



HM Government

How the Government Digital Service is supporting the UK's COVID-19 response.

Chris Ferguson

Director, National, International & Research, Government Digital Service

Jess McEvoy

Deputy Director, National, International & Research, Government Digital Service

A large group of people is gathered in a modern, brightly lit indoor space, likely a community center or event hall. The room is decorated with numerous international flags strung across the ceiling and rainbow-colored bunting. The people are dressed in casual to semi-formal attire, and many are holding drinks, suggesting a social gathering. The background features blue walls with various posters and informational displays. The overall atmosphere is vibrant and inclusive.

Government Digital Service

The GDS vision is to make government simpler, clearer and faster for users...

...and for it to cost less.

The United Kingdom is leaving the European Union on 31 October 2019.

[Get ready for Brexit](#)

[Hide message](#)

Welcome to GOV.UK

The best place to find government services and information

Simpler, clearer, faster



Popular on GOV.UK

[Get ready for Brexit](#)

[Find a job](#)

[Renew vehicle tax](#)

[Book your theory test](#)

[Personal tax account](#)

Get ready for Brexit

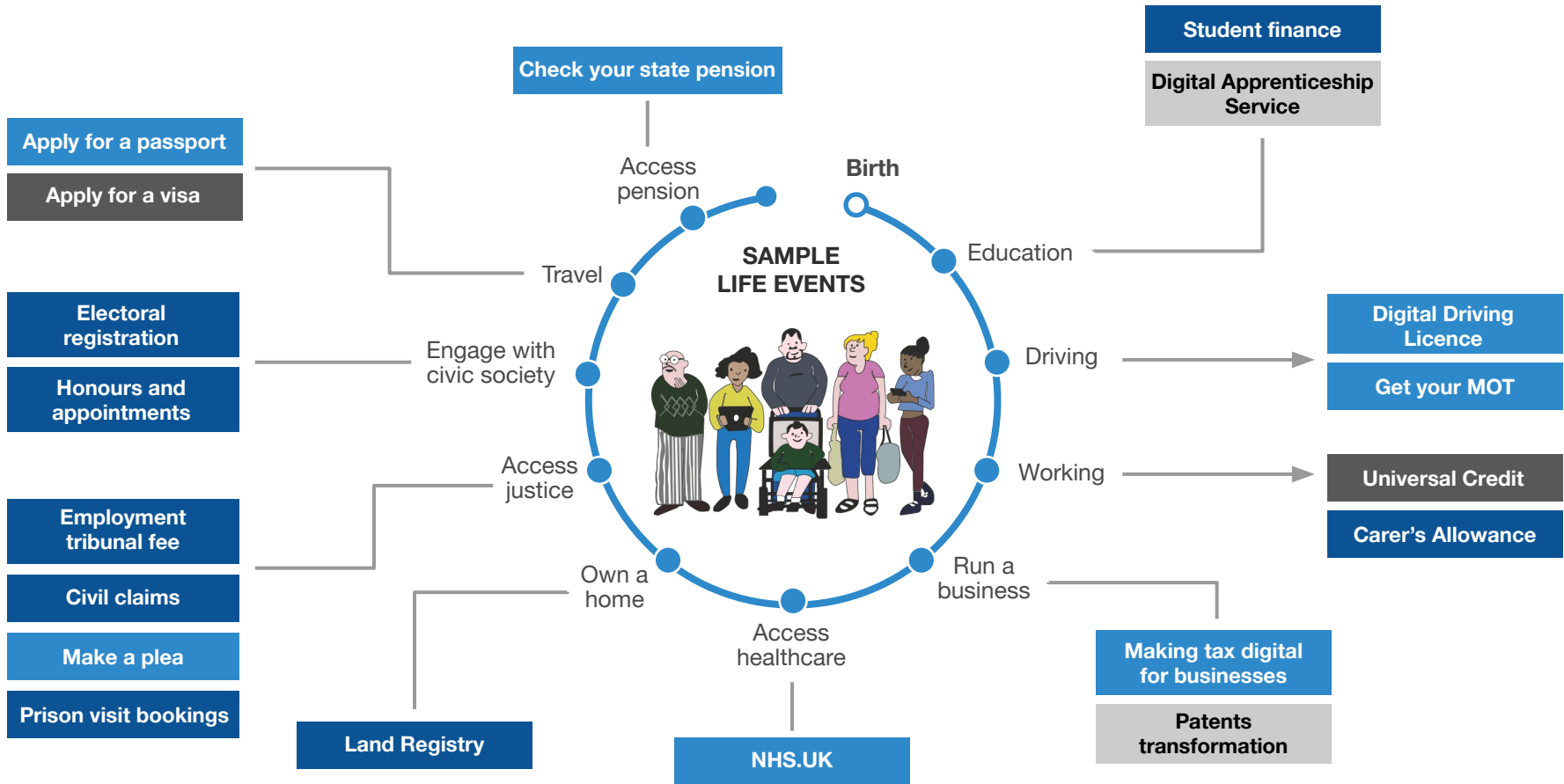
The UK will leave the EU on 31 October 2019.

