



Cabinet Office

Alex Holmes

Deputy Director

Government Digital Service

@alexholmes24

Why is G-Cloud
important?

To deliver great public
services

Some History

Governance

Openness

Common platforms

Real world example

A large, diverse crowd of people is gathered in a bright, open-plan office space. Many individuals are wearing blue lanyards and some have purple circular badges with the number '7' on them. In the foreground, a woman with blonde hair tied back is looking down at a table covered with a white cloth. On the table, there are several purple circular badges and a pink and white striped wheel. The background is filled with more people, some standing and talking, others sitting at desks. The room is decorated with colorful triangular bunting flags hanging from the ceiling. The overall atmosphere is busy and collaborative.

I'm from the Government Digital Service

Alex

GDS

GOV.UK



25 Services 14 Agencies 8 Departments



Department for Business Innovation & Skills

The Insolvency Service
– Redundancy Payments

Intellectual Property Office
– Patent Applications and Renewals

Land Registry
– Digital Service Delivery

Apprenticeships
– National Apprenticeship Service

Student Loans Company
– Student Loans Company



Ministry of Justice

HM Prison Service
– Prisoner Visits Booking

HM Courts & Tribunals Service
– Civil Claims
– Fee Payment

Office of the Public Guardian
– Lasting Power of Attorney



Department for Environment Food & Rural Affairs

Rural Payments Agency
– Common Agricultural Policy Delivery Programme

Environment Agency
– Waste Registration & Applications



Department for Work & Pensions

– Carer's Allowance
– Personal Independence Payment
– Universal Credit



Home Office

UK Border Force
– E-Gates at the Border

Disclosure & Barring Service
– Criminal Record Checking Service

UK Border Agency
– Visitor Visa Application



Department for Transport

DVLA
– Vehicles Online Logbook
– Personalised Registration
– Integrated Enquiries Platform

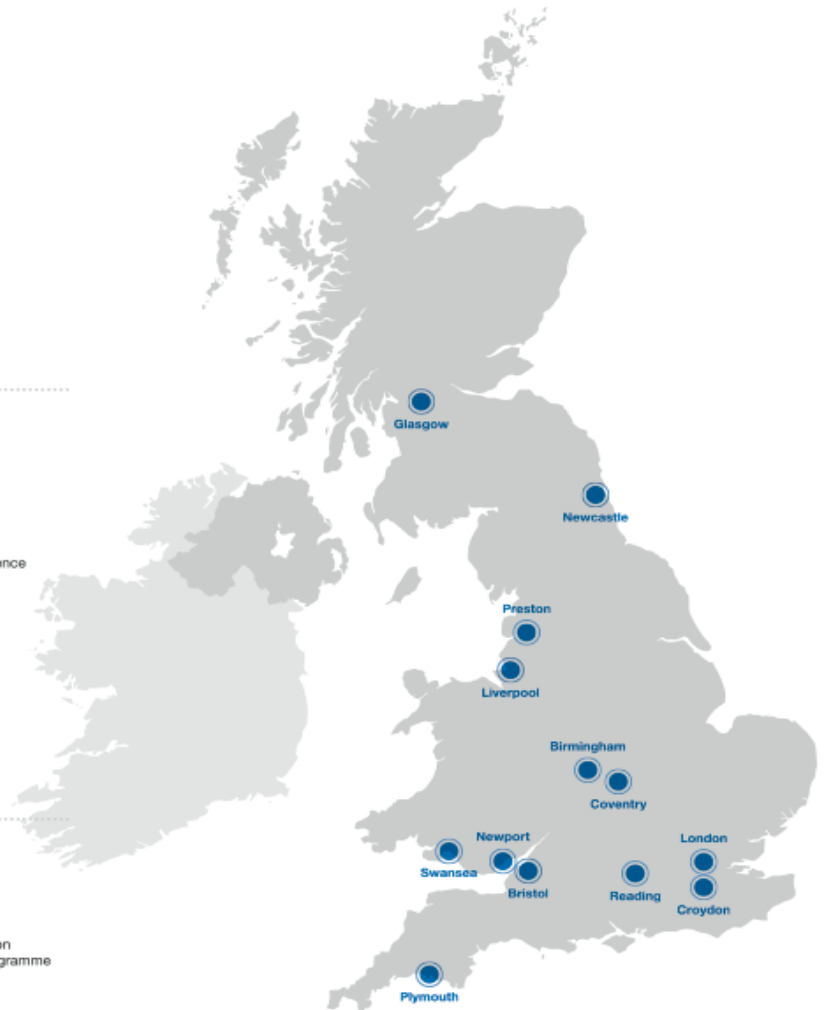
HM Revenue & Customs

– PAYE Online
– Paperless Self Assessment
– Tax for My Business
– Agent Online Self-Serve



