Digital service maturity
assessment

Discovery phase

|  |  |
| --- | --- |
| eServices lead: |  |
| Service owner: | [From YG client team] |
| Service URL: | [if applicable] |
| Assessment meeting date and participants: |  |
| Report date: |  |

# Service maturity assessment

This assessment is based on the Government of Yukon’s [digital service standards](https://guide.yukon.ca/en/project-management-and-procurement/digital-service-standards) and best-practices for designing and delivering digital services.

We use this to assess the maturity of a digital service in the [Discovery phase](https://guide.yukon.ca/en/project-management-and-procurement/project-process/discovery) of our project process. We complete this service maturity assessment before the Prototype Development (Alpha) phase of our project process.

In Discovery, the service is mature when:

* there are plans in place to ensure compliance; and
* clearly defined roles and responsibilities.

This assessment builds on the Pre-Discovery Survey and the Discovery Workshop report.

## Executive summary

This section will be completed by the project UX manager. Project teams should address these recommendations and requirements as the project moves forward.

Summarize the highlights of the assessment. Is the maturity of the service where it is expected at this phase? Identify any risks to the success of the project.

## User needs and user experience (UX)

### 1. Understand user needs

**Were public and internal user needs researched to develop a deep knowledge of the service’s users and their context for the service?**

**What artifacts were produced in Discovery to define user needs?**

### 2. Make the user experience consistent

**Is there a plan in place to ensure the service is built to be consistent with the rest of government? For example, does the service include the use of standard design patterns, style guide and common platform components?**

**If a vendor will complete all or part of the service development, are they aware of design patterns and need for consistent branding?**

## Service quality and compliance

In the Discovery stage the plan for compliance should be in place. The following questions measure the service maturity based on this expectation.

### 3. Safeguard user privacy

**What user data and information are being provided and stored? What is the location and retention schedule?**

**Does the service require a Privacy Impact Assessment (PIA)? If so, is there a PIA in place?**

**Does the project schedule factor in potential dependency on the PIA for each phase – Prototype Development (Alpha), private Beta and public Beta?**

**Who is responsible for ensuring the PIA is completed?**

### 4. Build a secure service

**What is the plan for completing a Security Threat and Risk Assessment (STRA)?**

**Who is responsible for ensuring the STRA is completed?**

**Does the project schedule factor in potential dependencies on the STRA for each phase release – Prototype Development (Alpha), private Beta and public Beta?**

**If the service will be managing payments, what is the plan for Payment Card Industry (PCI) compliance? Is PCI compliance part of the vendor deliverables?**

### 5. Deliver a bilingual service

**What is the plan for providing the service in English and French?**

**Has the French Language Services Directorate (FLSD) been involved in this project and notified of forecast translation timelines?**

**Will FLSD be needed to translate content only, or is a translation of application/service chrome (headers, field names, etc.) required as well?**

### 6. Make the service accessible

**What is the plan for ensuring the service is WCAG 2.0 Level AA?**

**If there are external vendors to be procured, is WCAG 2.0 Level AA included in their Statement of Work deliverables?**

## Use of agile methodologies

### 7. Use agile methods

**What is the plan to ensure the service will be built using agile user-centered methods?**

### 8. Use open and common standards

**Is the service being built using open standards and common government technology platforms including the eServices platform?**

## Project ownership and accountability

### 9. Have a multidisciplinary team

**Provide names for the following roles. If the role is not filled, indicate "n/a" if it's not applicable to the project or "TBD" if the role will be filled at a future date.**

|  |  |
| --- | --- |
| Role | Name |
| Project manager: |  |
| Service delivery manager: |  |
| UX manager: |  |
| Government of Yukon client subject matter expert (SME): |  |
| Government of Yukon service owner (Director level): |  |
| Web or technical architect: |  |
| Vendor name and main contact: |  |
| Lead senior manager with decision-making authority: |  |

## Service adoption planning

### 10. Encourage everyone to use the digital service

**Is there a plan in place to phase out non-digital channels for this service?**

**Who is responsible for producing the communication plan to announce the service release?**

### 11. Collect and report on performance data

**What are the performance measures, historic values and benchmarks to measure success of the service?**

**What is the selected tool for collecting and reporting performance data?**

### 12. Test the end-to-end service

* **Discovery: is there a plan in place to test the service end-to end?**
* **At what stage is the end-to-end service testing scheduled?**