Learning Design Standard

Digital Foundations

Australian Government
Australian Public Service Commission

Australian Government
Digital Transformation Agency

dta

Key content areas

The following table outlines key content areas that need to be addressed.

Unit = area of learning.
Topic = component of area of learning.

Unit 1: The Australian Government's digital service context

Learning objective: To work effectively within the Australian Government delivery context.

Topic Title	Topic learning objectives	Critical content
1.1 Transforming government digital service delivery	**Explain** the Australian Government's Digital Transformation Agenda	1. The Australian Government's Digital Transformation Agenda, including: – the impact of changing technology on service delivery – citizen expectations in their interactions with government – digital by default for new services – the concept of user centred service design – the drive to harness big data and analytics to improve service delivery – opportunities and challenges associated with the digital transformation of services. 2. The Digital Service Standard – purpose of the standard – introduction to the 13 criteria – how services are assessed against the Standard 3. The history of digital transformation within the Government sector – the launch of myGov – trends to date

Topic Title	Topic learning objectives	Critical content
1.1 Transforming government digital service delivery	**Explain** the Australian Government's Digital Transformation Agenda	4. Emerging digital trends – future of government services – significance of big data – open source tools and open document formats. – APIs (application programming interfaces) ▪ Characteristics and types of APIs ▪ API standards – including JSON, and SOAP ▪ Architecture style used in designing networked applications – cloud services ▪ identify the common terminology, characteristics, industry standards and concepts of cloud computing and services ▪ characteristics of the cloud delivery models ▪ identify emerging cloud delivery models ▪ the advantages and challenges of adopting cloud solutions and services – Continuous delivery and automation ▪ fundamentals of continuous delivery and automation ▪ the benefits and risks of continuous delivery and automation – Security by design ▪ fundamentals of building security into the design of a new service or application. ▪ the benefits and challenges of building security into the design of a new service or application.

Unit 2: Agile and working in a multidisciplinary team

Learning Objective: Explain the background, core practices and philosophies behind an Agile mindset and team.

Topic title	Topic learning objectives	Critical content
2.1 Agile delivery awareness	**Apply** Agile methodologies in services and products **Understand** the shift from traditional methods of delivery in government to more agile methods.	1. Agile – what is it? – Agile Manifesto and principles – mindset – agile vs waterfall – projects to products – lifecycles and iteration – agile disciplines and tools teams can apply 2. The multidisciplinary team – why have one? – principles and vision – essential roles ▪ service manager ▪ product manager ▪ delivery manager ▪ technical architect ▪ service designer ▪ interaction designer ▪ content designer ▪ user researcher ▪ developer ▪ web operations engineer ▪ performance analyst – how the team works together ▪ minimum viable product ▪ iteration

Topic title	Topic learning objectives	Critical content
2.2 Multidisciplinary teams	**Working** in a multidisciplinary team	1. Describe how the team members work together in a multidisciplinary team 2. Digital delivery team (multi-disciplinary team) working in an agile way, including: – describe roles and boundaries within a multidisciplinary team 3. Identify sources of conflict and development of basic teamwork skills including negotiation and conflict resolution – train, encourage and support team members in the application of digital solutions

Unit 3: Working in a digital delivery team - design and delivery phases

Learning objective: Identify and explain the design and delivery phases

Topic title	Topic learning objectives	Critical content
3.1 Phases in design and delivery	**Describe** the phases in the design and delivery of a digital project	1. The stages through which services are created – discovery, alpha, beta, and live – and how the service can be maintained over time until they are retired. 2. Explain how team members stay with the service through the each of the phases.
3.2 Discovery phase	**Undertake** activities of discovery phase to a digital project	1. Describe the discovery phase – the purpose of the discovery phase – what happens in the discovery phase, including, understanding and mapping out the user journey – outcomes of the discovery phase 2. When to move to alpha phase
3.3 Alpha phase	**Undertake** activities of alpha phase to a digital project	1. Define what is the alpha phase – the purpose of the alpha phase – what happens in the alpha phase, including the iterative cycle to build and test prototypes – outcomes of the alpha phase 2. When to move to beta phase - evaluate the quality of the service and ensure beta readiness
3.4 Beta phase	**Undertake** activities of beta phase to a digital project	1. Define what is the beta phase – the purpose of the beta phase – what happens in the beta phase, including building a working version of the service based on the alpha prototypes. – the iterative cycle in beta – outcomes of the beta phase 2. When to move to the live phase and has meet the Digital Service Standard.

Topic title	Topic learning objectives	Critical content
3.5 Live phase	**Undertake** activities of live phase to a digital project	1. Describe the live phase – the purpose of the live phase – what happens in the live phase – the iterative cycle of the live phase – outcomes of the live phase 2. Maintenance of the live phase 3. When to retire the service

Unit 4: Frameworks for digital services

Learning Objective: Explain the health, safety, and legal considerations in digital service design.

Topic title	Topic learning objectives	Critical content
4.1 Safety, privacy, health & wellbeing	**Describe** and review digital safety, privacy, responsibility, health and wellbeing	1. Techniques for acquiring, storing and validating quantitative and qualitative data from a range of sources, considering security and privacy requirements 2. Australian privacy principles 3. Privacy by design
4.2 Accessibility and inclusivity	**Describe** accessibility, usability, and inclusivity and what it means for Australian Government services	1. Define what is accessibility, usability, and inclusivity 2. What are the main accessibility options for digital technologies: – WCAG2.0AA 3. What are the benefits to a citizen of valuing diversity and inclusivity – Understand the meaning of 'digital inclusion' and 'assisted digital' and how we can help all the population use digital services in the future