



Service Standard

Understanding user 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

Leading agile teams

- 6 Have a multidisciplinary team
- 7 Use agile ways of working
- 8 Iterate and improve frequently

Choosing the right technology

- 9 Create a secure service which protects users' privacy
- 10 Define what success looks like and publish performance data
- 11 Choose the right tools and technology
- 12 Make your data and functionality available via APIs
- 13 Use and contribute to open standards, common components and patterns
- 14 Operate a reliable service
- 15 Ensure your service is 'cloud ready'