

OPEN SOURCE DESIGN

IN THE

UK GOVERNMENT



Minister: Whats wrong with Open Government? Why shouldnt the public know more about whats going on?

Civil Servant: It is a contradiction in terms: you can be open or you can have government.

OPEN DESIGN

**the development of systems
and physical products,
machines through use of
publicly shared design
information**

<http://www.adciv.org/Opencollaborativedesign>

ONCE UPON A TIME....



<https://twitter.com/timoreilly>

GOVERNMENT AS A PLATFORM

a new vision for digital government

**a common core infrastructure of
shared digital systems, technology
and processes on which its easy to
build brilliant, user-centric
government services**

GOVERNMENT DIGITAL SERVICES (GDS)




TRUST.
USERS.
DELIVERY.

WHAT HAS GDS DONE?



GOV.UK

WHAT HAS GDS DONE?

- 1. Focused on user needs**
- 2. Digital by default service standards**
- 3. Service manual**
- 4. Open research process**
- 5. Open design process**
- 6. Self-replication**

FOCUSED ON THE USERS

**User needs, not
government needs**



BUILDING DIGITAL BY DEFAULT SERVICES



Digital by Default Service Standard

Discovery

Alpha

Beta

Live





Digital by Default Service Standard

<https://www.gov.uk/service-manual/digital-by-default/index.html>

The stick...and the carrot

DIGITAL BY DEFAULT STANDARDS

1. Understand user* needs

*** User needs not government needs**

DIGITAL BY DEFAULT STANDARDS:

8. Make all new source code open and reusable, publish it under appropriate licences (or provide a convincing explanation as to why this cannot be done)

<https://www.gov.uk/service-manual/digital-by-default/index.html>

DIGITAL BY DEFAULT STANDARDS:

