

# 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 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)
<b>Assisted digital support quality</b>			
The support is sustainably funded	<i>yes / no</i>		
The support is free to use for all users	<i>yes / no</i>		
Digital inclusion is incorporated within the support		<i>yes / no</i>	<i>yes / no</i>
The support is joined up and consistent across central government transaction		<i>yes / no</i>	<i>yes / no</i>
<b>Volumes</b>			
Total number of digital service transactions when live		<i>number per year (estimated)</i>	
Total number of assisted digital support transactions when live		<i>number per year (estimated)</i>	
<b>Channel metrics</b>			

<b>Web chat</b>			
Number of transactions per year when live		<i>number (estimated)</i>	<i>number</i>
Number of transactions for beta testing		<i>number</i>	
Cost per minute when live		<i>pence (estimated)</i>	<i>pence</i>
Times when support is available			<i>days / times</i>
Wait times (how long before chat requests are answered)			<i>seconds</i>
<b>Telephone support</b>			
Number of transactions per year when live		<i>number (estimated)</i>	<i>number</i>
Number of transactions for beta testing		<i>number</i>	
Cost per minute when live		<i>pence (estimated)</i>	<i>pence</i>
Times when support is available			<i>days / times</i>
Wait times (how long before calls are answered)			<i>seconds</i>
Days within which users are guaranteed a phone appointment			<i>number of days</i>
<b>Face by face (high street)</b>			
Number of transactions per year when live		<i>number (estimated)</i>	<i>number</i>
Number of transactions for beta testing		<i>number</i>	
Cost per minute when live		<i>pence (estimated)</i>	<i>pence</i>
Times when support is available			<i>days / times</i>
Days after request within which users are guaranteed an appointment			<i>days</i>
Maximum miles from user's home that support is available			<i>miles</i>
<b>Face by face (home visit)</b>			

Number of transactions per year when live		<i>number (estimated)</i>	<i>number</i>
Number of transactions for beta testing		<i>number</i>	
Cost per minute when live		<i>pence (estimated)</i>	<i>pence</i>
Times when support is available			<i>days / times</i>
Days after request within which users are guaranteed an appointment			<i>days</i>
<b>Feedback on your assisted digital support</b>			
Users and experts give positive feedback overall			<i>yes / no</i>
Users report a good end-to-end experience			<i>yes / no</i>
Users report joined-up support that is consistent with other services			<i>yes / no</i>
Users report high awareness of assisted digital support			<i>yes / no</i>
Users report that assisted digital support was easy to access			<i>yes / no</i>
Users report that they trust your assisted digital support			<i>yes / no</i>
Users report an increase in their digital skills and/or confidence to use the digital service independently			<i>yes / no</i>
Users report availability of appropriate technology			<i>yes / no</i>
Users report low wait times for support			<i>yes / no</i>