

WHO WE ARE AND WHAT WE DO



Digital
Academy

Information Pack

**DIGITAL
ACADEMY**

Welcome



“My name is Annette Sweeney and I am Head of the Digital Academy. Our purpose, since 2014, has been to transform the way in which government designs services for its users.

Over time we have developed a catalogue of courses to help colleagues understand and thrive in the world of User Centred Design. Our alumni have become a thriving community, working across departments and boundaries, continually improving their skills and putting User Needs at the heart of everything that they do.

I am extremely proud of all that we have achieved and can't wait to see all that we will achieve together in the future.

If you are passionate about your work, and agree that Users/Customers/Citizens should be at the heart of everything that we do, then book one of our courses and become a part of an amazing movement that is changing the way government serves the people that it represents.“

Annette Sweeney
Head of the Digital Academy



@Sweene12Annette
@DWP_ACADEMY

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Building Capability
And Skills Award
2015 winners



The Digital Academy

“What is the User Need?”

The way in which citizens and government interact is changing.

The Digital Academy has been set up to increase the capability of civil servants to ensure we provide industry leading services through **user centred design**.

The way to do this is by adopting the best of **Agile practices**, in particular, multi-disciplined teams. This means that all of the people who need to have input into developing change (for example, Policy, Subject Matter Experts etc.), are **in the room at the same time**.

Getting all of the right people in the room at the same time means that we **can focus on User Needs** and allows us to develop and test the services straight away.

And if you don't like what you've created, you can change it- there and then!

Our range of courses have helped inspire 1000s of **colleagues across government** and within digital portfolios to accelerate digital transformation.

So, the Academy isn't about turning you all into computer whiz kids, **it's about introducing and embedding new ways of working**, and making sure that all future work is done in this way.

If you are as excited as us about **the future of government services** then take a look at the courses within this brochure and get in touch.





Our Courses

The Academy Digital & Agile Foundation course

Duration

10 Days	
Monday	11:00- 17:00
Tuesday	09:30- 17:00
Wednesday	09:30- 17:00
Thursday	09:30- 17:00
Friday	09:30- 15:30

Who's it for?

Anyone who will be deployed onto a Digital Project/Programme, in a digital role, as part of a Multi-Disciplinary Team. Please discuss your eligibility with your Line Manager before applying.

Course Overview

The 10 day Academy Digital & Agile Foundation course enables you to discover what it means to be part of an agile, multi-disciplinary team, delivering digital services in Government. You will learn about the different phases of service design – introducing agile delivery methods and tools / techniques. You will apply your learning in a simulated project environment and on completion will be familiar with agile methodology & terminology.

You will be assessed throughout the course in two ways:

- **Online tests to help embed your learning and focus on any areas where you may need more support.**
- **Observation of your agile skills and qualities throughout the practical exercises.**

It is important that participants progress onto a digital project soon after completing the foundation programme to consolidate their learning. Participants are not expected to be practitioners in Agile after completing the course but will understand the techniques now being applied on Digital Projects.

During the Academy Digital and Agile Foundation Course there are two online tests which will take place on day 4 and day 8 of the course. Each of these tests has a pass mark of 10 out of 15 and to receive a certificate confirming you have passed the Academy Digital and Agile Foundation Course, you will need to pass both tests. The purpose of these tests is to ensure that you have understood the course content so should you not achieve the pass mark for either of the tests, you will have the opportunity to re-sit the test a total of 3 times and the Delivery Manager will support you to do this.

Once you have passed the course, your certificate will be emailed to you in PDF format. Please make sure you save this as we will only replace lost certificates by exception.



The Academy Digital & Agile Foundation course

Modules

- Welcome and Introduction
- MacBook Familiarisation
- Agile Principles and Culture
- Agile Simulation exercise
- User Research
- User Stories and Journey Mapping
- Introduction to Discovery and course project
- GDS Service Standard Assessment
- Security Identity
- Security: Cyber Security Awareness
- Introduction to the Internet & Coding
- Objectives Review
- User Research in Alpha & Beta
- Scrum Overview
- Scrum Simulation Exercise
- Agile Estimating and Planning
- Backlog Refinement
- Introduction to Alpha
- Sprint Planning
- Digital & Customer Analytics
- Governance

How to apply

Contact digital.academy@dwp.gsi.gov.uk for further information on how to book a place on this course

Digital & Agile Awareness

Duration:

1 Day
10:00 – 16:00

Who's it for?

