



Department
for Culture
Media & Sport

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**Using Open to
drive change....**

The challenge

In 2009 Government
IT cost **£16bn**

In 2009 Government
IT cost **£16bn**
– that's 1% of the
British economy

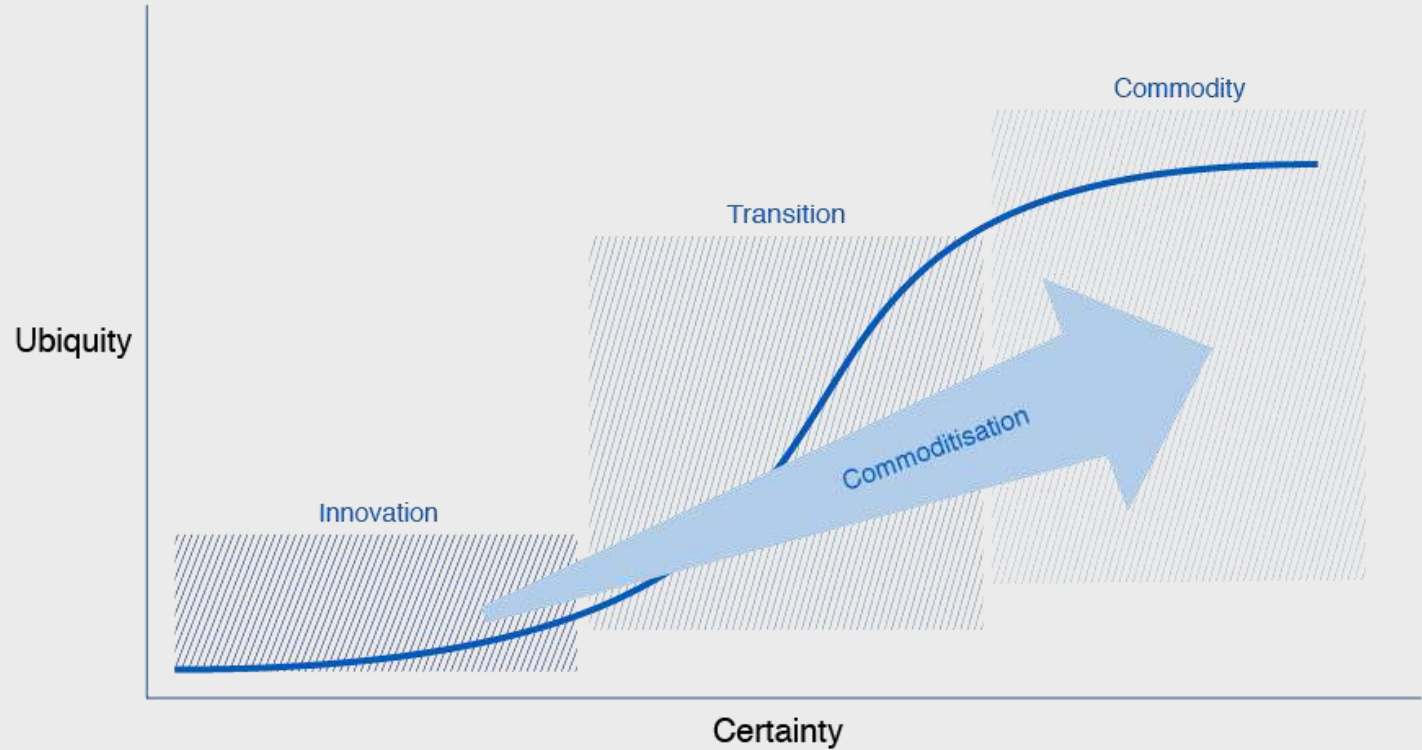
Initial change
used controls....

New Models:

