

Open Government Partnership New Zealand National Action Plan 2018-2020

Progress report to: January 2019 – April 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: <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 2019	
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 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 has begun which will be used to reintroduce the topic and provide direction for deep-dives during workshops. Face-to-face workshops have been scheduled and will take place during May.

HOW WE ARE 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?

- Workshops with a wide range of people will be held during May to understand requirements and support mechanisms that will drive uptake of the standard.
- Further explanation of Milestone 3 is required to clarify that the engagement will focus on the assessment model. It is anticipated that the bulk of the insights will come from working with government agencies on implementing the model. As it is a 'living standard' updates will be made to it incrementally, in a cycle of continuous improvement, to ensure it best supports government agencies to deliver consistent, accessible, high quality information and services.

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>