# Getting Started with the Digital Service Standard

Australian Government
Digital Transformation Agency

dta



## Foundations

This module is designed to introduce participants to the Digital Service Standard and explain its purpose and importance in transforming government services. The module also covers how personal thinking habits influence a willingness to change, and encourages participants to be proactive and positive in the face of change - in this case, around digital transformation.

**Learning outcomes:**

- ✓ Identify the requirements for, scope and purpose of the Digital Service Standard.
- ✓ Acknowledge the Standard's importance as a tool to make services simple, clear and fast.
- ✓ Recognise that they have an opportunity and responsibility to support digital transformation.
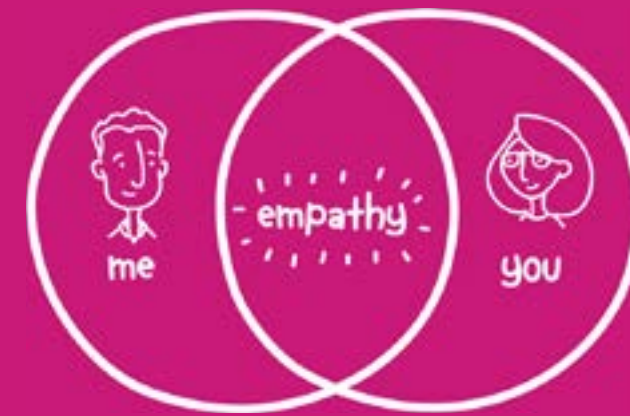
## Users

This module is designed to help participants recognise the wide variety of government users and importance of understanding user needs when delivering a service. The module helps build empathy skills through user research processes.

**Learning outcomes:**

- ✓ Recognise that understanding users, and their reasons and context for engaging with government, is critical to designing and delivering simple, clear and fast services.
- ✓ Appreciate that users doesn't mean just end-users (also called customers or clients), but all of the diverse people involved in or affected by a service.
- ✓ Understand we have blind spots and biases that can affect our understanding of users and their needs.
- ✓ Use tools to build empathy.

## Adaptability

This module is designed to help participants become more familiar with the 'agile' mindset and the stages of service design and delivery. This is a process that relies on data to drive decision making. The module also looks at the make-up of service teams and discusses how sharing knowledge and skillsets can support resource planning for multidisciplinary teams.

**Learning outcomes:**

- ✓ Recognise terms like 'agile' and 'incremental' as they apply to service design.
- ✓ Recognise that data is used as an evidence-base to drive decisions and measure performance.
- ✓ Acknowledge service teams as multidisciplinary, and understand how they become stronger when individual and group skills are recognised.

## Design

This module is designed to introduce participants to the process of design and highlight the benefits of prototyping as a means to share ideas, iterate, make mistakes and try again. Participants are encouraged to overcome their fear of failure and recognise that failing early and often is a natural component to the design process.

**Learning outcomes:**

- ✓ Use and discuss the benefits of prototyping as a tool to share ideas.
- ✓ Recognise the benefits of failure for learning and improving, and begin to overcome the fear of failure.
- ✓ Articulate how good design keeps people safe in terms of privacy and security.

## Simplicity

This module is designed to encourage participants to recognise the importance of simplicity in making and delivering government services. It also introduces tools that help simplify complex information.

**Learning outcomes:**

- ✓ Recognise the benefits of reusable, consistent platforms and design elements to make services simple, clear and fast.
- ✓ Appreciate that simplicity incorporates the usability experience of all users and incorporates accessibility and use of plain English.
- ✓ Use tools to help transform complex information into simple messages.