users    6. There is a team set up which…       1. has all the skills and perspectives you need to continue to run and improve a service, including a product manager with decision-making authority       2. has a strong commitment to users       3. works together to design, deliver and support the service       4. applies co-design and service design methodologies       5. runs stand-ups, demos, sprint planning sessions, and retrospectives       6. has clear decision making and approval processes       7. engages and collaborates with users, stakeholders, cultural advisors and business or policy experts       8. has defined support processes like pairing and peer review       9. has processes to transfer knowledge and skills from any external people who work with the team       10. has a defined way to continually identify new technologies and how they may be used to improve the service 2. There is a clear definition of how benefits will be measured, and how these will be monitored, and reported. This will include a baseline, and details of how the contribution your service makes to an overarching outcome or purpose will be publicly reported. **This means:**    1. A baseline is established for the current state for at least the four minimum service KPIs?    2. Completion rate (if too many users can't complete a task then it needs fixing)    3. User satisfaction (informs continual improvement to user experience)    4. Digital take-up (how many people are using the service?)    5. Cost per transaction (how efficient is your service    6. **User effort/cost/burden TBD**    7. The following are also likely to be relevant:       1. fault/error rates       2. time to completion       3. content metrics (readability, length).       4. costs, and return on investment       5. defined thresholds or triggers which indicate the service should be shut down (or pivoted)? 3. Project and product/service risks have been identified, and managed throughout the phase. There is evidence that risks have been actively mitigated (including security vulnerabilities - see below). 4. The solution has been designed and built with appropriate privacy and security safeguards and processes.  **This means:**    1. There is an inventory of the information and data the service involves - including relevant security classifications.    2. The security of the solution has been tested and all vulnerabilities discovered have been addressed.    3. Procedures for reporting and quickly responding to breaches and incidents have been defined.    4. A review has been completed of the applicability of the Information Privacy Principles to your service, including a Privacy Impact Assessment if required. The steps that have been taken to ensure the Information Privacy Principles have been embedded in the service.    5. Appropriate governance and oversight is in place to ensure the ongoing appropriateness of privacy and security safeguards and processes.    6. There is evidence that the soluition complies with the Protective Security Requirements and privacy and security advisers have been involved as needed. 5. The solution has been designed and built to be inclusive, ethical, and equitable. **This means:**    1. There is a plan for how users will be supported, including how accessibility standards have been met (refer to the Web Accessibility Standard + Government Web Standards).    2. The digital + non-digital assistance needed to support users; for example web chat, telephone assistance, service intermediaries, face-to-face has been defined.    3. Any decision-making processes which have been automated have been documented, including who has oversight or responsibility for these decisions, and any escalation processes. 6. The solution uses open standards, common platforms, and generally works in the open. **This means the solution…**    1. uses open standards and common platforms (including public cloud offerings) - or has very good reasons for not doing so.    2. uses open tools that are accessible and have a strong developer community supporting them    3. open sourced work wherever possible    4. has ensured (where possible) that any contracts involved in the work allow for sharing of Intellectual Property (IP) artefacts such as documents, insights, code and graphs/visualisations    5. documented any APIs the service exposes using common API documentation tools (and provide examples)    6. considered where it’s appropriate to openly release the data (as part of the Open Data Directive), and information, transactions and business rules that were created 7. The solution manages data, including personal information, responsibly.    1. Risk assessments (and mitigations) have been completed where personal information for users is collected, including risks associated with re-integrating separated/anonymized data.    2. Processes have been defined for retention and disposal of data.    3. Plans exist for storage and archiving of data/information. |
| Actions associated with decision |  |