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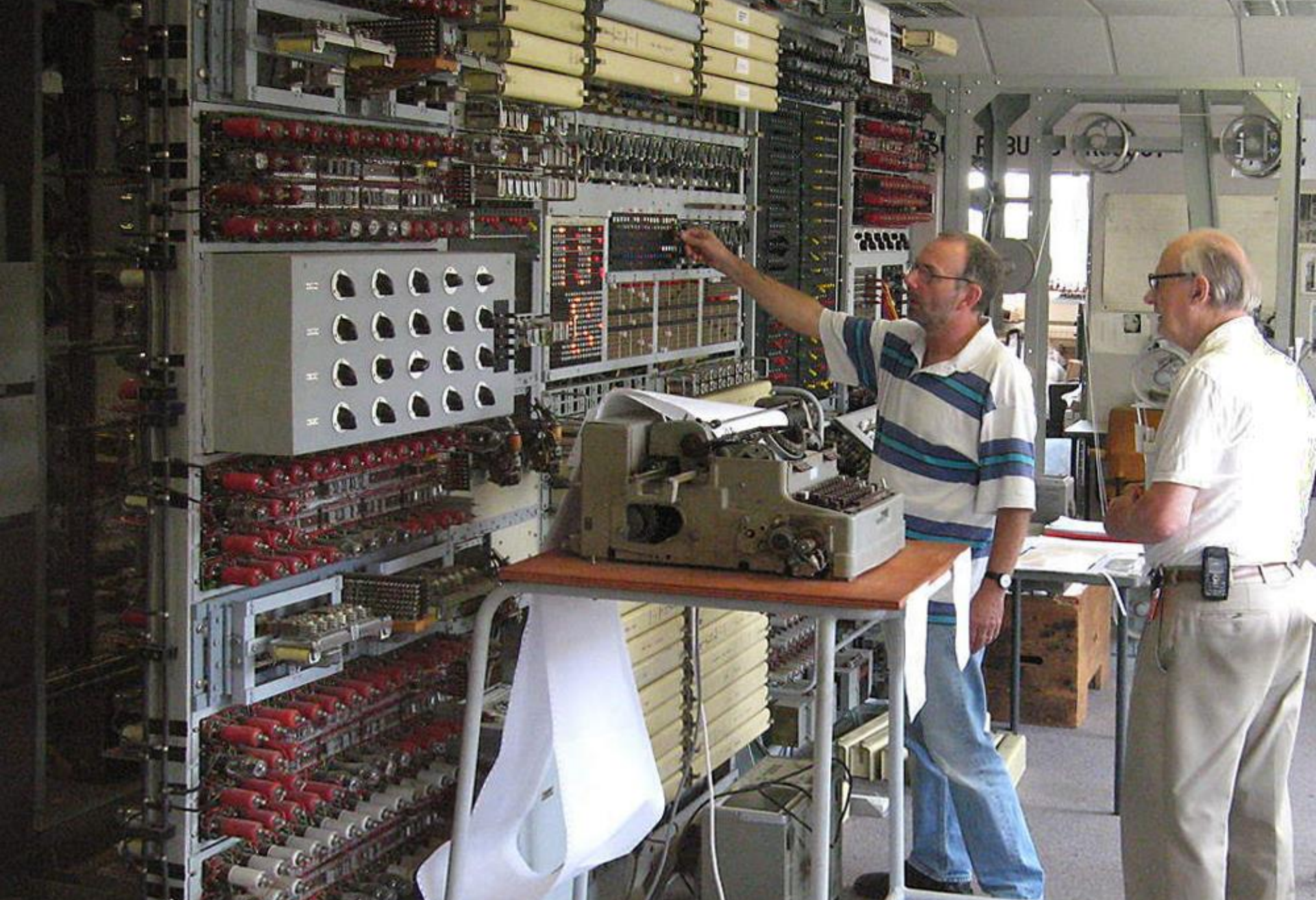
– Electoral Registration Transformation Programme



Digital transformation exemplar projects



**Great services need
great tools and
technology**



Alex

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We used to work on better
computers in the office
than at home

We outsourced everything

“I’ve cried more than once
because of my IT”

Two key moments started
the change

Speech

Speech by the Chief Secretary to the Treasury, Rt Hon David Laws MP, announcing £6.2 billion savings

From: [HM Treasury](#) and [The Rt Hon David Laws MP](#)
Delivered on: 24 May 2010 (Original script, may differ from delivered version)
History: Published 24 May 2010

Speech by the Chief Secretary to the Treasury.



Introduction

Sometimes in politics there are no easy choices.

But the worst choice of all would be to fail to put in place a credible plan to reduce Britain's bloated budget deficit.

We cannot afford to continue to increase public debt at the rate of £1 billion each week.

14th October 2010

Dear Francis Maude,

DIRECTGOV 2010 AND BEYOND: REVOLUTION NOT EVOLUTION

You asked me to oversee a strategic review of Directgov and to report to you by the end of September. I have undertaken this review in the context of my wider remit as UK Digital Champion which includes offering advice on "how efficiencies can best be realised through the online delivery of public services." This means that I have not reviewed Directgov in isolation but as part of how the government can use the Internet both to communicate and interact better with citizens and to deliver significant efficiency savings from channel shift.

