



The Digital Service Standard Checklist

1. Have clear intent

- Develop a business case for change
- Survey the policy and service landscape
- Understand your service's life cycle

2. Know your user

- Understand your users
- Conduct user research
- Test and validate your designs

3. Leave no one behind

- Understand the diversity of your users
- Comply with legislation and standards, including the:
 - Disability Discrimination Act (1992)
 - Latest version Web Content Accessibility Guidelines (WCAG)
 - Australian Government Style Manual
- Implement a feedback mechanism

4. Connect services

- Design for interoperability
- Join up services

5. Build trust in design

- Adopt transparent data handling
- Implement security measures
- Maintain a reliable service
- Be accountable for the service

6. Don't reinvent the wheel

- 'Build once, use many times'
- Design for a common, seamless experience
- Reuse data where you can

7. Do no harm

- Protect users' digital rights
- Understand privacy impacts
- Understand the limits of data

8. Innovate with purpose

- Follow guidance on critical and emerging technologies
- Maintain interoperability in the face of new technology
- Track adoption of new technology

9. Monitor your service

- Establish a baseline for your service
- Identify the right performance indicators
- Measure, report and improve according to strategies

10. Keep it relevant

- Improve your service across its life
- Schedule regular assessments
- Communicate service upgrades