

Open Government Partnership New Zealand National Action Plan 2018-2020

Progress report to: October 2019 – December 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	

Progress key:



some delays



underway



completed

WHAT WE HAVE BEEN DOING

- **Research and planning**

Assessment models from across governments have been identified and reviewed with two models selected for our approach: one consisting of the principles as is and one with participants co-designing criteria.

- **Engagement activities**

Engaging with agency leadership teams to keep them informed of progress and commencing recruiting agency volunteer participants for the assessment pilot.

HOW WE ARE INCLUDING DIVERSE VOICES

- During co-design of the assessment criteria we will be discussing how and where the NZ Government Web Accessibility Standards, as well as the Accessibility Charter, inform the criteria.
- We are inviting ministries representing minority peoples to participate in the assessment pilot as well as welcoming any individuals from agencies whose roles includes accessibility needs or cultural sensitivity.

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?

- Finalising participating agencies by the end of February 2020 with the hope that we secure six agencies so that we may have a small, medium and large agency assess each of the two models.
- Piloting the models with agencies and gathering their feedback for analysis to product insights and recommendations going forward both towards a single assessment model to roll out across agencies and to inform the next iteration of the principles themselves.

LINKS – EVIDENCE OF PROGRESS AND MILESTONES ACHIEVED

- Report published on Digital.govt.nz: <https://www.digital.govt.nz/standards-and-guidance/digital-service-design-standard/digital-service-design-standard-recommendations-for-assessment-and-reporting-models/>