The UK Government Digital Service: our journey and the COVID-19 response

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The GDS vision is to make government simpler, clearer and faster for users...

...and for it to cost less.
GOV.UK brought 2,000 sites to a single domain
SAMPLE LIFE EVENTS

- Check your state pension
- Access pension
- Travel
- Engage with civic society
- Access justice
- Own a home
- Access healthcare
- Run a business
- Education
- Working
- Driving
- Universal Credit
- Digital Driving Licence
- Get your MOT
- Carer's Allowance
- Making tax digital for businesses
- Patents transformation

Key:
- Service
- Exemplar service
- Civil Service Board monitored service
- Exemplar and CSB monitored service
A world-leading Digital Data & Technology profession
Design Principles

Listed below are our design principles and examples of how we’ve used them so far. These build on, and add to, our original 7 digital principles.

1. Start with needs*
2. Do less
3. Design with data
4. Do the hard work to make it simple
5. Iterate. Then iterate again.
6. This is for everyone
7. Understand context
8. Build digital services, not websites
9. Be consistent, not uniform
10. Make things open: it makes things better
GDS support to the UK’s digital response to COVID-19
1. Enabling remote-first
2. Operating at scale
3. Establishing new services quickly
4. Supporting Digital, Data and Technology skills across the public sector
1. Enabling remote-first
We’re changing the way we do service assessments to support coronavirus related services


User research

Conducting user research while people must stay at home because of coronavirus

From: User research community
Last updated: 3 months ago

Page contents:
- Carry out user research remotely
- Staying safe: participants
- Staying safe: informed consent for remote research
- Staying safe: working digitally
- Think about your users' privacy when researching remotely
- Ethical issues
- Link to other guides and collections:
  - Health and wellbeing
  - Ensure business continuity
  - Evidence and case studies

The coronavirus (COVID-19) outbreak creates challenges for all sorts of activity, including user research.

This does not mean user research has to stop. But it does mean we need to think carefully about what we do and how we do it.

As user researchers, we have a responsibility to those participating in research, and we need to take care of our own health and wellbeing.

**Carry out all user research remotely**

Government guidance on coronavirus provides the most up to date information on staying at home and what else you need to do. It says that we should avoid contact with other people and avoid social gatherings of any size.

You must not carry out any in-person research while this guidance is in force.
2. Establishing new services quickly
Get coronavirus support as a clinically extremely vulnerable person

Register with this service if either:

• you have a medical condition which means you’re classed as being clinically extremely vulnerable to coronavirus
• you’ve been told by your GP or hospital clinician that you’re clinically extremely vulnerable and need to ‘shield’

‘Shielding’ means not leaving your home and minimising contact with other members of your household.

You’ll be able to ask for help if you need it - for example, with getting essential supplies or your basic care needs.

You can register yourself, or on behalf of someone else.

Start now
Offer coronavirus (COVID-19) support from your business

Use this service to tell us how your business might be able to help with the response to coronavirus.

The support needed includes things like:

• medical testing equipment
• medical equipment design
• protective equipment for healthcare workers, such as masks, gowns and sanitiser
• hotel rooms
• transport and logistics, for moving goods or people
• manufacturing equipment
• warehouse or office space, for medical use or storage
• expertise or support on IT, manufacturing, construction, project management, procurement or engineering
• social care or childcare

You’ll be asked some questions about the type of support you can give. You’ll then be contacted as soon as possible if your support is needed.
3. Operating at scale
Coronavirus (COVID-19): what you need to do

Stay at home
- Only go outside for food, health reasons or work (but only if you cannot work from home)
- If you go out, stay 2 metres (6ft) away from other people at all times
- Wash your hands as soon as you get home

Do not meet others, even friends or family. You can spread the virus even if you don’t have symptoms.

Read more about what you can and cannot do
GOV.UK Notify is available for the public sector to use for emergency staff communications.

Peter Herlihy - Lead product manager, 18 March 2020 - GOV.UK Notify
Scaling up GOV.UK Verify to help during coronavirus

GDS Digital Identity Team, 11 May 2020 - GOV.UK Verify and identity assurance
4. Supporting Digital, Data and Technology skills across the public sector
GDS C19 DDaT Working Group
New and existing C19 services dashboard

GDS are collating data from members of the C19 DDaT Working Group on new services being spun up in response to C19, as well as existing services that are being used in response to C19 related demands. This is being combined and cross-referenced with tracking from GOV.UK on C19 work across government to build a complete picture.

This work is led by the GDS C19 Hub team. The aim is to develop a live picture of HMG efforts on internal and external user-facing activities and identify common problems being solved.

<table>
<thead>
<tr>
<th>Working Group returns</th>
<th>Working Group number of new activity/areas with increased effort</th>
<th>Total number of C19 user-facing activities identified</th>
<th>Services using the GDS design system</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>18</td>
<td>183</td>
<td>52</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>147</td>
<td></td>
</tr>
</tbody>
</table>

Cross-government C19 user-facing activities

Status

Live
In progress
On hold
Existing
Retired
Live
Planning
What have we learnt...so far?
1. Digital belongs at the heart of government
2. Digital is about much more than IT
3. User-centred design improves outcomes
4. Strong digital foundations help to be digitally resilient, nimble and creative in a crisis.
Countries represented at the conference

Argentina
Australia
Belgium
Canada
England
Estonia
Finland
Germany
Hungary
Ireland
Italy
Malaysia
Netherlands
New Zealand
Norway
Scotland
Singapore
Slovenia
Spain
Sweden
Switzerland
Taiwan
Uganda
Ukraine
United Kingdom
United States

GDS International
Thank you

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