



## **Project 1Stop – October Update**

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# Background

- The new iteration of the Xoserve website was developed in November 2018.
- Since this implementation, based on customer feedback, we have been looking to identify various ways in which we can improve the change pages and the overall customer journey, particularly in relation to change (both DSC and Investment).
- Project 1Stop has been created in order to completely understand of our customer's needs, alleviate their pain points, and to create an overall more positive experience when navigating through Xoserve change information.

# October Update

- Now the top three User Stories have been prioritised, we are beginning to get to work on improving the customer experience on our website.
- We have previously received feedback from customers that the way to Change Proposals are displayed on our website can sometimes be quite unclear and therefore difficult to find exactly what they are looking for.
- With that in mind, we are now focusing on giving our CPs an overhaul on the website. This includes updating the following on our website CP pages...

# Change Proposal Pages – Website Updates

- Split out CP (and keep original) into specific sections of a Change proposal separated out as documents of their own, e.g. different Change Packs & DSG Discussions. We will also keep the original CP as an option with all sections included as some customers may wish to have everything all in one place.
- Include Finance documents on parent CP page for parent release CPs (and link to these from the individual CPs), and include financial documents directly on the CP pages for standalone releases
- Include link to parent CP and/or release page on individual CP pages
- We are focusing our attention on any CP that is currently live (this includes CPs in Initial Review, Capture, Solution Consultation and In delivery).

# Next Steps

- We will move our focus onto ensuring that Release pages become clearer, more concise and easier to navigate
- A further update on our progress of this will be given at the next ChMC meeting. A [dedicated page](#) for Project 1Stop has now been created where all the latest updates of progress can be found.