These gave us our
mandate

Cloud first

Technology evolves faster
than governments can
write strategy documents

**The strategy is
delivery**

That means better
equipment for civil
servants and better
technology to run our
services

No more Big IT

Some History

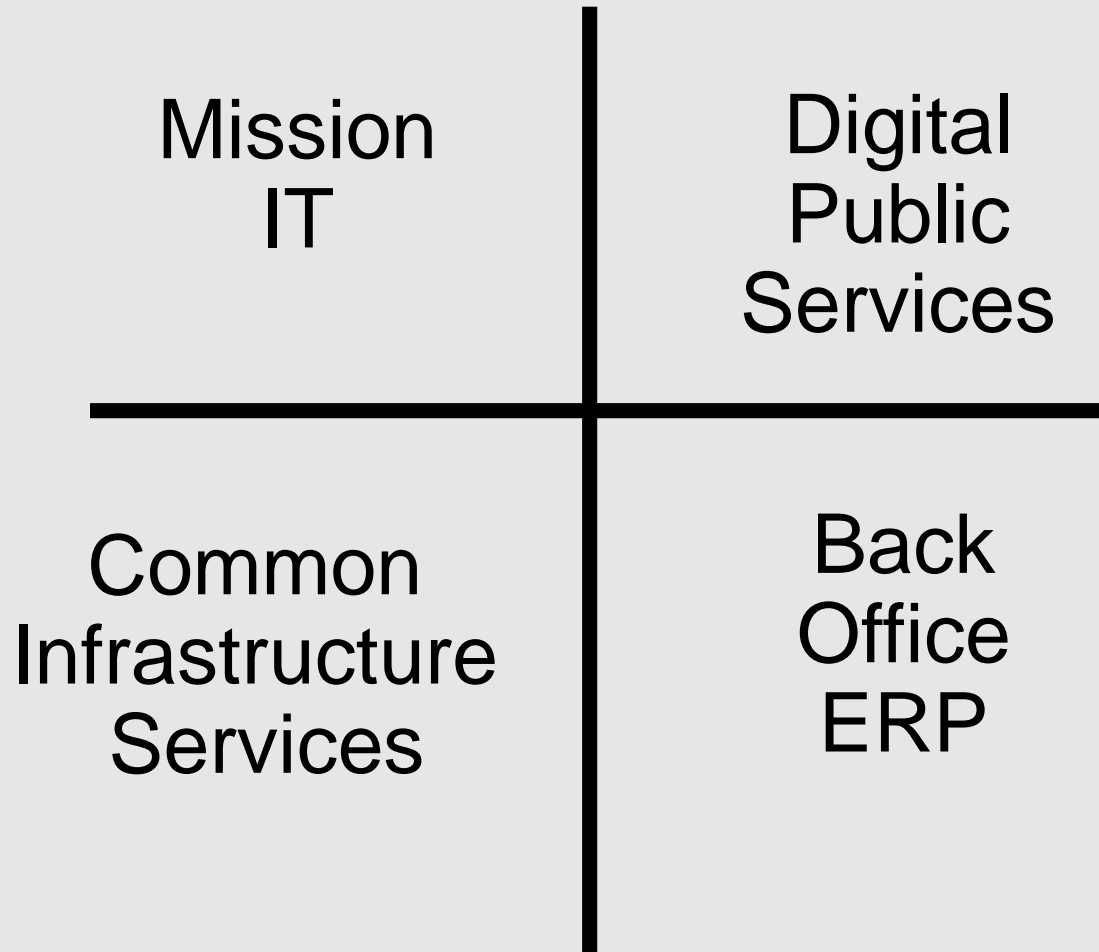
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Cabinet Office

Open standards for
document formats

Technology Leadership

From April 2014, digital services from the government must meet the new Digital by Default Service Standard.

[Read the standard »](#)



**Digital by Default
Service Standard**

Government Service Design Manual

Build services so good that people prefer to use them

Think differently about digital delivery

Making a service

Our tradecraft is open

Guides and resources for...

[Service managers](#)

[Designers](#)



Discovery

A short phase, in which you start researching the needs of your service's users, find out what you should be measuring, and explore technological or policy-related constraints.

[Learn about the discovery phase](#)

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Make
things
open,
it makes
things
better



standards
source
data
markets

Open Standards

This site is currently in beta and more functionality and content will be added over the coming months. We welcome your comments. Please click [here](#) to provide feedback.

**CabinetOffice**

Search

Standards Hub

Login or Register to participate

Home | Challenges | How we select standards | Our meetings | My Dashboard

Welcome to the Standards Hub

The Standards Hub is here so that you can get involved in the process for prioritising and helping us to select open standards for Government IT. We aim to choose a small set of core standards that are to be applied consistently across the UK government to make our services better for users and to keep our costs down.

