

Hello



Andrew Greenway
Partner
@ad_greenway



In 2018, we wrote a book that summed up what we'd learned from GDS.



The GDS story

What we could have done better

Q&A

The Washington Post

“Since its launch in 2010, GDS has emerged as the gold standard in the global world of digital government.”



We redesigned
public services.

We broke the
dependency on
Big IT.

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Register to vote

Use this service to register to vote - or to update your name, address or other details on the electoral register.

You need to be on the electoral register (sometimes called the 'electoral roll') to vote in elections and referendums.

Registering takes around 5 minutes. You'll need your:

- National Insurance number (if you have one)
- passport (if you've moved abroad)

Start now >

Before you start

Voting

[The electoral register](#)

[Voting in the UK](#)

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**We did it to deliver
better services for
users...**

NEWS

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UK developing digital driving licence

16 May 2016 | [Technology](#)



OLIVER MORLEY

The DVLA's chief executive tweeted "a little prototype of something we're working on"

The UK's Driver and Vehicle Licensing Agency is working on a smartphone version of its driving licence.

Top Stories

Top Trump lawyer hit by Russia claims

Democrats call on Jeff Sessions to quit as he insists he did not mislead his confirmation hearing.

43 minutes ago

Le Pen loses immunity from prosecution

4 minutes ago

Tibet women footballers 'denied

....to make innovation
worth doing...



**...leave behind a new
generation of public
servants...**



...and save a lot of money.

£3-4 billion in 4 years.

**We believe success isn't just
about changing what you do**

**We think it's about
changing how you do it**

4 things to start:

- Political leadership
- Mission
- Team
- A crisis, sometimes



Create GDS

Fix publishing

Fix transactions

Go wholesale

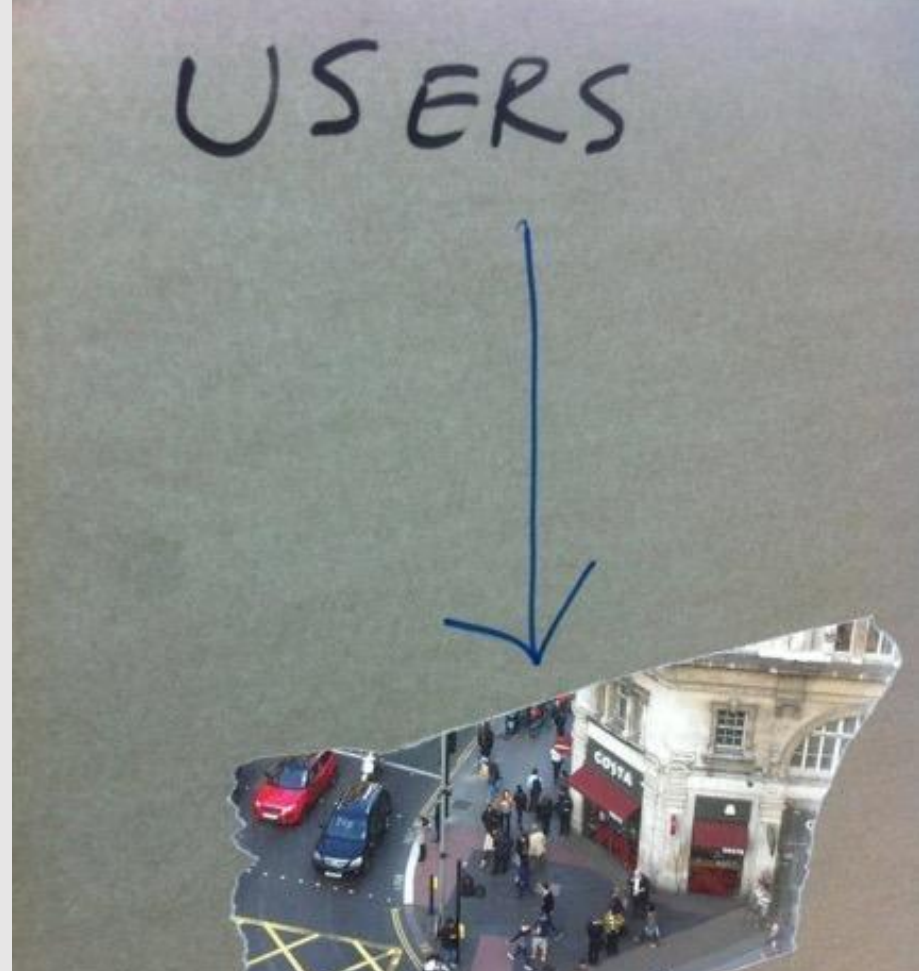
A large group of people, including men and women of various ages, are gathered around a long table in a brightly lit room. They are engaged in a team-building activity. On the table, there is a large dartboard with a pink and white striped bullseye. Several people are leaning over the table, looking at the dartboard and talking to each other. Some are holding small yellow objects, possibly darts or tokens. In the background, there are more people standing and talking, and some colorful triangular flags hanging from the ceiling. The overall atmosphere is collaborative and energetic.