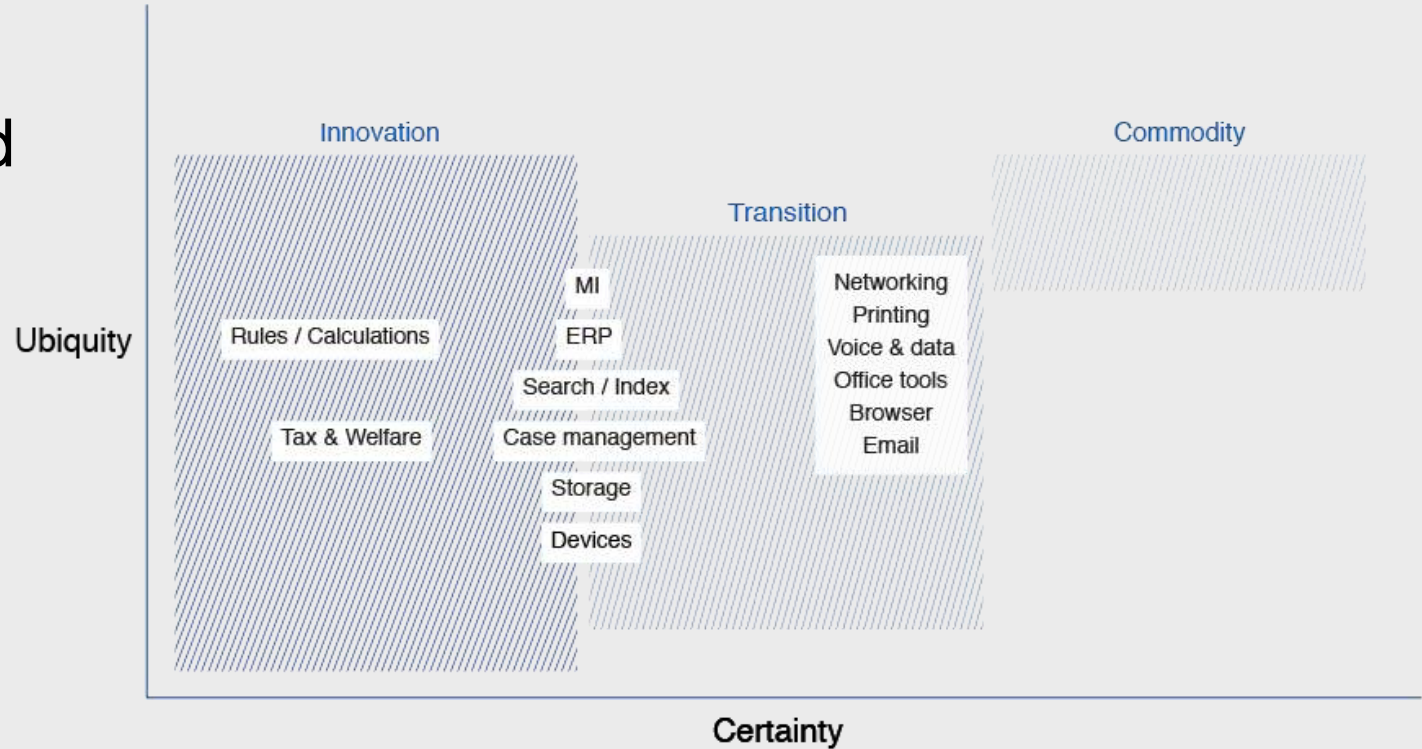
Emerge fast

Evolve quicker
than we can
react

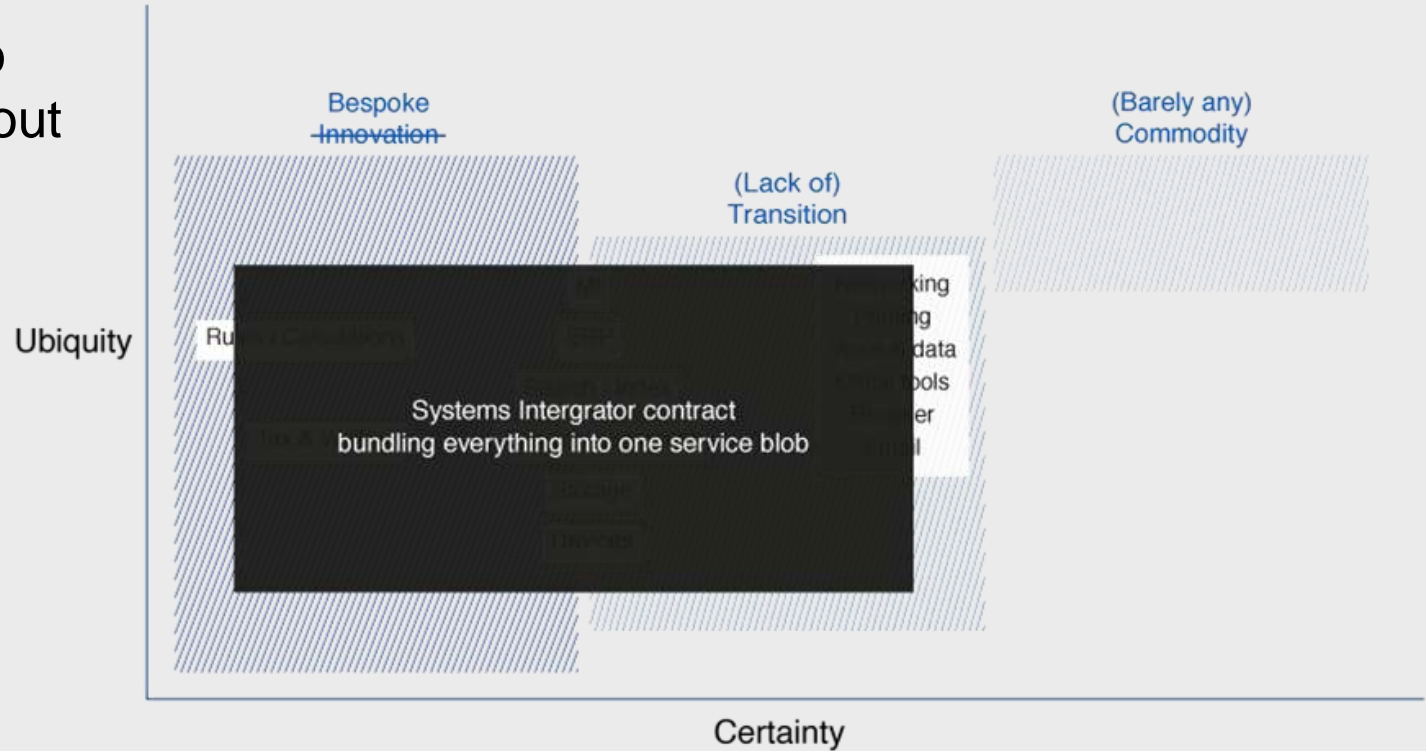
Render us
irrelevant



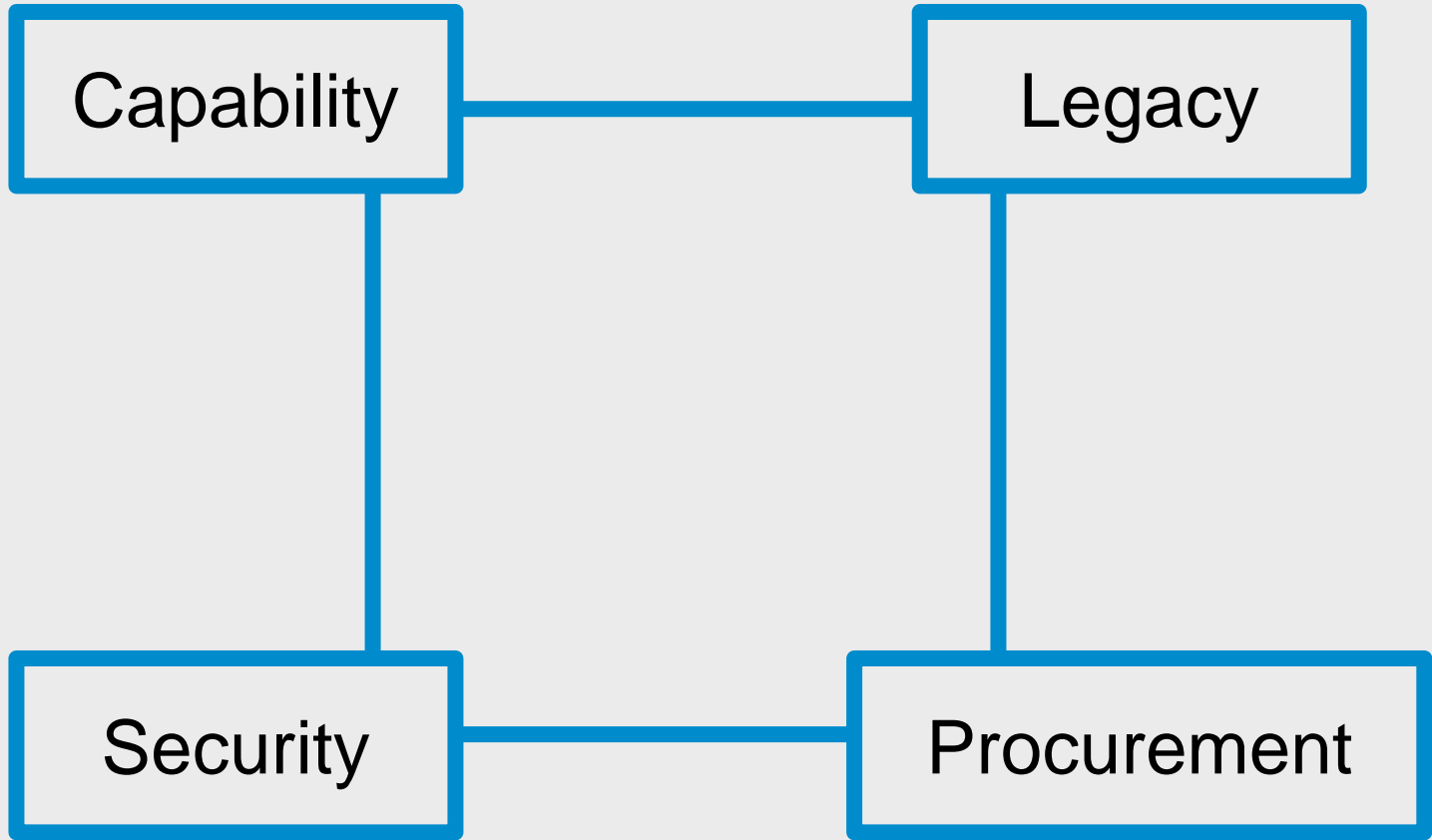
Government
had designed
itself this
way...



And then tried to procure its way out of trouble....



**We couldn't
move fast
enough...**

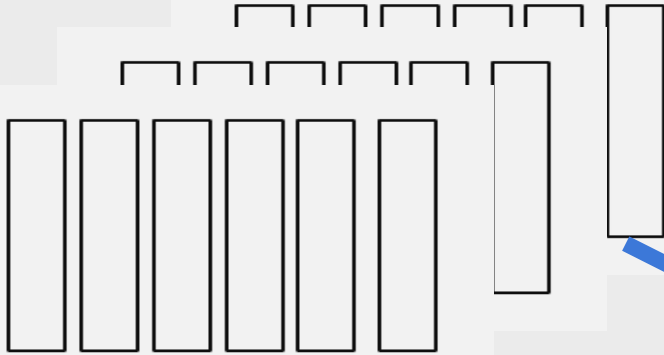


Technology was moving faster
than government

We had to be free to keep up

**We had to
change shape**

From this...

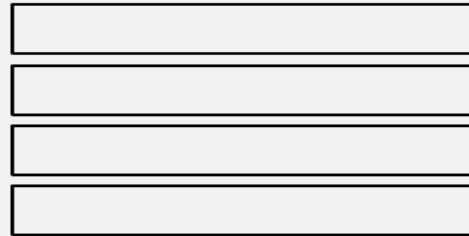


expensive inefficient

silos



.... To this.



reusable shared

platforms

In the last five years we've all been through significant changes...

We agreed a code of practice



We're improving the Service Manual. [Help us get it right](#) (opens a short survey on another website.)

[Home](#) > [Chief technology officer](#)

Technology code of practice

Guidelines for the approval of technology spending

Contents

[The technology code of practice](#)

[Using the Technology Code of Practice](#)

GDS will [examine and challenge all technology-related spending over a certain threshold](#) – no public commitment or expenditure should be made above these thresholds without prior approval. The thresholds are:

- £5 million – for technology expenditure including all sub components in a request, eg a website and service supported by a series of contracts such as hosting, data centres, voice & video, security, securing third party support. Includes expenditure related to networks.
- £1 million – for expenditure on services also delivered by Independent Shared Service Centres (current or new back office/administrative systems, including ERP systems, HR systems, finance/accounting systems, procurement systems).
- £100 thousand – for digital expenditure.
- £0 (no lower limit) – for any digital projects using ID assurance for the general public, domain registration, and any external facing digital transaction, website or mobile apps.

