

Working in the Open @DigitalService

Our take on creating transparency and trust in
Government initiatives on digitalization



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- **About DigitalService**
- **Our beliefs**
- **Working in the Open**
@DigitalService

We are the Federal
government's central
digitalization unit.

We transform government
through digital delivery.

- Established Oct. 2020
- Agile, user-centered & effective development of **digital services**
- Expanding **digital & transformation expertise**
- Two pillars: **own product delivery unit & accompanying fellowship programs**





**Legally, we are a limited company
100% owned by the German Federal
government. We work with almost all
Federal government ministries.**

Our beliefs



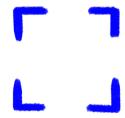
Public money, public code



**People paying taxes have already
paid for the work we are doing**



**In a democracy, transparency and
public accountability must be a given**



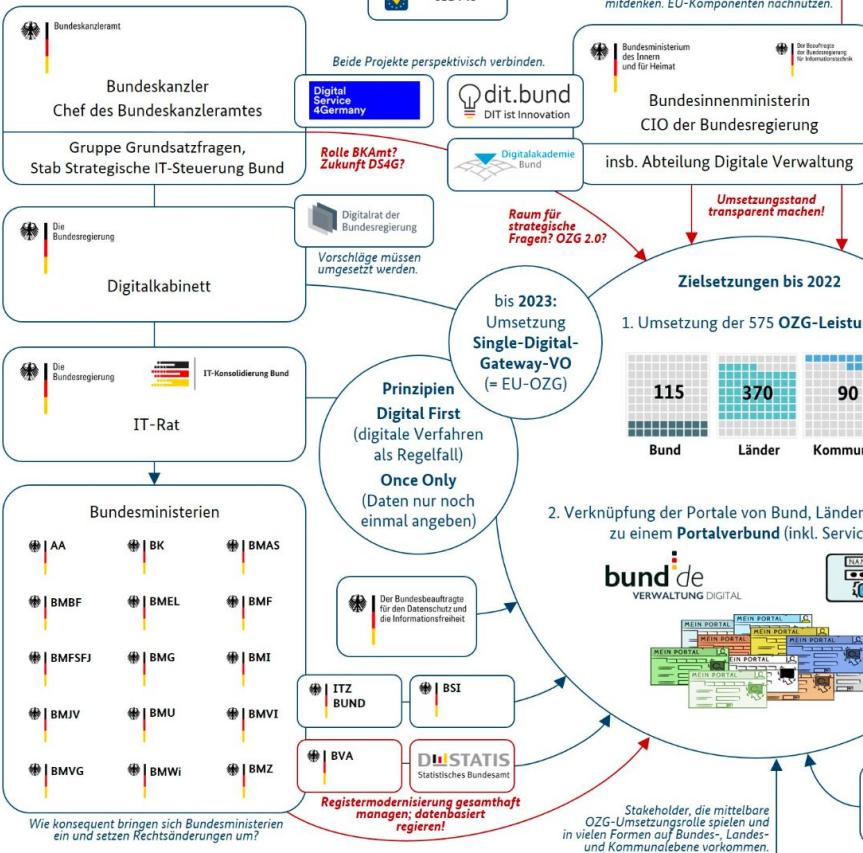
**And there's Freedom of Information
legislation in place in many countries**



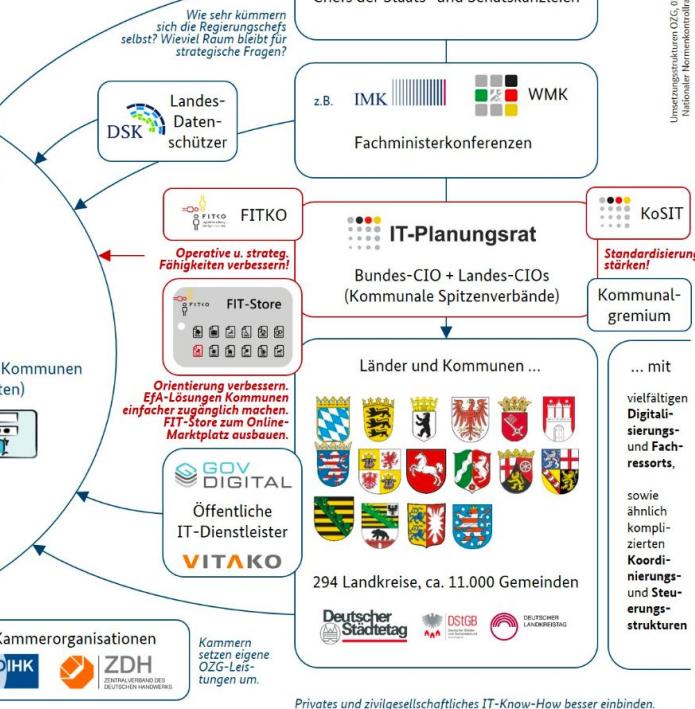
**Let's be proactive and share instead
of waiting for FOI requests to arrive**

