Research Questions
Exploring technical maturity and data sharing across GOV.UK services

Recruitment brief:

Our team is currently working on creating a future vision for a more joined up and personalised experience across government services within the context of a GOV.UK account. As part of this work, we have created a short survey to gain an understanding of the technical landscape and data sharing activity across different government services. We are looking for lead or senior developers from transactional government services to complete the survey - it should take around 5-10 minutes to complete.

Survey introduction:

Thank you for taking the time to complete this short survey to help the GDS GOV.UK accounts team. It should take around 5-10 minutes to complete. Your feedback is really valuable to us and is helping to create a vision for a more joined up and personalised experience of government.

Your participation is completely voluntary and all your answers will remain confidential and anonymous. Please provide as much detail as possible in the free text responses.

This [privacy notice](#) explains how we will use your data.

Please contact us by email at amy.barrs@digital.cabinet-office.gov.uk if you have any questions about this survey.

High level structure:

Proposed structure:

1. About you
2. About the service
3. About the technical maturity of the service
4. About data sharing
5. Other data questions

Question: What is your job role?

(open ended Q)

Question: Which Government department/Non departmental public body/agency do you work for?

(open ended Q)

Question: Please can you provide your service name and describe what your service does?

(open ended Q)

Question: Approximately in total, how many users interact with the service you work with each year?
- ☐ Up to 1,000
- ☐ 1,000 to 5,000
- ☐ 5,000 to 20,000
- ☐ 20,000 to 50,000
- ☐ 50,000-100,000
- ☐ 100,000-500,000
- ☐ 500,000 to 1 million
- ☐ Over 1 million
- ☐ I am not sure

Question: How often does a typical user interact with your service?
- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Quarterly
- ☐ Every 6 to 12 months

☐ Every 1 to 2 years
☐ Every 2 -5 years
☐ Every 5 - 10 years
☐ Less frequently than every 10 years

Question: How do users access your service?
(please select all that apply)

☐ Online
☐ In person
☐ Over the phone
☐ Another way

Question: Who is the end user of your service? (please select all that apply)

☐ Individuals
☐ People with delegated access
☐ Businesses
☐ Charities
☐ Other (please describe)

Question: Does your service currently give users a way to sign in online?
☐ Yes
☐ No

Question: Please indicate which statement best describes your service:

☐ Service is largely handled manually

☐ The service is characterised as ad hoc, and occasionally even chaotic. Few processes are defined, and success depends on individual effort. There is a high risk of a software change - likely this has not been done for years.

☐ The service uses an approved version of the organisation's standard software process for developing and maintaining software, and regular changes are implemented through a standardised process. Any major changes to this service are still seen as hard, but possible

☐ Service is well architecturally structured, documented and monitored. It is relatively easy to add in new functionality without compromising the service, but some alterations to services may come with risk as they interact with legacy systems / processes

☐ Service is well architecturally structured, documented, monitored and regularly updated using CI/CD pipelines. It is easy to add in new functionality without compromising the service, and new ways are looked at to continually improve the service

Question: Please indicate what is sent to the end user after they have completed their interaction with your service? Please select all answer choices that apply and provide a description in the comments field about your selection: for example *"An email confirmation confirming payment with a receipt"*
☐ Email confirmation
☐ Sms confirmation
☐ Postal confirmation
☐ Official documentation
☐ Other please specify
☐ None of the above
☐ Comments

Question: How easy or difficult is it to make the service consume data from a simple third-party REST API from the "online" service? (i.e. An end user is present)

1 = This is not possible
2 = This is possible, but requires external resource
3 = This is possible, but difficult
4 = This is possible, but will take some time
5 = This is easy, and will take relatively little time
N/A = There is no "online" service
I am not sure

Question: How easy or difficult is it to make the service consume data from a simple third-party REST API from the "offline" / "batch" service? (i.e. An end user is absent)
1 = This is not possible
2 = This is possible, but requires external resource
3 = This is possible, but difficult
4 = This is possible, but will take some time
5 = This is easy, and will take relatively little time
 N/A = There is no "offline" service
I am not sure