Build the team



A mixture of long
serving civil
servants and new
skills

Relentlessly
focused on
user needs



Fix publishing



Welcome to GOV.UK

The best place to find government services and information

Simpler, clearer, faster



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Includes carers, your rights, benefits and the Equality Act

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Includes debt and Self Assessment

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Visas, asylum and sponsorship

[Working, jobs and pensions](#)

Home **News** U.S. Sport TV&Showbiz Australia Femall Health Science Money Video Travel Fashion Finder

And the award goes to boring.com! Government website beats off 100 others to be named world's best design

- Gov.uk saw off nearly 100 competitors in Design of the Year 2013
- Basic-looking site features links to pages like 'Housing and local services'

By ROSIE TAYLOR FOR THE DAILY MAIL

PUBLISHED: 23:43, 16 April 2013 | UPDATED: 07:44, 17 April 2013




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View comments

A Government website has beaten The Shard and the 2012 Olympic Cauldron to be named the world's best design.

Gov.uk saw off nearly 100 competitors in the Design Museum's Design of the Year 2013.

The basic-looking site features links to pages such as 'Housing and local services', 'Driving and transport' and 'Inside Government'.



For a safer, faster, better experience online you should upgrade your browser. [Find out more about browsers](#)

Welcome to GOV.UK

The best place to find government

[Driving and transport](#)
Includes Car tax, MOT and driving licences

[Benefits](#)
Includes tax credits, eligibility and appeals

[Businesses and self-employed](#)
Tools and guidance for businesses

[Employing people](#)
Includes pay, contracts and hiring

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 Follow Daily Mail

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DON'T MISS

Six-months-pregnant
Frankie Bridge shows off her growing baby bump in gold and black dress at BT Sports Awards with husband Wayne