Five phases in our approach to implementing open standards in government IT

- 1. Suggestions phase**

We're trying to find out what challenges users of government services face that open standards can help to fix. The first stage of this is asking for suggestions on what they are. We will assess your suggestions as they come in and look at the benefits that these might deliver: **Where does government need to use open standards and why?** [Suggest a challenge](#).
- 2. Challenge phase**

We may then create a challenge. We will appoint a senior owner to act as a champion for the challenge. They will be responsible for leading the development of proposals. We will publish the challenges here on the site for comment, specifically to ask: **Which standards or approaches would help government to address each challenge?** Review the [current challenges](#) and make a response.
- 3. Proposal phase**

The challenge owner will use those comments to create proposals for each challenge. There might be more than one proposal. We will publish these for further comment: **Which of these proposals will work best, or is there an alternate proposal we should consider?**
- 4. Assessment/evaluation/decision phase**

Once we've gone through this process, the challenge owner will select one proposal to submit to the Open Standards Board. The Board will make the final decision on proposals, which we will publish here as adopted standards.
- 5. Implementation phase**

Once standards have been adopted, we will track implementation. We will encourage people to report when adopted standards are not being used or when there are issues with adopted standards here on the Standards Hub.

CHALLENGES

Tell us which open standards would help us to solve these challenges:

There are no challenges open for response.

[See all challenges](#)

PROPOSALS

Tell us what you think about these proposals for which open standards we might use:

There are no proposals open for comment.

[See all proposals](#)

RECENT COMMENTS

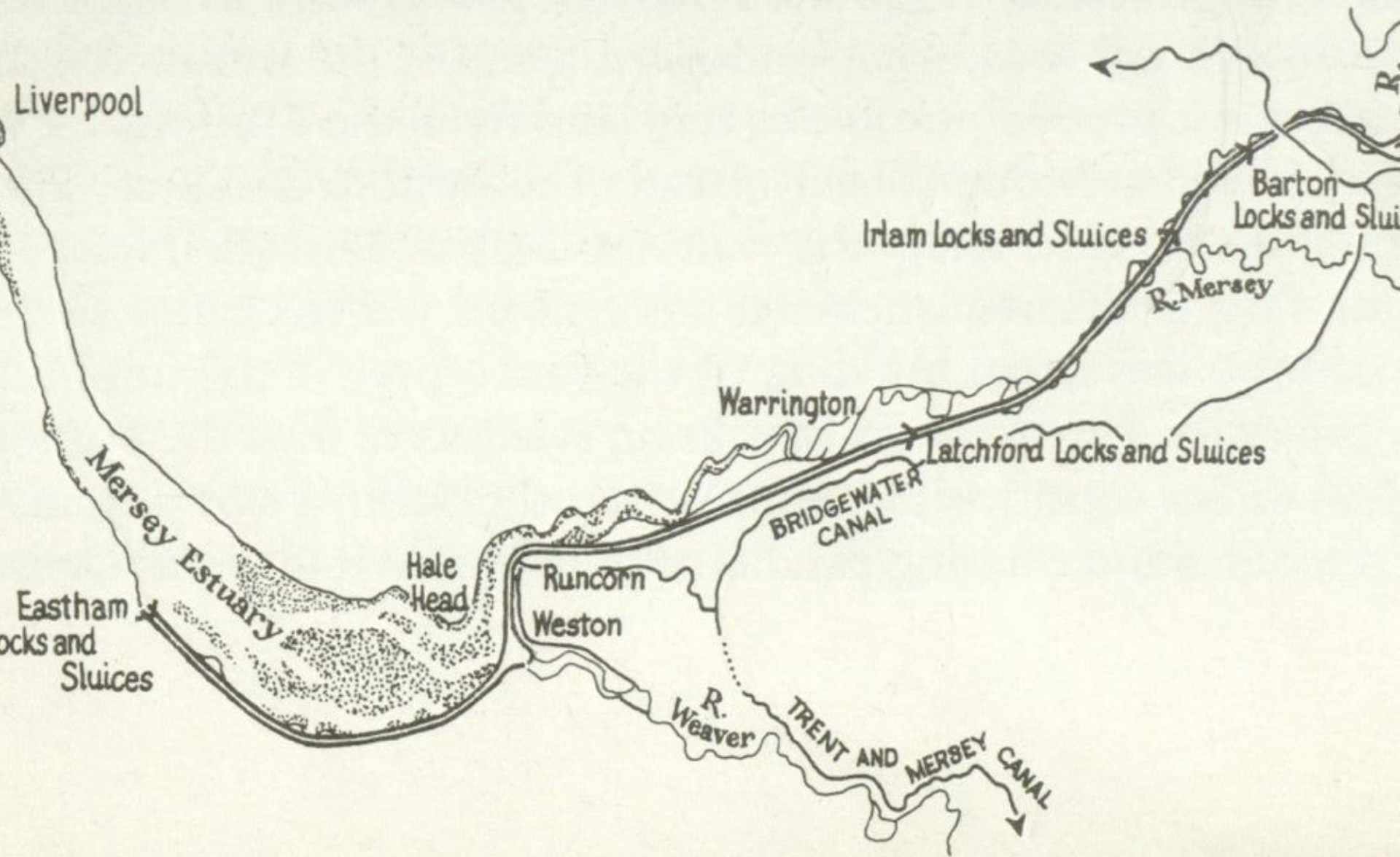
- ODP files might be better than PPT or PPTX ones. ODP is...
- Google calendar or some ISO format? The one used in MS...
- Having both blocks choice. It also makes this proposal...
- Shouldnt we speak a common language? When talking...