Working in the open

Our ecosystem: starting point



Funktioniert das?



- **Transparency is not part of the administrative culture**
- **Citizens have lost trust in the capabilities of the (federal) administration**
- **Open-source is not a standard**
- **Discussion is dominated by third parties**

**Our goal:
max. transparency**

- **Strengthen trust**
- **Interact with civil society and other stakeholders**
- **Allow others to build up on and re-use our deliverables**
- **Own the story and minimize crisis potential**

Our plan: how to get there

Step 1: Come up with a definition

Step 2: Set up processes and a basic concept

Step 3: Build up a team of communications experts

Step 4: Get going ;-)

Step 5: Iterate on the basis of our learnings

Definition:

The WHAT, WHY and HOW.

Working in the open means **fully owning and sharing your story**. It includes your successes and your failures. It's not about positioning or political spin. **It means transparency in WHAT you're working on and WHY, and ideally includes sharing what you learn from user research and HOW this is shaping the decisions you make.***

*Ben Holliday (Ex-GDS); <https://benholliday.medium.com/how-to-work-in-the-open-in-government-30993d84a47c>

Basic communications model

Signing a contract, starting a project

- Blogging on the what, how & why of a project
- Making the project visible on our website
- Sharing via Twitter, LinkedIn
- Whenever possible: Disclosing the contract

Going live with MVP

- Blogging on what we have learnt in the first project phases plus a look ahead
- Doing classical PR (with/without ministries)

Ongoing: Talking about our principles and beliefs to media, on conference stages, in workshops, on social media etc.

Running discovery phase, developing MVP

Incident-based communications whenever we find we have something valuable to share:

- Sharing learnings, milestones, successes & failures, code, prototypes via blog, social media, Github workshops & speaker engagements, design assets.
- Doing reactive PR

Basic communications model

Ending a project, retiring a service

- Blogging and communicating frank and open about the why and how.
- Disclosing key metrics highlighting successes – and failures – and sharing major insights.



→ Ongoing: Talking about our principles and beliefs to media, on conference stages, in workshops, on social media etc.

Continuous development & usage

Incident-based communications whenever we find we have something valuable to share:

- Sharing learnings, milestones, successes & failures, code, prototypes via blog, social media, Github, workshops & speaker engagements, design assets.
- Active PR – also to grow the user basis

What it looks like

Digital applications for the federal public administration

Simple, user-centered and open

Since the fall of 2020, we have been working with the federal public administration to create digital applications that focus on the needs of citizens, the economy and society.

Project overview

Projects, Insights, Strategy: right here in our blog





DigitalService

Für ein digitales Deutschland

0.46 followers Germany https://digitalservice.bund.de @DigitalServBund

[Overview](#) [Repositories 46](#) [Projects](#) [Packages](#) [People 12](#)

README.md

DigitalService GmbH des Bundes

For a digital Germany

DigitalService develops digital solutions for and with the Federal administration.

[digitalservicebund.github.io](#)

Overview of DigitalService Projects

1 2 1

Pinned

[style-dictionary](#) Public

Keep styles consistent and synchronized across multiple platforms.

1 3 1

[kotlin-application-template](#) Public template

Bootstrap a Kotlin application with Spring WebFlux, Gradle and Continuous Delivery

[java-application-template](#) Public template

Bootstrap a Java application with Spring WebFlux, Gradle and Continuous Delivery

[grundsteuer](#) Public

Grundsteuererklärung für Privatgegenst.

