

Goedemorgen



Kara Kane
Head of Design,
Test, Learn and Grow,
Cabinet Office 

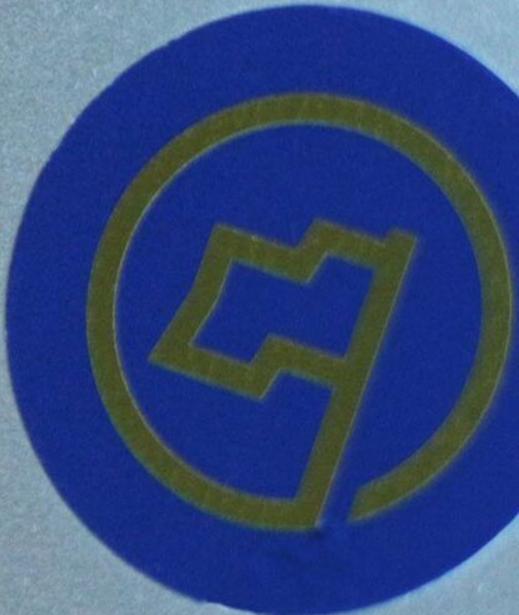


Martin Jordan
Head of Design &
User Research,
DigitalService 



Viktoria Westphalen
Content designer,
HM Courts &
Tribunals Service 

About the community





**4,500+ people
70+ countries**

2018

A woman with short blonde hair, wearing an orange jacket over a white t-shirt and black trousers, stands on a stage, speaking into a microphone. She is positioned in front of a clear acrylic podium. To her left, a large black banner hangs vertically, featuring the text "INTERNATIONAL DESIGN IN GOV.UK" in a circular arrangement around a globe graphic. The background wall is light-colored. In the foreground, the backs of audience members' heads are visible.

Blog
Design notes

Organisations: Government Digital Service

Building an international group of government designers

Louise Dower, 2 February 2017 · Design

We believe in working in the open. This blog is for designers across government to share their projects, ideas and concepts, or just to think out loud.

The User-Centred Design Community

Events and training from the Cross-Government User Centred Design Community

Categories

Select Category

GOV.UK

Search blog

Design notes

We believe in working in the open. This blog is for designers across government to share their projects, ideas and concepts, or just to think out loud.

The User-Centred Design Community

Events and training from the Cross-Government User Centred Design Community

Categories

Select Category

2024

Pushing the boundaries of design in government: systems change and futures

Anni Leppänen and Eze Montenegro

Finland and Sweden

Opening session



**Last year, we wanted
to know: What keeps
you going?**



#govdesign

**This year, we wonder:
How to make sure we
can keep going?**



#govdesign

Protecting our practice: How to not let things get undone

Why are we talking about this?



#govdesign



45 47

[PRESIDENTIAL ACTIONS](#)

ESTABLISHING AND IMPLEMENTING THE PRESIDENT'S “DEPARTMENT OF GOVERNMENT EFFICIENCY”

The White House | January 20, 2025

By the authority vested in me as President by the Constitution and the laws of the United States of America, it is hereby ordered:

Section 1. Purpose. This Executive Order establishes the Department of Government Efficiency to implement the President's DOGE Agenda, by modernizing Federal technology and software to maximize governmental efficiency and productivity.

Sec. 2. Definitions. As used in this order:

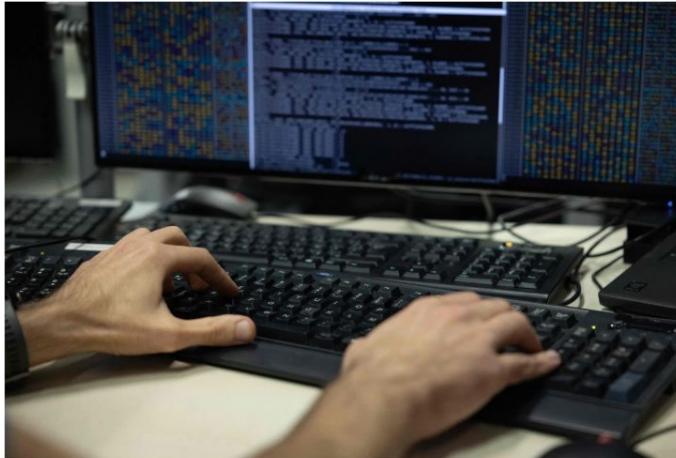
● Live TV Markets ▾ Economics Industries Tech Politics Businessweek Opinion More ▾

Europe Edition ▾

Elon Musk's DOGE: What Is It? | Ambitious Cuts | Legal Challenges | Austerity Drive | Conflicts of Interest | Twitter Playbook

Politics
Special Issue

DOGE Begins Firing Workers at Federal IT Department



USDS offered information technology and other help to federal agencies. *Photographer:*
Thomas Samson/AFP/Getty Images



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By [Sophie Alexander](#)

15 February 2025 at 19:15 CET

Updated on 15 February 2025 at 23:20 CET

 Save

 Translate



Elon Musk ✅ X
@elonmusk

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That group has been deleted



ALX 🇺🇸 ✅ NEWSHOUR @alx · 3 Feb

18F, the far left government wide computer office that was recently taken over by allies of @elonmusk, is also the same agency that built Elizabeth Warren's "Direct File" tax program.

Direct File puts the government in charge of preparing peoples tax returns for...

[Show more](#)



SEARCH | HELP | MENU

Shortly after that report, as directed by the Treasury



This site can't be reached

Check if there is a typo in 18f.gsa.gov.