Question: Would having access to personal data about citizens that's owned by another government service (with explicit consent from the user) be something that could be helpful to your service?
    ☐ Yes
    ☐ No
    ☐ I am not sure

Add logic depending on response:
Question: Can you explain why this would be helpful to your service?
Open ended question

Question: Can you explain why this wouldn't be helpful to your service?
Open ended question

Question: Please review the following statement and indicate to what extent you agree or disagree:

I believe that my service would trust data acquired from other government services:

    ☐ 1. Strongly disagree
    ☐ 2. Disagree
    ☐ 3. Neutral
    ☐ 4. Agree
    ☐ 5. Strongly agree

Please provide further details about your selection

Question: **Please review the following statement and indicate to what extent you agree or disagree:**

I believe that my service would have different levels of trust depending on the service that the data has been acquired from:
    ☐ 1. Strongly disagree
    ☐ 2. Disagree
    ☐ 3. Neutral
    ☐ 4. Agree
    ☐ 5. Strongly agree

(ask them to provide further details about their beliefs depending on whether they agree/disagree)

Question: Does your service already acquire data from other government departments, agencies or bodies?
    ☐ Yes
    ☐ No
    ☐ I am not sure

If answered No or I am not sure to the previous question - skip the next 3 questions

Question: Are there any pain points or problems that you encounter with the data that is currently shared with your service team?

- ☐ Yes
- ☐ No
- ☐ I am not sure

Question: Please describe any pain points or problems with the data that is shared with your service team:

Open ended question

Question: Does your service provide data to other government departments, agencies or bodies?
- ☐ Yes
- ☐ No
- ☐ I am not sure

If answered No or I am not sure to both data sharing Q's - skip this question

Question: What kind of data acquisition or provision is your service involved in? Please select all that apply:
- ☐ Continuous real time data flow (e.g for operational or service delivery)
- ☐ Regular provision/acquisition of data
- ☐ One off or irregular provision/acquisition of data
- ☐ Other - please specify

Please describe

Question: Are any other government services notified about the outcome of the end user transaction with your service. (e.g. DWP tell us once service around bereavement)

- ☐ Yes
- ☐ No
- ☐ I am not sure

If answered No or I am not sure to the previous question - skip the next 2 questions

Question: Which other government services are notified about the outcome of the end user transaction with your service?
Open ended question

Question: How do you notify these services? (please select all that apply)
- ☐ Via email
- ☐ Via API
- ☐ I am not sure
- ☐ Via other means - please provide further details

Question: Does your service use open information standards?
- ☐ Yes, both mandatory and recommended standards
- ☐ Yes, just the mandatory standards
- ☐ No or N/A
- ☐ *If the service uses alternative or recommended standards please describe:*

Question: Does your service have a data dictionary?
- ☐ Yes and it is regularly maintained
- ☐ Yes but it is not regularly maintained
- ☐ No
- ☐ I am not sure

If answered No or I am not sure to the previous question - skip this question

Question: We would like to learn more about your department, agency or body's data dictionary. Please upload any relevant documents [if internal, please ensure that you have permission to share] - And/or if documents are available online, please add links in the comment box below. If there are documents you can't share but would be willing to talk us through, please tell us in comments.

File upload

Survey: Understand the technical landscape, appetite for data sharing and current data sharing activity across different government services.
Starting: Mid October - December
With: Lead/Senior Developers
Format: Smart survey
Duration: 5-10 minutes
Link: https://surveys.publishing.service.gov.uk/s/X1APCA/

Session 1: Initial research to gain an understanding of the needs and expectations of service owners around sharing data across government.
Starting: Mid October - November
With: Service Owners/Product Managers
Format: Google Meet
Duration: 1 hour interview

Session 2: Interactive session focussing on identifying the benefits, exploring the feasibility and risks of the feature backlog across a range of government services.
Starting: Mid November - December
With: Service Owners
Format: Google Meet
Duration: 1 hour interview

Session 3: Process mapping workshops capturing service application processes and data flows to understand gaps and capabilities in x-gov data sharing.

Starting: Mid November - December

With: Key roles involved in processing applications

Format: Google Meet

Duration: 2 hours

Please provide your name:

Open ended

Please provide your email address:

Open ended