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| **#** | **User Story** | **Areas of Interest / Discussion** |
| **Preparation setup for the Demo** | | |
|  | **NOTE:** A work coach is a DWP member of staff trained to meet with claimants and provide assistance and guidance in their search for work (or additional work). These members of staff will all have hours that they are available to meet claimants. They are generally situated within Job Centres |  |
|  | Create 2 Job Centres |  |
|  | Create 5 Appointment types | Allocate to JCs |
|  | Create a minimum of 15 members of staff in one of the Job Centres, associate availability with each of the members of staff |  |
| **Setup** | | |
| 1 | Demonstrate how a new Job Centre / Location is setup | * Usability – This will not be replaced by UCFS * Attributes that can be captured |
| 2 | Demonstrate how a room is defined within a location | * Usability – This will not be replaced by UCFS * Attributes that can be captured |
| 3 | Demonstrate how a new member of staff is setup | * Usability – This will not be replaced by UCFS * Attributes that can be captured |
| 4 | Demonstrate how a member of staffs working pattern (i.e. 2-week pattern that is repeated for 6 months) can be setup  Include in the demonstration how time can be blocked for ad hoc meetings / Lunch Breaks etc | * Usability – This will not be replaced by UCFS * Attributes that can be captured |
| 5 | Demonstrate how a member of staff is linked to the appointments that they are trained to handle. (NOTE: work coaches are not necessarily trained to handle every single appointment type) | * Usability – This will not be replaced by UCFS |
| 6 | Demonstrate how to create an appointment that allows multiple DWP members of staff AND multiple claimants to be added to | * Usability – This will not be replaced by UCFS * Attributes that can be captured |
| **Create Bookings – For this set of demonstrations please use the Job Centre with 15 Work Coaches already setup** | | |
| 7 | Demonstrate booking an appointment. The claimant is new and hence not registered in the appointment booking system.  For this appointment, no work coach has been assigned as this is a new claimant so availability of all work coaches should be looked at. | * Calendar Optimisation – Can the product be tailored to offer suggest work coaches based on availability, most open calendars, prevent calendar fragmentation * What is the minimum information that can be stored about the new claimant to allow a booking to be made |
| 8 | Demonstrate how an existing work coach can create a booking for an existing claimant | * Ability to find an existing claimant |
| 9 | Demonstrate how multiple work coaches and claimants can be added to a group training event.  DWP run training events, e.g. CV writing, where multiple claimants will be invited to attend a single session |  |
| **Further areas of interest and conversation** | | |
| 10 | Prioritisation – DWP have a requirement to “reserve” time for one or more appointment types. This is a requirement to be able to reserve time at a Job Centre level and also for specific individual work coaches  Demonstrate or discuss how this can be achieved | Example:  Monday Morning in Job Centre 1 will only accept 1 appointment Type. This occurs every Monday morning for the next 3 months |
| 11 | Discuss how your product scales to handle DWP volumes. Areas of interest include how your product performs when searching 80 work coach calendars for availability. These calendars are fragmented due to the variation in appointment types and length |  |
| 12 | Discuss how your product can handle a work coach that works across more than one Job Centre |  |