DNS_PROBE_FINISHED_NXDOMAIN

Reload



[PRESIDENTIAL ACTIONS](#)

Ending Radical And Wasteful Government DEI Programs And Preferencing

The White House | January 20, 2025

By the authority vested in me as President by the Constitution and the laws of the United States of America, it is hereby ordered:

Section 1. Purpose and Policy. The Biden Administration forced illegal and immoral discrimination programs, going by the name “diversity, equity, and inclusion” (DEI), into virtually all aspects of the Federal Government, in areas ranging from airline safety to the military. This was a concerted effort stemming from President Biden’s first day in office, when he issued Executive Order 13985, “Advancing Racial Equity and Support for Underserved Communities Through the Federal Government.”

The New York Times

accessible	discriminated	inclusive	privilege
activism	discrimination	inclusive leadership	privileges
activists	discriminatory	inclusiveness	promote diversity
advocacy	disparity	inclusivity	promoting diversity
advocate	diverse	increase diversity	pronoun
advocates	diverse backgrounds	increase the diversity	pronouns
affirming care	diverse communities	indigenous community	prostitute
all-inclusive	diverse community	inequalities	race
allyship	diverse group	inequality	race and ethnicity
anti-racism	diverse groups	inequitable	racial
antiracist	diversified	inequities	racial diversity
assigned at birth	diversify	inequity	racial identity
assigned female at birth	diversifying	injustice	racial inequality
assigned male at birth	diversity	institutional	racial justice
at risk	enhance the diversity	intersectional	racially
barrier	enhancing diversity	intersectionality	racism
barriers	environmental quality	key groups	segregation
belong	equal opportunity	key people	sense of belonging
bias	equality	key populations	sex
biased	equitable	Latinx	sexual preferences
biased toward	equitableness	LGBT	sexuality
biases	equity	LGBTQ	social justice
biases towards	ethnicity	marginalize	sociocultural
biologically female	excluded	marginalized	socioeconomic
biologically male	exclusion	men who have sex with	status
BIPOC	expression	men	stereotype
Black	female	mental health	stereotypes
breastfeed + people	females	minorities	systemic
breastfeed + person	feminism	minority	systemically
chestfeed + people	fostering inclusivity	most risk	they/them
chestfeed + person	GBV	MSM	trans
clean energy	gender	multicultural	transgender
climate crisis	gender based	Mx	transsexual
climate science	gender based violence	Native American	trauma
commercial sex worker	gender diversity	non-binary	traumatic
community diversity	gender identity	nonbinary	tribal
community equity	gender ideology	oppression	unconscious bias
confirmation bias	gender-affirming care	oppressive	underappreciated
cultural competence	genders	orientation	underprivileged
cultural differences	Gulf of Mexico	people + uterus	underrepresentation
cultural heritage	hate speech	people-centered care	underrepresented
cultural sensitivity	health disparity	person-centered	underserved
culturally appropriate	health equity	person-centered care	undervalued
culturally responsive	hispanic minority	polarization	victim
DEI	historically	political	victims
DEIA	identity	pollution	vulnerable populations
DEIAB	immigrants	pregnant people	women
DEIJ	implicit bias	pregnant person	women and
disabilities	implicit biases	pregnant persons	underrepresented
disability	inclusion	prejudice	

Notes: Some terms listed with a plus sign represent combinations of words that, when used together, acknowledge transgender people, which is not in keeping with the current federal government's position that there are only two, immutable sexes. Any term collected above was included on at least one agency's list, which does not necessarily imply that other agencies are also discouraged from using it.

The New York Times

accessible	discriminated	inclusive	privilege
activism	discrimination	inclusive leadership	privileges
activists	discriminatory	inclusiveness	promote diversity
advocacy	disparity	inclusivity	promoting diversity
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at risk	enhance the diversity	intersectional	racially
barrier	enhancing diversity	intersectionality	racism
barriers	environmental quality	key groups	segregation
belong	equal opportunity	key people	sense of belonging
bias	equality	key populations	sex

**Colleagues can no
longer do their work.**



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**Digital units
are shut down.**



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**Previous work gets
undone and deleted.**

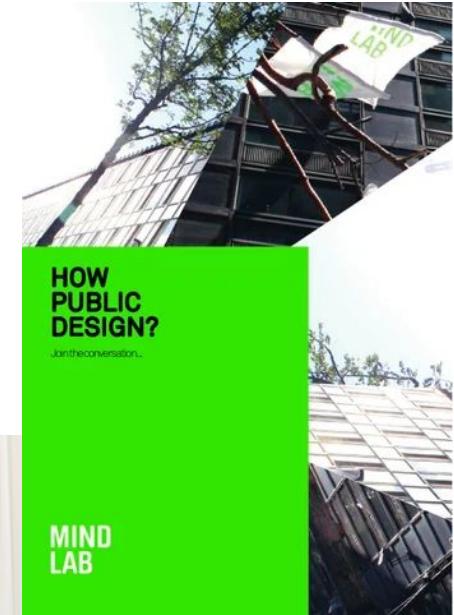


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**It's not the first time
some of these things
have happened.**



#govdesign



Policy

DTA budget cut again as tech projects shifted away



Joseph Brookes

Senior Reporter

⌚ 29 March 2022

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The Digital Transformation Agency has had its budget cut again, with the government slashing \$5.8 million from the technology agency's departmental appropriation as its role continues to shift from delivery to advice.

It follows a \$7 million dollar cut last year and comes despite the Digital Transformation Agency (DTA) bringing in more full-time staff by converting contractors to APS employees.



