**Assisted digital information template**

This template is for service managers seeking assessment against the Service Standard. It provides an information checklist for each of the [development phases](https://www.gov.uk/service-manual/phases). This template complements existing [guidance on assisted digital](https://www.gov.uk/service-manual/assisted-digital), including the [assisted digital action plan](https://www.gov.uk/service-manual/assisted-digital/action-plan.html), within the [Government Service Design Manual](https://www.gov.uk/service-manual/assisted-digital).

This template does not form part of the Service Standard assessment. Written submissions about assisted digital provision are not required.

# General information

|  |  |  |  |
| --- | --- | --- | --- |
| Service |  | Service Manager |  |
| Department |  | Digital Leader |  |

# **Assisted digital support**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Alpha review** | **Beta**  **(before GOV.UK)** | **By End of Beta**  **(live on GOV.UK)** |
| **Volumes** |  |  |  |
| Total number of digital service transactions when live | *number per year (estimated)* |  |  |
| Total number of assisted digital support transactions when live | *number per year (estimated)* |  |  |
| **Assisted digital support quality** |  |  |  |
| The support is sustainably funded | *yes / no* |  |  |
| The support is free to use for all users | *yes / no* | *yes / no* | *yes / no* |
| Timeline for testing support in beta |  | *start / finish dates* |  |
| Digital inclusion is incorporated within the support |  | *yes / no* | *yes / no* |
| The support is joined up and consistent across central government transactions |  | *yes / no* | *yes / no* |
| The support meets relevant legal requirements, including language, Data Protection and accessibility |  | *yes / no* | *yes / no* |
| Decrease in the number of people using the support when live |  |  | *number per month* |
| The support is consistently and clearly branded as a government service |  |  | *yes / no* |
| The proportion of users successfully completing the digital service |  |  | *%* |
| **Channel metrics** |  |  |  |
| **Web chat** |  |  |  |
| Number of transactions per year when live | *number (estimated)* | *number (estimated)* | *number* |
| Number of transactions for beta testing |  | *number* |  |
| Cost per minute when live |  | *pence (estimated)* | *pence* |
| Times when support is available |  |  | *days / times* |
| Wait times (how long before chat requests are answered) |  |  | *seconds* |
| **Telephone support** |  |  |  |
| Number of transactions per year when live | *number (estimated)* | *number (estimated)* | *number* |
| Number of transactions for beta testing |  | *number* |  |
| Cost per minute when live |  | *pence (estimated)* | *pence* |
| Times when support is available |  |  | *days / times* |
| Wait times (how long before calls are answered) |  |  | *seconds* |
| Days within which users are guaranteed a phone appointment |  |  | *number of days* |
| **Face by face (high street)** |  |  |  |
| Number of transactions per year when live | *number (estimated)* | *number (estimated)* | *number* |
| Number of transactions for beta testing |  | *number* |  |
| Cost per minute when live |  | *pence (estimated)* | *pence* |
| Times when support is available |  |  | *days / times* |
| Days after request within which users are guaranteed an appointment |  |  | *days* |
| Maximum miles from user’s home that support is available |  |  | *miles* |
| **Face by face (home visit)** |  |  |  |
| Number of transactions per year when live | *number (estimated)* | *number (estimated)* | *number* |
| Number of transactions for beta testing |  | *number* |  |
| Cost per minute when live |  | *pence (estimated)* | *pence* |
| Times when support is available |  |  | *days / times* |
| Days after request within which users are guaranteed an appointment |  |  | *days* |
| **Feedback on your assisted digital support** |  |  |  |
| Users and experts give positive feedback overall |  |  | *yes / no* |
| Users report a good end-to-end experience |  |  | *yes / no* |
| Users report joined-up and consistent support |  |  | *yes / no* |
| Users report high awareness of assisted digital support |  |  | *yes / no* |
| Users report that assisted digital support was easy to access |  |  | *yes / no* |
| Users report that they trust your assisted digital support |  |  | *yes / no* |
| Users report an increase in their digital skills and/or confidence to use the digital service independently |  |  | *yes / no* |