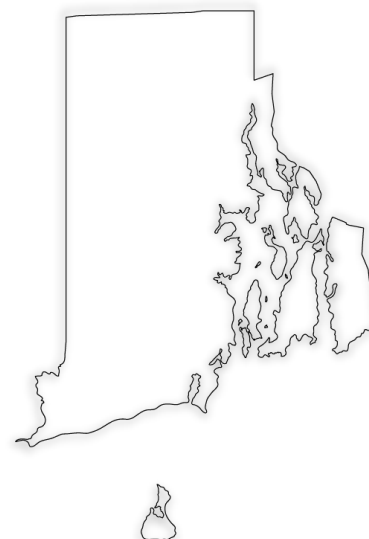


RHODE ISLAND'S

DIGITAL SERVICE STANDARD



| | | US | UK | NZ | AUS | ONT |
|-------------------|----------------------------------------|-----|----------|------|-----|------|
| DESIGNING: | <i>Citizen-Centered Design</i> | 1,2 | 1,2 | 1 | 1 | 1 |
| | <i>Intuitive Design</i> | 3 | 12 | 2,9 | 6 | 3,5 |
| | <i>Accessible Design</i> | 3 | - | 4 | 9 | 7 |
| | <i>Privacy & Security</i> | 11 | 7 | 3,11 | 5 | 10 |
| | <i>Omni-Channel Service Transition</i> | 5 | - | - | 12 | 12 |
| BUILDING: | <i>Mobile-First Development</i> | - | - | - | - | - |
| | <i>Open-Source Preference</i> | 13 | 8,9 | 7,8 | 7,8 | 9 |
| | <i>Agile Development</i> | 4 | 4 | - | 3 | 8 |
| | <i>Iterative Testing</i> | 10 | 5,10,18 | 12 | 10 | 6,14 |
| | <i>Performance Accountability</i> | 12 | 15,16,17 | 12 | 11 | 13 |
| LEADING: | <i>Technology</i> | 8,9 | 6 | 10 | 4 | - |
| | <i>Planning for Success</i> | 5 | 11 | 5 | - | 4 |
| | <i>Teambuilding</i> | 6,7 | 3 | 6 | 2 | 2 |
| | <i>Community Outreach</i> | - | 14 | 10 | 13 | 11 |
| | <i>Partnerships</i> | - | - | 8 | - | - |

UNITED STATES'

DIGITAL SERVICE STANDARD

1. Understand what people need
2. Address the whole experience, from start to finish
3. Make it simple and intuitive
4. Build the service using agile and iterative practices
5. Structure budgets and contracts to support delivery
6. Assign one leader and hold that person accountable
7. Bring in experienced teams
8. Choose a modern technology stack
9. Deploy in a flexible hosting environment
10. Automate testing and deployments
11. Manage security and privacy through reusable processes
12. Use data to drive decisions
13. Default to open
12. Make sure users succeed first time
13. Make the user experience consistent with GOV.UK
14. Encourage everyone to use the digital service
15. Collect performance data
16. Identify performance indicators
17. Report performance data on the Performance Platform
18. Test with the minister

NEW ZEALAND'S

DIGITAL SERVICE STANDARD

1. Identify your users and understand their ongoing needs
2. Be clear about what you are trying to change and why
3. Integrate security and privacy proportionate to risk from the outset
4. Be inclusive, and provide ethical and equitable services
5. Design and resource for the full lifetime of the service
6. Create and empower an interdisciplinary team
7. Work in the open
8. Collaborate widely, reuse and enable reuse by others
9. Design for our unique constitutional and cultural environment
10. Use digital technologies to enhance service delivery
11. Be a good data and information steward
12. Be transparent and accountable to the public

UNITED KINGDOM'S

DIGITAL SERVICE STANDARD

1. Understand user needs
2. Do ongoing user research
3. Have a multidisciplinary team
4. Use agile methods
5. Iterate and improve frequently
6. Evaluate tools and systems
7. Understand security and privacy issues
8. Make all new source code open
9. Use open standards and common platforms
10. Test the end-to-end service
11. Make a plan for being offline

AUSTRALIA'S

DIGITAL SERVICE STANDARD

1. Understand user needs
2. Have a multidisciplinary team
3. Agile and user-centred process
4. Understand tools and systems
5. Make it secure
6. Consistent and responsive design
7. Use open standards and common platforms
8. Make source code open
9. Make it accessible
10. Test the service
11. Measure performance
12. Don't forget the non-digital experience
13. Encourage everyone to use the digital service

ONTARIO, CANADA'S

DIGITAL SERVICE STANDARD

1. Understand users and their needs
2. Establish the right team
3. Be consistent
4. Design the service from start to finish
5. Ensure users succeed the first time
6. Test the end-to-end service
7. Make it accessible
8. Be agile and user-centred
9. Use open standards and common platforms
10. Embed privacy and security by design
11. Encourage people to use digital services
12. Support those who need it
13. Measure performance
14. Test with the minister