This course is aimed at all staff who want to understand what digital means in government. You will also get the chance to explore the methodology we are using to deliver digital services including agile.

Course Aims and Objectives:

The aim of this course is to provide an awareness of digital and how this is being taken forward in DWP and across government.

By the end of the course you will be able to

- describe what digital means in DWP and across government
- demonstrate the behaviours to support a digital team culture by supporting user centred design, Agile and multidisciplinary team approaches
- identify next steps and any further capability needs

Modules:

- Digital Awareness
- Thinking Agile
- User centred design
- What next?

How to apply:

Contact digital.academy@dwp.gsi.gov.uk for further information on how to book a place on this course.

Agile for Teams

Duration:

3 Days

Day 1 – 10:00 – 17:00

Day 2 – 09:30 – 17:00

Day 3 – 09:30 – 16:00

Who's it for?:

This course is aimed at people who will either use Agile within their team to develop projects or services (but not specifically Digital projects and services), those who will support and maintain services that have been delivered by Agile teams or teams who are looking to introduce Agile methodology to their own area of work.

This event is specifically for teams, rather than individuals. Individuals who are going to be working on Digital projects/services should attend the Digital Academy Foundation course.

Course Overview:

Agile for Teams aims to introduce Agile concepts and Techniques in a classroom situation using a combination of talks, exercises and fun activities embracing the principle of “learning by doing”. During the course, there will be the opportunity to apply the techniques with a ready-prepared simulation, which will help consolidate learning. There is also the option for a further session back at the workplace to support/embed the learning in the weeks after the course.

Course Aims and Objectives:

Agile for Teams introduces Agile methodology and techniques to teams who need to understand and apply Agile to their work area or are dealing with other teams/services that are already working in an Agile way.

By the end of the course you will be able to:

- explain the origins of Agile including the values and principles
- recognise Agile ways of working in other areas
- demonstrate how to apply Agile methodologies within their own team

Modules:

- Agile principles
- Scrum Overview
- User Stories
- Agile Estimating and Planning
- Backlog refinement
- Kanban
- Project Simulation

How to apply:

Contact digital.academy@dwp.gsi.gov.uk for further information on how to book a place on this course.

Hands on Agile for Leaders

Duration:

3 Days

Day 1 – 10:00 – 16:00

Day 2 – 09:30 – 16:00

Day 3 – 09:30 – 16:00

Who's it for?

Senior leaders who need to understand how a digital service is designed, delivered and operated, so that they can realise the benefits of digital for citizens, their department and wider government.

Course Aims and Objectives:

The aim of this course is for Senior leaders to understand how to lead across self-organising, cross-functional teams, so that they can take responsibility for delivering all aspects of a service or programme.

By the end of the course you will be able to:

- describe the agile principles and methods adopted by DWP
- explain the importance of user research and user needs
- role model the change in culture and leadership that supports Agile working
- demonstrate learning for developing a service and assessing the health of a project
- explain the government digital landscape

Modules:

- Digital capability
- Ways of working
- Deciding what to do
- The people we need to deliver
- What happens when?
- Team dynamics
- Governing digital service
- Engagement, stakeholders and users
- The high-performing digital service
- Leadership revisited

How to apply:

Contact digital.academy@dwp.gsi.gov.uk for further information on how to book a place on this course.

Digital & Agile Awareness for Policy Makers

1 Day
10:00- 16:30

Who's it for?

This course is aimed at staff working in policy or related areas who want to understand what digital means in Government. You will get the chance to explore the methodology we are using to deliver digital services including Agile. The course also includes a case study about how policy and digital teams have worked together to design and deliver digital services.

Course Aims and Objectives:

The aim of this course is to provide an awareness of digital and how this is being taken forward across Government, and share tips and best practice from policy colleagues who have experienced Agile working

By the end of the course you will be able to

- describe what digital means in Government
- demonstrate the behaviours to support a Digital team culture by supporting user centred design, Agile and multidisciplinary team approaches
- Access guidance for policy makers working with digital teams. This guidance has been developed and is being iterated by DWP policy teams based on practical experiences
- identify next steps and any further capability needs

Modules:

- Digital Awareness
- Thinking Agile
- User centred design
- Policy and digital teams working together case study
- What next?

