

Technology Best Practice Guidelines



We want to fund digital products that have maximum reach in order to help the Trust achieve its primary objective of achieving scale. This objective has a knock-on effect on the technical considerations that we expect the projects we fund to bear in mind.

1. **User interface (UI) and User experience (UX):** Ensure that the UI and UX design is best practice. Accommodate responsive and mobile design at a deep level. Consider accessibility issues: W3C accessibility standards should apply (and in most cases will improve the UX for everyone). Not everyone has an email address, or 4G or 20 mb/s download, so consider how your product / service works on older machines/ phones or for those who have been digitally excluded. What combination of browsers and Operating Systems do you support?
2. **Managing costs:** Ensure you account for extra or hidden costs when budgeting and pricing. Consider licensing implications and IPR as well as service delivery costs such as bandwidth. More examples of costs: Variable costs: bandwidth, hosting servers (cloud-based service), updates and upgrades. Fixed costs: domain name, SSL certificates, monitoring software, upgrade of the Operating Systems and key software underpinning services database etc.
3. **Scale architecture:** If your product or service is going to scale, you need to ensure that the service components are capable of scaling up and down as demand grows. Services built from component parts are generally cheaper to maintain, replace and support. Consider which other systems your product or service may need to be interoperable with – e.g, an LMS or a commercial invoicing system.
4. **Security risk and reputation:** Unless your service is taking money or capturing sensitive data, the largest risks are having your user data stolen and having your product or service stolen and used by others. Carefully consider any security risks and have robust plans in place to mitigate risk. Make sure you have robust testing plans: Pen testing, load testing, functional testing.