# Digital service standard self-assessment checklist

FINAL | January 2022 | v1.0.0 | OFFICIAL – Public | QGCDG

## Introduction

This self-assessment checklist is to be used internally by Queensland Government departments to assess their new or redeveloped digital services against the 13 criteria of the Queensland Government Digital service standard. The Digital services policy requires Queensland Government departments to self-assess compliance for new or significantly redeveloped high-volume transactional services.

It is recommended the product manager and senior responsible officer for the digital service endorse the completed checklist, and it be used to facilitate learning and improvement in digital service delivery.

## How to complete

This checklist can be used for all stages of the service design and delivery process. By the end of alpha stage your service should pass criteria 1–3, for beta and go-live the service should meet all 13 criteria.

For each criteria:

* describe the activities used to implement the criteria
* assess the outcome (i.e., criteria is met, in-progress, not met or not assessed)
* recommend any remedial or other activities required to meet the criteria.

You do not need to submit this checklist unless requested by the Queensland Government Customer and Digital Group (QGCDG).

## Approvals

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| Agency name:  Digital service name:  Product manager/service owner name and position: Product manager/service owner email address:  Senior responsible officer name and position: Senior responsible officer email address:  Date approved: |

## Self-assessment checklist

### Understand user needs

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| **Description**  Describe in 1–2 paragraphs the activities you’ve done to understand user needs, including user research and insights you’ve accessed or done.  Describe in 1–2 paragraphs how this has informed the design/delivery.  **Outcome**  Select one only, delete others.   * Criteria met * In progress * Criteria not met * Not assessed (provide reason)   **Recommendation**  Describe activities required to address any gaps in meeting the criteria (if required). |

### Have a multi-disciplinary team (MDT)

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| **Description**  Describe in 1–2 paragraphs the activities you’ve done to form an MDT.  Describe in 1–2 paragraphs how this has informed the design/delivery.  **Outcome**  Select one only, delete others.   * Criteria met * In progress * Criteria not met * Not assessed (provide reason)   **Recommendation**  Describe activities required to address any gaps in meeting the criteria (if required). |

### Agile and customer-centred process

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| **Description**  Describe in 1–3 paragraphs the activities you’ve done to take an agile and user-centered approach, using the service design and delivery process.  **Outcome**  Select one only, delete others.   * Criteria met * In progress * Criteria not met * Not assessed (provide reason)   **Recommendation**  Describe activities required to address any gaps in meeting the criteria (if required). |

### Understand tools and systems

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| **Description**  Describe in 1–3 paragraphs the activities you’ve done to understand, adopt, adapt or procure tools and systems required to build, host, operate and measure the service.  **Outcome**  Select one only, delete others.   * Criteria met * In progress * Criteria not met * Not assessed (provide reason)   **Recommendation**  Describe activities required to address any gaps in meeting the criteria (if required). |

### Make digital services secure

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| **Description**  Describe in 1–3 paragraphs the activities you’ve done to put appropriate legal, privacy and security measures in place.  **Outcome**  Select one only, delete others.   * Criteria met * In progress * Criteria not met * Not assessed (provide reason)   **Recommendation**  Describe activities required to address any gaps in meeting the criteria (if required). |

### Build consistent and responsive design

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| **Description**  Describe in 1–3 paragraphs the activities you’ve done to build the service with responsive design methods using consistent and common design patterns.  **Outcome**  Select one only, delete others.   * Criteria met * In progress * Criteria not met * Not assessed (provide reason)   **Recommendation**  Describe activities required to address any gaps in meeting the criteria (if required). |

### Use open standards and common platforms

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| **Description**  Describe in 1–2 paragraphs the activities you’ve done to build using open standards and common government platforms, where appropriate.  **Outcome**  Select one only, delete others.   * Criteria met * In progress * Criteria not met * Not assessed (provide reason)   **Recommendation**  Describe activities required to address any gaps in meeting the criteria (if required). |

### Make source code open by default

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| **Description**  Describe in 1–2 paragraphs the activities you’ve done to make all new source code open by default.  **Outcome**  Select one only, delete others.   * Criteria met * In progress * Criteria not met * Not assessed (provide reason)   **Recommendation**  Describe activities required to address any gaps in meeting the criteria (if required). |

### Make digital services accessible

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| **Description**  Describe in 1–2 paragraphs the activities you’ve done to ensure the service is accessible and inclusive of all users regardless of their ability and environment.  **Outcome**  Select one only, delete others.   * Criteria met * In progress * Criteria not met * Not assessed (provide reason)   **Recommendation**  Describe activities required to address any gaps in meeting the criteria (if required). |

### Test the digital service

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| **Description**  Describe in 1–2 paragraphs the activities you’ve done to test the service from end-to-end (including with users), in an environment that replicates the live version.  **Outcome**  Select one only, delete others.   * Criteria met * In progress * Criteria not met * Not assessed (provide reason)   **Recommendation**  Describe activities required to address any gaps in meeting the criteria (if required). |

### Measure performance and improve

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| **Description**  Describe in 1–2 paragraphs the activities you’ve done to measure and monitor performance against key performance indicators.  **Outcome**  Select one only, delete others.   * Criteria met * In progress * Criteria not met * Not assessed (provide reason)   **Recommendation**  Describe activities required to address any gaps in meeting the criteria (if required). |

### Don’t forget the non-digital experience

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| **Description**  Describe in 1–2 paragraphs the activities you’ve done to ensure people who use the digital service can also use other available channels, without repetition or confusion.  **Outcome**  Select one only, delete others.   * Criteria met * In progress * Criteria not met * Not assessed (provide reason)   **Recommendation**  Describe activities required to address any gaps in meeting the criteria (if required). |

### Encourage a shift to the digital channel

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| **Description**  Describe in 1–2 paragraphs the activities you’re done to encourage users to choose the digital service and consolidate or phase out existing alternative channels.  **Outcome**  Select one only, delete others.   * Criteria met * In progress * Criteria not met * Not assessed (provide reason)   **Recommendation**  Describe activities required to address any gaps in meeting the criteria (if required). |