



Digital Experience Policy

Checklist for new/replacement services

This checklist aims to help agencies evaluate how the [Digital Experience Policy \(DX Policy\)](#) is relevant to their **new and/or replacement** digital service.

If your service is an existing service please see the existing services checklist

Digital Experience Policy

Check your proposal is subject to the [Digital and ICT Investment Oversight Framework \(IOF\)](#) and is in scope of the DX Policy and standards

In scope - please continue through this checklist

Out of scope - the DX Policy can be applied to your service voluntarily

Assess your services against the [DX Policy Timeline](#) to ascertain what standard/s apply to your service and when they need to be applied

Read the DX Policy and any applicable standards

Understand what is necessary to meet the standards required for your service

Read the accompanying guidance material for each standard that applies to your service/proposal

Read the [Compliance and Reporting Framework](#)

Read the [Exemption Guide](#)

If an exemption may apply, contact the DTA at standard@dta.gov.au

Ensure your proposal/business case outlines compliance with the DX Policy and relevant standards

Consult with the GovCMS team before investing in tools or processes if services are on the GovCMS platform. Contact: govCMS@finance.gov.au

Service Standard

Define the scope, purpose and desired outcomes of your service ([criterion 1](#))

Apply agile methodologies and rituals across your project life-cycle ([criterion 1](#))

Conduct user research to gain valuable insights into user needs and preferences ([criterion 2](#), [criterion 3](#))

Design and develop for seamless user transitions across different systems, platforms, and services ensuring interoperability across government using reusable designs ([criterion 4](#) and [criterion 6](#))



Make sure robust security measures are designed and transparent data handling processes are established, while also monitoring the performance of your service ([criterion 5](#), [criterion 9](#))

Undertake Privacy Impact Assessments and implement informed consent methods ([criterion 7](#))

Regularly review and adopt guidance on emerging technologies from government sources to ensure alignment and preparedness ([criterion 8](#))

Ensure that mechanisms for continuous user feedback are designed and implemented, allowing for adaptive and responsive service enhancements based on real-time insights ([criterion 10](#)).

Inclusion Standard

Plan for an inclusive and accessible service ([Service Standard criterion 3](#), [Inclusion Standard criterion 1](#))

Identify digital obstacles and examine ways to simplify the service's usability ([criterion 2](#))

Develop procedures that identify and mitigate both current and future user risks while ensuring a secure digital environment ([criterion 3](#))

Plan, design and test with assistive technologies, allowing for alternative formats and pathways for information ([criterion 4](#))

Implement a plan to prioritise flexibility in your design by integrating responsive layouts, adaptive interfaces, and smooth user experiences ([criterion 5](#))

Access Standard

Carry out user research to gather key insights into how individuals access government services online. ([criterion 1](#)).

Define the scope, purpose and desired outcomes of your service ([criterion 2](#))

Research the [Australian Government Architecture \(AGA\)](#) for reusable platforms, capabilities and requirements that can support your service ([criterion 3](#))

Assess your service against the relevant decision-making framework ([criterion 4](#))

Engage with [myGov](#) and any other delivery partners (internal and/or external) ([criterion 5](#))

Performance Standard

Design and establish a monitoring framework for your service ([criterion 1](#))

Plan to measure whether your digital service is reliable and available for users ([criterion 2](#))

Plan to measure whether your digital service enables users to successfully achieve their digital tasks ([criterion 3](#))

Plan to measure customer satisfaction in a live environment ([criterion 4](#))

Design and implement a process to transform service performance data into meaningful insights to improve your digital services ([criterion 5](#))

