



Service Standard

Meeting users' needs

- 1 Understand users and their needs
- 2 Solve a whole problem for users
- 3 Provide a joined up experience across all channels
- 4 Make the service simple to use
- 5 Make sure everyone can use the service

Providing a good service

- 6 Have a multidisciplinary team
- 7 Use agile ways of working
- 8 Iterate and improve frequently
- 9 Create a secure service which protects users' privacy
- 10 Define what success looks like and publish performance data

Using the right technology

- 11 Choose the right tools and technology
- 12 Make new source code open
- 13 Use and contribute to common standards, components and patterns
- 14 Operate a reliable service



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