1 29

People



Top languages

JavaScript TypeScript Python
 Kotlin HTML

Most used topics

[continuous-delivery](#) [status-page](#)
[typescript](#) [uptime-monitor](#) [vite](#)

Github

Transparency

Corporate Governance

The [Public Corporate Governance Kodex \(PCGK\)](#) contains and defines the standards of good corporate and participation management for all companies and shareholdings of the Federal Government. It is a guideline from the Federal Government and sets standards for transparent and economic actions by publicly owned companies. For example, it specifies how corporate bodies are to cooperate, seeks to ensure continuous improvement of processes of the company and its institutions, and stipulates a transparency obligation with regard to the remuneration of the management.

DigitalService GmbH des Bundes is 100% owned by the Federal Government.

As a GmbH (roughly: private limited under German law) owned by the Federal Government, we publish a Public Governance Report every year. Supplementary documents to the annual financial statement are also provided.

- [!\[\]\(baa5661a91c546ceb2ce86ae6c8926c4_img.jpg\) Corporate Governance Report 2020](#)
- [!\[\]\(e70f45dc44932513538475d8faac3296_img.jpg\) Annex for 2020](#)
- [!\[\]\(56ac3d281f26d7c3162817578fc772eb_img.jpg\) Appendix to the Annex for 2020](#)
- [!\[\]\(acb214fb367d582e8e6e577555a6a860_img.jpg\) Balance Sheet 2020](#)
- [!\[\]\(8308e4e736c84a17c60c902b3d2650cd_img.jpg\) Profit-and-Loss Statement 2020](#)
- [!\[\]\(3e26aba3170d6fab23c45567ef6e22c4_img.jpg\) Management Report 2020](#)



1



2



3



4

Rahmenvertrag
über
die Erbringung von Beratungs- und
Entwicklungsleistungen im Bereich der agilen
Softwareentwicklung, zur Umsetzung von
Digitalisierungs- und Veränderungsprojekten sowie den
Softwarebetrieb

Zwischen der
Bundesrepublik Deutschland
vertreten durch das Bundesministerium der Justiz
Mohrenstraße 37
10117 Berlin
– im Folgenden "**Auftraggeber**" –

und

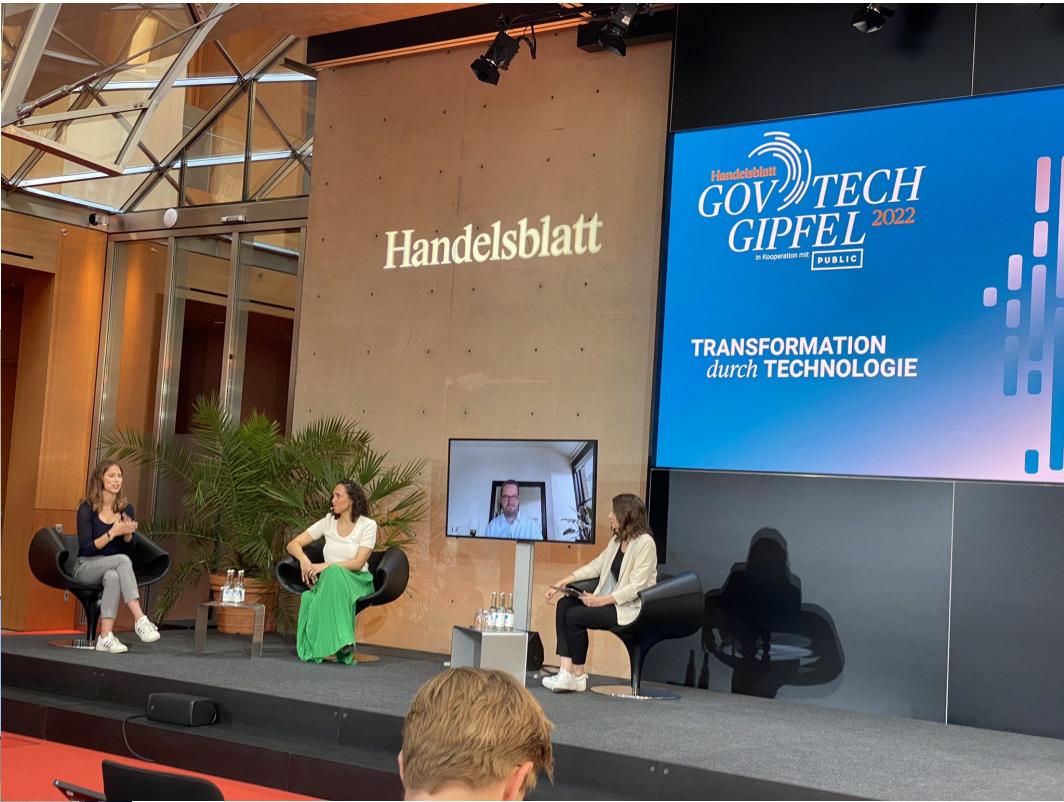
der
DigitalService GmbH des Bundes
vertreten durch die Geschäftsführer
Frau Christina Lang und Herrn Philipp Möser
Prinzessinnenstraße 8-14
10969 Berlin
– im Folgenden "**Auftragnehmerin**" –

