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Faster, leaner and stronger

Transforming operations and service delivery

Case Study: Office for National Statistics

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Today

- History Lesson
- Service Design
- Operations
- Communication
- Lessons learned

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Office for National Statistics

- Website Beta
- Data Collection
- MWSS Pilot
- User Needs

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Service Design

- User driven design
  - Get into a rhythm with your sprints
  - Help your experts find other experts
  - Ask your users

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Service Design

- Architecture
  - Separate responsibilities and give ownership
  - Admit your mistakes
  - Allow your teams flexibility in their tools

Service Design

- Evidence
  - Test your theories and act on outcomes
  - Bring in the skills you need
  - Chaos monkey

Operations

- Continuous Integration
  - Infrastructure as code
  - Rebuild regularly
  - Automated testing

Operations

- Monitoring
  - Log messages matter
  - Do you know your app is running?
  - Spread the ownership

Operations

- Tooling
  - Use what exists
  - Create what doesn’t
  - Dev/prod parity

Communication

- Open Source
  - Use what exists
  - Create what doesn’t
  - *Share it back*

Communication

- Conversations
  - Not everyone is in the room
  - Emails are not very open
  - Explain your jargon

Communication

- Pace
  - Technology moves quickly
  - Processes sometimes don’t
  - Explain why before what

Lessons Learned

- Use the right tool for the job
- Leave things better than you found them
- *dysgu*

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Thank you

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