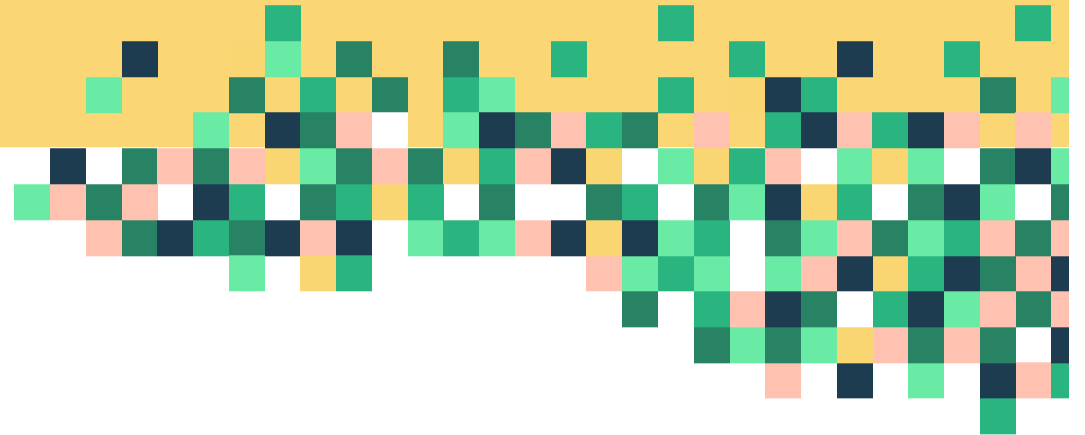




Digital Performance Standard

Supporting government agencies to understand and improve the performance of their digital services.

Version 1.0



1	Implement a monitoring framework	Plan how you will capture, maintain and report on monitoring data.
2	Measure the availability of your digital service	Understand if your service is delivering a reliable, uninterrupted experience.
3	Measure the success of your digital service	Understand if your service is effective and working well.
4	Measure if your digital service is meeting needs	Understand if your service aligns with and fulfils customer expectations.
5	Analyse and report your digital performance	Transform data into meaningful insights to improve digital services.