

# Open Government Partnership New Zealand

## National Action Plan 2018-2020

Progress report for: June 2018 – January 2019

### Commitment 6: Service design: develop an assessment model to support implementation of the all-of-government Digital Service Design Standard by public sector agencies.

**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/home/digital-design-service-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 (conformance models for supporting agency uptake of the standard, including options for supporting agency uptake of the standard, including options for assessment and measurement of performance against the standard  <i>Start/End dates:</i> August 2018-March 2019	
2	Publication of preferred assessment model for implementation  <i>Start/End dates:</i> April 2019 - June 2019	
3	Public engagement on a refresh and review of the Digital Service Design Standard  <i>Start/End dates:</i> December 2019 – June 2020	

Progress key:



some delays



underway



completed

## WHAT WE HAVE BEEN DOING

- **Research and analysis**

Held a workshop with a few key people who have skills and knowledge assessing standards, and delivering services. The insights from the workshop will feed into how we frame and engage on the assessment model. Interviews and research sharing with other jurisdictions, including New South Wales, Canada, UK.

- **Engagement planning**

Engagement is being shaped using insights from research and interviews.

## 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 eg [Why create a digital service design standard?](#)

## WHAT'S NEXT?

- Workshops with agencies will be held in the coming months as part of a wider engagement strategy and plan.
- An online engagement platform will be adopted as part of the engagement strategy. Members of the public, along with government agency staff and other interested parties, will be able to contribute to the discussion through the Loomio deliberation tool.
- 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 ACHEVED**

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