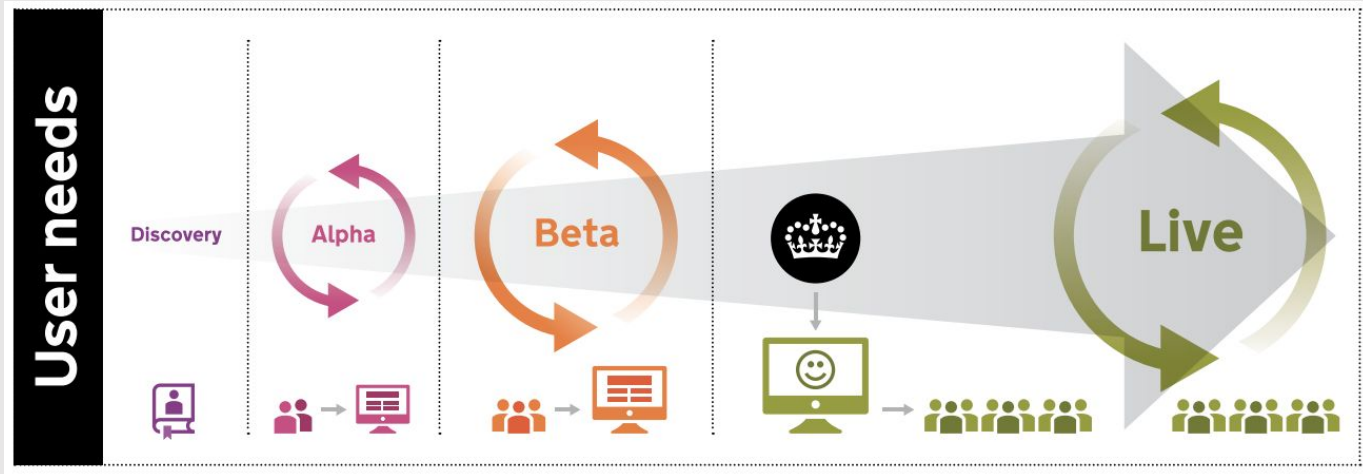
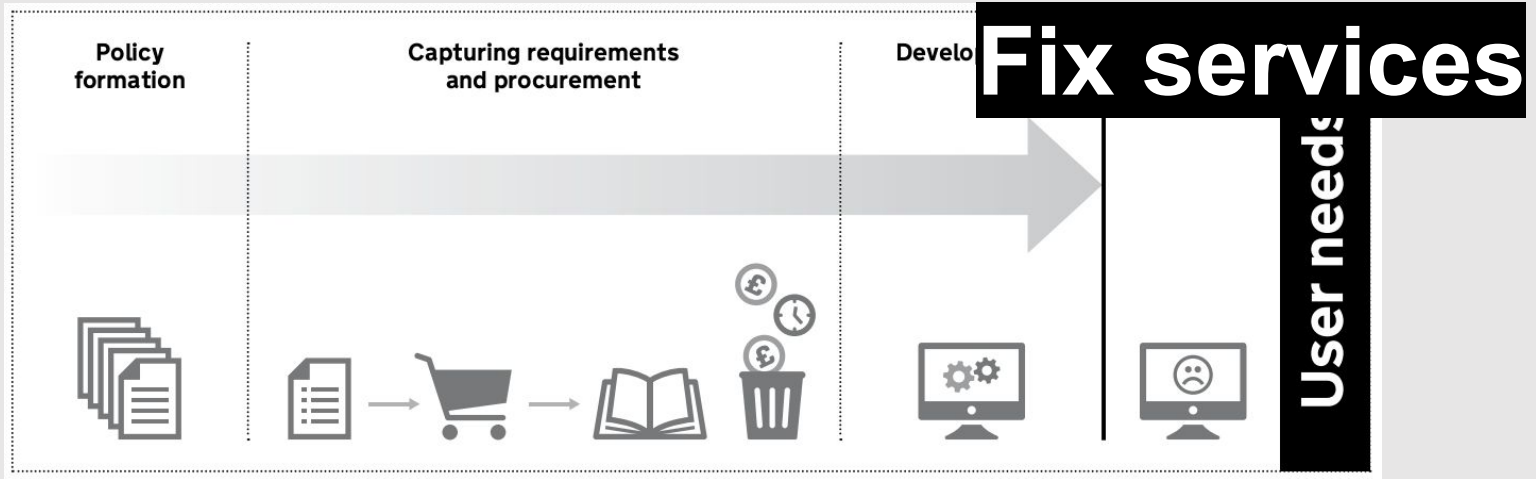


The boys are back in town! Jeremy Clarkson reunites with Top Gear co-stars Richard Hammond and James May as they work together for first time since he was fired



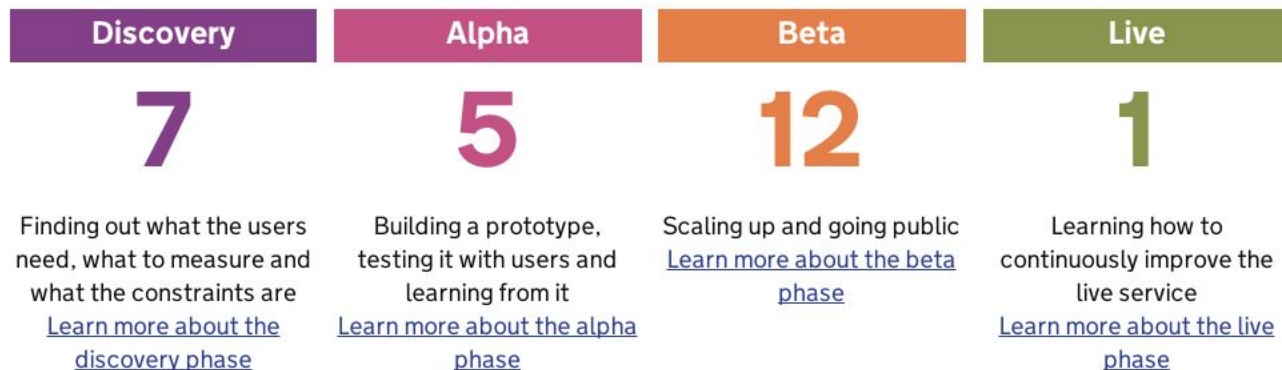
WAG Tanya Bardsley and her Real Housewives co-star Leanne Brown show off their bikini bodies on holiday in Tenerife. Mothers of three each





Digital Transformation

Digital services so good people prefer to use them



The [Government Digital Strategy](#) and [Departmental Digital](#)