- nachfolgend Auftraggeber und Auftragnehmerin gemeinsam die "**Parteien**" genannt -

wird folgender Rahmenvertrag geschlossen:

Schwelle zur Veränderung





Conferences

Demokratie
lädt ein | 20. + 21.
AUGUST 2022

Open day



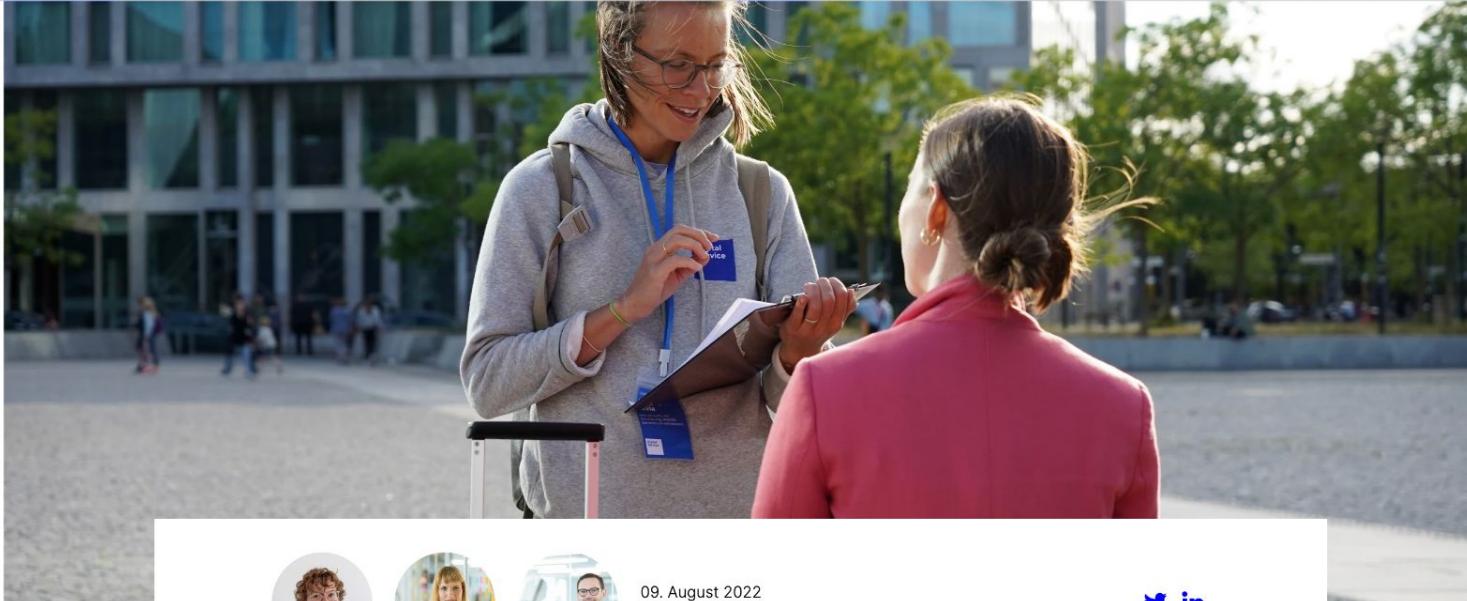
What it looks like...in design



**Making our work visible and
connecting with the outside world**



**Writing
Speaking
Publishing**



09. August 2022

Von: Carina Haumering | Charlotte Vorbeck | Martin Jordan



Wie wir Nutzer:innen verstehen und in den Entwicklungsprozess

Co-written with other disciplines

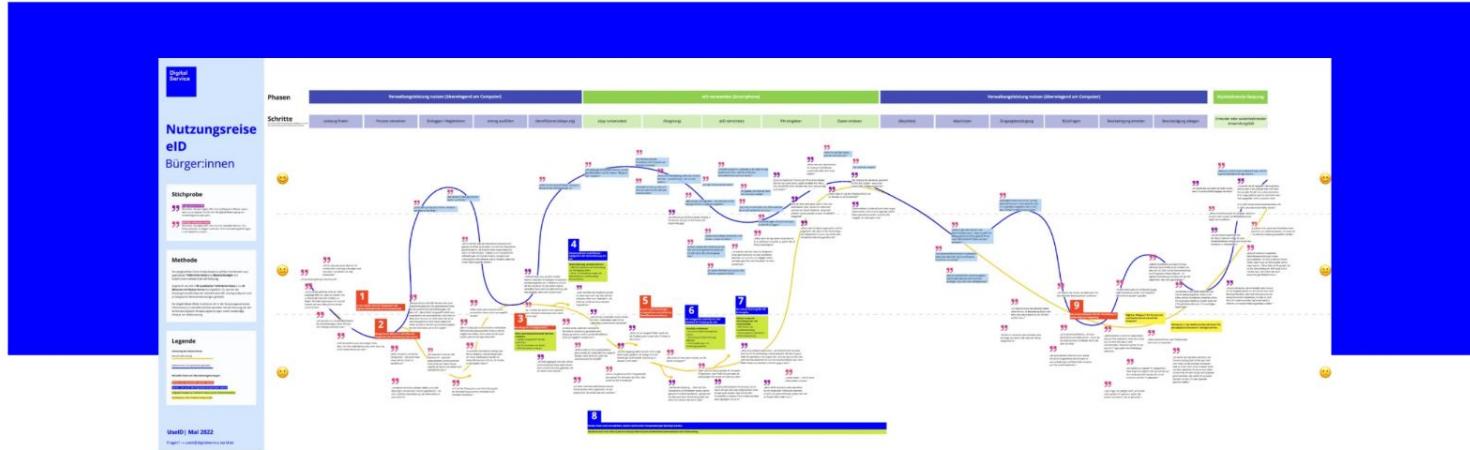


02. August 2022
author: Ann-Kristin Ohlau | Christian Kaatz



Magic Links: Secure and password-free use of our service for property tax

- Die initiale Nutzung der eID ist komplex, es fehlt an Übung und Erklärung.
- Es ist unklar, wie genau die eID genutzt wird.



Die Nutzungsreise als PDF kann [hier](#) heruntergeladen werden.

Einige der aufgedeckten Probleme konnten kurzfristig im laufenden Projekt adressiert werden. So haben wir beispielsweise den PIN-Brief bereits neu designt, um digitale Komponenten ergänzt und so adressatenfreundlicher und verständlicher gestaltet. Doch um nachhaltige Veränderungen zu erzielen und zu einer tatsächlich verbreiteten Nutzung der staatlichen digitalen Identität beizutragen, muss das Nutzungserlebnis ganzheitlich betrachtet werden. Und da fällt auf, dass dabei derzeit die Bedarfe der Nutzer:innen noch

[Back](#)

Welcome back - vision time - 9th - 13th of January

Jan 13, 2023

Wrap up 2022 - roadshow and focus time

Welcome back, it has been a while. Since November, a lot, but also not much happened. Until mid of December, we were busy running the Digitalcheck Roadshow. We facilitated a total of 14 interactive information sessions. The goal of these were to introduce policy personal to the Digitalcheck, making sure the support channels are known of, answering first ministry specific questions, and acquiring some evaluation data on how well the five principles are understood. Adding up all sessions, we reached around 440 policy people and these ranked our sessions as a 3.9 on a 1-5 Likert scale (question was: "The information session gave me a good introduction to Digitalcheck [beta version] and how to use it") - so it was a success and time well spent.

I used the time between Christmas and New Year's Eve to do some much-needed restructuring and cleaning of our team's running documentation and file structure. It felt good to restructure, delete, and archive documents, presentations, and notes. I documented all of it in a Slack-Thread, so everyone would be up-to-date coming back from vacation. With that task done, I spend some thinking time on our evaluation approach. Scribbling down some fundamentals and creating some starting points for possible prototypes.

