Discovery peer review report

**Apply the Service Standard in DfE**

**Reference**

PR-23

**Project code**

IT12345

**Date of review**

7 November 2022

**Report published**

10 November 2022

**Requested by**

Wade Wilson

**Portfolio**

Operations and Infrastructure Group

**Outcome**

**GREEN**

**Review panel**

Tom Adams (User research)  
Andy Jones (Design)

**Service team**

Joe Bloggs (User research)  
Jane Doe (Content design)  
Barry James (Product manager)

**Purpose of the discovery**

Teams in DfE struggle to apply the Government Service Standard properly and in some cases, not at all. This discovery is to understand the reasons why and how we can enable teams to understand and apply the standards in their work.

**Panel summary**

The panel were impressed with what the team presented. It was clear, articulate and clearly showed the team worked well together.

**What the team has done well**

Research with over 60 participants from across the DDaT professions. Extensive analysis on quantitative data around service assessments.

**What the team can improve**

The team needs to identify ways to embed application of standards into senior roles and responsibilities.