The technology code of practice

For your project to proceed, you must demonstrate that you have met all applicable elements of this code - this will be verified through the [controls process](#):

1. Ensure systems, information, processes and networks are designed around the needs of the service user, providing as simple and as integrated an experience as possible. Be very clear who the users are and how to engage with them and ensure their needs are met.
2. Demonstrate value for money in your [business case](#) and articulate the options considered in a full and objective appraisal.
3. All new or redesigned digital services, both public facing and for internal use meet the [Digital by Default Service Standard](#).
4. All new or redesigned networks adopt the [Network Principles](#).
5. Ensure a level-playing field for [open source software](#) when you [choose technology](#). Demonstrate an active and fair consideration of using open source software – taking account of the total lifetime cost of ownership of the solution, including exit and transition costs.
6. Use [open standards](#), complying with any that are [compulsory for use in government](#), unless you've been granted an [exemption](#).
7. Use common government platforms (eg GOV.UK, [Performance Platform](#), [GOV.UK Verify](#) (identity assurance), [Digital Marketplace](#), shared services) where available.

We agreed design principles

Government Digital Service

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

1 Start with needs*

*user needs not government needs

Service design starts with identifying user needs. If you don't know what the user needs are, you won't build the right thing. Do research, analyse data, talk to users. Don't make assumptions. Have empathy for users, and should remember that what they ask for isn't always what they need.

- [What we mean when we say "service transformation"](#), by Mike Bracken
- [Most of government is mostly service design most of the time](#), by Matt Edgar
- [Vertical campfires: our user research walls](#), by Kate Towsey

2 Do less

Government should only do what only government can do. If we've

We committed to open document formats



Press release

Open document formats selected to meet user needs

From: Cabinet Office, The Rt Hon Lord Maude of Horsham and Government Digital Service
First published: 22 July 2014
Part of: Government transparency and accountability

Worldwide engagement leads to standards that get people working together.



The [open standards](#) selected for sharing and viewing government documents have been announced by the Minister for the Cabinet Office, Francis Maude.

The standards set out the document file formats that are expected to be used across all government bodies. Government will begin using open formats that will ensure that citizens and people working in government can use the applications that best meet their needs when they are viewing or working on documents together.

When departments have adopted these open standards:

- citizens, businesses and voluntary organisations will no longer need specialist software to open or work with government documents
- people working in government will be able to share and work with documents in the same format, reducing problems when they move between formats
- government organisations will be able to choose the most suitable and cost effective applications, knowing their documents will work for people inside and outside of government

The [selected standards](#), which are compatible with commonly used document applications, are:

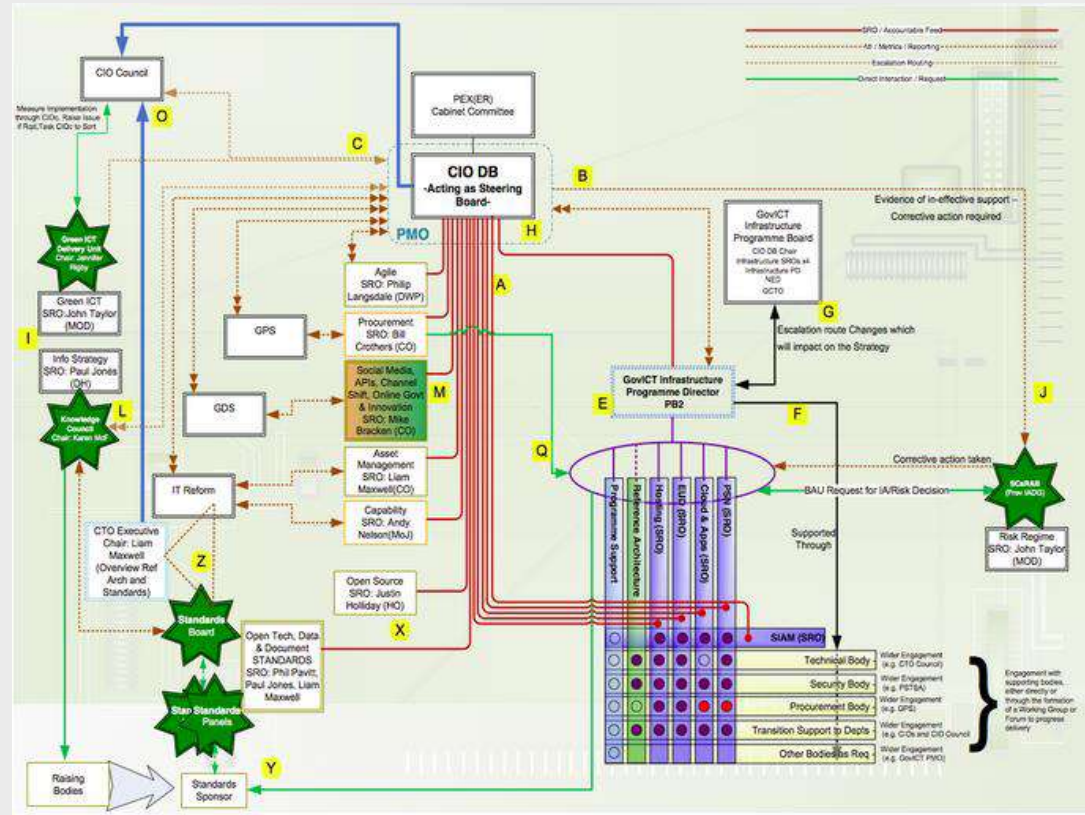
- PDF/A or HTML for viewing government documents
- Open Document Format (ODF) for sharing or collaborating on government documents

The move supports the government's policy to create a level playing field for suppliers of all sizes, with its digital by default agenda on track to make cumulative savings of £1.2 billion in this Parliament for citizens, businesses and taxpayers.