9. Use open standards
(and common government
platforms) **where available**

<https://www.gov.uk/service-manual/digital-by-default/index.html>

user centred design

breaking vendor lock-in

open source software

open standards

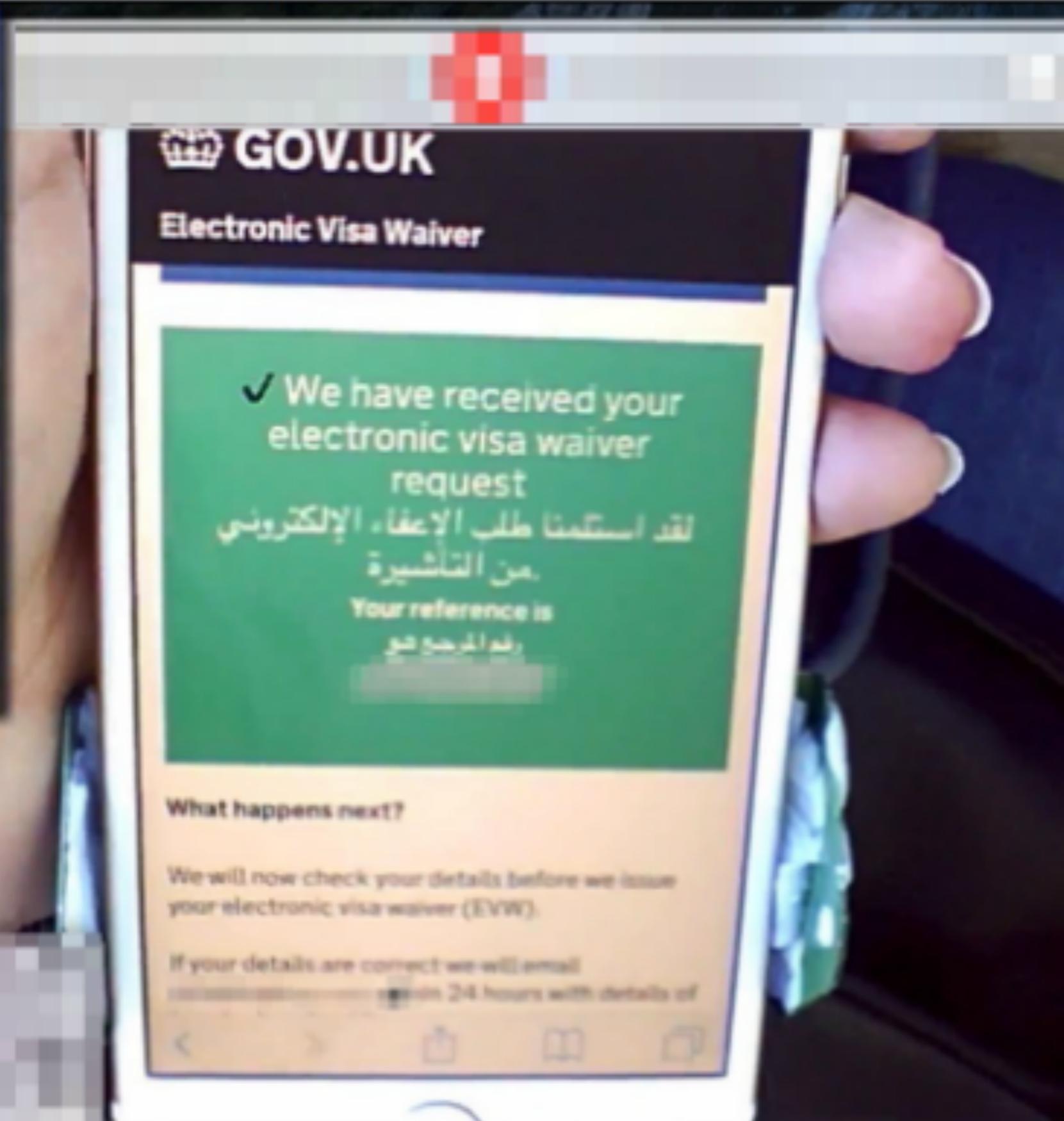
SERVICE DESIGN MANUAL

Government Service Design Manual

Build services so good that people prefer to use them

Build services so good that people prefer to use them

OPEN RESEARCH PROCESS



OPEN RESEARCH PROCESS



USERRESEARCHMETHODS

120 DAYS AGO



Edited by CAROLINE.JARRETT@DIGITAL.CABIN...

UNFILED

Welcome to User Research Methods Wiki

User research plays two very important roles in service design.

It helps us to:



11 DAYS AGO



Edited by ANNE KUFORJI

UNFILED

Accessible Research Labs

Accessible Research Labs

We wanted to understand the suitability of each lab for participants with access needs

<https://userresearchmethods.hackpad.com/>

<https://userresearch.blog.gov.uk/>

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**

OPEN DESIGN PROCESS



DESIGNPATTERNS

16 DAYS AGO



Edited by **SIMON CLEMENTS**

GOV.UK design patterns wiki

Use this wiki to discuss design patterns for GOV.UK services.

[View the full list of patterns](#)

[Find out more about this wiki](#)

<https://designpatterns.hackpad.com>

OPEN DESIGN PROCESS

ALPHA This is a new service – your [feedback](#) will help us to improve it.

[GOV.UK elements](#)

GOV.UK elements

This guide shows how to make your service look consistent with the rest of GOV.UK.

[Layout](#)

Grid unit proportions, gutters and spacing.

[Typography](#)

Headings, body text, links, lists, inset text, hidden text.

[Colour](#)

Colour contrast, Sass variables, colour palettes.

[Icons and images](#)

Icons and image ratios.

[Data](#)

Data in a table, numeric tabular data, data visualisation.

[Buttons](#)

Button text, button alignment, creating buttons.

<https://govuk-elements.herokuapp.com/>

OPEN DESIGN PROCESS



Government Digital Service

Aviation House, 125 Kingsway, Holborn, Lo... <https://gds.blog.gov.uk/>

Repositories

People 50

Filters Find a repository...

