Lifecycle of services - for BETA (Work in progress)

	ONBOARDING	ADD a NEW service	EDIT or REMOVE an Existing service	*PARTNER removed from SEP*
Within the partner organisation	decide who will be dealing with the content, and admin side of the CMS - what level of access	internal discussion about the new service (off - CMS)		
Within SEP	get style guide for SEP content - shared terms and definitions - tags available for services get added to regular partner meetings to discuss SEP services	discussion with the SEP team (off - CMS) - training needs, KB needs, tags needed		
In the CMS	get accounts to the CMS with required access level depending on roles workqueues are configurated in a dropdown for the partner to select from	add new service content following style guide, tag appropriately, add task/image/ctaa add content owner details approved or flagged for problem to be resolved, EFRS notified, KB is ready can preview the service (maybe not in situ until post Beta though) CMS users can see new content - was added	edit or remove a service from own organisation approved or flagged for problem to be resolved for edit: new expiry date is set (not more than 6 months in the future) inform EFRS of the change and updated KB if needed can preview the service (maybe not in situ until post Beta though) CMS users who have registered an interested ger notified (internal users)	accounts are closed service content is removed
Tech work	logs or other elements specific to the partnerd have been provided and set in the CMS if on our CRM, routing to specific queues discussed and configurated if not on our CRM, API work done so we can route to their required queues in their CRM API	appropriate routing to partner done and tested	potential change of routing made and tested	content could be exported or extracted if needed by the partner?
live website		new service is live	change is live or content is removed from live website	service no longer on live website

KEY

- steps for beta
- steps which might not be ready for beta
- not sure how this will be handled

Work in Progress Discussed with partners (09/09/19)