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 open standards, common components and patterns

14 Operate a reliable service

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