OPEN SOURCE DESIGN

IN THE UK GOVERNMENT

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Minister: What's wrong with Open Government? Why shouldn't the public know more about what's going on?

Civil Servant: It is a contradiction in terms: you can be open or you can have government.
the development of systems and physical products, machines through use of publicly shared design information

http://www.adciv.org/Opencollaboratedesign
ONCE UPON A TIME....

https://twitter.com/timoreilly
a new vision for digital government

a common core infrastructure of shared digital systems, technology and processes on which it's easy to build brilliant, user-centric government services
GOVERNMENT DIGITAL SERVICES (GDS)

http://www.techcityinsider.net/uk-grows-government-as-a-platform/
WHAT HAS GDS DONE?
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 Standards

The stick....and the carrot
1. Understand user needs

*User needs not government needs

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)

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

user centred design

breaking vendor lock-in

open source software

open standards
Government Service Design Manual

Build services so good that people prefer to use them
Welcome to User Research Methods Wiki

User research plays two very important roles in service design. It helps us to:

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
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
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/](https://govuk-elements.herokuapp.com/)
Self-replication is any behaviour of a dynamical system that yields construction of an identical copy of itself.
SELF-REPLICATION

Home Office Digital
@HODigital FOLLOWS YOU

DWP Technology
@DWPTechnology

Justice Digital
@Justice_Digital

Digital Scotland
@digitalscots

HM Revenue & Customs

HMRC Digital
@HMRCDigital

18F
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
the development of systems and physical products, machines through use of publicly shared design information

http://www.adciv.org/Opencollaborativedesign
IS IT OPEN SOURCE DESIGN?

Sharing the little parts
Research process is (reasonably) open
Design process is open
Its more the idea of open source extends to open government, open data, transparency

- not exactly open source software
Designers, developers
A designer can't contribute unless they are involved in GOV.UK research/design community
A developer can't contribute unless they are involved in GOV.UK development community
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.
If a GOV.UK service user has an issue, is in a minority and they can write code, they probably can’t get it fixed.
CONTRIBUTING: USERS

https://flowchainsensei.files.wordpress.com/2012/09/megaphone.jpg
User feedback channels are multiple
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
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

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
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

FEEDBACK ISN'T READ, RIGHT?
CONTRIBUTING: USERS

 bernardtyers

 Freenode: #OpenSourceDesign

 http://contactme.ei8fdb.org