



Whole of Government Digital Services Policy

Document Control

The Western Australian Whole of Government Digital Services Policy: Version 2 –

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Contact:

Office of the Government Chief Information Officer

2 Havelock Street

WEST PERTH WA 6005

Telephone: (08) 6552 5444

Email: strategy@gcio.wa.gov.au

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May 2016	Office of the GCIO	1	First Release
September 2017	Office of the GCIO	2	Second Release



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Purpose

The purpose of the whole-of-government Digital Services Policy (Policy) is to provide a position for the provision and management of Western Australian (WA) Government's digital service offerings for the community.

Objective

The objective of the Policy is to provide high quality citizen-focused government digital services:

- through supporting transformation of government processes and delivery of services through the appropriate digital channels;
- by delivering digital services that are based on community needs and life events;
- by delivering a unified consistent presence across channels to enable better user experience for Western Australian citizens;
- by delivering secure digital services that are current, reliable and accessible anytime, anywhere, using any device.

The Policy supports the strategic outcome of *Digital WA* that more than 75% of government financial and information service transactions with the public are done through digital channels by 2020.

Scope

The Policy applies to the public facing digital services, including websites, of all public sector entities that are within the scope of *Digital WA*.

Policy Requirements

- Any new service, or existing services being reviewed or modified, must be designed to enable delivery of all suitable components of the service over digital channels, unless there is an approved documented business reason not to do so. Business reasons must be approved through an ICT governance process that is appropriately authorised on behalf of the agency.
- Service quality standards for all public facing digital services must be documented and made available publically.
- All public facing digital services must be monitored against stated service quality standards and regularly assessed against business objectives.
- Digital services that are no longer current, required or are redundant must be decommissioned.
- Agencies must comply with all approved digital service principles, standards and processes as identified in the Digital Services Policy Framework, including those relating to:
 - Digital Services Design, incorporating:
 - Accessibility standards
 - Usability for all users, including remote access and low bandwidth
 - Domain Names

- User Experience
- Digital Services Reporting
- Website Project Governance.
- Agencies should comply with all approved digital service guidelines and best practices as identified in the Digital Services Policy Framework, unless there is documented business reason not to do so.

Authority

This Policy is released under [Premier's Circular 2016/03: Mandatory Implementation of Whole of Government Information and Communications Technology \(ICT\) Strategy and Associated Policies.](#)

The Policy underpins *Digital WA*, the State ICT Strategy.

Related Guidance

The Digital Services Policy Framework (DSPF) will support agencies with the implementation of the Policy. The DSPF will establish expectations and provide guidance materials in the design, creation and management of government digital services. The DSPF is available from the Office of the GCIO website – gcio.wa.gov.au/digitalservicespolicy.

Agencies will need to ensure this Policy is incorporated into existing business processes for continuous improvement and operates within any applicable legislative, policy and strategic frameworks.

Definition of Terms

Citizen-focussed government digital services: Provide government digital services which are more responsive to the needs of people from diversified community groups within our society.

Government **Digital Services** are services that are delivered fully through an online channel from a customer perspective. For details on digital service definition and maturity levels refer to the Digital Services – Definitions and Examples, available from the DSPF on the Office of the GCIO website – gcio.wa.gov.au/digitalservicespolicy.

Life events are major events that changes in a person's circumstances, for example: marriage, divorce, giving birth, loss of job, coming of age, etc.