



Foreign &
Commonwealth
Office

Digital strategy UK

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Government Digital Service

- established in 2010
- over 500 employees
- part of the Cabinet Office
- main task = digital transformation of government
- centre of excellence in digital, technology and data

Government Digital Service

Its story is mapped out year by year here:

<https://gds.blog.gov.uk/story/>

One small caveat

The story as published is not exhaustive. It does not tell the whole story. That's why we're calling it "a" story, rather than "the" story. **There will be errors, omissions, duplications, and other problems.** If you'd like to make amendments, corrections or additions, please [send your comments to gds-story@digital.cabinet-office.gov.uk](mailto:send_your_comments_to_gds-story@digital.cabinet-office.gov.uk).

[2010](#)

[2011](#)

[2012](#)

[2013](#)

[2014](#)

[2015](#)

[2016](#)

Introduction

The most common questions we're asked by visitors to GDS are things like:

- “How did it all start in the first place?”
- “How did you get where you are now?”
- “How can I get my government/team/organisation to do similar things?”

This is an attempt to answer those.

Government Digital Service

Government as a Platform

Creating a set of shared components, service designs, platforms, data and hosting, that every government service can use.

Government Digital Service

Design Principles

- 1 **Start with user 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**

Government Transformation Strategy 2017 to 2020

Policy paper

Government Transformation Strategy

Published 9 February 2017

Contents

Note

Ministerial foreword

Introduction

Vision and objectives

Business transformation

Grow the right people, skills and culture

Build better tools, processes and governance for civil servants

Make better use of data

Create shared platforms, components and reusable business capabilities

The vision beyond 2020



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Policy paper

Government Transformation Strategy appendix: case studies

Published 9 February 2017

Contents

Case study 1: Universal Credit

Case study 2: Digital Tax

Case study 3: Digital change in the courts and tribunals service

Case study 4: HM Passport Office

Case study 5: Census

Case study 6: Apprenticeships

Case study 7: Defra services for regulated customers

Government Digital Service

gov.uk
gov.uk verify
digital marketplace
census 2021
passports
civil service job search
pensions online

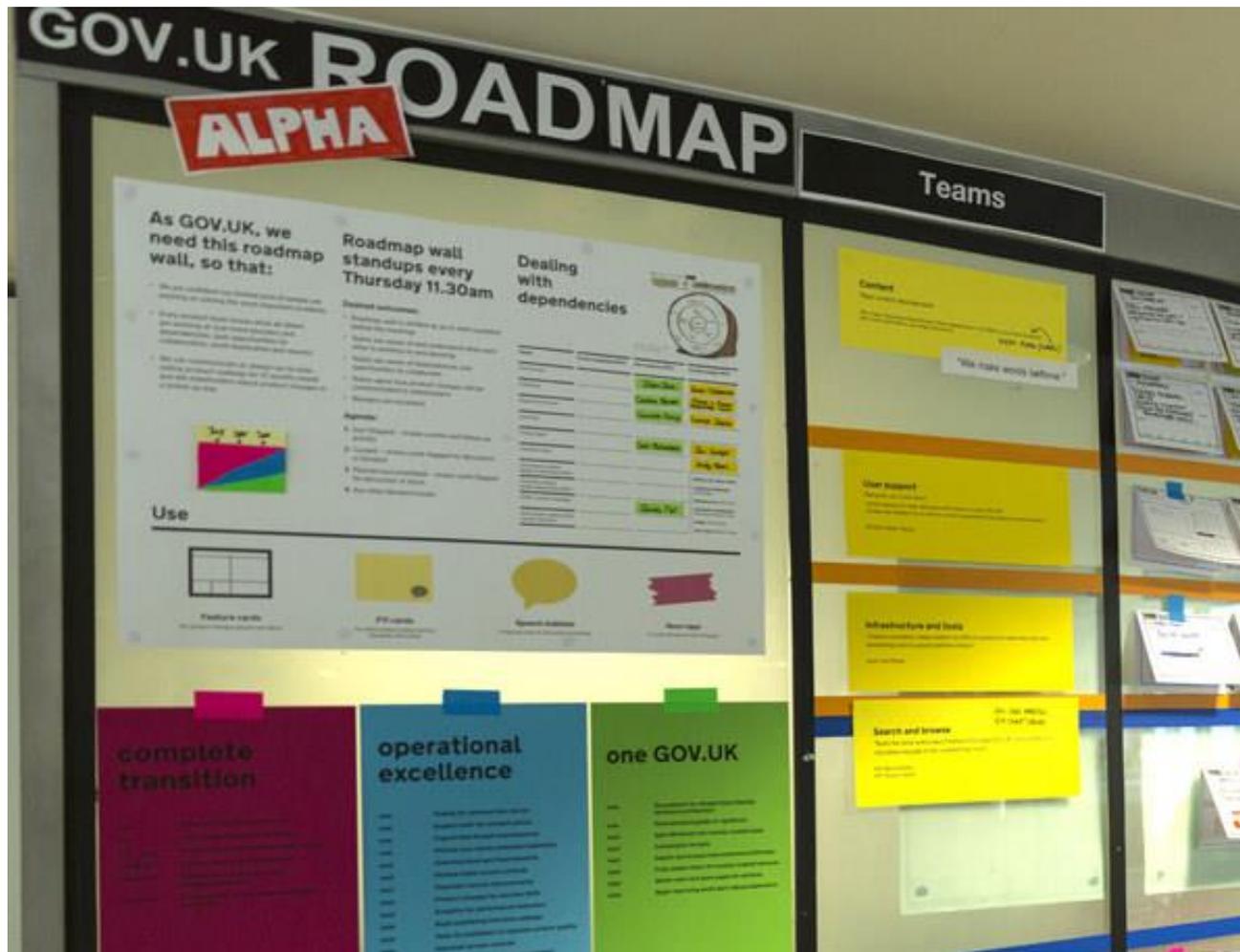
GOV.UK

- Established 31 January 2012 (5 years anniversary)
 - Focused on user needs not Government needs
 - Simple, clear, fast
 - It's focussed on tasks, getting to the "quick do"
- It optimises for the common case but doesn't ignore the edge case
- The mission was to turn 1,884 separate websites into a single site for government.