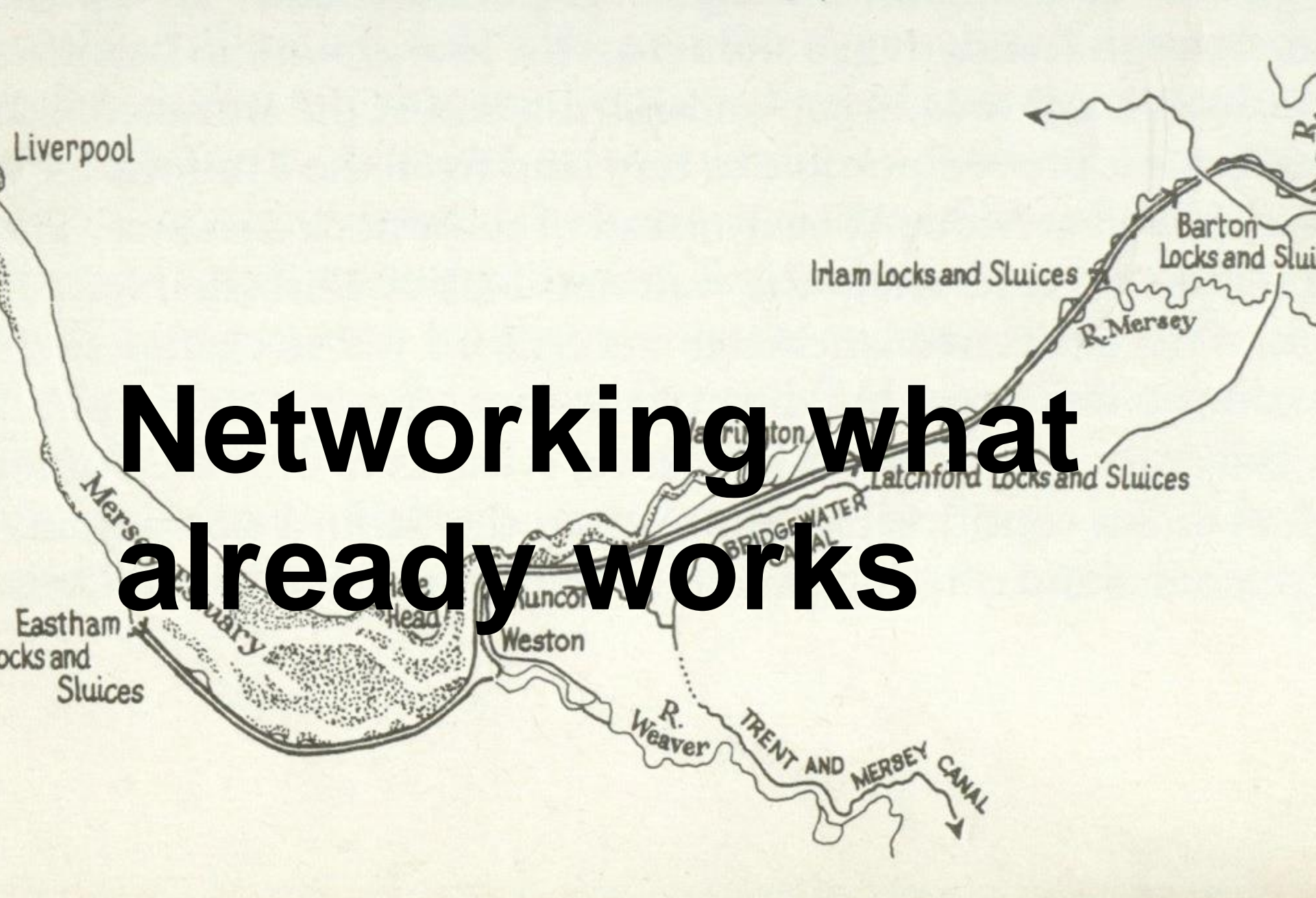
[View all proposals](#) | [Terms and conditions](#) | [Privacy policy](#) | [Accessibility statement](#) | [Resources for challenge owners](#) | [Contact Us](#)