NSW Innovation Blueprint

A 10-year plan to drive growth and economic prosperity in the state's innovation ecosystem

[Find out more](#)



r/OntarioPublicService · 1 yr. ago
BooktoberCrisis

...

Ontario Digital Service is officially dead

News 

MPBSD sent a memo about the changes today. ODS was already sort of diminished when it got moved under the PADD division last year, but today they announced they're breaking it up and scattering the staff into random areas of ServiceOntario and GSIC.

 86  131 Share Add a commentSort by: Best  Search Comments

Same-Victory-2070 · 1y ago · Edited 1 ago

What a disaster for the OPS.

ODS may have had its flaws but it was one of the few areas within OPS actually delivering good digital products in house and advancing digital maturity across government in a meaningful way. They have won several Amethyst awards for this.

MPBSD was absolutely the worst ministry for ODS to be a part of considering it was only formed due to failure of MPBSD divisions like ServiceOntario and GovTechON (I&IT) in the first place which has some of the worst and most incompetent leadership across government.

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r/ontario · 4 mo. ago

Service Ontario problems

42 upvotes · 32 comments



r/OntarioPublicSer... · 5 mo. ago

Service Ontario workers allegedly involved in major a

39 upvotes · 17 comments



r/OntarioTeachers · 3 mo. ago



Wednesday, 2 April 2025

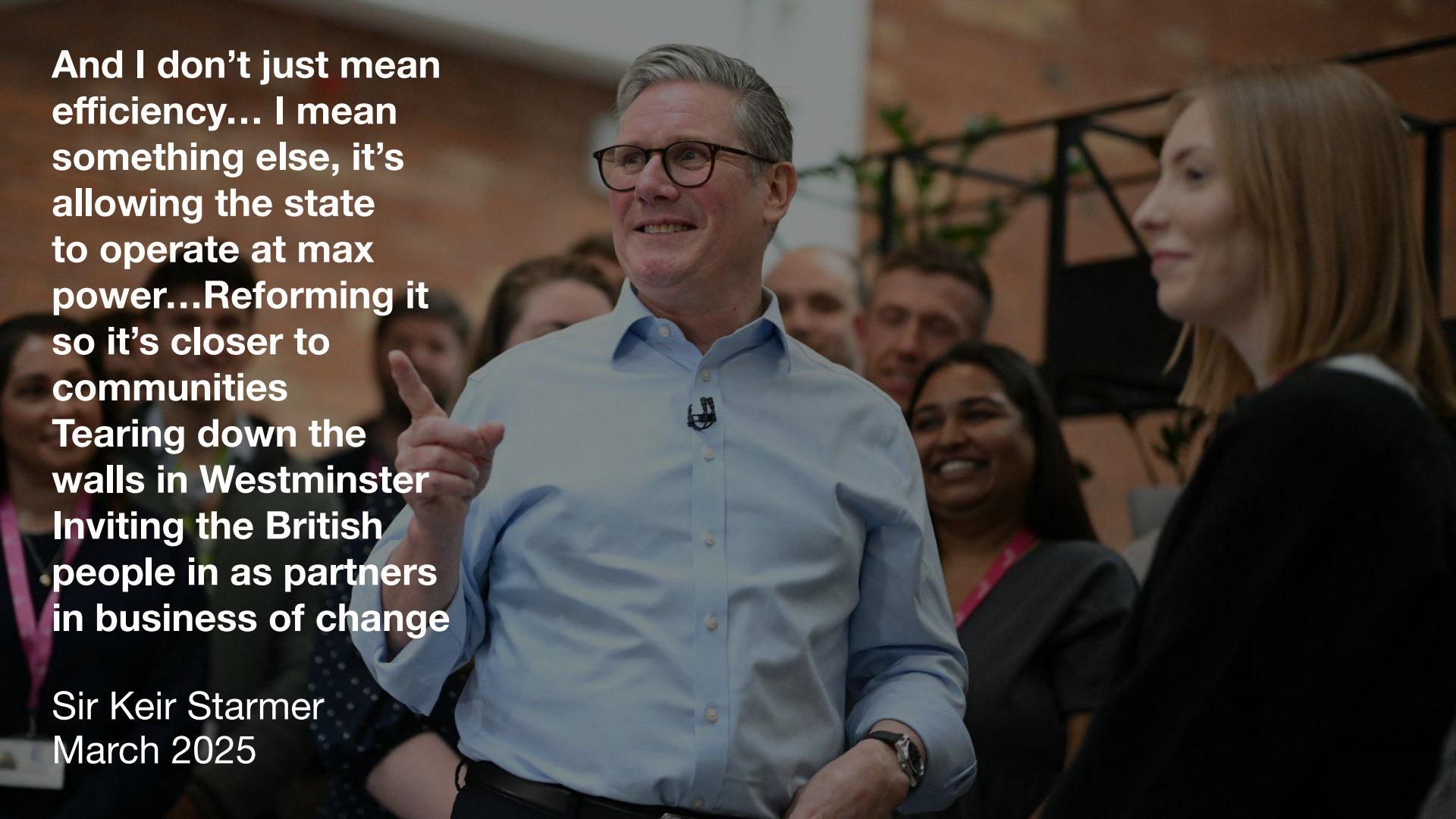
Health NZ reveals scrapped digital projects

2 0

[News](#) > [National](#)



**Efficiency
for what?**



And I don't just mean efficiency... I mean something else, it's allowing the state to operate at max power...Reforming it so it's closer to communities

Tearing down the walls in Westminster

Inviting the British people in as partners in business of change

Sir Keir Starmer
March 2025

“Oh, like DOGE?”

