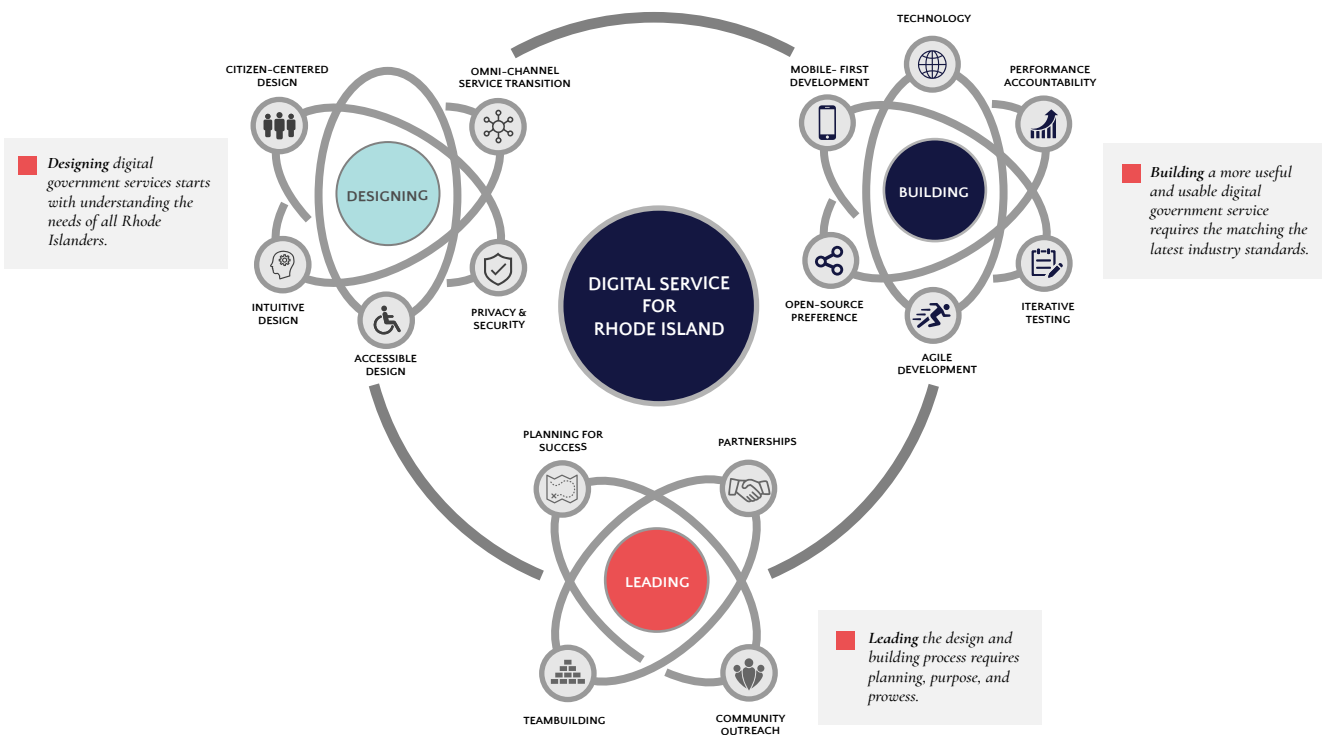# RHODE ISLAND DIGITAL SERVICE

WHY A DIGITAL SERVICE FOR RHODE ISLANDERS?

- *We are expanding state government's efforts in improving Rhode Island's digital service.*

- *We are improving Rhode Island digital service by bringing light to citizen needs and putting them first.*

- *New mindsets and skillsets, methods and services, tech and data will benefit real people.*

- *As we transform, the Digital Service will* **strengthen** *privacy,* **open** *access,* **save** *money,* **improve** *transparency, and* **solve** *problems.*

Designing digital government services starts with understanding the needs of all Rhode Islanders.

Building a more useful and usable digital government service requires the matching the latest industry standards.

Leading the design and building process requires planning, purpose, and prowess.

DESIGNING

CITIZEN-CENTERED DESIGN
We will research citizens to build a useful service, avoid future mistakes, and start iterative testing and improvement.

INTUITIVE DESIGN
We will use clear design, content, and usability standards to create consistent services.

ACCESSIBLE DESIGN
We will design and test with the widest range of people to ensure dignified access to government services.

PRIVACY AND SECURITY
We will prioritize privacy and security to protect sensitive information and keep systems secure.

OMNI-CHANNEL SERVICE TRANSITION
We will build consistency between methods of delivery to encourage confidence and uptake in digital services.

BUILDING

MOBILE-FIRST DEVELOPMENT
We will pursue mobile-first development to prepare for an increasingly connected future.

OPEN-SOURCE PREFERENCE
We will share our work to save time and money, remain flexible, grow transparency, and build public trust.

AGILE DEVELOPMENT
We will use incremental, fast-paced development to produce services faster, iterate dynamically, and avoid risk.

ITERATIVE TESTING
We will test to double-check usability and accessibility, find problems, and build a working product for all our citizens.

PERFORMANCE ACCOUNTABILITY
We will measure performance and publish metrics to continue meeting citizen's changing needs.

TECHNOLOGY
We will use cost-effective technology to encourage efficiency and scale services.

LEADING

PLANNING FOR SUCCESS
Planning is a crucial part of the feedback loop and important to optimize the team's reaction time to project complications.

TEAMBUILDING
We will invest in diverse teams to represent, engage with, and develop for Rhode Islanders' varied perspectives.

COMMUNITY OUTREACH
We will reach out to citizens to gather feedback, increase uptake, and tailor services for varied communities.

PARTNERSHIPS
We will join forces with public-minded partners to optimize service delivery and grow the digital community of practice.