[Check what you need to do](#)

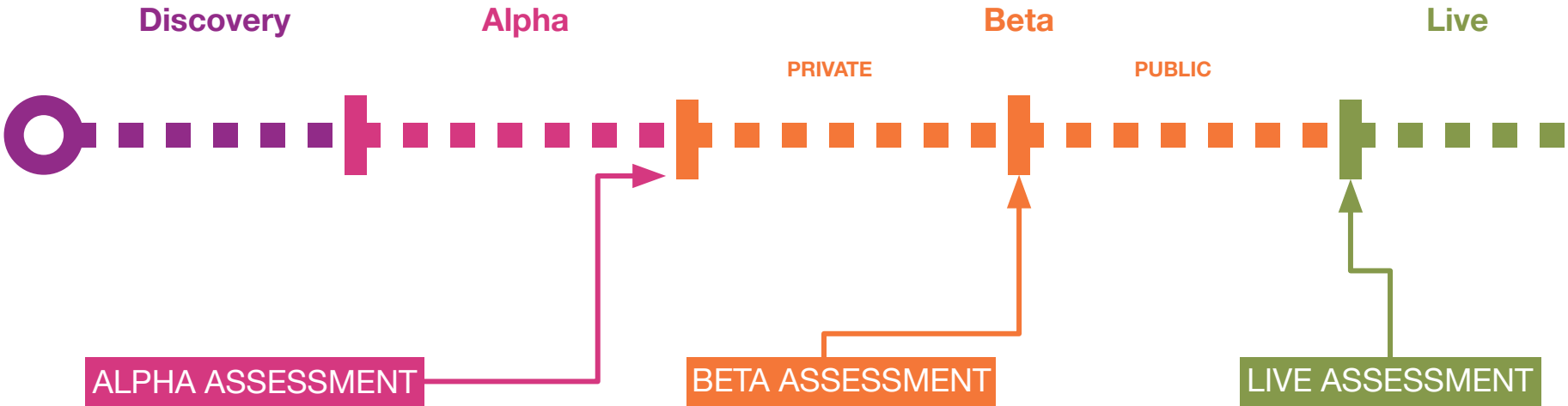
Transformation

Commercial
Technology
Services
Workforce
Estates
Culture

What makes it work?



Key: ● Service ● Exemplar service ● Civil Service Board monitored service ● Exemplar and CSB monitored service