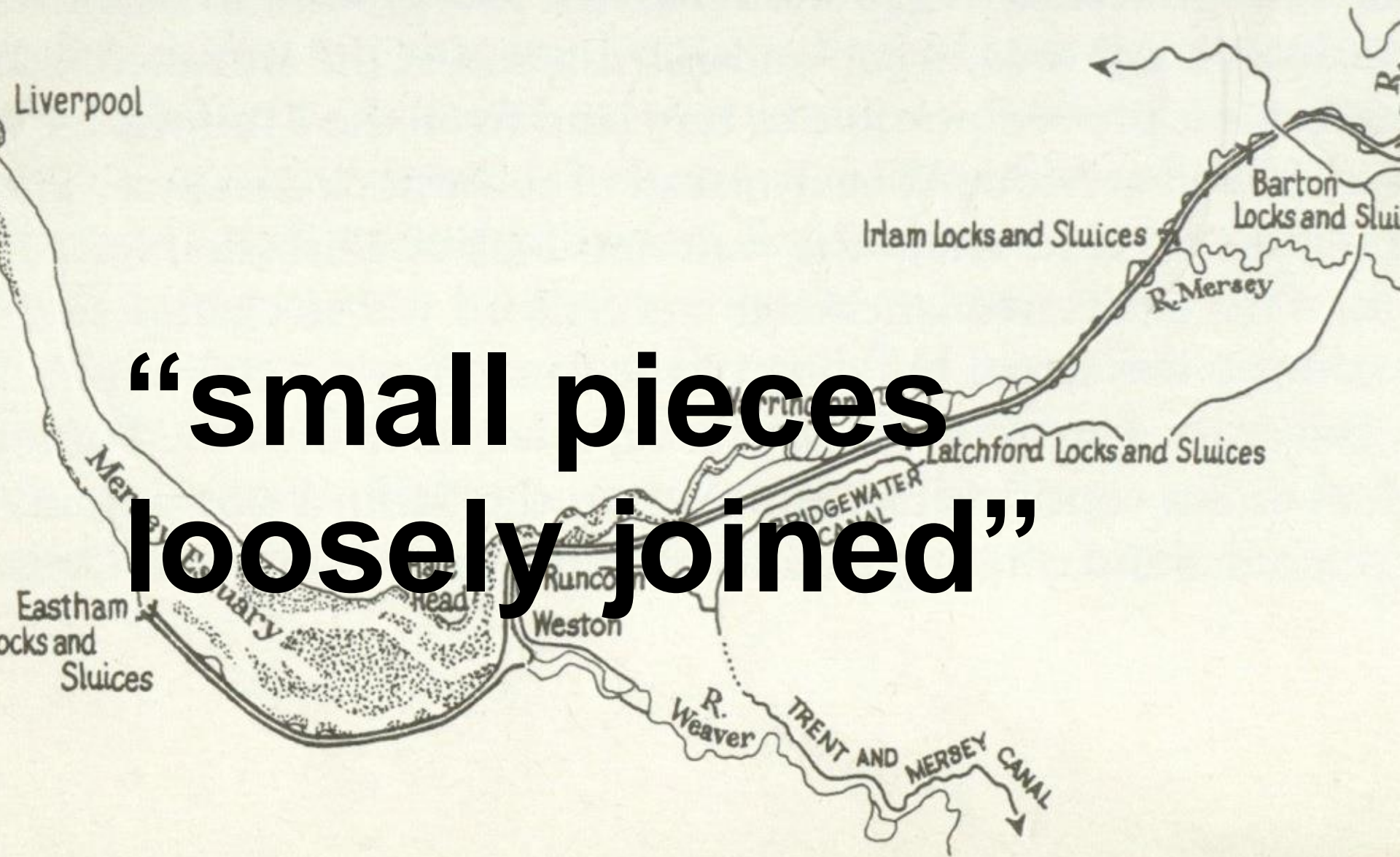
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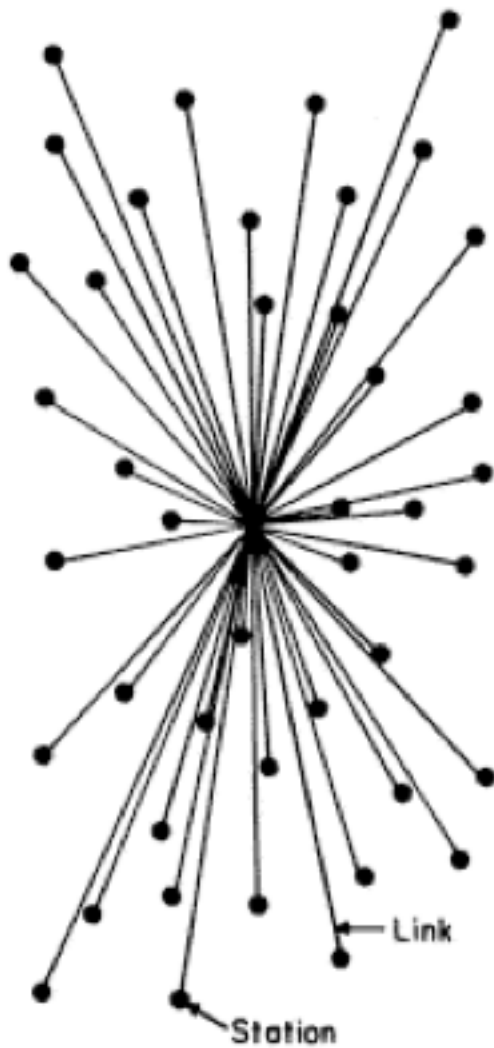


A historical map of the Mersey and Trent waterways. The map shows the River Mersey flowing from the top right towards the bottom left, with several locks and sluices marked along its course: Barton Locks and Sluices, Inham Locks and Sluices, Latchford Locks and Sluices, and Eastham Locks and Sluices. The River Mersey is labeled 'R. Mersey'. The River Weaver is shown flowing from the bottom right towards the center, labeled 'R. Weaver'. The Trent and Mersey Canal is depicted as a series of connected waterways, with labels for 'TRENT AND MERSEY CANAL' and 'BRIDGEWATER CANAL'. Other locations marked include Liverpool at the top left, Warrington, Luncorn, and Weston. The map is a black and white line drawing with some stippled areas representing land or marshes.