NO!

OPINION
THE EZRA KLEIN SHOW

What Is DOGE's Real Goal?

March 25, 2025

Share full article



526



By Ezra Klein

**“Efficiency to what end?
Efficiency has to be in service of a goal.”**



Plan for Change - GOV.UK

www.gov.uk/missions

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Strong Foundations

Kickstarting Economic Growth

An NHS Fit for the Future

Safer Streets

Break Down Barriers to Opportunity

Make Britain a Clean Energy Superpower



Fortifying our practices

THE SERVICE Gazette

VOL. 10, NO. 1

AMSTERDAM USER NEEDS FIRST CONFERENCE EDITION

EU € 5 / UK £ 4.50 / US \$ 5.80



When we created 18F in 2013, our vision was to transform how government builds and buys technology – bringing modern practices into government to create digital services that truly work for the American people. Following the UK's Government Digital Service (GDS) model, 18F inspired digital service teams worldwide, including the Ontario Digital Service (ODS) I later helped build in Canada.

The recent shuttering of 18F and the dramatic restructuring of ODS was met with shock and disbelief by the global digital government community. For those of us who built these teams, it feels deeply personal – years dedicated to driving change in digital government, only to see our structures dismantled.

Yet this is not a eulogy. By working in the open from day one, 18F created blueprints not just for digital transformation, but for building inclusive team cultures where delivering services for all people meant respecting and supporting all people on the team. The

elimination of a self-funded organization that delivered exceptional value reveals deeper tensions in how governments approach modernization.

The true resilience of digital government isn't in organizational structures but in the people, practices, and cultural shifts that outlive any single team. What matters most is not whether specific teams endure, but how their impact continues to ripple outward long after they're gone.

Beyond efficiency: the real value at stake.

The dismantling of digital service units is often justified as "efficiency" or "streamlining." However, 18F operated on a cost-recovery model where agencies chose to work with them because they delivered immense value and savings. In the U.S. federal context, the timing of 18F's closure suggests something beyond routine reorganization. It appears to be part of a systematic effort to remove internal technical

expertise from government. Digital service units represent a fundamentally different approach to government technology – prioritizing user needs and building services with rather than for people. The removal of these teams creates a vacuum inevitably filled by contractors without adequate oversight. Without in-house expertise that understands delivery, who's left to evaluate whether these contractors are actually building what people need?

Meanwhile, ODS's restructuring had its own complex drivers, but most concerning is what these closures signal about how governments value digital expertise. Many digital units began with a start-up-like ethos, emphasizing speed and autonomy. While this allowed for rapid innovation, it also sometimes led to a perception of digital teams as separate from, rather than integral to, the machinery of government. Leadership's failure to recognize this expertise as core to modern governance relegates digital

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THE SERVICE GAZETTE



capacity to a "nice-to-have" rather than an essential capability for effective public service in the digital age.

What endures when digital units dissolve

Despite these challenges, several elements have remarkable staying power:

THE TALENT WE GROW endures beyond organizational boundaries. Hundreds of technologists, designers, and product managers from 18F and ODS are now scattered throughout government, civic tech, and the private sector. These change agents possess a shared approach for delivering excellent public services with inclusive, multi-disciplinary teams.

METHODS AND PRACTICES prove surprisingly resilient. The user research playbooks, agile approaches, and design standards created by these teams continue to power the creation of accessible, effective services. The U.S. Web Design System, born at 18F, is used by hundreds of government websites. At ODS, our service design playbook has been adopted by ministries that previously never considered user research essential.

SHARED INFRASTRUCTURE outlasts individual programs. 18F's most enduring contributions might be platforms like Cloud.gov, Login.gov, and Analytics.U.S.A.gov – essential shared services that demonstrate how targeted infrastructure projects create lasting

Building for resilience

If you're an administrator, politician, or program owner hoping to build a digital team in your jurisdiction, here are a few things to consider as you get started:

FOCUS EARLY ON INSTITUTIONAL ALLIES across government. It's easy to think you're alone in pushing for change, but potential champions exist in budget offices, legislative bodies, and oversight agencies. Building these alliances creates a web of support harder to dismantle.

PURSUE A DIVERSIFIED FUNDING MODEL rather than relying entirely on cost recovery or appropriations. A mixed approach – with some base funding for core infrastructure alongside fee-for-service work – will provide more stability and strategic flexibility.

MEASURE AND COMMUNICATE IMPACT RELENTLESSLY. Documentation and storytelling are always easy to put on the back burner, but it's important to document successes in terms that resonate with decision-makers. Concrete metrics about cost savings, improved resident experiences, and enhanced security are hard to dismiss.

BUILD BROAD POLITICAL CONSTITUENCIES beyond immediate supporters. Digital services teams often enjoy support from a particular administration but fail to cultivate champions across the political spectrum. The work of digital government shouldn't be

1

Growing and distributing talent



[Home](#) > [IT for government and public sector](#)

TOMBAKY - FOTOLIA

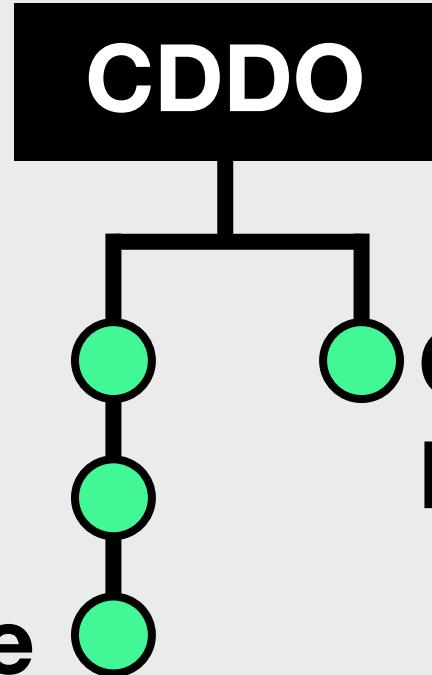


NEWS

Government appoints digital leadership roles and sets up new digital office



Career break
GDS
Cabinet Office



**German
DigitalService**



Canada's
Free Agents
Agents libres
du Canada



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Support

2

Methods and practices that spread



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Make websites more accessible so everyone can use them.