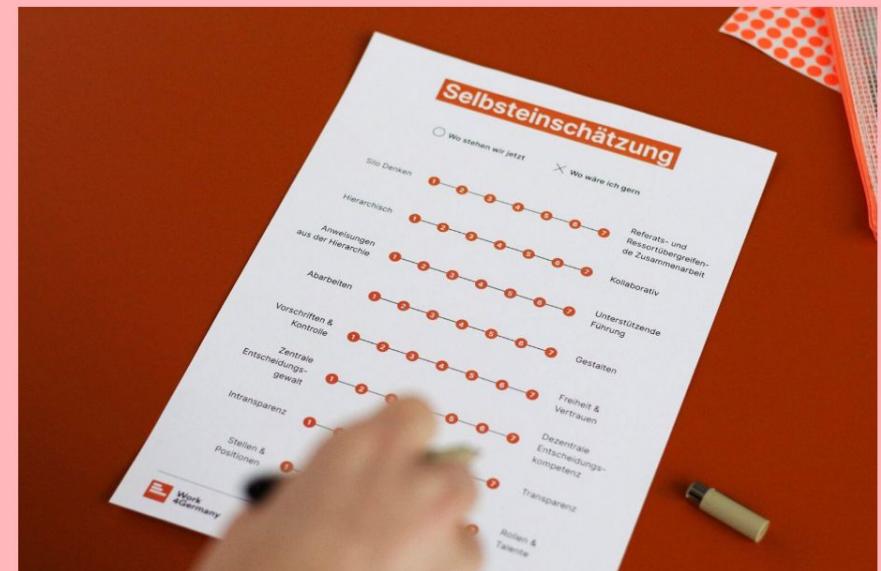
Starting 2023 - Digitalcheck is active and visiontyping

With the start of the new year, the Digitalcheck is "mandatory" for all policy that is written on the federal level. We designed a soft-start to suit the ongoing legislative processes. But we are already receiving documented Digitalchecks and support requests. This is the beginning of an exciting time, with a growing number of real world data points we will be able to iteratively continue our development.

Also, our team is growing - welcoming and onboarding a senior product manager. Personally, I enjoy these moments. Every time a new person joins a team, a ton of smart questions are raised (the easy questions are part of our onboarding checklist). Often I hear the contrary notion: new joiners slow teams down. I see this a bit different, for me, it is a welcome check if we are still "sharp" when it comes to our fundamentals and the story we tell. So to say, the new joiner is a quality gate that uncovers areas that we need to document differently or better.

Week #37 at the Digital Service: Notes for 9–13 January 2023

Veröffentlicht am 15 Januar 2023 · Von Martin Jordan









Better service design through digital-ready legislation

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Tom Cruise's Heroic Sacrifice -



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Go to file

Add file

...



martin-jordan Add slides from talk at Service Design Drinks Berlin ...

8fb231b 4 days ago History

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210922-Service-Design-Drinks-Berlin-Sabrina-Feuer... Add slides from talk at Service Design Drinks Berlin 4 days ago

230622-Gov-Tech-Gipfel-Vortrag-Martin-Jordan-Ser... Add PDF file of Gov Tech Gipfel slide deck 3 months ago

300622-CityLAB-Sommerfest-Vortrag-Mit-Service-D... Add PDF file of CityLAB summer festival slide deck 3 months ago

README.md Create README.md 3 months ago

README.md



Design-Dokumente

Dieser Ordner enthält Dokumente erstellt vom Design-Team bzw. Dokumente mit Bezug auf Design.

Design documents

This folder contains documents created by the design team or design-related documents.



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Support | is user experience

The users of our products and services want to get things done and reach their desired outcomes. Often that includes completing an important task or interacting with an application. But people can get stuck for an infinite number of reasons.

User support helps people get unstuck and closer to their goals. It's vital for the experience with our offerings.



Designing for users with dyscalculia or low numeracy



Do...

round numbers to the nearest whole number



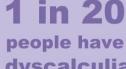
leave space around numbers



fill in the information you already have



use sentences to add context about numbers
1 in 20 people have dyscalculia



let people include spaces when entering numbers



user research with people who struggle with numbers



Do not...

use decimals unless it's money



overwhelm people with too much content



expect users to repeat or remember numbers



use tables and grids without explaining what the numbers mean



rush users to enter a number accurately



force people to enter a number or do a sum to verify themselves



Designing for people with dyscalculia and low numeracy

Jane McFadyen - Senior Content Designer, DWP Digital, Rachel Malic - Content Designer, HMRC Digital and Laura Parker - Content Designer, HMRC Digital, 28 November 2022 - Design

We often forget that some people struggle with numbers, which can make our services really hard to use. But, there are things you can do to make your services more accessible.