Networking what already works



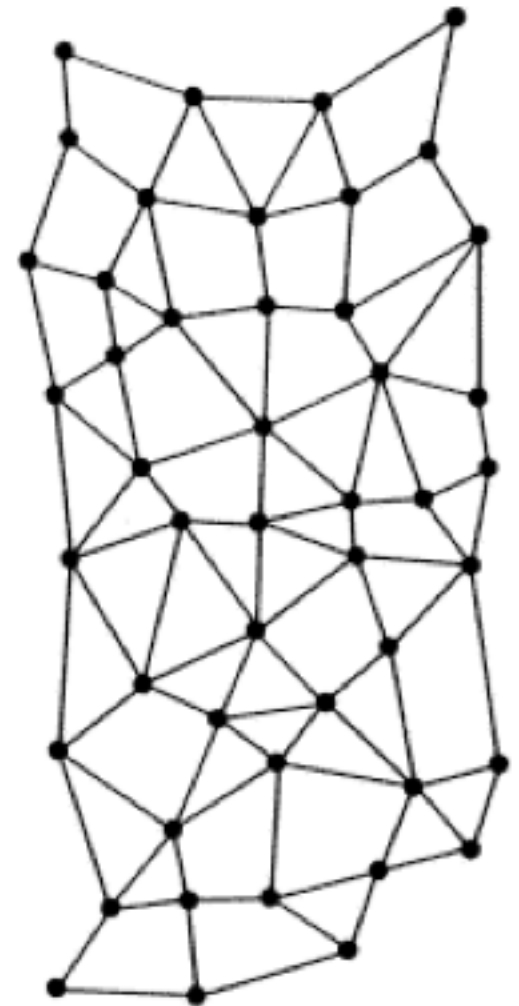
A network emerges



CENTRALIZED
(A)



DECENTRALIZED
(B)



DISTRIBUTED
(C)

