

Department for Work and Pensions

Creating a digital delivery culture

1. **Work in the open.**
2. **Share, not send.**
3. **Right people, same room.**
4. **Less process, more progress.**
5. **Don't wait for permission.**
6. **Show the thing.**
7. **People, not resources.**
8. **Build strong communities.**
9. **Fail fast and learn.**
10. **Keep going.**