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Move toward an agile approach to stay within budget and provide value to the public.

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Content

Create content in plain language to help the public save time and build trust.

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Engineering

Develop secure software in the cloud, which can reduce costs and scale to meet public need.

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Product

Support a team to deliver the right product to the right audience.

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User Experience

Make your products and services work for the people that use them.

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Digital-ready legislation

en.digit.dk/digital-transformation/digital-ready-legislation/

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Agency for Digital Government

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Strategy Policy Digital Governance Digital Services Systems Digital Transformation Telecom

Home > Digital Transformation > Digital-ready legislation

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Digital-ready legislation



The Danish welfare system is one of the best in the world; but with the evolution of the public sector, case flows have become increasingly complex. In the coming years, Denmark aims to simplify legislation in order to facilitate automated digital case processing.

Complexity in legislation hinders digital case processing.

Digital Transformation

- SME:Digital
- The Digital Europe Programme
- The Danish Government Digitisation Partnership
- Digital-ready legislation**
 - What is digital-ready legislation?
 - Guidances and tools
 - Secretariat for digital-ready legislation
- Signature Projects
- Trust in Digital Government
- Digital Green Transition

What is digital-ready legislation?

The legislative process must ensure that new rules can work in practice and can be administered digitally.

Read more about digital-ready legislation

Guidance and tools

The guidance on digital-ready legislation contains an elaborate description of the relevant principles and concepts of digital-ready legislation.

Read more about the guidance and our tools to help law writers in the legislative process

Fünf Prinzipien — Digitalcheck

erarbeiten.digitalcheck.bund.de/methoden/fuenf-prinzipien

Digitalcheck | [Unterstützungsangebote](#) | Kontaktieren Sie den Support [0151/40 76 78 39](#)

 / [Regelung erarbeiten](#) / Fünf Prinzipien

Fünf Prinzipien für digitaltaugliche Gesetzgebung

Inhalt

- ↓ Anleitung: So nutzen Sie die fünf Prinzipien für Ihr Regelungsvorhaben
- ↓ Prinzip 1: Digitale Kommunikation sicherstellen
- ↓ Prinzip 2: Wiederverwendung von Daten und Standards ermöglichen
- ↓ Prinzip 3: Datenschutz und Informationssicherheit gewährleisten
- ↓ Prinzip 4: Klare Regelungen für eine digitale Ausführung finden
- ↓ Prinzip 5: Automatisierung ermöglichen

ANLEITUNG

So nutzen Sie die fünf Prinzipien für Ihr Regelungsvorhaben

Als konkrete Umsetzungstipps

Nutzen Sie die Tipps als Inspiration, um in Ihrem Regelungsvorhaben die Möglichkeiten des Digitalen auszuschöpfen und Hindernisse zu erkennen.

Digital Readiness Check - GO  +

www.gov.uk/government/publications/digital-readiness-check/digital-readiness-check

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Menu 

Home > Government > Digital Readiness Check

 Government Digital Service  Central Digital & Data Office

Guidance

Digital Readiness Check

Updated 13 March 2024

Contents

1. Ensure clear, simple and unambiguous rules
2. Assume digital delivery by default
3. Plan for interoperability, sharing and reuse of data
4. Use existing, common infrastructure

These questions are for use by policymakers and others working in multidisciplinary teams on new policies or initiatives in government. The questions are designed to ensure that new and existing policy can be implemented effectively through modern digital delivery channels.

You can contact CDDO about the digital readiness check by emailing:
digitalfunction@digital.cabinet-office.gov.uk.

3

Shared
infrastructure
that's baked into
the system

The public's one account for government.

Use one account and password for secure, private access to participating government agencies.



login.gov

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[Become a partner >](#)



Agency developers

Developer resources, real-time support and modern tools to help you implement and deploy your application with Login.gov

[See developer guide >](#)

Securing the future of the Australian Government Design System

11 Aug 2021 | 2 min read

The Australian Government Design System (AuDS) has had significant impact on the advancement and unification of government websites. Despite increased popularity and usage, this week (on 9 August 2021) the Digital Transformation Agency [announced](#) the end of their involvement by 30 September. Many who depend on the system have been left asking "what now?". One community member asks how next to respond to [DSS Criteria 6 – "Consistent and responsive"](#)?

Devs go it alone after DTA ditches design system



Denham Sadler

Senior Reporter

18 August 2021

Share ↗

Australian developers have been forced to go it alone to keep the government design system running after it was abruptly ditched by the Digital Transformation Agency (DTA) this month, despite being launched to make digital services "simpler, cheaper and more effective".

The government design system, dubbed AuDS, was launched by the DTA in 2018, providing a framework and set of tools for designers and developers to build uniform government products and services.

