## Introduction to RDS toolkit development process

This document outlines the six key stages in development of new RDS toolkits.

It highlights for new toolkit requesters and RDS leads the main activities that will take place at each stage, and the input required from them to ensure that the process goes smoothly and delivers the toolkit on time.

The main aim is to assure you that this is a collaborative process, and that support is available every step of the way.

This document can be used in conjunction with the toolkit request process checklist.
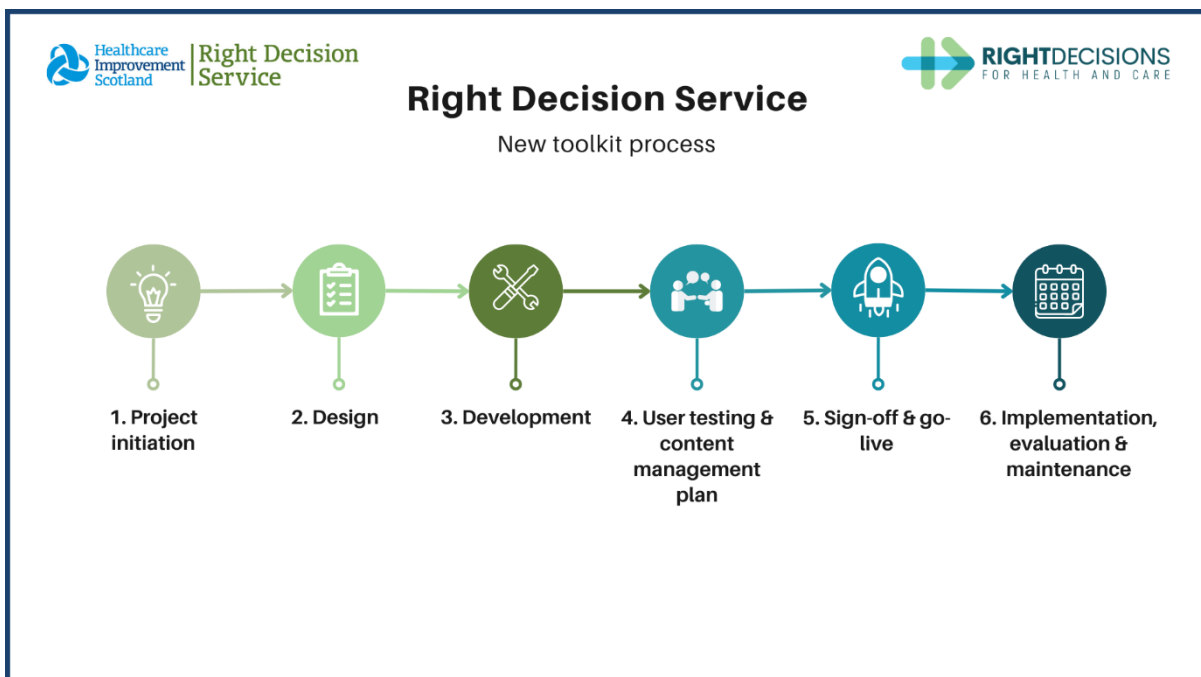
What can I expect at each stage?

Stage 1: Project initiation

There may be a preliminary meeting with a lead from the RDS team to discuss your project aims and requirements and confirm that the Right Decision Service is the right platform to meet your needs.

Once this is confirmed, you will be asked to complete the Part 1 new toolkit request form to formally initiate the process. A key element of this form involves you as requester confirming that an organisational governance group has approved creation of the RDS toolkit.

Once your request form 1 is approved by the RDS team, a project lead will be assigned to your project. They will meet with you to:

- Walk you through the toolkit development process, governance requirements and timelines.
- Confirm who will be involved in the project on your service's side.
- Check that you have up to date, approved content for inclusion in your toolkit.

- Build a shared understanding of your role and responsibilities in the project and those of the RDS team.

Stage 2: Design

The RDS project lead may check in with you around options for the toolkit structure. A prompt response from yourself and your colleagues will be appreciated to ensure that the project stays on-track.

Stage 3: Development

The RDS project lead will:

- Upload content to the toolkit structure. This will often be done in stages with requests for feedback at each stage. Again, a timely response will be appreciated.
- Support you in putting together a simple risk register to note how any risks associated with the toolkit are being mitigated.

Stage 4: User testing and content management plan

This stage is the focus for **content governance**. The RDS project lead will:

- Ask you/your team to address any gaps in information about publication and review dates and reviewer responsibilities for content being uploaded to the toolkit. This information needs to be in place before the toolkit can be approved for publication.
- Work with you to complete toolkit request form part 2, which outlines your content management processes to ensure that content is reviewed and kept up to date in a timely manner.
- Support you to ensure that copyright permission is obtained for any external content copied into your toolkit.

The RDS project lead will also support you to coordinate user testing to gather feedback on what works well with the toolkit, and areas that need to be improved. The RDS project lead will make the toolkit live with password protection for a maximum of three weeks for this purpose. It is important that feedback is gathered within this timescale.

Stage 5: Sign-off and go-live

The RDS project lead will support you in completing the final toolkit request form – part 3. This is the quality assurance checklist which confirms that your toolkit meets all key criteria for quality and safety.

At this stage, you will also be asked to confirm that an organisational governance group has approved the toolkit going live on the RDS.

Stage 6: Implementation, evaluation and maintenance

The RDS project lead will:

- Provide nominated members of your team with training so that they can carry out basic maintenance and updating of the toolkit.
- Discuss your plans for communication and embedding use of the app in practice.
- Provide evaluation and feedback questionnaires to gather information on impact and usability of the toolkit at 6 months and 12 months post-launch. You can adapt these questionnaires to your needs.