Government as a platform

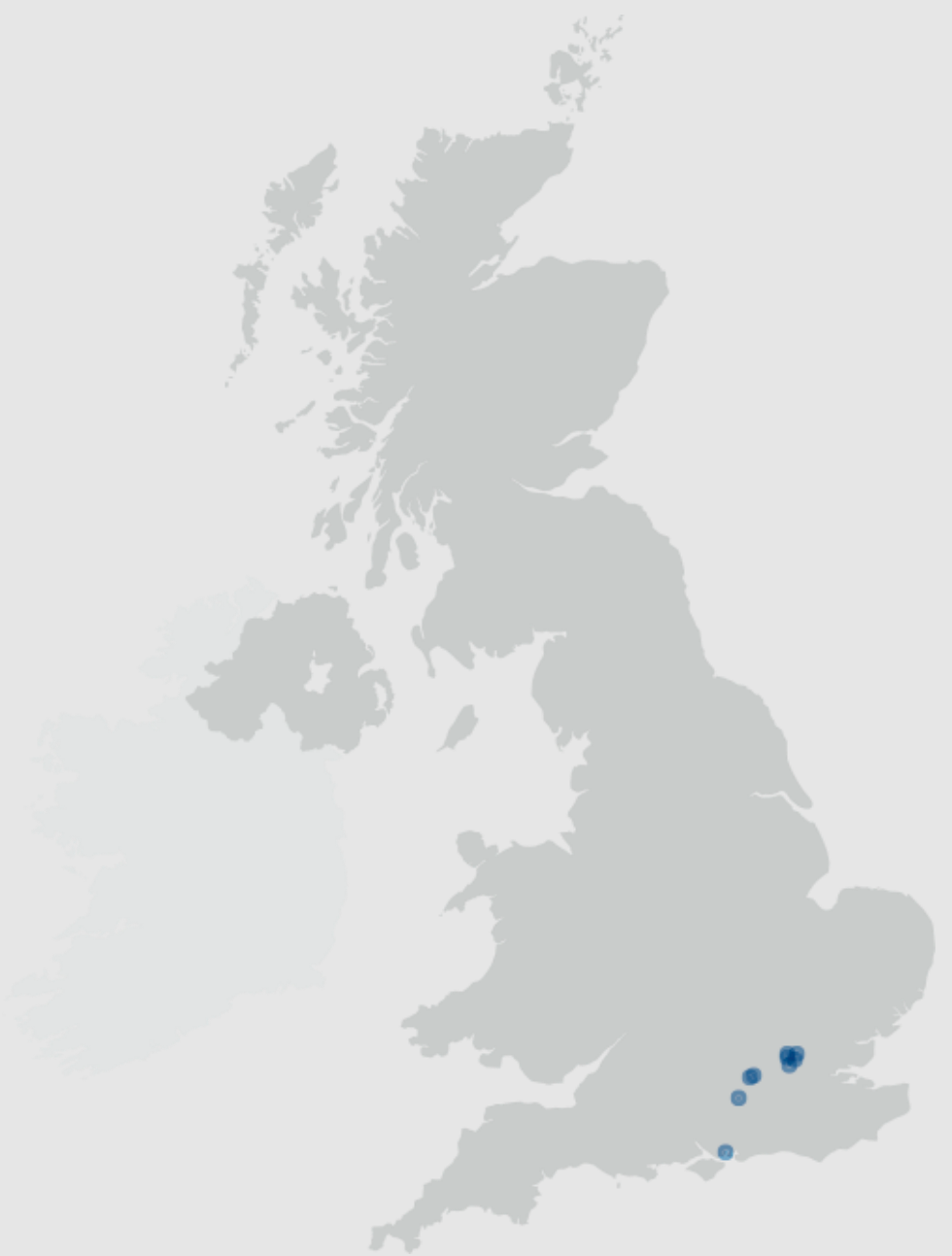
GOV.UK

Competition

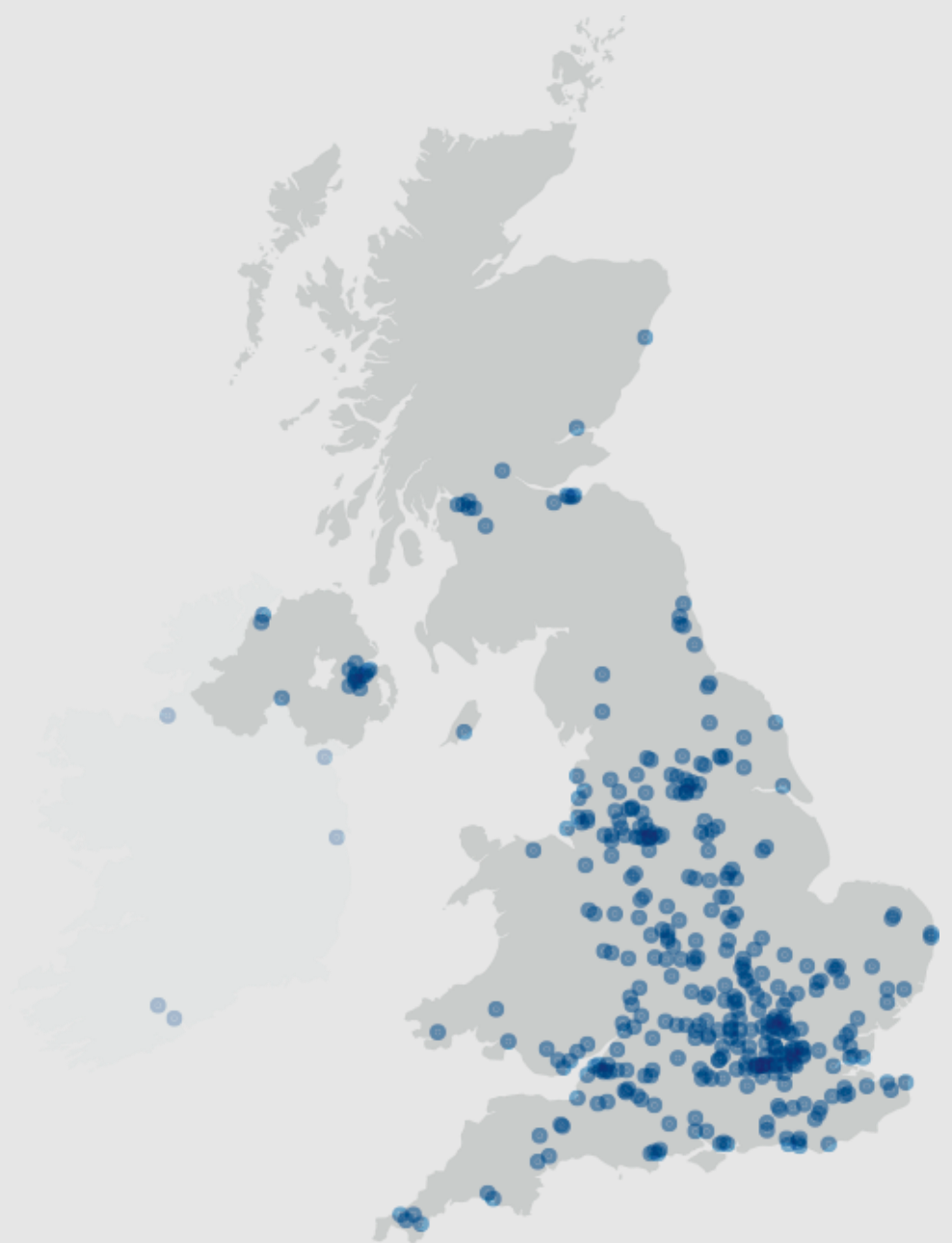
Shorter, lower-cost,
flexible contracts

Getting out of expensive,
long-term, inflexible
contracts

Government's
suppliers used
to be here...



They're now
here...



Your name

GDS

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Real world example

Crown Hosting Service

Public Services Network

Desktop services

Some History
Governance
Openness
Common platforms
Real world example

Start with user needs

Design with choice and
flexibility in mind

One outsourced service
replaced with nearly 40

We don't block the internet

We use it

Buy commodities and
focus on the service

We built something
amazing from nothing

Civil servants who love
their IT

We can be proud again



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