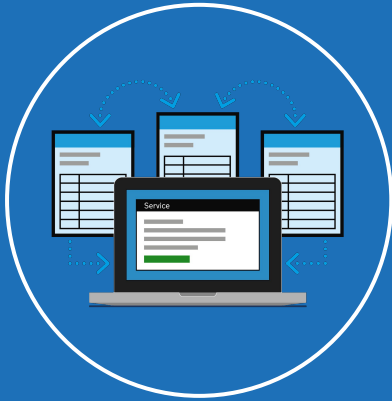
GOV.UK Notify



GOV.UK



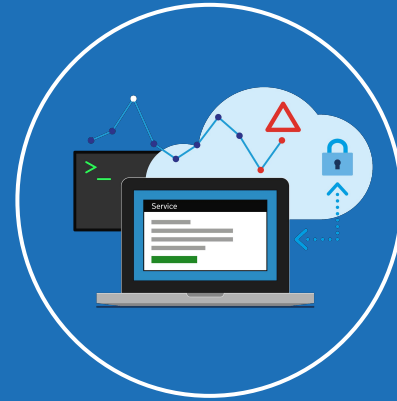
GOV.UK Pay



GOV.UK Registers

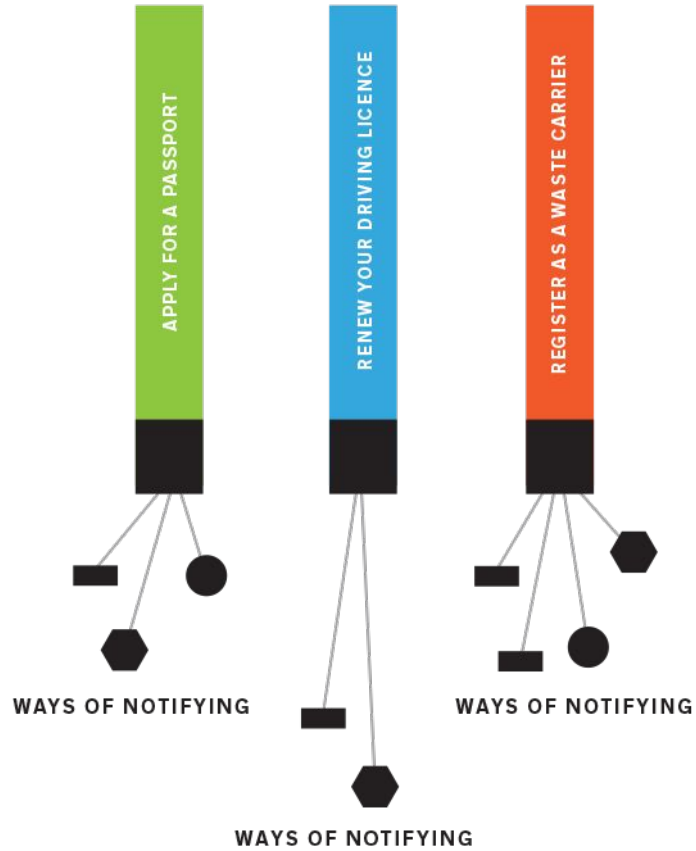


GOV.UK Verify

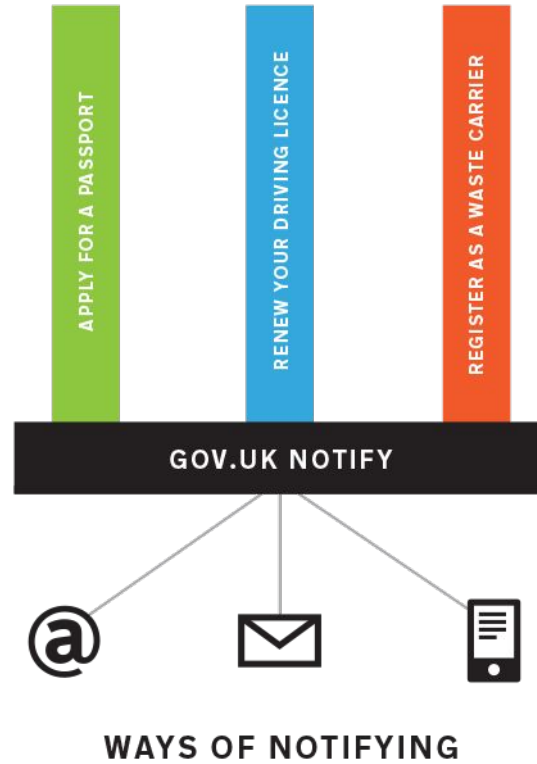


GOV.UK PaaS

OLD



NEW



Send emails and text messages to your users

Try GOV.UK Notify now if you work for a UK government department or agency.

[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.



Take and process payments for your service

GOV.UK Pay makes it quicker and easier for service teams to process payments online. It's easy to integrate with and gives users a trusted GOV.UK branded payment experience.



Benefits of GOV.UK Pay

Service teams using GOV.UK Pay can:

- automate payments reconciliation and refunds
- easily handle payment queries
- email receipts to users
- manage accepted debit and credit card types more conveniently
- generate financial reports for a range of dates
- easily switch payment service providers