The open source system aimed to "speed up and bring consistency to government websites and services", functioning as "digital lego bricks" of sorts with which government websites and services can be built.

Australian Government Design System

"Thanks to the community-based approach of the Design System, its value now resides in the agencies that continue to use it as a basis for their own websites and services"

Down

[main](#) ▼

1 Branch

0 Tags

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freesteph chore: update admin module

2b8d3d8 · 3 years ago [Commit icon] 16 Commits

admin @ 531de2a

chore: update admin module

3 years ago

api @ 1b97ef5

chore: update modules

3 years ago

utils @ 68400e9

submodule: add notifications-utils too

3 years ago

.gitmodules

submodule: add notifications-utils too

3 years ago

LICENSE

Initial commit

3 years ago

Makefile

chore: update modules

3 years ago

README.md

readme: add the .env step

3 years ago

docker-compose.yml

chore: update modules

3 years ago

[README](#) [MIT license icon] MIT license

Notifications

Notifications est un clone de GC Notification, lui-même un clone de GOV.UK Notify. Il vise à répondre aux mêmes enjeux.

Structure

Nous utilisons un monorepo (celui-ci) pour lancer en concert l'[API](#) et l'[interface admin](#). Ainsi il devrait rester simple en ne contenant que des références de commit pour les sous-modules et un `Makefile` / `docker-compose.yml`.

About

Un monorepo qui suit les différents projets de Notification

[Readme icon] Readme[MIT license icon] MIT license[Activity icon] Activity[Custom properties icon] Custom properties[Star icon] 3 stars[Watching icon] 3 watching[Forks icon] 0 forks[Report repository](#)

Releases

No releases published

Packages

No packages published

Languages

[Green bar] `Makefile` 100.0%

4

Policy is harder
to erase quickly

“The more transformation efforts are tied to governance mechanisms rather than individual initiatives, the harder they are to unwind.”

— Hillary Hartley, co-founder 18F,
former deputy minister Ontario



#govdesign

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Quality requirements for online services and portals in public administration (service standard)

German title:

Qualitätsanforderungen für Onlineservices und -portale der öffentlichen Verwaltung (Servicestandard)

Publication date:

2025-04

Original language:

German

Pages:

20

Procedure:

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Simpler, Faster, Better Services Act, 2019

Preamble

The Government of Ontario is committed to placing people at the centre of every government program, service, process and policy and to delivering simpler, faster and more easily accessible services for the people, communities and businesses of Ontario today and in the future.

Purpose of the Act

1 The purpose of this Act is to promote the transformation of government services in Ontario and their delivery in order to allow for,

- (a) access by Ontarians to high-quality digital services from anywhere and at any time;
- (b) digital services that are well designed and operate effectively;
- (c) better access to useful government data by Ontarians; and
- (d) the best use of digital resources and data by broader public sector organizations to develop and implement policies, programs and services.

“In my space I’m reminding that assured standards are our greatest levers for change to deliver our organisational goals AND meet user needs...”

How the organisation does governance, sets goals and measures progress is everything.”

— Ben Carpenter, Senior Product Manager, Service Standard and Service Manual, GDS



#govdesign

How did I uphold the NHS Constitution (this week)?

—Matt Edgar, Director of
Digital Urgent & Emergency
Care at NHS England



THE NEW NATIONAL HEALTH SERVICE



Your new National Health Service begins on
5th July. What is it? How do you get it?

It will provide you with all medical, dental, and nursing care. Everyone—rich or poor, man, woman or child—can use it or any part of it. There are no charges, except for a few special items. There are no



OECD/LEGAL/0503

Adopted on: 17/09/2024

Text

Background information

Related document(s)

Committee(s)

Date(s)/Reference(s)

Related instrument(s)

Adherents

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Recommendation of the Council on Human-Centred Public Administrative Services

In force Recommendation Governance

THE COUNCIL,

HAVING REGARD to Article 5 b) of the Convention on the Organisation for Economic Co-operation and Development of 14 December 1960;

HAVING REGARD to the standards developed by the OECD in the areas of public service leadership and capability, digital government strategies, digital identity, digital security, internet policy making, artificial intelligence, regulatory policy and governance, agile regulatory governance, international regulatory co-operation, protection of privacy and transborder flows of personal data, health data governance, open government, access to justice, gender equality, youth empowerment, public policy evaluation, public procurement, regional development and budgetary governance;

RECOGNISING that high-quality public administrative services are essential for governments to achieve socio-economic objectives, including economic growth, inclusion and wellbeing, the green transition, and upholding the rule of law, and that governments rely on well-functioning services to deliver public policies, improve wellbeing, to collect needed revenues and information, to communicate, engage with and empower the public, and to ensure compliance with rules and regulations for the functioning of society, the economy and public administration;

RECOGNISING that users' needs and expectations have evolved significantly along with the digital transformation, notably through their experience with providers from the private sector, which calls for governments to hasten the transition towards more human-centred services to improve users' experiences from start to finish as an on-going continual exercise;

RECOGNISING that reliability, responsiveness, accountability, transparency, openness, integrity and fairness are the main public governance drivers of trust in government institutions, and that therefore, ensuring that services, as critical touchpoints with government, are reliable, responsive, equitable, open to public feedback and contributions, and demonstrate value-for-money can contribute to increasing trust in government;

RECOGNISING that improving users' experiences with services requires a transformative shift, leveraging purpose-driven innovation strategies and approaches in the public sector, whereby consideration for users' needs, expectations and convenience takes priority over existing government policies,

