Open Government Partnership New Zealand

National Action Plan 2018-2020

Progress report to: January 2020 – June 2020

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. Start/End dates: August 2018-March 2019	😃
2	Publication of preferred assessment model for implementation. Start/End dates: April 2019 - June 2020	🙂
3	Public engagement on a refresh and review of the Digital Service Design Standard. Start/End dates: December 2019 – June 2020	*N/A

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

WHAT WE HAVE BEEN DOING

- **Designing and trialling**
  Following the discovery phase of potential assessment model options, it was found that closer engagement with agencies was necessary to gain buy-in and deliver a solution that

is fit-for-purpose. As a result, the milestone 2A has been established to pilot different approaches to assessment with different agencies, ensuring their feedback on the process informs future decisions. The pilot has been impacted by Covid-19 disruptions to agency priorities, however is progressing.

- The two agencies able to continue participation through the Covid-19 pandemic scenarios are conducting assessments utilising the two identified assessment models: one 'as is' and one in which the participating agency identified 'S.M.A.R.T' criteria and a maturity model. Progress through the disruption of Covid has been slow but steady and their submissions are expected no later than end of July 2020, thus concluding the first iteration of design.

- **Engagement activities**
  Zoom video kick-off meetings were conducted with both teams along with periodic check-ins to gauge both the teams' ability to continue participation through the pandemic period as well as progress. Initial targets were relaxed to accommodate team members emotional, mental and physical challenges during the period.

HOW WE ARE INCLUDING DIVERSE VOICES

- Participating agencies have involved staff whose roles include accessibility needs and/or cultural sensitivity as and when appropriate.

HOW WE ARE KEEPING DIVERSE COMMUNITIES INFORMED

- 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?

- Gathering the feedback for analysis of this first iteration to produce insights and recommendations for the next iteration going forward both towards a single assessment model to roll out across agencies and to inform a future review of the principles themselves.

- Future iterations are aimed at including agencies of differing staff size and maturity both in the aim to reach a suitable model that works across all agencies, regardless of size and maturity and in the aim of robust trial and data to inform the final model.

- Update on Milestone 3: Other insights gathered from our agency engagement reinforces our decision not to engage publicly on a refresh of the Standard as more work is needed to embed it into product and service development in the first instance. A refresh of the Standard will be considered in due course.

LINKS – EVIDENCE OF PROGRESS AND MILESTONES ACHIEVED

- A blog update to be published on Digital.govt.nz as assessments of the models are completed and submitted, analysis conducted and recommendations able to be proffered.

UPDATED MILESTONES FROM JULY 2020

- A blog update to be published on Digital.govt.nz as assessments of the models are completed and submitted, analysis conducted and recommendations able to be proffered.

	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. Start/End dates: August 2018-March 2019	😃
2	Publication of preferred assessment model for implementation. Start/End dates: April 2019 - June 2021	🙂
2A	Piloting of assessment models with agencies through iterative refinements to reach a preferred and suitable framework. Start/End dates: January 2020 – December 2021	🙂
3	Public engagement on a refresh and review of the Digital Service Design Standard. Start/End dates: No longer applicable	*N/A