

This is a work in progress, a date to discuss further with all the stakeholders involved in this process. 2019/20

THE JOURNEY OF A NEW PARTNER ON SEP

KEY

- process in place already or soon
- Accessibility
- more thinking needed



Within the partner organisation

decide who will be dealing with the request, and advise date of the CMS - what level of details, who will request and make tech contacts

decide what services they want to add to SEP

internal discussion about the new service (off - CMS)

Within SEP

Review SEP ways of working, who gets to SEP content, department responsibilities, who is responsible for the reporting needs from the SEP team

decide the services they want to bring into content and what information is already in place for what they want to bring in

get added to regular partner meetings to discuss SEP services, add to mailing lists and other partner contacts

sign agreement (GDPR / SLA)

discuss with the SEP team (if needed) about the service content

provide KB article for the new service

inform all partners

In the CMS

get accounts to the CMS with required access level depending on roles

workqueues are configured in a dropdown for the partner to select from

add new service content following sign guide, add start date, add content owner details

approved or flagged for problem to be resolved, EDCS notified, KB is ready

edit or remove a service from own organisation

approved or flagged for problem to be resolved, EDCS notified, KB is ready

accounts are closed

service content is removed, unless it was a shared service in that case, only the logic is removed

Tech work

Explain the SEP requirements to the partner and make sure they have the technical understanding to be able to support this, maybe the work needed

sign or other information specific to the partner have been provided and set up in the CMS (or maybe just provided to them)

if not on our CMS, get work done to get on CMS - if not on our CMS, get work done to get on CMS - if not on our CMS, get work done to get on CMS

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appropriate routing to partner done and tested (may be not needed if done during onboarding)

potential change of routing made and tested (might not be needed as workqueues would have been created during onboarding)

service content could be exported or extracted if needed by the partner?

Other systems

Review SEP, get reporting needs, other systems that use our data, get communication to partners

Create accounts to other systems (SP, and more)

all accounts and access are closed

partner services 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

partner services no longer on live website