How to apply:

Contact digital.academy@dwp.gsi.gov.uk for further information on how to book a place on this course.

Working Level For Business Analysts

Duration:

3 Days

Day 1 – 10:00 – 17:30

Day 2 – 09:00 – 17:30

Day 3 – 09:00 – 04:30

Who's it for?

This course is for staff who are experienced Business Analysts and are about to work on or have recently joined digital teams.

The course is **not** aiming to cover all business analysis techniques (there is an assumed level of knowledge here) but focuses on the Business Analyst role within a digital service.

Course Aims and Objectives:

The learning objective is to help Business Analysts understand their role on digital projects by exploring the role and by showing and using some of the techniques that are typically being used.

By the end of the course you will be able to:

- describe the role of the Business Analyst on a digital team
- explain how the Business Analyst works with other members of a multidisciplinary team and what the Business Analyst brings to the team;
- develop user stories and acceptance criteria

Modules:

- The role of the Business Analyst
- Talks from a User Researcher, Delivery Manager, Technical Architect, Developer, QA, Experienced Business Analyst, Product Owner
- User stories, story mapping, story splitting
- How a Business Analyst impacts each phase
- The Three Amigos process
- Acceptance criteria
- Behaviour Driven Development and continuous integration

How to apply:

Contact digital.academy@dwp.gsi.gov.uk for further information on how to book a place on this course.

Working Level For Delivery Managers

Duration:

3 Days

Day 1 – 10:00 – 17:30

Day 2 – 09:00 – 17:30

Day 3 – 09:00 – 04:30

Who's it for?:

This course is aimed at newly appointed or inexperienced Delivery Managers who are working on digital teams.

Course Aims and Objectives:

The aim of this course is to provide a deeper understanding of the role of a Delivery Manager and explore some of the techniques and methods that are commonly used on digital teams

By the end of the course you will be able to:

- explain the role of the Delivery Manager, and the characteristics required of a good/great Delivery Manager
- describe different Agile patterns and when they are typically used
- explain and implement effective agile ceremonies
- communicate the role of the Delivery Manager in forming high performing teams

Modules::

- The role of the Delivery Manager
- Agile patterns
- Agile ceremonies
- Team forming
- Minimum Viable Product and Story mapping
- Impact mapping

How to apply:

Contact digital.academy@dwp.gsi.gov.uk for further information on how to book a place on this course.

Working Level For Product Managers

Duration:

3 Days

Day 1 – 10:00 – 17:30

Day 2 – 09:00 – 17:30

Day 3 – 09:00 – 04:30

Who's it for?:

This course is aimed at staff who have recently become or about to become Product Managers and are working on digital teams.

A knowledge of Agile and the digital services lifecycle is a pre-requisite.

Course Aims and Objectives:

The aim of this course is to deepen knowledge of the Product Manager role and provide experience in a number of techniques

By the end of the course you will be able to:

- Describe the role of the Product Manager, and identify the characteristics required to be a good/great Product Manager;
- Use techniques to develop a product vision
- Understand how impact mapping, story mapping and hypothesis testing can be used on your team to generate a product backlog
- Understand Behaviour Driven Development and how this is used on digital teams

Modules::

- The role of the Product Manager
- Developing a vision and a roadmap
- What makes a good Discovery, Alpha and Beta
- Sprint planning and backlog grooming
- Prototyping
- Preparing for a GDS service assessment
- Measurement and Google analytics

How to apply:

Contact digital.academy@dwp.gsi.gov.uk for further information on how to book a place on this course.

Service Managers

Duration:

6 Days

Who's it for?

This course is aimed at people who have recently become or about to become Service Managers.

A knowledge of Agile and the digital services lifecycle is a prerequisite.

Course Aims and Objectives:

The aim of this course is to give Service Managers the basic knowledge, network of colleagues and confidence to take the lead in transforming digital services.

