ukgovcamp

Session: 2
Room: M69

Session title : How can GDS help enable departments with a smaller technical presence & service standard and service manual - what should they be in 2030

Session leader : Carly and Ben

Volunteer to continue conversation after :

Notes taken by : **Sarah Rees**

Notes

Pitch 1: Familiar that departments don't have the tech teams around, or small tech presence. E.g. They want to join one login- there is a mandate to use. How to help smaller departments use. Lower capability and or small, who use contractors.

Pitch 2: rather than dwell on now- what does the service standard look like. Ideal future vision.

Example- small companies have set up sandboxes to deploy and test smaller activities - up to town level engagement. Governance around setting up environments can be difficult- but having the people who can code can have access to the sandbox.

Governance is often a barrie but a single approved sandbox that goes through governance can help organisations experiment

Perhaps National Digital Exchange- GDS Local could see if it's scalable.

Find the history of the integration- for example payment links on gov.pay- where its been used can be hard to locate.

Notify have 2 interfaces and good documentation- tech side and UI side- this scales to different user needs. It has guidance so has the opportunity for ups killing.

Capability and prioritisation- for those that would adopt, mandates may not help.

Add the value for the smallest organisations as part of the long tail of services.

Has to be a mix of carrot and stick- you cant win with the carrot, but if there are examples that can be shared, case studies this may have the power of influence.

GDS Local initiative- hopefully they can help to set standards that power good design in LA and smaller organisations

Example: DWP assesses the service standard of smaller ALBs including small immature teams where technology is mandated. Senior leaders don't understand the Service standard, lack of adoption. Leads to lack of understanding for the meaning of UCD, Service standards. If something is mandated it may drive adoption- but leaders need to be on that journey too.

Long tail of services, and there is alot of opportunity to bring the lower capability organisations and ALBs together

Cascading - there is a lack of grip on the ALBs, reduction in transparency from the top/ central teams. By 2030, need to revisit why this was a thing in the first place, what was the need. Backstop and edges, and if they are areas not working, then how can there be signals be sent back centrally to help.

How to imbed and use the service standard: Not work arounds and encourage the review from across government.

This isnt a digital problem- cascade of requirements and standards.

GDS missed a trick on registry which was making a list of all the services- this would have been very valuable. Imbed the concept of a service being 'live' all the time and continually trying to make it better.

 Assurance of live services- move away from 'Alpha Beta forget'

2030- continuous service report- teams delivering want the feedback- management tend to want to step away and don't have a push for UCD but to move fast.

Product and Service language- not clear and often mixed.

2030- service standard update on areas no one is doing- can we delete it e.g. publishing completion rate.

Performance Platform- previously transactions explorer. Intended to show how many transactions, completion, user satisfaction and all the services as. Group deemed measures being valuable.

Measuring performance- error rates in services. If we are not measuring quality we dont know what we are delivering

Suggestions for the future. 'Custodians of the standard' - we are doing a transform service- invite people who are passionate to pitch to join an advisory group. But not a gateway. Requires a time commitment- but allows conversations on areas of the standard and services

Teams and orgs need Own the needs of their users

Suggestions to get rid of MVP and replace to' small sustainable change'.

Applying service standard feels hard when services feel different and difficult.

Different departments adopt their own standard- can GDS collect those- and make them more of a GDS mindset. When users interact- they interact with government not the variants of that digital government.

Trying to get funding for collaboration to show what is working and what is not. The technological space is often absent.

Common thread- capability across government, and central leadership. The reason GDS was a strong hold when it started. Assessments are 5 people reviewing 5 people.

A good team should know how its service perforrms well. Quant informs the qual.

GOV/ Service standard Not coming at ths problem with a systems thinking view.