Assisted digital information template

This template is for service managers seeking assessment against the Service Standard. It provides an information checklist for each of the development phases. This template complements existing guidance on assisted digital, including the assisted digital action plan, within the Government Service Design Manual.

This template does not form part of the Service Standard assessment. Written submissions about assisted digital provision are not required.

General information

Service		Service Manager	
Department		Digital Leader	

Assisted digital support

	Alpha review	Beta (before GOV.UK)	By End of Beta (live on GOV.UK)
Volumes			
Total number of digital service transactions when live	*number per year (estimated)*		
Total number of assisted digital support transactions when live	*number per year (estimated)*		
Assisted digital support quality			
The support is sustainably funded	*yes / no*		
The support is free to use for all users	*yes / no*	*yes / no*	*yes / no*
Timeline for testing support in beta		*start / finish dates*	

Digital inclusion is incorporated within the support		*yes / no*	*yes / no*
The support is joined up and consistent across central government transaction		*yes / no*	*yes / no*
The support meets relevant legal requirements, including language, Data Protection and accessibility		*yes / no*	*yes / no*
Decrease in the number of people using the support when live			*number per month*
The support is consistently and clearly branded as a government service			*yes / no*
The proportion of users successfully completing the digital service			*%*
Channel metrics			
Web chat			
Number of transactions per year when live	*number (estimated)*	*number (estimated)*	*number*
Number of transactions for beta testing		*number*	
Cost per minute when live		*pence (estimated)*	*pence*
Times when support is available			*days / times*
Wait times (how long before chat requests are answered)			*seconds*
Telephone support			
Number of transactions per year when live	*number (estimated)*	*number (estimated)*	*number*
Number of transactions for beta testing		*number*	
Cost per minute when live		*pence (estimated)*	*pence*
Times when support is available			*days / times*
Wait times (how long before calls are answered)			*seconds*
Days within which users are guaranteed a phone appointment			*number of days*
Face by face (high street)			

Number of transactions per year when live	*number (estimated)*	*number (estimated)*	*number*
Number of transactions for beta testing		*number*	
Cost per minute when live		*pence (estimated)*	*pence*
Times when support is available			*days / times*
Days after request within which users are guaranteed an appointment			*days*
Maximum miles from user's home that support is available			*miles*
Face by face (home visit)			
Number of transactions per year when live	*number (estimated)*	*number (estimated)*	*number*
Number of transactions for beta testing		*number*	
Cost per minute when live		*pence (estimated)*	*pence*
Times when support is available			*days / times*
Days after request within which users are guaranteed an appointment			*days*
Feedback on your assisted digital support			
Users and experts give positive feedback overall			*yes / no*
Users report a good end-to-end experience			*yes / no*
Users report joined-up and consistent support			*yes / no*
Users report high awareness of assisted digital support			*yes / no*
Users report that assisted digital support was easy to access			*yes / no*
Users report that they trust your assisted digital support			*yes / no*
Users report an increase in their digital skills and/or confidence to use the digit service independently			*yes / no*