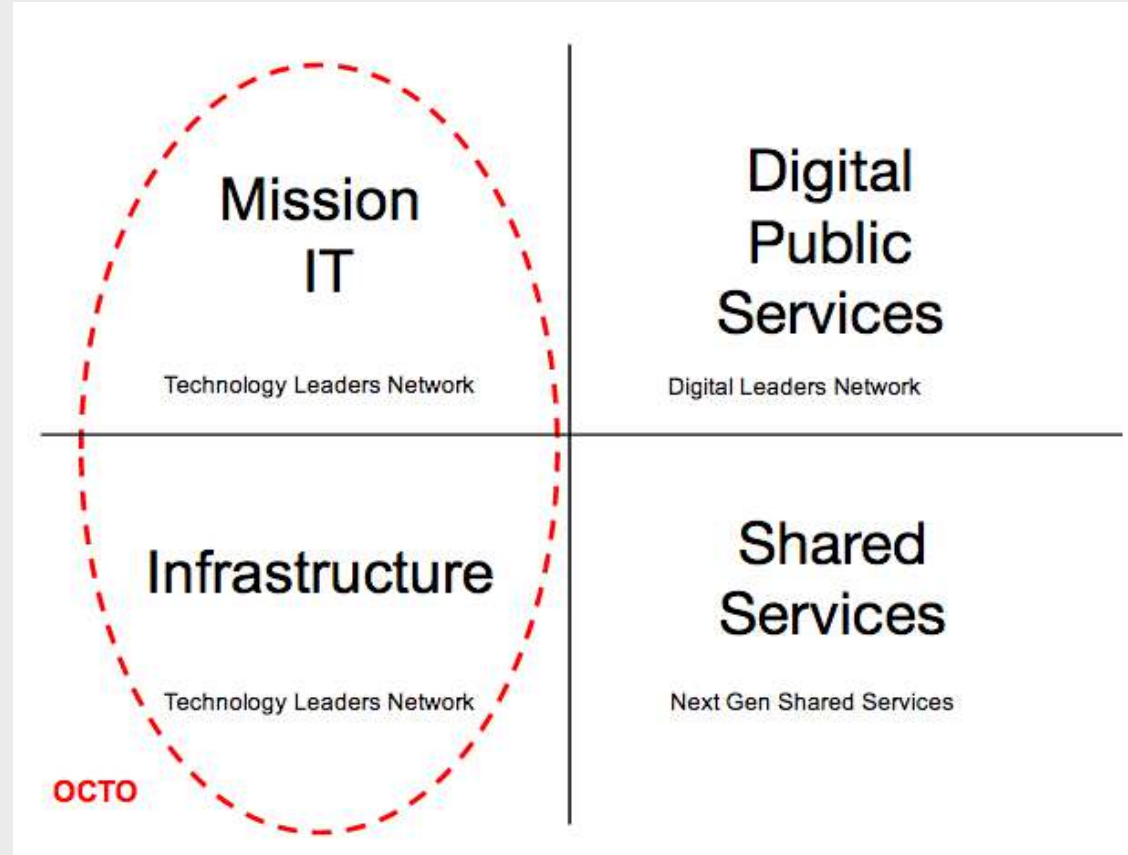
Minister for the Cabinet Office Francis Maude said:

"Our long-term plan for a stronger economy is all about helping UK businesses grow. We have listened to those who told us that open standards will reduce their costs and make it easier to work with government. This is a major step forward for our digital-by-default agenda