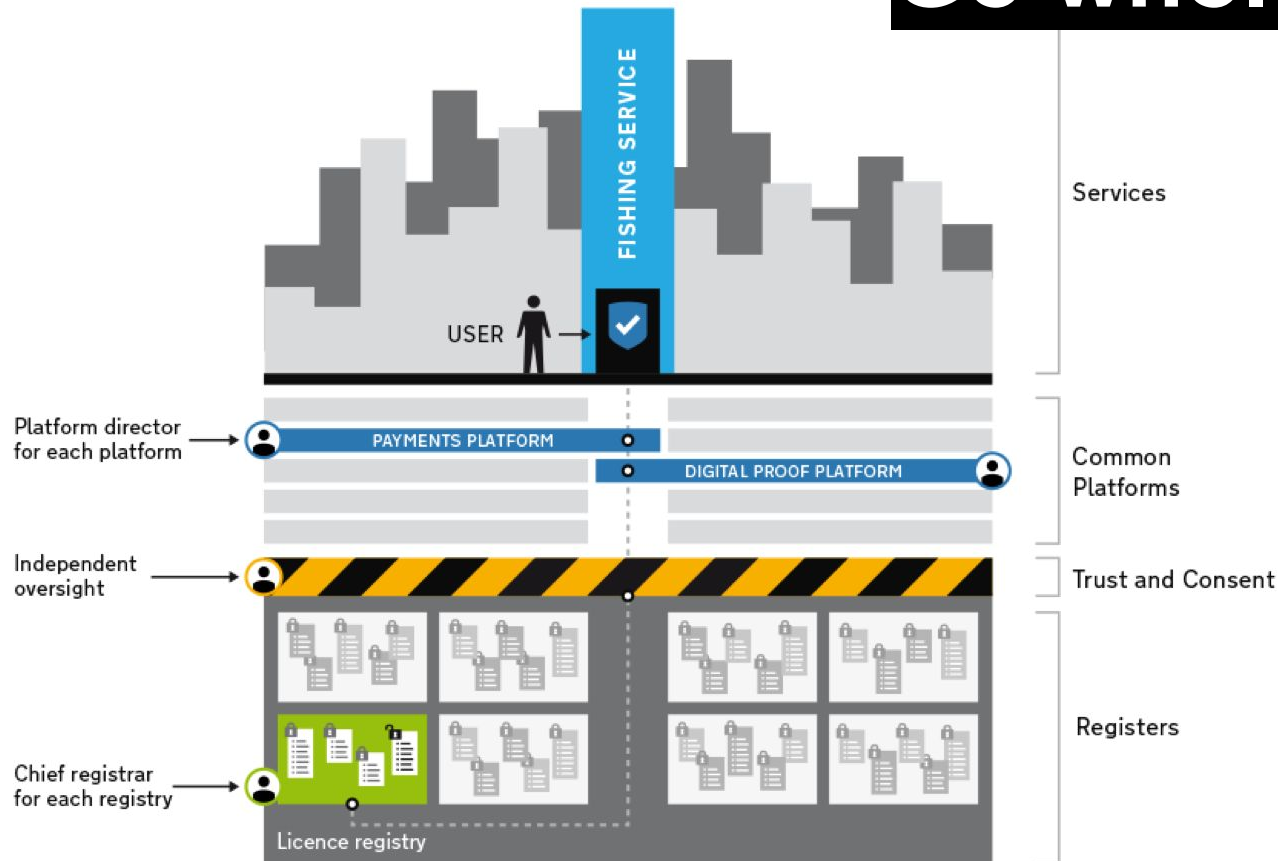


MINISTER RESPONSIBLE
FOR POLICY AREA



Service manager
for each service

Go wholesale



Send emails and text messages to your users

Try GOV.UK Notify now if you work in central government, a local authority, or the NHS.

Create an account

or [sign in](#) if you've used it before



Control your content

You don't need any technical knowledge to create email and text message templates.





Pete Herlihy
@yahoo_pete



GOV.UK Notify just sent its 2 *BILLIONTH* message 🎉



It took just 4 years to send our first billion – and incredibly just 6 months to send our second.

Every single message saves people time, saves government money, and even saves lives.

Invest in platforms.

Total notifications

Total number of notifications sent

2bn
.....

[Home](#) > [Technology Code of Practice](#)Government Digital
Service

Codify best practice

Guidance

Technology Code of Practice

Updated 26 February 2018

Contents

[The purpose of the Technology Code of Practice](#)[Using the Technology Code of Practice](#)[The Technology Code of Practice](#)

The Technology Code of Practice is a set of criteria to help government design, build and buy better technology. It's used as a cross-government agreed standard in the [spend control process](#).

