Open Government Partnership New Zealand

National Action Plan 2018-2020

Progress report to: June 2019

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: 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 2019 Note: The workshops and other engagement activities have informed the scope and focus of the implementation plan.	🙂
3	Public engagement on a refresh and review of the Digital Service Design Standard. * Start/End dates: December 2019 – June 2020 • See What's next for more information	🙂

Progress key: 😐 some delays   🙂 underway   😃 completed

WHAT WE HAVE BEEN DOING

- **Research and analysis** Interviews with international jurisdictions to share learnings and insights that will inform the framing of engagement during workshops and online engagement discussions.

- **Engagement activities** A light-touch online engagement process was undertaken to reintroduce the topic and provide direction for deep-dives during workshops.

    o **Workshops** were advertised through a list provided by DIA's relationship managers, the Digital.govt.nz Discussion space, the NZ GovTech meetup, the NZ GovTech Slack, and various social media.

        - 6 public sector workshops were run during May 2019 in Wellington, Auckland, and an online video conference session.

        - Approximately 65 people came to the public sector workshops.

        - A private sector workshop attended by 11 people was run at a NZ GovTech Meetup on 14 May.

        - The workshops covered an overview of the Standard, led discussions awareness of the Standard, how agencies used it, the value of the Standard, and how it should be reported and assessed. The workshops also elicited feedback on each of the principles.

    o **Surveys** Participants were asked to fill in a survey that covered a range of topics from the workshop, including use and awareness of the Standard within agencies, the value of the Standard, and how the Standard should be reported and assessed.

HOW ARE WE INCLUDING DIVERSE VOICES

- Discussion around the assessment model is being done with a focus on inclusive design; ensuring people with disabilities can access digital services. We're currently looking to link the assessment done for the NZ Government Web Accessibility Standards and the Accessibility Charter with the Digital Service Design Standard.

- The standard has been designed in collaboration with Māori who are involved in service design, both in and outside of government.

HOW WE ARE KEEPING DIVERSE COMMUNITIES INFORMED

- Blogging on Digital.govt.nz e.g. Purpose of the Standard, Progress on development of an assessment model.

WHAT'S NEXT?

- The Government Chief Digital Officer (GCDO) will publish the full report soon on Digital.govt.nz, which will provide more details and the background behind these recommendations.

- The Digital Service Design Standard section on Digital.govt.nz will be re-organised and expanded to reflect the recommended changes.

- Based on the recommendations from the workshops and other engagement, the GCDO's Office will begin work on an assessment and reporting framework to help ensure the benefits of digital transformation will be experienced by everyone.

- For milestone 3 on public engagement for a refresh and review of the Digital Service Design Standard, more work is needed to create an Assessment and Reporting Framework based on recommendations from workshops and surveys conducted in April-June this year. We expect to gain more insight for improving the Digital Service Design Standard as we go through the framework creation and implementation process and want to reflect this iteratively.

LINKS – EVIDENCE OF PROGRESS AND MILESTONES ACHIEVED

- Loomio online discussion forum: https://discuss.digital.govt.nz/g/fzbqiPmy/digital-service-design-standard-assessment-support-model

- Digital.govt.nz blog post titled, "The Digital Service Design Standard - Assessment Framework recommendations" by Dave Moskovitz of Think Tank Consulting who facilitated the workshops.