SERVICE TRANSFORMATION – understanding how effective cyber security and resilience is essential to underpin service transformation and digital delivery

DESIGN PRINCIPLES

- Keep in touch with the wider Public Service Transformation agenda
- Understand the changing role of data sharing and strong analytics
- Adopt common design standards based on User Centric Focused Delivery
- Understand how digital platforms and approaches can support wider change

Think Cyber Think Resilience

Service Transformation		
DOCUMENTATION		
Name	**Link**	Description
CESG Security Design Principles for Digital Services	**Here**	Secure architecture design principles for protecting high-value assets from cyber attack
GDS Cyber security and information assurance	**Here**	Maintaining the confidentiality, integrity and availability of services and information as well as protecting services against threats. Cyber security and information assurance covers appropriate steps that must be taken to guarantee security when building and managing a service. Some relevant roles: technical architects, developers, chief technology officers, chief digital officers, senior information risk owners (SIRO) and departmental security officers (DSO).
LGA- Transforming public services using digital tools	**Here**	LGA studies on how councils can use digital tools and techniques and exploit digital platforms to improve their online transactional services, so that citizens and businesses can find information or complete their dealings with their local authority in ways that are convenient to them and also save public money -
Digitising government: disruptive thinking and opportunities for better local services	**Here**	Public servants need to be smarter about embedding digital technologies and big data to deliver more integrated and better local services. Real local service transformation is, as the recent Service Transformation Challenge Panel's report highlighted, about adopting radically re-designed approaches to service provision and how public servants can transform the workings of government and public services. This, coupled with the emergence of government as a platform, the internet of things, and the new discipline of data science, means (as the authors of the recently published insightful book on Digitising Government point out) that not only technologists but policy makers and practitioners are having to re-think their traditional frames of reference as new disruptive opportunities are occurring on an almost daily basis.
Presentation: Digital Connectivity Blueprint	**Here**	Potential Benefits and Outcomes: Health and Wellbeing, Skills/Knowledge Employability, Volunteering, Independence, Social Interaction, Economic Public Services & Efficiency.