# Open Government Partnership New Zealand
# National Action Plan 2018-2021

**Progress report to:** January 2021 – March 2021

## Commitment 6: Service Design

**Lead agency:** Department of Internal Affairs

**Objective:** To develop an assessment model to support implementation of the all-of government Digital Service Design Standard (the Standard) by public sector agencies: https://www.digital.govt.nz/standards-and-guidance/digital-service-design-standard/

The Standard provides the design thinking to support the objective of New Zealanders being able to work collaboratively with government to shape the design of public services. Collaboratively designed services will be more trusted, accessible, integrated and inclusive. The assessment model provides the basis to assess and measure agencies' performance against the Standard and it supports a mind-set and culture change, both at an individual agency maturity level and in terms of systemwide change.

**Ambition:** People experience more responsive, open, citizen-centric and user focused service delivery.

**OGP values:** Public Participation, Technology and Innovation

| | Milestones | Progress |
|---|---|---|
| 1 | Identify suitable assessment models for supporting agency uptake of the standard, including options for assessment and measurement of performance against the standard.<br><br>Start/End dates: August 2018-March 2019 | 🙂 |
| 2 | Publication of preferred assessment model for implementation.<br>Start/End dates: April 2019 - June 2021 | 🙂 |
| 2A | Piloting of assessment models with agencies through iterative refinements to reach a preferred and suitable framework.<br>Start/End dates: January 2020 – December 2021 | 🙂 |
| 3 | Public engagement on a refresh and review of the Digital Service Design Standard.<br>Start/End dates: No longer applicable | *N/A |

😐 **some delays**          🙂 **underway**          😃 **completed**

## WHAT WE HAVE BEEN DOING

- From February, the work focused on aligning the Digital Service Design Standard (DSDS) with the work in the Digital Public Service Branch (the Branch) of the Department of Internal Affairs (DIA). This is because the work of the Branch mirrors the principles of the DSDS and needs to be better aligned to deliver to it.

**Service design**

- The Integrated Services programme lead[1] and the DIA team which delivers SmartStart, both agree that there is a tight connection between the DSDS and their work to deliver human centred, integrated services. If additional funding is granted in Budget 2021 for the extension of SmartStart to include services for children aged 0-6, the DSDS can be used to guide the service design process. This is an opportunity to iterate the DSDS to make it implementable, building on feedback from piloting agencies.

**Data and insights**

- Data and insights are essential to benchmark system maturity, show weak areas for targeting (e.g. building skills), and to create public measures for accountability and transparency. Work is evolving with the Business Intelligence team in the Branch to review existing data on government services and service delivery, as well as government's capacity and capability to assess, monitor and report on progress. This focus reflects the work of the Branch as well as the principles of the DSDS and enables an evidence-based approach to system interventions highlighted by future use of the standard.

**Equitable access to services**

- The DSDS is recognised as the only place where equitable access to services is called out as a requirement for government information and services. The Citizens Advice Bureau values this (other community organisations working to support people to access services may or may not be aware of it). The Branch's Digital Inclusion work programme is scoping the work needed to ensure people who need it have non-digital access to government services and entitlements, which involves whole channel service design.

**Feedback from COVID 19 tracer app team**

- The team in the Ministry of Health which developed and now maintains the COVID-19 Tracer app sees the potential in the DSDS. The team created a tailored version of the DSDS that suited their needs while building the app, which focused on digital architecture. Again, the team's feedback that the current DSDS isn't implementable, because it is too high level and overly 'wordy', is consistent with other feedback received.
- The team notes that the UK Government's NHS Service Standard[2] is much easier to understand and use. They also highlight NZGOAL-SE[3] as an example of a standard that is easy to implement, that the DSDS could emulate.

**Future direction and work**

- What the assessment model for the DSDS will look like is not yet clear. Government agency feedback is that the Standard, as it is currently written, is too high level and vague to be implemented. This means that an assessment model cannot be created, as the standard that needs further work in order to be usable.
- The principles and aim of the DSDS continue to be recognised as valuable. Feedback from agencies and organisations who are aware of the DSDS's objectives is that they are supportive of it. They see its potential value in being a lever for the building and running of government information and services that people can easily find, understand and use, that are both trusted and worthy of people's trust.
- Decisions about the future of the DSDS will be made in June and the final report on this commitment will provide a roadmap which will reflect that outcome.

## HOW WE ARE KEEPING DIVERSE COMMUNITIES INFORMED

- Participating agencies have involved staff whose roles include accessibility needs and/or cultural sensitivity as and when appropriate.
- Blogging on digital.govt.nz e.g. progress on development of an assessment model.
- Blogging on New Zealand Government Web Community channel on Yammer.

## WHAT'S NEXT?

- Sharing options for refreshing the DSDS and potential assessment models with decision makers in the Digital Public Service branch to inform next steps. The options are based on feedback from the consultation and the pilots done by government agencies.
- Creating an engagement plan to ensure stakeholders and the public can find out about the work and participate in decision making where possible.

## LINKS – EVIDENCE OF PROGRESS AND MILESTONES ACHIEVED

- Digital.govt.nz blog: The Digital Service Design Standard - Assessment Framework recommendations: https://www.digital.govt.nz/blog/the-digital-service-design-standard-assessment-framework-recommendations/

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[1] https://www.digital.govt.nz/showcase/integrated-services-service-innovation-working-group/
[2] https://service-manual.nhs.uk/service-standard
[3] https://www.data.govt.nz/toolkit/policies/nzgoal/nzgoal-se/