

Cabinet Office

Anna Goss

Lead service designer Government Digital Service @annagoss

I'm from London

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I'm from the Governmen **Digital Service**



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Welcome to GOVLUK

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Welcome to GOV.UK

The best place to find government services and information Simpler, clearer, faster

Search GOV.UK

Popular on GOV.UK

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Universal Jobmatch job search Renew vehicle tax Log in to student finance **Book your theory test** Personal tax account

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Benefits

Includes tax credits, eligibility and appeals

Births, deaths, marriages and care Parenting, civil partnerships, divorce and Lasting Power of Attorney

Business and self-employed Tools and guidance for businesses

Childcare and parenting

Includes giving birth, fostering, adopting, benefits for children, childcare and schools

Citizenship and living in the UK Voting, community participation, life in the UK, international projects

Crime, justice and the law Legal processes, courts and the police **Disabled** people Includes carers, your rights, benefits and the Equality Act

Driving and transport Includes vehicle tax, MOT and driving licences

Education, training and skills Early years learning, schools and academies, further and higher education. skills and vocational training, student funding

Employing people Includes pay, contracts and hiring

Environment and countryside Includes flooding, recycling and wildlife

Housing and local services Owning or renting and council services

Money and tax Includes debt and Self Assessment

Passports, travel and living abroad Includes renewing passports and travel advice by country

Visas and immigration Visas, asylum and sponsorship

Working, jobs and pensions Includes holidays and finding a job

- 1. What's a service anyway?
- 2. Service design in UK government
- 3. What helps at scale

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A service is a thing that helps someone do something

EUROPEAN UNION UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND

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Renew a passoo

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WAY IN

Fish!

In the private sector: a competitive advantage



In the private sector: a competitive advantage In the public sector: a must



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1 website 24 departments 700+ services



Register as a childminder (Ofsted) View or share your driving licence (DVLA)



SERVICE (an al)

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What to do when someone dies

Department for Work and Pensions

HM Courts & Tribunal service HM Revenue and Customs Land Registry

📾 GOV.UK Home > Births, deaths, marriages and care > Certificates, register offices, changes of name or gender What to do when someone dies: step by step Check what to do after a death - how to register the death, notify government departments and manage financial issues. Show all **Register the death** Show 2 Arrange the funeral Show 3 Tell government about the death Show 4 Check if you can get bereavement benefits Show Deal with your own benefits, pension and taxes and Show and Check if you need to apply to stay in the UK Show 5 Deal with their estate Show

Search

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Current architecture of GOV.UK (simplified!)





Now:

Reactive single transactions

Renew my passport

Apply for child benefit

Future:

Proactive user journeys

Start a business

Buy a house

Have a child

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Communities

Cross-Government Design Meetup #26

11-5 15 January 2019

Press Briefing Room Home Office 2 Marsham Street London SW1P 4DF



Platforms

Design your service using GOV.UK styles, components and patterns

Use this design system to make your service consistent with GOV.UK. Learn from the research and experience of other service teams and avoid repeating work that's already been done.

Get started >

Styles

Make your service look like GOV.UK with guides for applying layout, typography, colour and images.

Browse styles

Components

Save time with reusable, accessible components for forms, navigation, panels, tables and more.

Browse components

Patterns

Help users complete common tasks like entering names and addresses, filling in forms and creating accounts.

Browse patterns

Standards



Understand users and their needs Meeting 1 users' needs Solve a whole problem for users 2 3 Provide a joined up experience across all channels Make the service simple to use 4 5 Make sure everyone can use the service Providing Have a multidisciplinary team 6 a good service Use agile ways of working 7 8 Iterate and improve frequently Create a secure service which 9 protects users' privacy 10 Define what success looks like and publish performance data Using **11** Choose the right tools and technology the right **12** Make new source code open technology 13 Use and contribute to common standards, components and patterns **14** Operate a reliable service

www.gov.uk/service-manual/service-standard

End to end Front to back Across every channel

Delivering outcomes not transactions

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Cabinet Office

Thanks!

Anna Goss @annagoss