The Technology Code of Practice is part of the [Transformation Strategy 2017-2020](#).

You must follow this code from the start of your technology programme or project.

**BETA**Complete our quick 5-question survey to [help us improve our content](#).[Service manual](#) > Service Standard

Service Standard


The Service Standard helps teams to create and run great public services.

Check whether you need to use [the previous version of the Service Standard](#).

1. Understand users and their needs

Develop a deep understanding of users and the problem you're trying to solve for them.

Get notifications

When any points in the Service Standard are updated  [email](#)

Go global





**Newsroom**

News Release

Ontario's Government Delivers Simpler, Faster, Better Services for Ontarians with New Digital Plan

Ontario becomes first jurisdiction in Canada to bring government into the 21st Century

April 30, 2019 9:30 A.M. | [Ministry of Government and Consumer Services](#)

New digital practices and technologies adopted by Ontario's government place people back at the centre of everything it does and make life easier for Ontarians, starting with a simpler, faster and better delivery of services across the province. As part of the 2019 Budget, the government

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Ejemplo: multas electorales

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- Antecedentes Penales
- Certificado de Antecedentes Policiales para uso nacional



Búsqueda por categorías



Sobre el Estado peruano

Últimas noticias

- MTC: Suscripción de contrato de concesión del Terminal Multipropósito de Salaverry impulsa



establecidos en la Ley Orgánica del Poder Ejecutivo y, asimismo, con los objetivos estratégicos del Plan Estratégico de Desarrollo Nacional (Plan Bicentenario: El Perú hacia el 2021), aprobado por Decreto Supremo N° 054-2011-PCM, siendo necesaria su derogatoria;

De conformidad con lo dispuesto en el numeral 8) del artículo 118 de la Constitución Política del Perú; y la Ley N° 29158 - Ley Orgánica del Poder Ejecutivo;

Con el voto aprobatorio del Consejo de Ministros;

DECRETA:

Artículo 1.- Derogación

Deróguese el Decreto Supremo N° 027-2007-PCM que define y establece las Políticas Nacionales de Obligatorio Cumplimiento para las entidades del Gobierno Nacional y sus normas modificatorias, el Decreto Supremo N° 086-2010-PCM, el Decreto Supremo N° 052-2011-PCM y el artículo 2 del Decreto Supremo N° 111-2012-PCM.

CAYETANA ALJOVÍN GAZZANI
Ministra de Relaciones Exteriores

ABEL HERNÁN JORGE SALINAS RIVAS
Ministro de Salud

JAVIER ALBERTO BARREDA JARA
Ministro de Trabajo y Promoción del Empleo

BRUNO GIUFFRÀ MONTEVERDE
Ministro de Transportes y Comunicaciones

CARLOS RICARDO BRUCE MONTES DE OCA
Ministro de Vivienda, Construcción y Saneamiento

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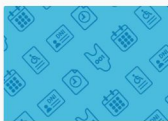
Decreto Supremo que crea la Plataforma Digital Única del Estado Peruano y

What are you looking for?



Add your willingness to donate organs

We can all donate, we can all receive. Let's build a donor community together



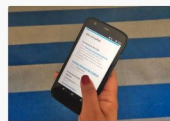
Take your turn

If you have to do a paperwork, you can take turns online and buy time.



RED SUBE

So that those who travel more pay less.



My Argentina

Download your CUIL record with a single click and other personalized services.

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Trámites Gobierno Participa Datos

gob.mx

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RFC, FIEL, Aclaraciones, Devoluciones, Factura Electrónica, Aduanas y más.

Migración, Visa y Pasaporte

Pasaporte, Visa, Documento de Identidad, Condiciones y Estancia en México.

Salud

Atención, Quejas Médicas, Seguros Médicos, Protección Sanitaria y más.

Educación

Becas, Deporte, Cultura, Ciencia y Tecnología; Título, Cédula Profesional y más.

