

## **DSf2 remotely-located developers**

The Government Service Design Manual describes a [working environment](#) where delivery teams are multidisciplinary, meet regularly, and often work close together.

When working on the design, development and operation of a service it's essential that the team is able to be in constant contact with one another to make rapid decisions, provide support and information, and to ensure everyone's aware of the project as a whole.

This may vary from phase to phase, e.g. discovery and alpha project phases are often very fast paced and require an especially close knit team. Using remotely-located developers during these early project phases may be more challenging than compared with when building out a better understood system, from beta phase onwards.

The decision whether to use remotely-located developers from a supplier should be at the discretion of the customer. Careful consideration should be given to the overhead that may be required in terms of time spent communicating and the high level of communication skills required of the team as a whole.

It's recommended that the customer's current / proposed delivery manager should have previous experience of successfully managing a team of developers who are a mixture of co-located and remote. The delivery manager will be responsible for removing any blockers that may affect the work of the remote developers.

Remotely-located developers should:

- ideally be available for some face to face time, e.g. for a project kick-off / inception meeting
- only augment a team of developers from the same supplier, who are co-located with the customer
- have access to an asynchronous messaging tool
- attend via virtual means all regular meetings, e.g. standups, 'show and tell' sessions and retrospectives
- be employed by the supplier on either permanent or fixed-term contract, not a subcontractor
- have appropriate access to project environments, e.g. if the customer's security requirements can accommodate remote working