

EMR Delivery Body (DB) New Portal User Group

Proposed Role & Purpose Moving Forward

July 2024

Original scope of the EMR DB New Portal User Group

What we said

Requirement Validation

- Taking the opportunity to corroborate portal feature requirements.

Familiarisation sessions

- A commitment to reviewing developed functionality using an interactive demonstration.

Promote the testing of functionality

- An opportunity to navigate and familiarise yourselves with the New Portal system in preparation for the full operational release.

What we did

- We have collaborated on over 50 different features of the New Portal.

- So far, we have held 17 User Group Sessions covering playback of feature requirements and demonstrations.

- The Customer Familiarisation Window (CFW) ran over 5 weeks across 5 test cycles to gain assurance prior to operational go-live.

Our proposal is to continue working with the user group in partnership

Your feedback was used in setting requirements and developing the New Portal for Day 1.

Opportunity to participate in the Customer Familiarisation Window which allowed further feedback and suggestions for improvement.

We would now like to continue the partnership and work with you to shape the enhancements for Day 2 and beyond.

Your valuable feedback and insights will play a crucial role in shaping the future of our services and ensuring that we meet your needs effectively.



Playback sessions will summarise proposed Enhancements and what we intend to deliver in the next available development phase.



Your feedback will be incorporated where possible in setting requirements and prioritisation of proposed enhancements*.



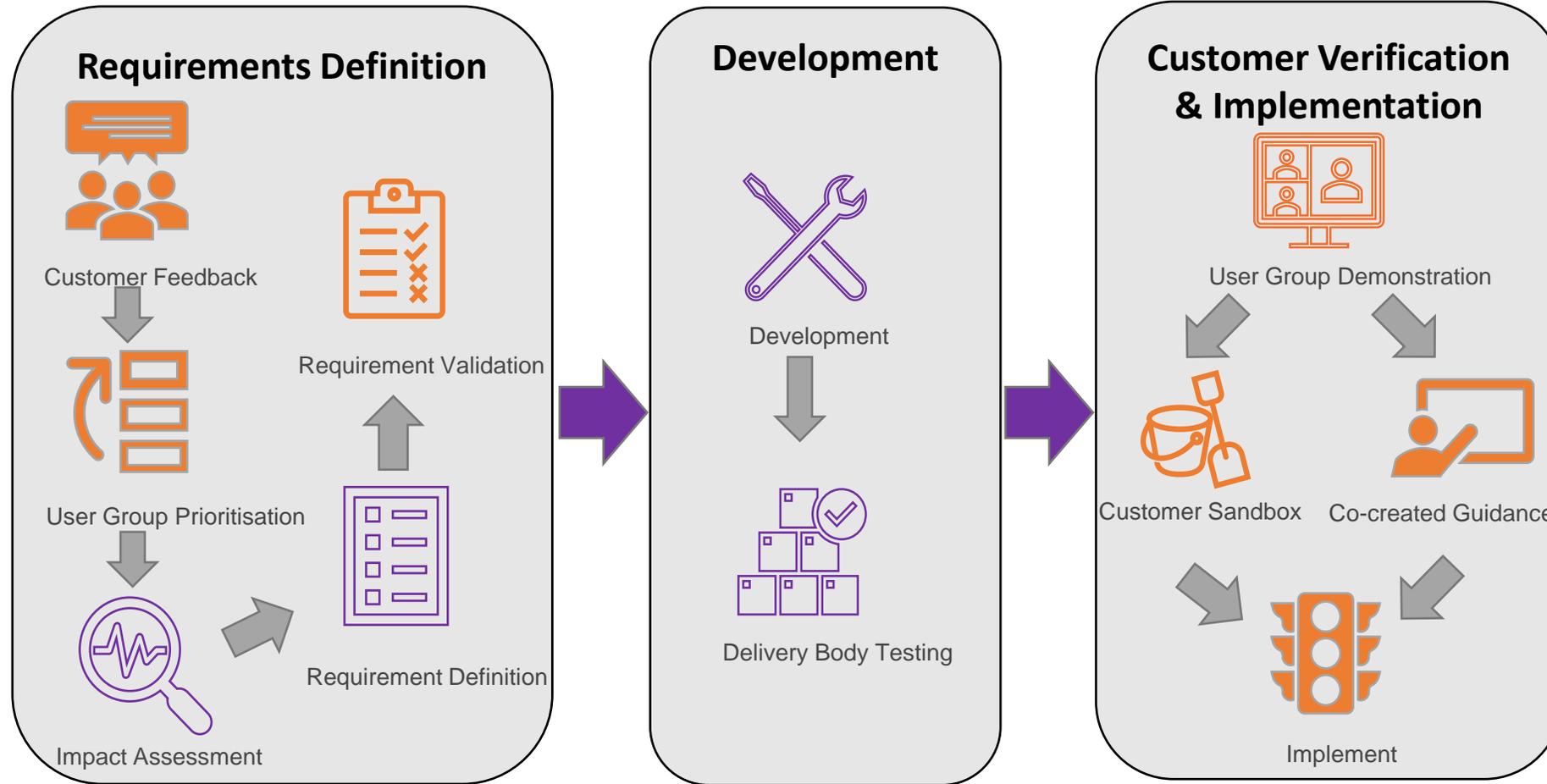
System demonstrations post-development will present system functionality.
Exploring opportunities to enable sandbox environment (where appropriate)



Help deliver and facilitate a transparent and collaborative partnership to improve customers' experience with New Portal.