5

Cross-sector partnerships

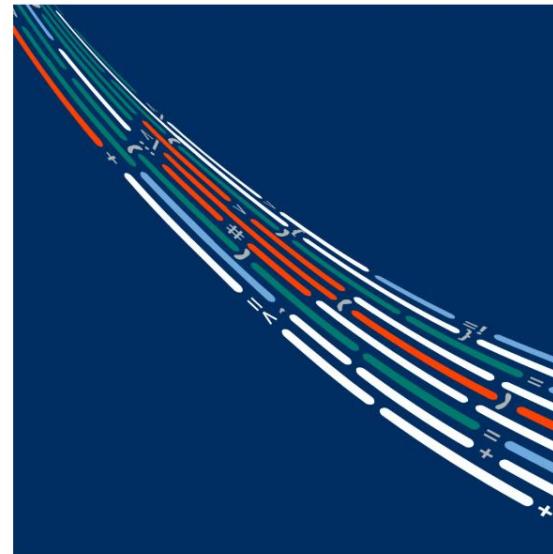
“...it feels like organic partnerships are coming together through groups like Beeck Center to focus on regional or themed challenges eg childcare services”

— Dominic Campbell, public service obsessed entrepreneur type

Digital Benefits Network

Highlights

- + Leading a network of cross-program, cross-sector public benefits practitioners who are expanding the equitable access and uptake of public benefits by improving the technology and services used to deliver them.
- + Creating responsive and actionable tools and resources with the latest insights, promising practices, and vision for the future that enables implementation and inspires what's possible in benefits delivery.
- + Driving coordination, collaboration, and alignment in the digital benefits ecosystem.



DIGITAL SERVICE NETWORK

GEORGETOWN
UNIVERSITY

beeckcenter
social impact + innovation

US DIGITAL
RESPONSE



GEORGETOWN UNIVERSITY & UNIVERSITY OF MICHIGAN

Government Civic Tech Exit Interviews

The [Better Government Lab](#) and the [Beeck Center for Social Impact + Innovation](#), at the University of Michigan and Georgetown University, have launched an initiative to preserve and elevate lessons, expertise, and experiences from federal digital service delivery work. Through the [Digital Benefits Network](#) and the [Digital Service Network](#), we are seeking to interview or survey people working in federal government digital services who separated from their role or who have been placed on leave since January 2025.



The London Office of Technology and Innovation

What we do

LOTI is London local government's collaborative innovation team. We help London borough councils and the GLA use innovation, data and technology to be high performing organisations, improve services and tackle London's biggest challenges together.



Privacy · Terms

Communities - Die Gemeinschaften für deine Themen

Engagiere dich in den Communities, teile deine Expertise und gestalte gemeinsam die digitale Behörde von morgen.



Unsere **NExTcommunities** sind unsere Communities of Practice zu vielen Bereichen der digitalen Transformation. Sie werden dauerhaft und **langfristig** angelegt, konzentrieren sich auf ein **sehr spezifisches Thema** und stellen den Austausch über **Erfahrungen aus der Praxis** in ihren Mittelpunkt.

Unsere Communityleiter:innen, die selbst im öffentlichen Sektor tätig sind, koordinieren die Treffen, geben dabei **Impulse** und sorgen für einen **stetigen Austausch** innerhalb der Gemeinschaft.

6

Cultural shifts

ALPHA This is a new service – your [feedback](#) will help us to improve it.

User research library

Search projects

Keywords

Phase

-- 

Document type

-- 

Started before

-- 

Started after

-- 



Only projects in progress

Search

Collections

[Apply for something](#)

Research to understand the needs of users who want to apply for something. For example, help with adult social care or getting a bus pass.

[Being / becoming a carer](#)

Research to understand and meet the needs of paid and unpaid carers.

[Book something](#)

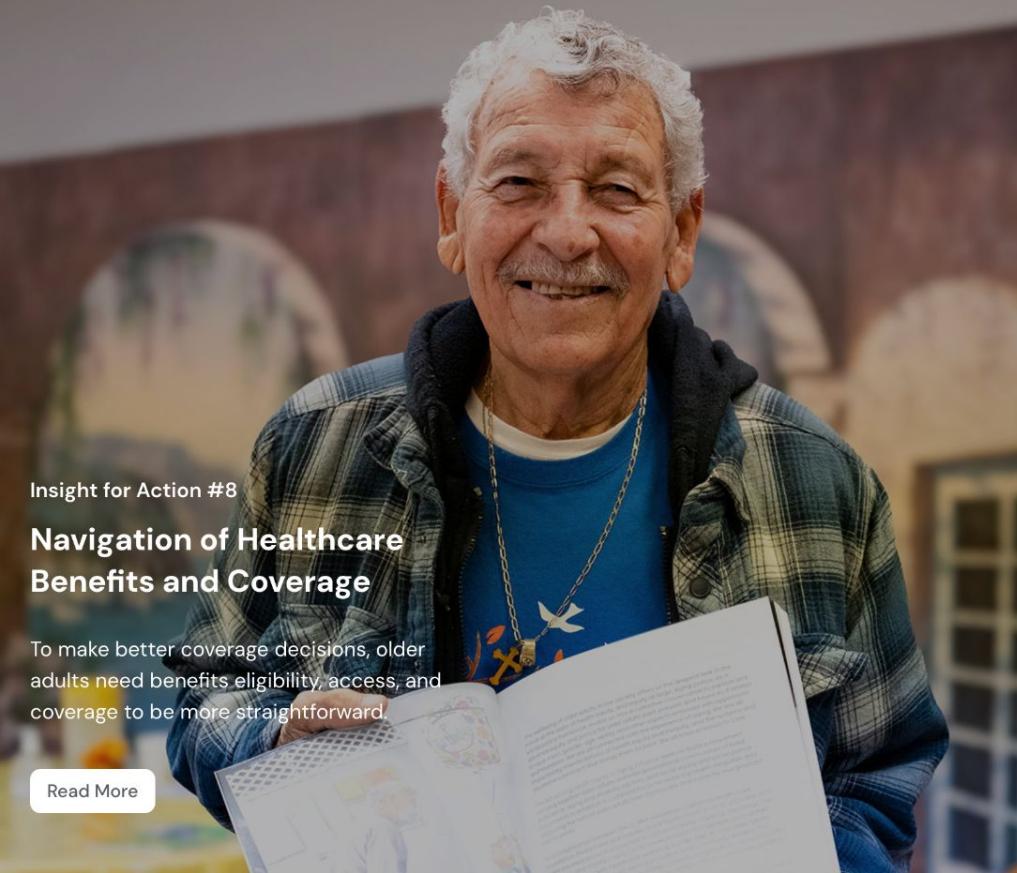
Research into people who want to book something. For example, meeting spaces, equipment or places on an event.