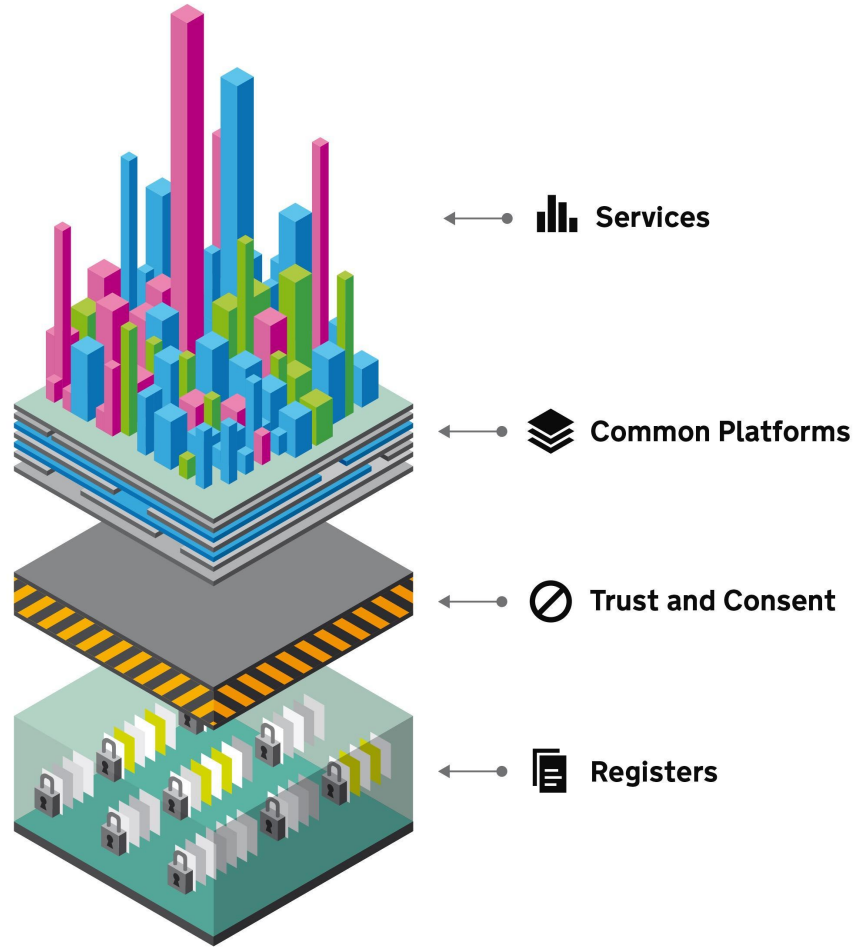
Teams building the service can:

Users paying for a government service will get:

- a more consistent payment experience across government
- a choice of how to pay
- refunds more quickly
- payment pages designed to be accessible and easy to use



GOV.UK VERIFY



← ●  **Services**

← ●  **Common Platforms**

← ●  **Trust and Consent**

← ●  **Registers**

***The digital function**

1. Strategy
2. Service Delivery
3. People
4. Standards
5. Delegation

(*other functions are available)

The UK approach

Intention - to meet user needs

Methodology - to be agile & iterative

Context - understand what tools & rules exist for reuse

Environment - to utilise the functional model

Design Principles

Listed below are our design principles and examples of how we've used them so far. These build on, and add to, our original [7 digital principles](#).

- 1 **Start with 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**

TRANSFORMATION TOOLKIT FOR SERVICE TEAMS



DESIGN AND IMPLEMENT

STANDARDS AND GUIDANCE

Service Manual

Service Standard

Service Assessments

Tech Code of Practice

PATTERNS AND TOOLS

GOV.UK Design System

GOV.UK Frontend

GOV.UK Prototyping Kit

Cross-government Service Data

ASSEMBLE AND RUN

SHARED COMPONENTS

GOV.UK Pay

GOV.UK Notify

GOV.UK Verify

Submit

GOV.UK Registers

Personal Data Exchange

GOV.UK PaaS

SUPPORTING FRAMEWORK

Onboarding
(Discover, learn, try)

Accessing components
(Sign in, account creation)

Service levels and support
(Contracts, MOUs)

Billing and invoicing
(Paying for usage)



Digital Marketplace

**So how has GDS
responded to COVID-19?**

1. New services

An Extremely Vulnerable Persons Service

Get coronavirus support as a clinically extremely vulnerable person

Register with this service if either:

- you have a medical condition which means you're classed as being clinically extremely vulnerable to coronavirus
- you've been told by your GP or hospital clinician that you're clinically extremely vulnerable and need to 'shield'

'Shielding' means not leaving your home and minimising contact with other members of your household.

You'll be able to ask for help if you need it - for example, with getting essential supplies or your basic care needs.

You can register yourself, or on behalf of someone else.

[Start now >](#)

A Business Volunteering Webform

Offer coronavirus (COVID-19) support from your business

Use this service to tell us how your business might be able to help with the response to coronavirus.

The support needed includes things like:

- medical testing equipment
- medical equipment design
- protective equipment for healthcare workers, such as masks, gowns and sanitiser
- hotel rooms
- transport and logistics, for moving goods or people
- manufacturing equipment
- warehouse or office space, for medical use or storage
- expertise or support on IT, manufacturing, construction, project management, procurement or engineering
- social care or childcare

You'll be asked some questions about the type of support you can give. You'll then be contacted as soon as possible if your support is needed.