Sismo y/o situación de emergencia

Identidad, Atención médica, Estancias infantiles, Migración, visa y pasaporte, Préstamos, Programas sociales, Territorio y

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והמידע הממשלתי

gov.il



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ביטחון וחירום

רישוי כלי ירייה, כיבוי ותחלה, משטרה, צבא, מגן דוד אדום, מצבי חירום



אנשים עם מוגבלות

צרכים מיוחדים, אישורים, הטבות, נגישות, תוכנה



אגריה, סביבה ותקלות

ביטול וחיסון באגריה, זיהום סביבתי, הדברה, בעלי חיים, חקלאות



אכיפה, חוק ומשפט

חוקים, תקנות, בתי משפט, הרשות המחוקקת, הרשות השופטת, שלטון מקומי



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תעודות זהות, דרכונים, אדמות, תעודות, אשרות



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מסים ותשלומים

תשלומי מסים ואגרות, דיווח לרשויות, קרנות פנסיה, קופות גמל



חינוך והשכלה

מעונות יום, חינוך יסודי ועל יסודי, חינוך מיוחד, קורסים מקצועיים, השכלה גבוהה, מלגות



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ביטוח בריאות ממלכתי, קופות חולים, זכויות חולים ומטופלים, ביטול שואה, קידום בריאות



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בנייה ורכישת דירה, רישום מקרקעין, רישוי בעוף הבנייה



תרבות, ספורט וחירות

תרבות, ספורט תחרותי ואתגר, אתרי



תעשייה, מסחר ותקשורת

יבוא, סחר חוץ, תקשורת, צרכנות,



תחבורה

רישיון נהיגה ורישיון רכב, לימודי



עלייה וקליטה

סיוע לעולים, לימודים ומלגות, סיוע



עבודה ותעסוקה

הכשרה מקצועית, הסמכות ורישיונות,

gob.pe

Start with simple,

impactful changes for

users...

• Consulta si tienes multas electorales

• Examen de Reglas de Tránsito para obtener Licencia de Conducir (Brevete)

• Duplicado de DNI

• Revalidar la Licencia de Conducir (Brevete)

• Antecedentes Penales

• Certificado de Antecedentes Policiales para uso nacional

• MTC: Suscripción de contrato de concesión del Terminal Multipropósito de Salaverry impulsado



1025
Total opportunities

[View 11 open opportunities](#)

74%
Awarded to SMEs

[Search seller catalogue](#)

\$257m
Total contracted

[See who's winning work](#)

Using the Marketplace

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More panels and arrangements

Panels

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Volume sourcing

[Microsoft](#)

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[IBM](#)

Marketplace

[Catalogue](#)

Kia ora. Welcome to the Marketplace.

Open Channels: Public Cloud Software as a Service (SaaS)

Agencies

Register and buy from the Marketplace

[Register your agency](#)

What agencies need to know

Find out about registration and onboarding

Suppliers

Apply to be a Supplier to the Marketplace

[Apply to be a Supplier](#)

What suppliers need to know

Find out if you are eligible and what services you can list

About & Contact

The Marketplace lets agencies view, compare and buy digital services

[About the Marketplace](#)

What Channels are Open

Find out what Channels, Catalogues and Services are open in the

...while fixing the processes to embed better practice.

Find a user research lab

Find a developer or user researcher

Find a room to conduct research sessions

Find a user research lab

[Become a supplier](#)

[Marketplace sales](#)

Cloud Marketplace AgID

Elenco dei Cloud Service Provider e dei servizi Cloud qualificati

[Servizi IaaS](#)

[Servizi PaaS](#)

[Servizi SaaS](#)

[Registro Pubblico CSP Qualificati](#)

Il Cloud Marketplace di AgID è la piattaforma che espone i servizi e le infrastrutture qualificate da AgID secondo quanto disposto dalle Circolari AgID n. 2 e n.3 del 9 maggio 2018. All'interno del Cloud Marketplace è possibile visualizzare la scheda tecnica di ogni servizio che mette in evidenza le caratteristiche tecniche, il costo e i livelli di servizio dichiarati dal fornitore in sede di qualificazione.

Importante

A decorrere dal 20 novembre 2018, le Amministrazioni Pubbliche potranno acquisire esclusivamente servizi IaaS, PaaS e SaaS

The GDS story

What we could have done better

Q&A

Making brilliant services for our
colleagues, as well as the public.

Avoiding digital zealotry - finding
common language to bring policy into
the tent

Successfully shifting to funding teams
rather than programmes

Building more diversity and a better
gender balance.

We worked in the open a lot - but we could have done a lot more.

Appreciating the fragility of digital change

The GDS story

What we could have done better

Q&A

We coach leaders

We train executive boards

We review technology risk

We scale change

We set up transformative digital teams

We connect peers around the world

Email andrew@public.digital

Website <https://public.digital/>

Twitter @publicdigitalHQ