

Developing Public-Facing Online Services Summary

Digital Strategy and Operations Branch, Ministry of Central Services

This resource outlines the standards to be followed when developing online services for the public.

Version 1.2
 Last revised: August 2018
 Last reviewed: April 2019
 Next review: April 2020

Standards Summary

The following summarizes deliverables, lead responsibility and estimated average time to meet each standard. The average times are estimates based on past projects and can vary significantly depending on the scope of your project. ITD (including DSO) will work with you to develop a phased project estimate and plan. This will provide more specificity.

Standard	Outcome	This task is completed by	Assessor	Avg Time
Discovery				
1 Talk to users	Citizen/business user requirements	DSO with the client ministry as a key stakeholder	Digital Strategy and Operations, ITD	Up to three weeks
2 Define the services you are offering	Return on investment (ROI) target is documented	Client ministry with DSO as a key stakeholder and facilitator	Ministry Executive Sponsor	Avg 1-3 weeks, large service bundles may take longer
3 Understand the existing technology terrain	Document the existing technical landscape	The client ministry with ITD's Architecture, DSO and AMS groups as key stakeholders	Strategic Architecture, ITD	TBD in project
4 Formalize your project through IT governance	Intake initiated and compliance with IMAC/DMITC	The client ministry via your ITD Account Executive	IMAC/DMITC	TBD in project
Planning				
5 Develop your architectural plan starting with common tools, existing architectural approaches and micro-services	Solution design document	TBD in project	Technical Review Board	TBD in project
6 Get clear on your project team and governance	Roles and responsibilities documented and Scopes of Work in place	Project Manager	Project Mgmt Office	TBD in project
Throughout Execution				
7 Ensure your solution is secured and that privacy is protected	Terms and conditions for use of service privacy consent statement Evidence of approved Privacy Impact Assessment Evidence of approved security assessment	Client Ministry Privacy Officer and ITD Security	Access and Privacy ITD Security	TBD in project

Standard	Outcome	This task is completed by	Assessor	Avg Time
8 Write simple, user friendly content at every stage	Service page(s) and in-service (i.e. in-app) content and any other content pieces emerging from the content audit	The client ministry Communications Department. Further support from DSO can be arranged if desired	Digital Strategy & Operations, ITD	TBD in project
9 Define how you will achieve and measure your return on investment	Approach for how it will be achieved and measured	Client ministry	Ministry Executive Sponsor	TBD in project
10 Make a plan and a budget for continuous improvement of your service	Approach for continuous improvement and funding source	Client ministry	Ministry Executive Sponsor	TBD in project
11 Have a plan and process in place for support	Documented customer support plan	Client ministry	Ministry Executive Sponsor	TBD in project
Design				
12 Design your user interface in line with the 10 Usability Heuristics	Screens designed (i.e. wireframes) for at least one end-to-end services flow	DSO with client ministry and dev team as a key stakeholders	Digital Strategy and Operations , ITD	Average of a week per service
13 Test your screen flows with citizens and/or businesses	Testing plan Testing report and recommendations	DSO or DSO approved Usability Tester with client ministry and dev team as a key stakeholders	Digital Strategy and Operations, ITD	One and half to two weeks, user availability dependent
Build				
14 Re-test the strategically selected flows from design with users once they've been coded and integrations function as expected	Testing plan Testing report and recommendations	DSO or DSO approved Usability Tester with client ministry and dev team as a key stakeholders	Digital Strategy and Operations, ITD	One and half to two weeks, user availability dependent
15 Final review of services	DSO assessment and sign-off on the service prior to launch	DSO	Digital Strategy and Operations, ITD	One week