We cut out a lot of friction



And made
technology
governance
much simpler

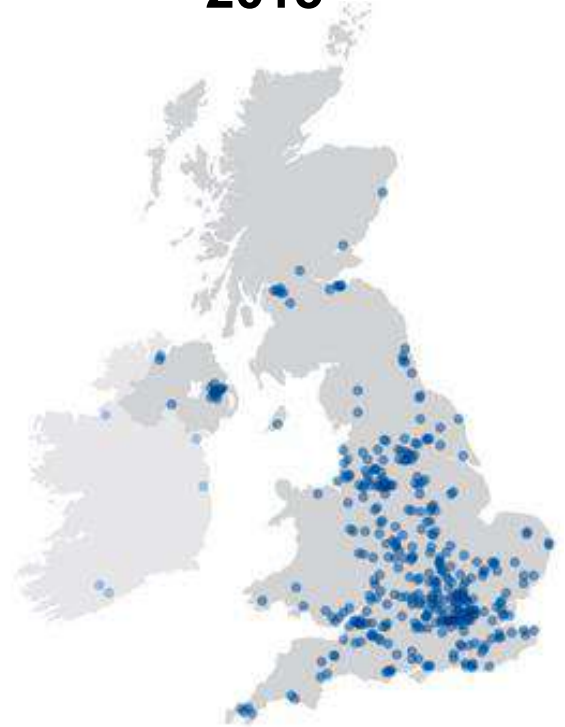


We massively
expanded the
marketplace
for suppliers

2010



2015

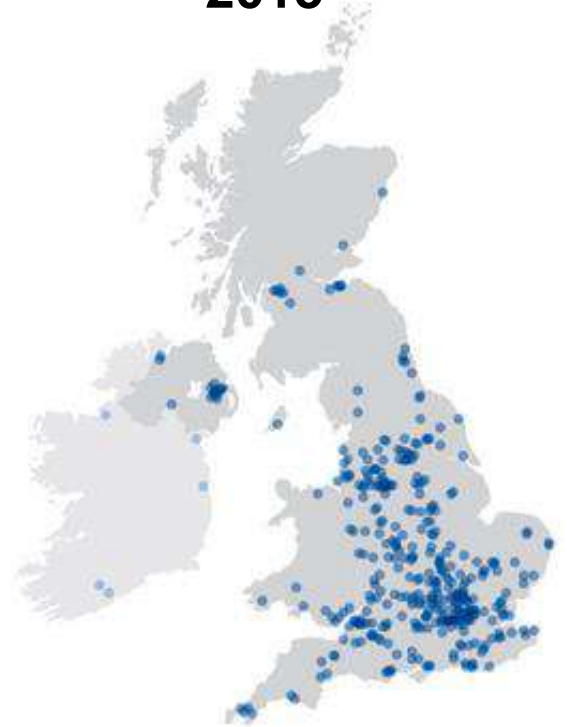


£1 billion sales
on Digital
Marketplace

2010

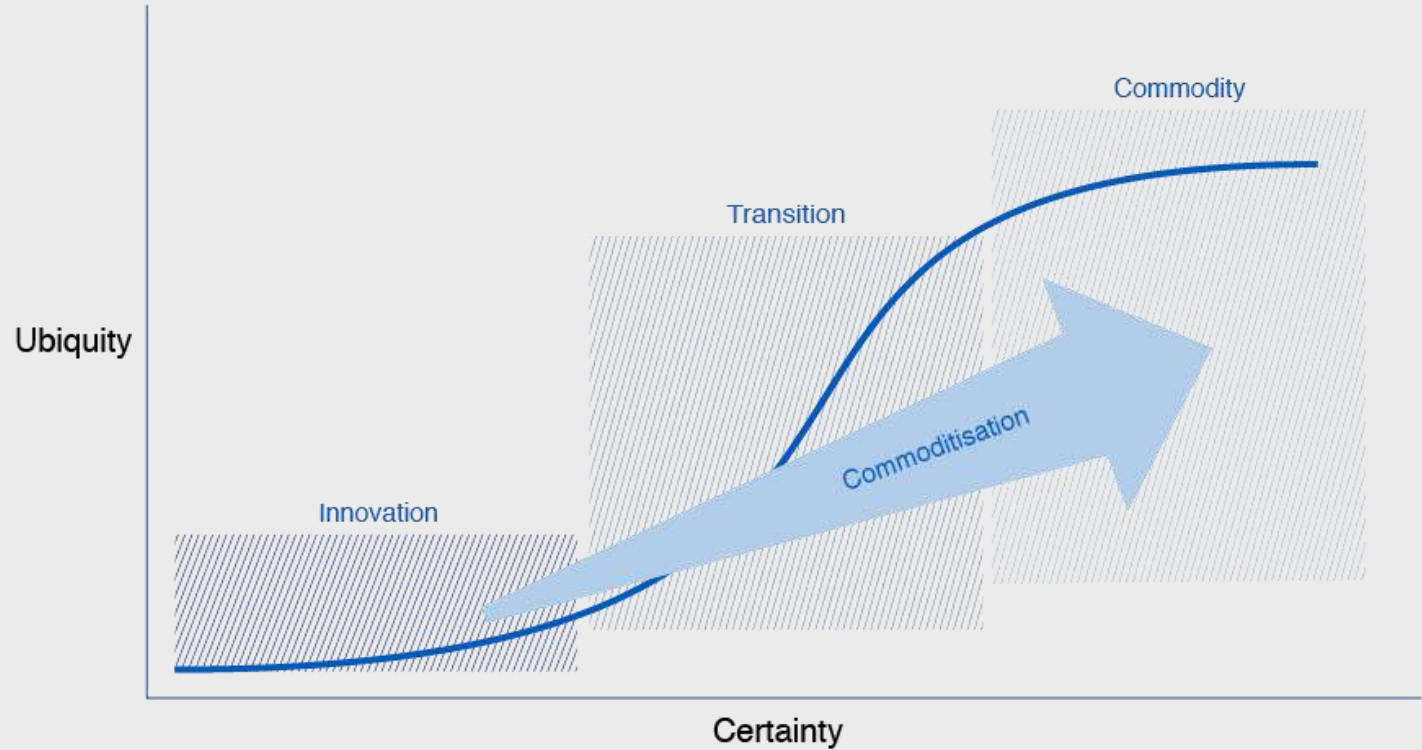


2015

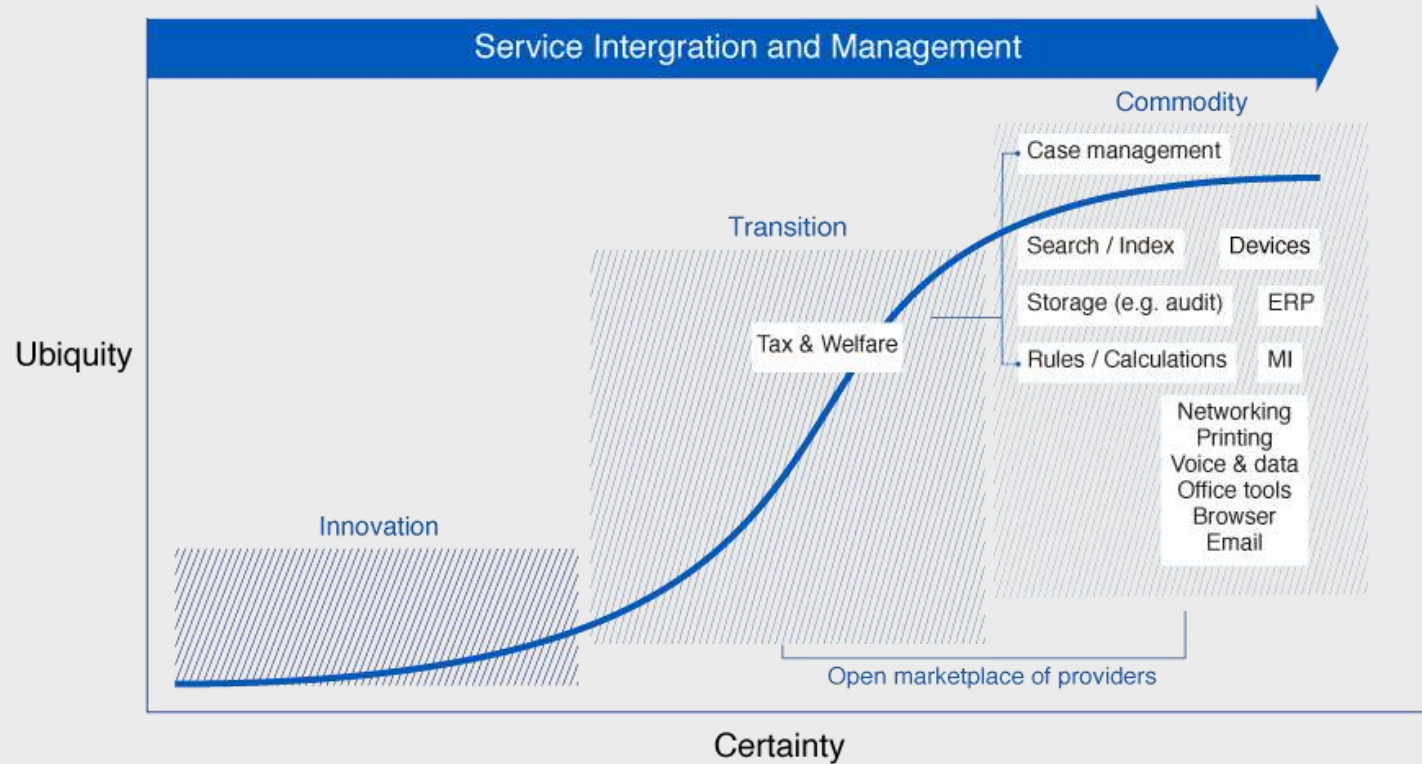


52% to SMEs

We changed
how we treat
technology...



Government as it will be...



**Make things open:
it makes things better**

We used OPEN as our main tool of
disruption



Find people and technology for digital projects in the public sector

OPEN MARKETS

You can

- cloud services
- people and technology designers
- physical datacentre space for legacy systems

Help us select open standards for government IT

Login

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

We need your input on what open standards we should use in government services

OPEN STANDARDS

Four stages of setting open standards in government IT

1 Suggestion stage

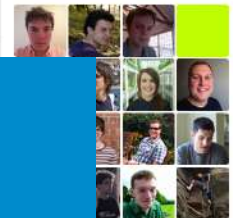
We need you to first suggest areas where users of government services face problems that might be solved by open standards. We'll assess suggestions as they come in, look at their possible benefits and read other users' comments on them.

How you can get involved:

- read other people's suggestions
- comment on a suggestion
- make a suggestion

2 Response stage

How you can get involved:



OPEN SOURCE

specialist-publisher

Ruby 3 1/8

Publishing App for Specialist Documents and Manuals on GOV.UK

Services data

OPEN DATA

Transactions per year

1.73bn

total for 690 services out of 795

Annual cost

£7.31bn

total for 209 services out of 795

Cost per transaction

£4.40

weighted average for 211 services out of 795

Digital take-up

99.9%

User satisfaction

99.1%

Completion rate

15%

**Decisions are made
by those that show
up...**