[Read more](#) - [7 comments](#)

Designing for users with dyscalculia or low numeracy



Do...

round numbers to the nearest whole number



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1 in 20
people have dyscalculia

use tables and grids without explaining what the numbers mean



let people include spaces when entering numbers

12 34 56

rush users to enter a number accurately



user research with people who struggle with numbers



force people to enter a number or do a sum to verify themselves



Do not...

Gestalten für Nutzer*innen mit Dyskalkulie oder Rechenschwäche



Richtig

Zahlen auf ganze Zahlen runden



Dezimalzahlen verwenden, es sei denn, es geht um Geld



Reichlich Platz um Zahlen lassen



Menschen mit vielen Inhalten überfordern



Daten vorausfüllen, die bereits vorliegen



Erwarten, dass Nutzer*innen Zahlen wiederholen oder sich merken



Sätze verwenden, um Zahlen einen Kontext zu geben
1 von 20
Personen haben Dyskalkulie



Tabellen und Felder verwenden, ohne zu erklären, was die Zahlen bedeuten



Leerzeichen bei der Eingabe von Zahlen zulassen



Nutzer*innen durch Zeitlimits unter Druck setzen, eine Zahl schnell richtig anzugeben



Nutzerforschung mit Menschen, die sich mit Zahlen schwer tun



Menschen zwingen, eine Zahl einzugeben oder eine Summe zu bilden, um sich zu verifizieren



A CIVIC TECHNOLOGIST'S PRACTICE GUIDE CYD HAGGELL

ACCELERATE

Forsgren
Humble, Kim

Good Services

Levi Doremus

KILL IT WITH FIRE

Marianne Williamson



2

Solution second

1

Problem first

Once we have gained a thorough understanding of the problem and opportunity areas, we can develop solutions incrementally, considering the specific circumstances and requirements of real needs of people. This gives us a detailed picture of the current state so we can think broader and more diverse, evaluate various options and test hypotheses. In steps, we work towards solutions that work.

Before making a thing, committing to a particular path or using a specific framework, we must understand the problem we are trying to solve. We do that by gathering all kinds of data - through various ways and methods. We use qualitative and quantitative data, observe and talk to users and experts, trace journeys and map systems.

digitalservice.land.de/en/how-we-work

Digital
Service

2

Nachdem wir verstanden haben, wer das Problem hat und wieso, entdecken wir Möglichkeiten das Problem zu lösen. Dann können wir schrittweise Lösungen entwickeln, die die Umstände der Menschen berücksichtigen und auf ihre Bedürfnisse eingenhen. Mit einem guten Verständnis können wir breiter und vielfältiger denken, verschiedene Optionen erproben und unsere Hypothesen testen. So erarbeiten wir schrittweise Lösungen, die funktionieren.

Dann die Lösung

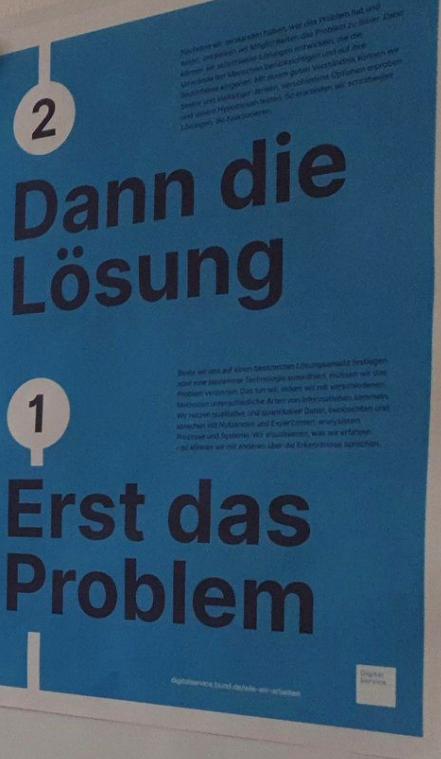
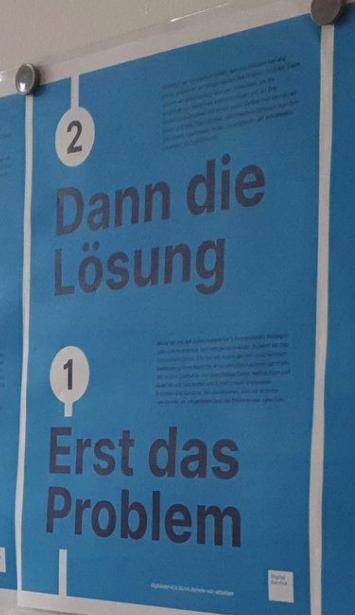
1