[Businesses](#)

Research to understand and meet the needs of small businesses.

[Children and young people](#)

Research to understand and meet the needs of children and young people.



Insight for Action #8

Navigation of Healthcare Benefits and Coverage

To make better coverage decisions, older adults need benefits eligibility, access, and coverage to be more straightforward.

[Read More](#)

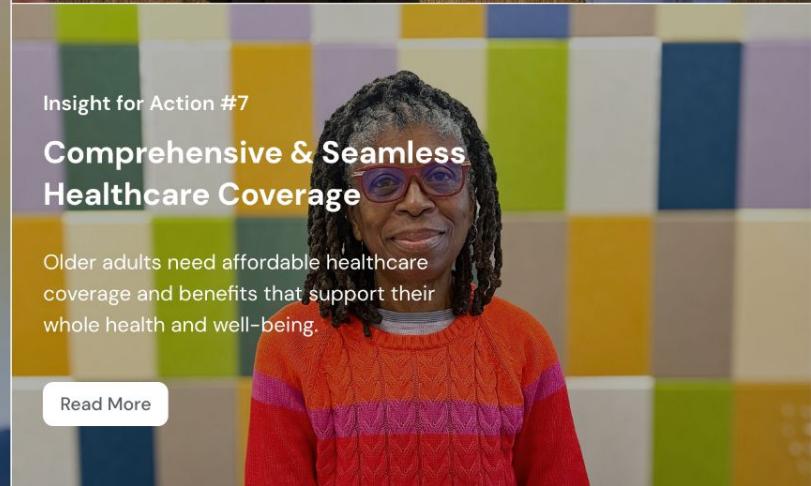


Insight for Action #1

Aspirations for Older Age

To feel secure as older adults, Americans need to prepare for older age starting earlier in life. When they're older adults, they need to believe in their own agency and have a sense of purpose and social value to prosper.

[Read More](#)



Insight for Action #7

Comprehensive & Seamless Healthcare Coverage

Older adults need affordable healthcare coverage and benefits that support their whole health and well-being.

[Read More](#)

**The Ezra Klein Show**

June 6, 2023

The Book I Wish Every Policymaker Would Read

In “Recoding America,” Jennifer Pahlka offers a deeper theory for why the U.S. government struggles to provide services to its people.



Transcript



Listen 1:15:30



More episodes of
The Ezra Klein Show



April 5, 2025
Paul Krugman on the
‘Biggest Trade Shock in
History’



April 1, 2025
‘Our Kids Are the Least
Flourishing Generation We
Know Of’



March 28, 2025
The Last 2 Months — and
Next 2 Years — of U.S.
Politics



Imagining

THE
FUTURE

THE SOON
AFTER

THE HERE
AND NOW

**Borderless
challenges,
exponential
opportunities**

Is this for me?

Service design is...

- A conversation
- An email
- A new fund
- A coffee with someone
- A diagram
- A new structure
- Changing the name of something
- Renaming a business process
- Changing an API
- Stopping things from happening
- Starting new things

- A new stream of revenue
- Fixing a point of failure
- Giving permission for something
- Organising pay rises
- Clearer outcomes
- Defining the edges of a service
- Costing up delivery
- Applying for funding
- Hiring people
- Spending 6 months getting money
- Making friends

- Making enemies
- Building a community
- Rage-quitting
- Taking breaks
- Pillow plumping
- Sticker designing
- Powerpoint wrangling
- Tear mopping
- Morale building

.....



What you can do

Things you can do:

- document work in the open
- measure the value of work
- consider scalability
- go beyond digital
- stay close

Read more in the Service Gazette

THE SERVICE Gazette



VOL. 10, NO. 1

AMSTERDAM USER NEEDS FIRST CONFERENCE EDITION

EU € 5 / UK £ 4.50 / US \$ 5.80



Digital service resilience
What endures
when government innovation units close

BY HILLARY HARTLEY



**Continue the
conversation
on Slack or
social media**

**Mention
#GovDesign**

We are looking forward to talking to you!

Kara Kane

 [/in/karakane-kk](https://www.linkedin.com/in/karakane-kk)

Martin Jordan

 [@martinjordan.com](https://twitter.com/martinjordan)

Viktoria Westphalen

 [/in/vickywestphalen/](https://www.linkedin.com/in/vickywestphalen/)