govuk_platform_prototypes

HTML ★ 0 0

Prototypes for the 'shop front' for Government as a Platform

Updated 4 hours ago

notifications-admin

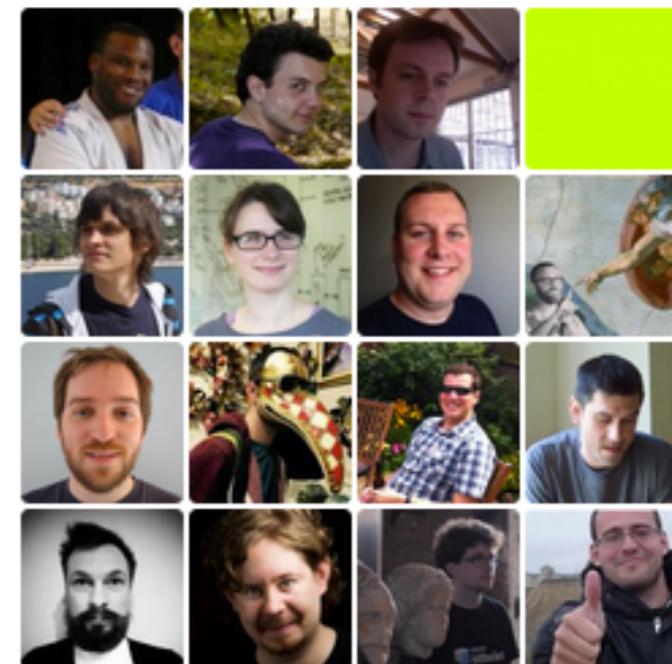
Python ★ 1 0

Frontend application for notify admin

Updated 16 hours ago

People

50 >



<https://github.com/alphagov>

SELF-REPLICATION

Self-replication is any behaviour of a dynamical system that yields construction of an identical copy of itself.

<https://en.wikipedia.org/wiki/Self-replication>

SELF-REPLICATION



Home Office Digital
@HODigital FOLLOWS YOU



DWP Technology
@DWPTechnology



Justice Digital
@Justice_Digital



Digital Scotland
@digitalscots



HMRC Digital
@HMRCDigital



IS IT OPEN SOURCE DESIGN ?



Open Source Design

IS IT OPEN SOURCE DESIGN?

YES

IS IT OPEN SOURCE DESIGN?

AND

IS IT OPEN SOURCE DESIGN ?

NO

OPEN DESIGN

**the development of systems
and physical products,
machines through use of
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<http://www.adciv.org/Opencollaborativedesign>

IS IT OPEN SOURCE DESIGN?

**Sharing the
little parts**

IS IT OPEN SOURCE DESIGN ?

**Research process is
(reasonably) open**

IS IT OPEN SOURCE DESIGN?

Design process is open

IS IT OPEN SOURCE DESIGN?

Its more the idea of open source extends to open government, open data, transparency

- not exactly open source software

**CONTRIBUTING: DESIGNERS,
DEVELOPERS**

Designers, developers

CONTRIBUTING: DESIGNERS, DEVELOPERS

**A designer cant contribute
unless they are involved in
GOV.UK research/design
community**

CONTRIBUTING: DESIGNERS, DEVELOPERS

**A developer cant contribute
unless they are involved in
GOV.UK development
community**

CONTRIBUTING: USERS

Contributing: users

CONTRIBUTING: USERS

If a FOSS user has an issue, and they can write code or documentation, do design, they request it be merged, and can get it fixed

CONTRIBUTING: USERS

If a GOV.UK service user has an issue, is in a minority and they can write code, they probably cant get it fixed

CONTRIBUTING: USERS



<https://flowchainsensei.files.wordpress.com/2012/09/megaphone.jpg>

CONTRIBUTING: USERS

User feedback channels are multiple

CONTRIBUTING: USERS

Browser address bar: <https://www.gov.uk/contact/govuk>

Browser tabs: EVW, HOD, GDS Content, A11y, Analytics, Research, Design, Useful, gov.uk services

GOV.UK logo

Search bar: Search

[Home](#) > [Contact](#)

Contact GOV.UK

Remember, the [help pages](#) have answers to the most common questions about the GOV.UK website. You can use the form below to ask a question, report a problem or suggest an improvement we can make to GOV.UK.

What's it to do with?

The whole site

A specific page

CONTRIBUTING: USERS

 <https://www.gov.uk/report-a-lost-or-stolen-passport>

EVW  HOD  GDS Content  A11y  Analytics  Research  Design  Useful  gov.uk services

Last updated: 29 January 2016

[Is there anything wrong with this page?](#)

Help us improve GOV.UK

Don't include personal or financial information, eg your National Insurance number or credit card details.

What you were doing

What went wrong

Send

CONTRIBUTING: USERS

HM Passport Office [GB] <https://www.loststolenpassport.service.gov.uk/report/passport-holder>

EVW HOD GDS Content A11y Analytics Research Design Useful gov.uk services



BETA This is a new service - your **feedback** will help us to improve it.

Help us to improve this service by giving us your feedback

Send

Section 1

CONTRIBUTING: USERS

HM Passport Office [GB] <https://www.loststolenpassport.service.gov.uk/report/passport-holder>

EVW HOD GDS Content A11y Analytics Research Design Useful gov.uk services



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Send

Section 1

CONTRIBUTING: USERS

**FEEDBACK ISNT READ,
RIGHT?**

CONTRIBUTING: USERS

 bernardtyers

Freenode: #OpenSourceDesign

<http://contactme.ei8fdb.org>