

# Open Government Partnership New Zealand

## National Action Plan 2018-2020

Progress report to: July 2020 – September 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 2021	
2A	Piloting of assessment models with agencies through iterative refinements to reach a preferred and suitable framework.  Start/End dates: January 2020 – December 2021	
3	Public engagement on a refresh and review of the Digital Service Design Standard.  Start/End dates: No longer applicable	*N/A



some delays



underway



completed

### WHAT WE HAVE BEEN DOING

- Due to an extended organisational redesign, combined with staff turnover, work has not progressed over the past quarter, however will resume in the next quarter.

## HOW WE ARE KEEPING DIVERSE COMMUNITIES INFORMED

- Participating agencies have involved staff whose roles include accessibility needs and/or cultural sensitivity as and when appropriate.
- 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?

- Gathering the feedback for analysis of this first iteration to produce insights and recommendations for the next iteration going forward both towards a single assessment model to roll out across agencies and to inform a future review of the principles themselves.
- Future iterations are aimed at including agencies of differing staff size and maturity both in the aim to reach a suitable model that works across all agencies, regardless of size and maturity and in the aim of robust trial and data to inform the final model.
- Update on Milestone 3: Other insights gathered from our agency engagement reinforces our decision not to engage publicly on a refresh of the Standard as more work is needed to embed it into product and service development in the first instance. A refresh of the Standard will be considered in due course.

## LINKS – EVIDENCE OF PROGRESS AND MILESTONES ACHIEVED

- Digital.govt.nz blog: The Digital Service Design Standard - Assessment Framework recommendations: <https://www.digital.govt.nz/blog/the-digital-service-design-standard-assessment-framework-recommendations/>