By the end of the course you will be able to:

- Identify user needs from a range of research sources
- Explain the user-centred design and development of a digital service
- Demonstrate a practical understanding of agile working

Evaluate what your team needs to do to build a quality service and pass a Digital Service Standard assessment

Modules:

- Why are we here
- Design principles
- User research
- Thinking agile
- Being agile
- Meeting the service standard
- Technology for digital services
- Supporting people to use your digital service
- Design and agile
- Data-driven services
- Governance
- Procurement and spend control
- Government as a platform
- Building the team
- Experience share
- Digital Leadership

How to apply:

Contact digital.academy@dwp.gsi.gov.uk for further information on how to book a place on this course.



Our Locations

Leeds

Address:

Leeds One
Leeds City Office Park
Number One
City Office Park
Great Wilson Street
Leeds
LS11 5BD



Travel:

The office is a 10 minute walk from Leeds Train station. Come out of the main entrance of the train station onto New Station Street before taking the steps down to Bishopgate Street and turning right.

Cross the canal and there will be a big Asda building on the left hand side. Turn left in front of the Asda building and the office is directly opposite, over the main road.

Parking; there is very limited parking on site. Arrangements need to be made in advance if a parking space is essential.

Facilities:

Check in with security and they will give you a visitor pass.

Our kitchen has an honesty box for tea and coffee. There is a fridge and microwave for your convenience. There is also a Costa Coffee on site.

We are located next to Crown Point Retail Park which has a variety of shops including Boots & Subway.

Contact:

Richard Gunson	Richard.gunson@dpw.gsi.gov.uk	07973544965
Graham Day	graham.day@dpw.gsi.gov.uk	

Stockport

Address:

5th Floor
Wellesley House
30 Wellington Road North
Stockport
SK4 1LS



Travel:

Walking from the train station; we are a 15 minute walk. Walk down Station Rd until you reach the McDonalds on the main road. Turn left onto Wellington Road and walk for 0.4 mile. You will pass over the motorway and we are located immediately afterwards on the right hand side
Bus; serviced by 22 and F22

Facilities:

Check in with Security and they will give you a visitor pass with the 'entry code' for the Academy rooms.
We are on the 5th floor.

Our kitchen has an honesty box for tea and coffee. There is also a fridge and microwave for your convenience.

There are small shops if you head back towards the train station

Contact:

Phil Broadhurst	phil.broadhurst1@dwp.gsi.gov.uk	07787152162
Dean Rhodes	dean.rhodes@dwp.gsi.gov.uk	07917722806

Fulham

Address:

Waterford House
1-7 Waterford Road
London
SW6 1DL

Travel:

We are across the road from **Fulham Broadway**
Underground Station (Wimbledon branch of the District Line).
Check www.tfl.gov.uk for times and routes.

Typical journey times:



To get to Kings Cross, take the District Line to Victoria and change onto the Victoria line to Kings Cross - takes a minimum of 30 minutes
Fulham Broadway to St James Park (Caxton House) takes 20 minutes on the District Line
Fulham Broadway to Covent Garden – District Line to Earls Court then Piccadilly Line to Covent Garden: 25 minutes
Several bus routes service this area 11, 14, 28, 211, 295, 391, 414, 424 – details on the website.

Driving is discouraged, however there is limited parking available for extenuating circumstances. Please send requests to the local office manager – Paul.Burgess@dwp.gsi.gov.uk

Facilities:

The main public entrance is available from 8.30am and is clearly signposted. Please bring your work pass with you and report to a security guard as a Digital Academy visitor on arrival.
Our kitchen has an honesty box for tea and coffee. There is also a fridge for your convenience.

Fulham Jobcentre is surrounded by shops, eateries and other amenities that include all of the regular high street establishments.

Contact:

Beverley Smith

beverley.smith@dwp.gsi.gov.uk

07833 294857

Newcastle

Address:

Benton Park Road,
Longbenton,
Newcastle-upon-Tyne,
NE98 1YX
(Use NE7 7NF
for Sat Nav)

Travel:

Nearest mainline station:
Newcastle Central



Benton Park View is based in Longbenton, which is to the north of the city and is a short walk from Longbenton And Four Lane Ends Metro stations.



Metro transport: Travel from Central Metro Station to Longbenton Metro station via the yellow route. The Metro will state that It's for St James via the coast

On arrival at Longbenton Metro, cross the bridge and turn left out of the station, following the road round. You should be able to see Benton Park when you get to the end of the street. Cross the road and report to the security guard, who will escort you to reception, where you will be required to sign in and wait to be collected by your contact.

