

Open Government Partnership New Zealand

National Action Plan 2018-2020

Progress report to: October 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 <i>What's Next</i> for more info	NA

Progress key:



some delays



underway



completed

WHAT WE HAVE BEEN DOING

- **Published the findings and recommendations on Digital.govt.nz** From the workshops and surveys earlier this year, a report has been published on Digital.govt.nz with the findings and recommendations for an assessment and reporting model. The report contains valuable feedback from government and non-government agencies which has been taken into consideration for the next steps in developing the assessment and reporting model.

The report has highlighted the importance of the assessment model to help support agencies to develop and deliver services that are more trusted, secure, accessible, integrated and inclusive.

- **Continued discovery phase** There has been a great amount of work and research that has already gone into the discovery phase including meetings with other jurisdictions. The findings from the report and meetings to date has been collated and recommendations for the alpha assessment and reporting model is underway.
- **Developed an 18-month roadmap** The indicative milestones identified for the roadmap are:
 - Oct 19 – Dec 19: Discovery phase and alpha assessment models tested. MVP beta model confirmed
 - Jan 20 – Mar 20: Beta phase is underway with 2-4 government agencies, working with MBIE on including the Standard in the procurement process, working with GCDO on making the Standard a requirement for vendors and revisiting the Standards to ensure they are fit-for-purpose
 - Apr 20 – Dec 20: Beta phase has been completed and the final solution confirmed
 - Jan 21 - Apr 21: support model has been established and assessment and reporting model is moving into BAU

HOW WE ARE KEEPING DIVERSE COMMUNITIES INFORMED

- Communicating our next steps through Digital.govt.nz
- As part of the roadmap we will be inviting people to contribute their feedback to the alpha and beta assessment and reporting model

WHAT'S NEXT?

- Complete the discovery phase and confirm alpha assessment and reporting models

- Setup a working group to test the alpha and assessment models. This will include agency representatives who have experience in service design and a scrum master to facilitate this work
- Reaching out to agencies to be part of the beta phase as we need agencies to test the model from the beginning to end of a project
- Once the beta phase been completed and an evaluation of feedback conducted, a decision will be made as to when and how further public consultation to review and revise the impact of the Standard will be undertaken.

LINKS – EVIDENCE OF PROGRESS AND MILESTONES ACHIEVED

- Roadmap: <https://trello.com/b/kJGLbiZV/draft-dsds-roadmap>
- 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/>