2. Common components, new services

GOV.UK



[Home](#)

Coronavirus (COVID-19): what you need to do

Stay at home

- Only go outside for food, health reasons or work (but only if you cannot work from home)
- If you go out, stay 2 metres (6ft) away from other people at all times
- Wash your hands as soon as you get home

Do not meet others, even friends or family. You can spread the virus even if you don't have symptoms.



[Read more about what you can and cannot do](#)

**STAY AT
HOME** 

**PROTECT
THE NHS** 

 **save
lives**

Announcements

Notify & Verify

 Stay up to date with GOV.UK

[Sign up to get emails when we change any coronavirus information on the GOV.UK website](#)

GOV.UK Verify overview

GOV.UK Verify is a secure way to prove who you are online.

It makes it safe, quick and easy to access government services like filing your tax or checking the information on your driving licence.

When you use GOV.UK Verify, you do not need to prove your identity in person or wait for something to arrive in the post.

[How GOV.UK Verify works.](#)

Who's using GOV.UK Notify

2,169

services

590

organisations

See the [list of services and organisations.](#)

500% increase in Verify usage

3. Supporting the Digital, Data and Technology function across the public sector

What is the “DDaT Function”?

Digital, Data and Technology Profession Capability Framework

Digital, data and technology (DDaT) roles in government and the skills needed to do them.

Published 23 March 2017

Last updated 7 January 2020 — [see all updates](#)

From: [Digital, Data and Technology Profession](#)

Contents

- [Data job family](#)
- [IT operations job family](#)
- [Product and delivery job family](#)
- [Quality assurance testing \(QAT\) job family](#)
- [Technical job family](#)
- [User-centred design job family](#)

This Capability Framework describes the job roles in the Digital, Data and Technology (DDaT) Profession and provides details of the skills needed to work at each role level.

Related content

[Product manager](#)

[Skill levels for digital, data and technology roles](#)

[Business analyst](#)

[Service owner](#)

[Delivery manager](#)

COVID-19 Cross-Govt Coordination

Covid19 DDaT Working Group New and existing service mapping exercise

GDS responded to an action devolved from the Covid19 DDaT Working Group to collate data on new services being built in response to C19 and areas where there has been a considerable increase in effort. This work is led by the GDS Hub Team and aims to identify common problems being solved across government and get a picture of all services - both internal and user-facing

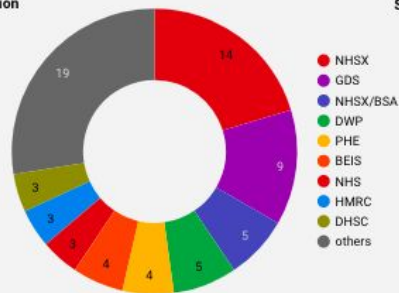
Working group returns	Working group number of new services/ areas with increased effort	Services live/in progress on GOV.UK
Total 8	Total 37	Total 69

Covid19 DDaT Working Group returns:

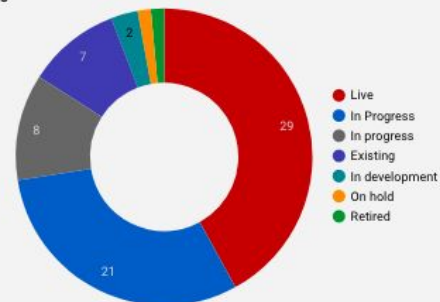


GOV.UK Service breakdown

Organisation



Status



**What have we learnt...so
far?**

Countries
represented at
the conference

Argentina
Australia
Belgium
Canada
England
Estonia
Finland
Germany
Hungary
Ireland
Italy
Malaysia
Netherlands
New Zealand
Norway
Scotland
Singapore
Slovenia
Spain
Sweden
Switzerland
Taiwan
Uganda
Ukraine
United Kingdom
United States

International



SCIENTIFIC
ADVISORY
COMMITTEE
ON
HUMAN
TOXICOLOGY
DONE

Committee on
Standards in Public Life
VICI
WILL
DONE

GOVERNMENT CHEMIST
BIS
Rob
1
★

INTERAGENCY RISK
COMMITTEE
BIS
Rob
DONE

MARITIME AND
COASTGUARD AGENCY
DFT
Ad/Fiona
★ ■ ●

EUROPEAN SOCIAL FUND
BWP
Mark
DONE

Office of the
Schools Com
1

Questions?



HM Government

Thank you