*Consideration of wider improvements and implementation of regulatory CM rule changes.

Expected approach to EMR DB Portal continuous improvement



Customer Feedback - We will categorise feedback already received and from customer query analysis post go-live, as well as **regular checkpoints** to take direct feedback from customers at key business process steps in the operational plan.

User Group Prioritisation – review of enhancements and features with the User Group to help determine a priority of delivery.

Requirement Validation - validate the requirements with user group to ensure we are on the right path.

User Group Demonstration – share early visibility and demonstrations of new functionality.

Customer Sandbox – where appropriate, provide opportunity to test new functionality and provide feedback.

Co-created Guidance – provide the chance to provide insight and feedback on customer guidance.

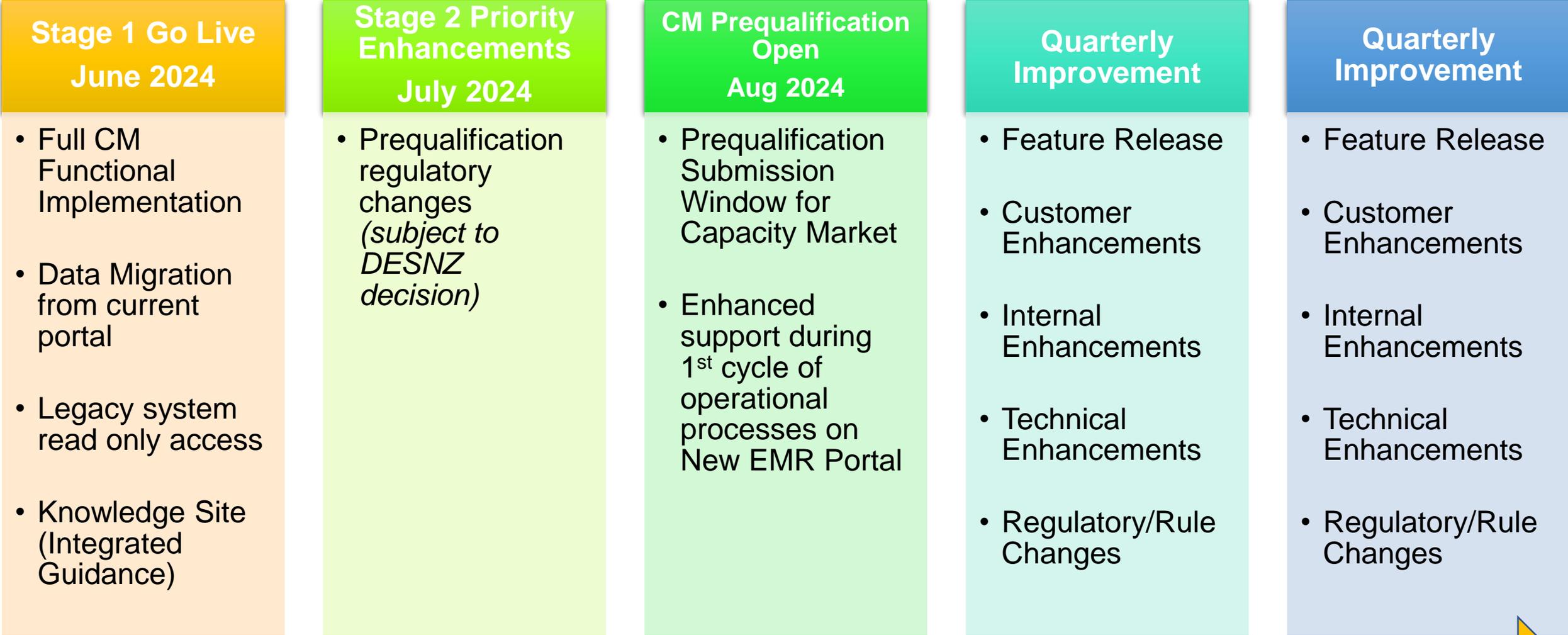
Implement – use delivered enhancements in Portal

Orange icon represents an activity we will working together on with yourselves.

Purple icon represents a DB activity.

Indicative Timeline

Continuous improvements are expected to be released every quarter



Regular Customer Feedback Check Points

Enhancement Prioritisation

A prioritisation technique to reach a common understanding on the importance of delivery for each enhancement.