GOV.UK

- In 2017 it is visited 3 million times a day.
- It has saved the taxpayer over £60 million. Digital by default 20 x cheaper than phone, 30 x cheaper than post 50 x cheaper than face-to-face.
- Digital government is never finished and GOV.UK.
- The Government Digital Service have vital work to do to ensure that as technology moves forward, the government fulfils our duty and keeps pace.

USER DESIGN & ROADMAP





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Welcome to GOV.UK

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



[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

[Disabled people](#)

Includes carers, your rights, benefits and the Equality Act

[Driving and transport](#)

Includes vehicle tax, MOT and driving licences

[Education and learning](#)

Includes student loans, admissions and apprenticeships

[Employing people](#)

Includes pay, contracts and hiring

[Environment and countryside](#)

Includes flooding, recycling and wildlife



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Popular on GOV.UK

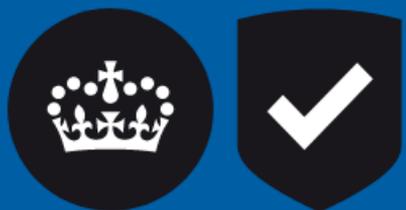
[Universal Jobmatch job search](#)

[Renew vehicle tax](#)

[Log in to student finance](#)

[Book your theory test](#)

[Personal tax account](#)



GOV.UK VERIFY

A certified company will verify your identity. They've all met security standards set by government.

You don't need to be an existing customer with a company as they've built new, secure systems to verify identities.



There's no charge for this service.

Next

▶ [How companies can verify identities](#)

Digital Marketplace

Find technology or people for digital projects in the public sector

Find an individual specialist

eg a developer or user researcher

Find a team to provide an outcome

eg a booking system or accessibility audit

Find user research participants

eg people from a specific user group to test your service

Find a user research lab

eg a room to conduct research sessions

Find cloud hosting, software and support

eg content delivery networks or accounting software

Buy physical datacentre space

eg access to mission-critical datacentres

Census Transformation Programme

The aim of the Census Transformation Programme is to make the best use of all available data in England and Wales to enhance the provision of population statistics. It will provide an online census in 2021.

Latest - Administrative Data Research Outputs: Occupied address (household) estimates from administrative data

First Research Output estimates on the ...

Design of the 2017 Test

The 2017 Test was part of our ongoing preparations for the 2021 Census. It gave us the chance to test systems and services, and try out proposed new questions.

2021 Census Design Document

Sets out the initial thinking for the design of the 2021 Census in England and Wales.

Administrative Data Census Project

We are investigating the feasibility of moving to a census based on administrative data after 2021. Learn about our progress and research outputs here.

Progress and development

Innovative approaches and new technologies.

Your confidentiality

It's our main priority. Find out how we ensure the security of your data.

Customers to benefit from online passport application roll out

From: [Home Office, HM Passport Office, and Robert Goodwill](#)
Published: 21 March 2017

HM Passport Office has launched a new online passport renewal service as part of its drive to improve customer services.



The new service means that the majority of adults can now renew their passport online. Following a successful pilot in 2016, over 240,000 people have renewed their passport online using the new service.

Immigration Minister Robert Goodwill, said:

“ This latest offering is a key part of the Home Office’s drive to transform the way we deliver our services through digitisation. It is designed to improve efficiency and convenience by providing a modern and secure service to millions of passport holders and applicants.”

Civil Service job search

Find jobs in the Civil Service and central government organisations

To get started

1. Search using one or more of the options below
2. Find out more about [working for the Civil Service](#)
3. If you're a civil servant [sign in](#) to see jobs open to you

Location

Enter a postcode, town or region

Search distance

Job role

Check your State Pension

Use this service to find out:

- how much State Pension you could get (this amount is also known as your State Pension forecast)
- when you can get it
- how to increase it, if you can

You can't use this service if you're already getting your State Pension or if you've delayed ('deferred') claiming it.

[Start now >](#)

Register to vote

Use this service to apply to register to vote or to:

- update your name, address or other details on the electoral register
- change your voting preferences, for example to vote in person or by post
- change whether you're on the [open register](#)

It usually takes about 5 minutes.

This service is also available [in Welsh \(Cymraeg\)](#).

You may need the following, if you have them:

- your National Insurance number
- your passport if you're a British citizen living abroad

You need to be on the electoral register to vote in elections and referendums.

Visit someone in prison

Use this service to book a social visit to a prisoner in England or Wales.

You need the:

- prisoner number
- prisoner's date of birth
- dates of birth for all visitors coming with you

The prisoner must add you to their visitor list before you can book a visit.

Your visit will be confirmed by email within 3 working days.

Start now >

Thank you

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