Bevor wir uns auf einen bestimmten Lösungsansatz festlegen oder eine bestimmte Technologie auswählen, müssen wir das Problem verstehen. Das tun wir, indem wir mit verschiedenen Methoden unterschiedliche Arten von Informationen sammeln. Wir nutzen qualitative und quantitative Daten, beobachten und sprechen mit Nutzenden und ExpertInnen, analysieren Prozesse und Systeme. Wir visualisieren, was wir erfahren – so können wir mit anderen über die Erkenntnisse sprechen.

Erst das Problem

digitalservice.bund.de/wie-wir-arbeiten

Digital
Service





Bericht Servicestandard-Selbstaudit

DigitalService des Bundes: Steuerlotse für Rente und Pension

Publishing Service Standard reports (publication in progress)

Der Steuerlotse ist ein Dienst, mit dem Rentner:innen und Pensionär:innen ohne Zusatzkosten ihre Steuererklärung online erreichbar machen. Der Dienst ist webbasiert, benötigt keine Installation und ermöglicht damit Gruppen die Erreichung ihrer Steuererklärung einfach, schnell und online. Der Steuerlotse stand Rentner:innen und Pensionär:innen unter www.steuerlotse-rente.de erstmals seit Mai 2021 für die Steuererklärung des Jahres 2020 zur Verfügung. Aktuell kann die Steuererklärung für das Jahr 2021 abgegeben werden. Der Steuerlotse wurde im Auftrag des Bundesfinanzministeriums (BMF) vom DigitalService, der inhouse Software-Entwicklungseinheit des Bundes, entwickelt und wird nach dem Ende der aktuellen Steuerperiode zum Ende des Jahres 2022 eingestellt.

Zusammenfassung des Servicestandard-Audits

Der Dienst "Steuerlotse Rente" erfüllt in 13 von 19 Punkten den Servicestandard. Die einzelnen Punkte werden weiter unten genauer erläutert.



Search or jump to...

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digitalservicebund / public_documents

Public

Edit Pins

Unwatch 5

Fork 1

Star 9

Code Issues 1 Pull requests Actions Projects Wiki Security Insights Settings

main

public_documents / templates / OZG-Servicestandard-Checklist.md

Go to file

...



chrkaatz Add OZG Servicestandard checklist template

Latest commit 63b05f3 on 16 Aug History

1 contributor

219 lines (134 sloc) | 17.9 KB

Raw Blame

Edit

...

Delete

and our report templates on GitHub

OZG Servicestandard

[Link zum Servicestandard](#)

Prinzip 1: Erhebung und Bewertung von Nutzeranforderungen

Ob Webseite, App oder digitale Plattform: Onlinedienste sind nur erfolgreich, wenn sie auch genutzt werden. Sie müssen für die Anwendenden einfach, verständlich und relevant sein – und im besten Fall eine Verbesserung des täglichen Lebens mit sich bringen. Nutzerzentrierung bedeutet, dass man bei der Entwicklung von Produkten oder Leistungen konsequent von den Nutzenden (und nicht vom Angebot her) denkt und gestaltet. Gute Verwaltungsdienste sind an den Bedarfen in den Lebens- oder Geschäftslagen der Zielgruppe ausgerichtet.

Checkliste

- Nutzende sowie Verwaltungsmitarbeitende zum aktuellen Prozess befragen (z. B. Interviews, Nutzertests mit aktueller Lösung)
- Nutzeranforderungen aus der Recherche ableiten und dokumentieren
- Nutzeranforderungen in Workshops oder Nutzertests mit den Nutzenden validieren, erweitern und dokumentieren
- Nutzeranforderungen bei der Priorisierung der Anforderungen einbeziehen

1. Nutzergruppen identifizieren

Takeaways and recommendations



**Don't give up. It needs a lot of
persuasion. Every step counts.**



**Find the formats that fit best
for you and your circumstances**



**Don't look at what you haven't
achieved, but at what you have
achieved.**

Thanks for listening. We're looking forward to the exchange!

DigitalService GmbH des Bundes

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<https://digitalservice.bund.de>