Metro timetables and a journey planner can be found at [Nexus](#)

A typical journey from Central Metro Station to Longbenton Metro station takes approx 21 mins (not including waiting time).

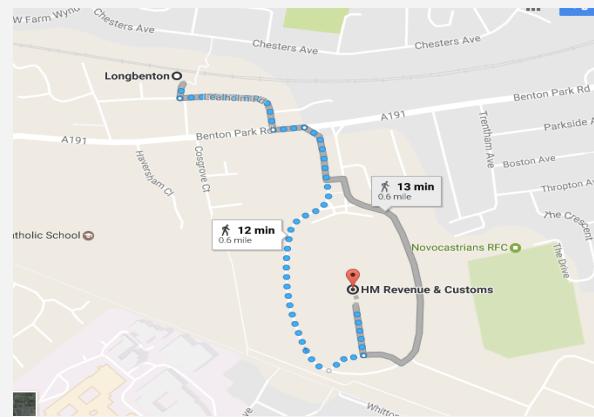
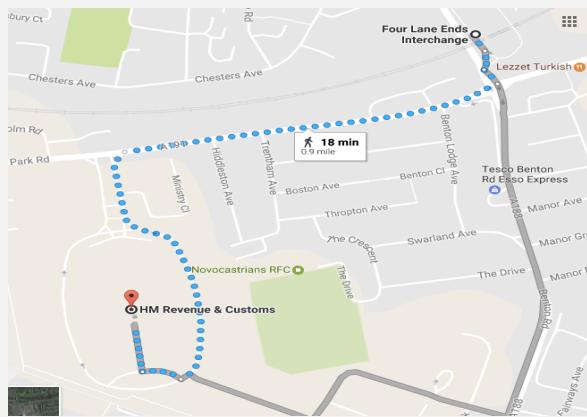
Buses: There are a number of buses from Newcastle town centre to Four Lane Ends metro/bus interchange. You can find more information in the travel information centre at Haymarket Bus Station, or there is an online journey planner that will help you [Traveline North East](#)

Driving: The postcode for sat nav is NE7 7NF

Parking: Visitor parking is available on request but is very limited because it's for the whole site. Parking is available at Four Lane Ends Metro station and costs £1 per day, but the car park gets full by mid-morning. Parking in the nearby residential areas is for permit holders only.

Once parked and you've paid and displayed, leave Four Lane End Interchange and cross the road, heading right before Four Lane End shops and heading down Benton Park Road. You should be able to quickly see the site from the road.

Maps from Longbenton and Four Lane Ends metro to Benton Park View.



Onsite Facilities

There are two canteens, which are available to purchase cooked food, sandwiches and drink. It is open for breakfast and lunch

There is a cashpoint near the Amble Inn Restaurant, located at the centre of the site

There are also a number of vending machines and a shop located in the academy building.

The academy rooms are located in BP0952, on the ground floor. There are two large classrooms and two smaller rooms.

Our kitchen area has an honesty box system with a selection of tea & coffee available. There is also a fridge and microwave. You are expected to do your own washing up.

There are tables located in the atria, which can be used to eat lunch or meet colleagues and BP9052 has some quiet breakout/ study areas.

There are a number ladies and gents toilets located in the centre of the building near the exits and at the end of the building, on each floor.

Corporate Wifi is available in our building.

Fire/Bomb Tests: The alarm is tested weekly and prior to the test, staff are notified via the tannoy system that a test is to be performed. All fire exits are clearly signposted and a copy of the fire safety information is available in BP0952, where the academy rooms are based.

Nearby Facilities

Four Lane Ends high street is nearby, where you can find a range of facilities including a range of shops, a petrol station and two banks.

There is also a sandwich shop and newsagents at Four Lane Ends Bus/Metro Interchange

Contacts

Becky Leggett – Delivery Manager: 07920 845656,
becky.leggett@dwp.gsi.gov.uk

Elaine McKenna – Delivery Manager: 07881 855307,
Elaine.mckenna@dwp.gsi.gov.uk

‘Due to the Academy’s growing range of products, reaching an increased audience, there has been greater adoption of Agile methodologies, resulting in governance process changes, which in turn facilitates more digital projects getting into production faster.

The real impact is quicker and easier service for citizens’

Civil Service Awards 2015



Information Pack

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