**Assessment report template**

Dear [insert name of service manager],

Thank you for attending the digital first service standard review on the [insert date of assessment].

The [insert name of service] has been reviewed against the 22 criteria of the service standard at the [discovery / alpha / beta] stage of development.

## Result of service assessment

After consideration the assessment panel has concluded the [insert name of service] service has [met / not met] the digital first service standard at this stage of development.

## Reasons

[Please state reasons why the service is meeting the digital by default service standard]

## Recommendations

[If the service standard has been met, insert any recommendations that the service should consider during the next stage of development]

[or]

## Requirements

[If the service standard has not been met, insert any requirements that the service should fix before returning to be reassessed

## Overview of digital service standard criteria

The following table shows the result for each of the 22 standards with the assessment panels agreed result.

Standard 1: User centred [Met / Not Met]

Standard 2: Usable and accessible [Met / Not Met]

Standard 3: Channel shift [Met / Not Met]

Standard 4: Consistent user experience [Met / Not Met]

Standard 5: Continuous feedback [Met / Not Met]

Standard 6: Data driven [Met / Not Met]

Standard 7: Cross-functional team [Met / Not Met]

Standard 8: Sustainability [Met / Not Met]

Standard 9: Continuous improvement [Met / Not Met]

Standard 10: Business continuity [Met / Not Met]

Standard 11: Technology appraisal [Met / Not Met]

Standard 12: Information governance [Met / Not Met]

Standard 13: Open data [Met / Not Met]

Standard 14: Ecosystem [Met / Not Met]

Standard 15: Open source [Met / Not Met]

Standard 16: Open standards [Met / Not Met]

Standard 17: Green ICT [Met / Not Met]

Standard 18: Data hosting and data centres [Met / Not Met]

Standard 19: Performance management [Met / Not Met]

Standard 20: Transparent [Met / Not Met]

Standard 21: Operational acceptance [Met / Not Met]

Standard 22: Sponsor acceptance [Met / Not Met]

## Next steps

Once you feel the service is moving towards the next stage of the development process, please contact [OCIOAssurance@gov.scot](mailto:OCIOAssurance@gov.scot) with at least 4 weeks’ notice to organise a [alpha / beta] assessment.

[or]

You should follow any requirements made in this report and see the [government service design manual](https://www.gov.uk/service-manual/digital-by-default) for further guidance. In order for the service to proceed we require a reassessment against the standards that have not been met - please contact [OCIOAssurance@gov.scot](mailto:OCIOAssurance@gov.scot) at least 4 weeks prior to book in for a reassessment.

[or]

You should follow any requirements made in this report and see the [government service design manual](https://www.gov.uk/service-manual/digital-by-default) for further guidance. In order for the service to proceed we require a full reassessment - please contact [OCIOAssurance@gov.scot](mailto:OCIOAssurance@gov.scot) at least 4 weeks prior to book in for a reassessment.

## Summary

[Please conclude with a positive summary taking into account the specifics of the service. please repeat the result, thank the team for their attendance and insert anything you wish to add]

Kind regards,

[insert name of assessment manager]