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

Welcome to Standards Hub

We need your help to set standards for software interoperability, data and document formats in government IT. These will follow [open standards principles](#) and will be applied across government to make services better for users and cheaper to run. Get involved in any of the 4 stages of the process for determining the [adopted standards](#).

Four stages of setting open standards in government IT

1

[Suggestion stage](#)

We need you to first suggest areas where users of government services face problems that might be solved by open standards. We'll assess suggestions as they come in, look at their possible benefits and read other users' comments on them.

How you can get involved:

- read other people's suggestions
- comment on a suggestion
- make a suggestion

2

[Response stage](#)

A panel of technology experts will choose some suggestions to become challenges and appoint a challenge owner to act as a champion for each. We'll

How you can get involved:

- read current challenges
- make a response (offer a solution)
- read other people's responses to the challenges

And it's at the heart of the approach
other governments are taking...



Kia ora. Govt.nz is your guide to finding and using government services.



ביטחון וחירום

כלי ירייה, מצבי חירום, צבא, משטרה, מגן דוד אדום, שירותי כיבוי והצלה.



אנשים עם מוגבלות

סיוע וטיפול, הטבות, תזכר.



אכיפה, חוק וממשל

חוקים, תקנות, בתי המשפט, הרשות המחוקקת והרשות השופטת.



ות ודרכונים

ית זהות, תעודת עזרת מעבר.

Information and services

Immigration and visas

Visas, customs, border security, healthcare, insurance.

NZ passports and citizenship

NZ citizenship, dual citizenship, passports.

Leaving NZ

Moving to Australia, travelling or moving overseas.

Work

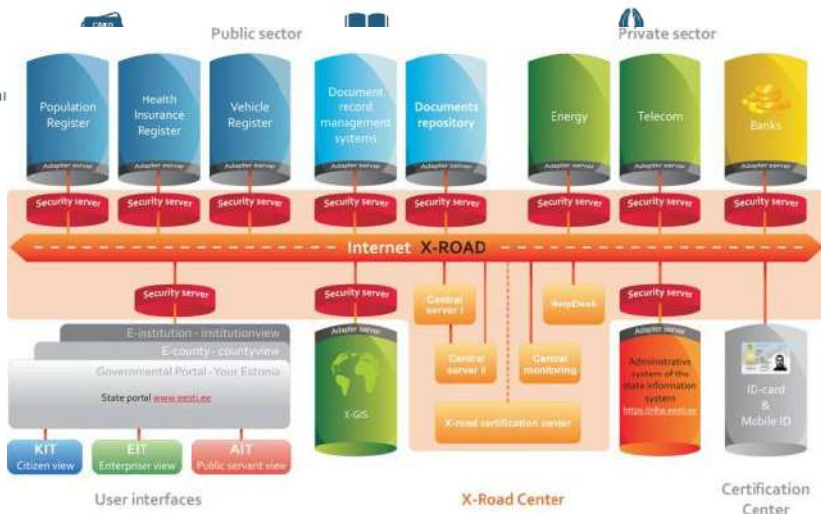
Jobs, IRD number, volunteering, leave, tax.

Education

Learning English, early childhood education.

Family and whānau

Having a child, getting married, changing



Like other world leaders, we
want to create the same thing

Government of the internet

What's next?

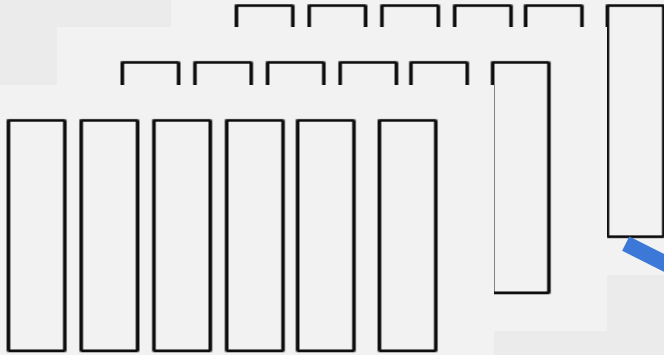
We used Open to unlock change

The dynamic force is **competition**

True competition in an open market
delivers

Open Source
High % of SME engagement

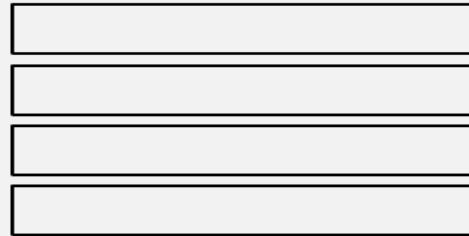
From this...



expensive inefficient

silos

.... To this.



reusable shared

platforms

But governments
don't compete for
public services...



Driver & Vehicle
Licensing
Agency



Statens vegvesen

Co-operation and Collaboration

Open Source

Tooling

Code

Methodology

**Don't do it all yourself;
you can't.**

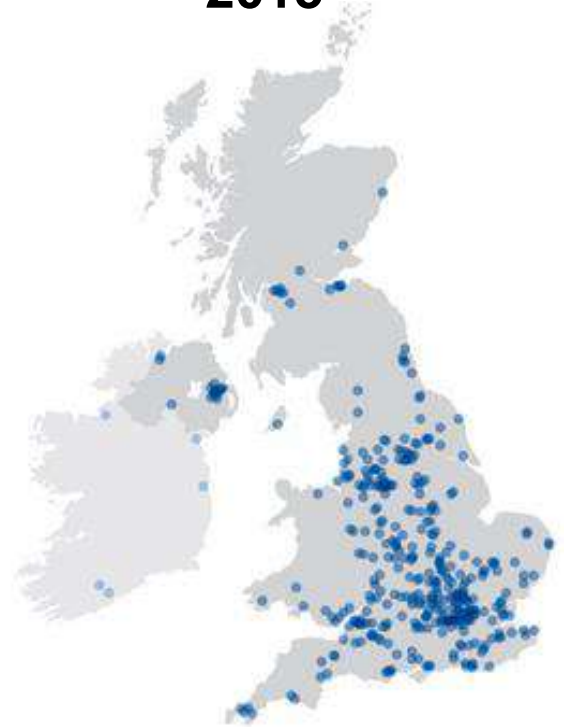
Our primary user need in government
is to remove the friction

2010

2015

£1 billion sales
on Digital
Marketplace

52% to SMEs



Machine Learning
Connected Hardware
Autonomous vehicles
FinTech
MedTech
GovTech

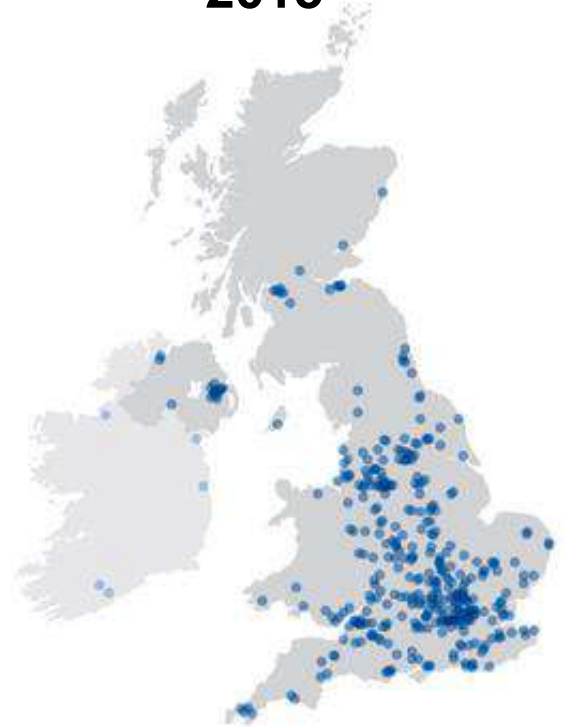
GovTech is a large, untapped market sector that will reward innovation...

2010

2015

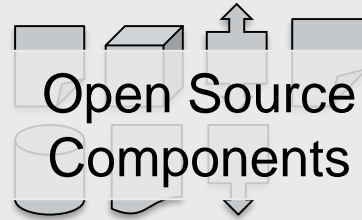
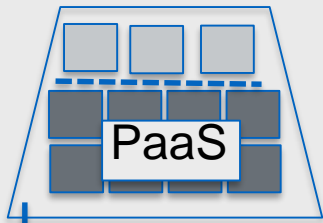
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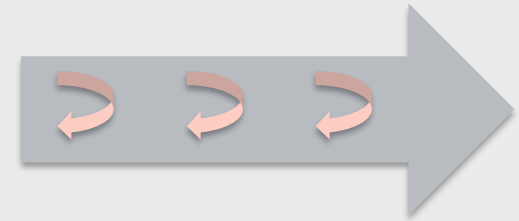


So if you had a chance to do it all
from scratch.....

What is a Minimum Viable Agency?



Multi-disciplinary teams



User Research

Design

Continuous, Iterative Deployment

It's never finished



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