GOVERNMENT OF CANADA
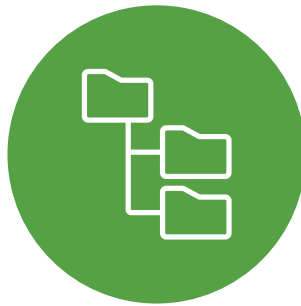# DIGITAL STANDARDS

DESIGN **WITH USERS**

ITERATE AND IMPROVE FREQUENTLY

BUILD IN **ACCESSIBILITY** FROM THE START

EMPOWER STAFF TO DELIVER BETTER SERVICES

BE GOOD **DATA STEWARDS**

COLLABORATE WIDELY

WORK IN THE OPEN BY DEFAULT

USE **OPEN STANDARDS** AND SOLUTIONS

DESIGN **ETHICAL SERVICES**

ADDRESS SECURITY AND PRIVACY RISKS

Canada

DESIGN
WITH USERS

Research with users to understand their needs
and the problems we want to solve. Conduct
ongoing testing with users to guide design
and development.

Canada

ITERATE
AND IMPROVE
FREQUENTLY

Develop services using agile, iterative and user-centred methods. Continuously improve in response to user needs. Try new things, start small and scale up.

Canada

BUILD IN
ACCESSIBILITY FROM
THE START

Services should meet or exceed accessibility standards. Users with distinct needs should be engaged from the outset to ensure what is delivered will work for everyone.

Canada

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EMPOWER STAFF
TO DELIVER
BETTER SERVICES

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Make sure that staff have access to the tools,
training and technologies they need. Empower
the team to make decisions throughout the
design, build and operation of the service.

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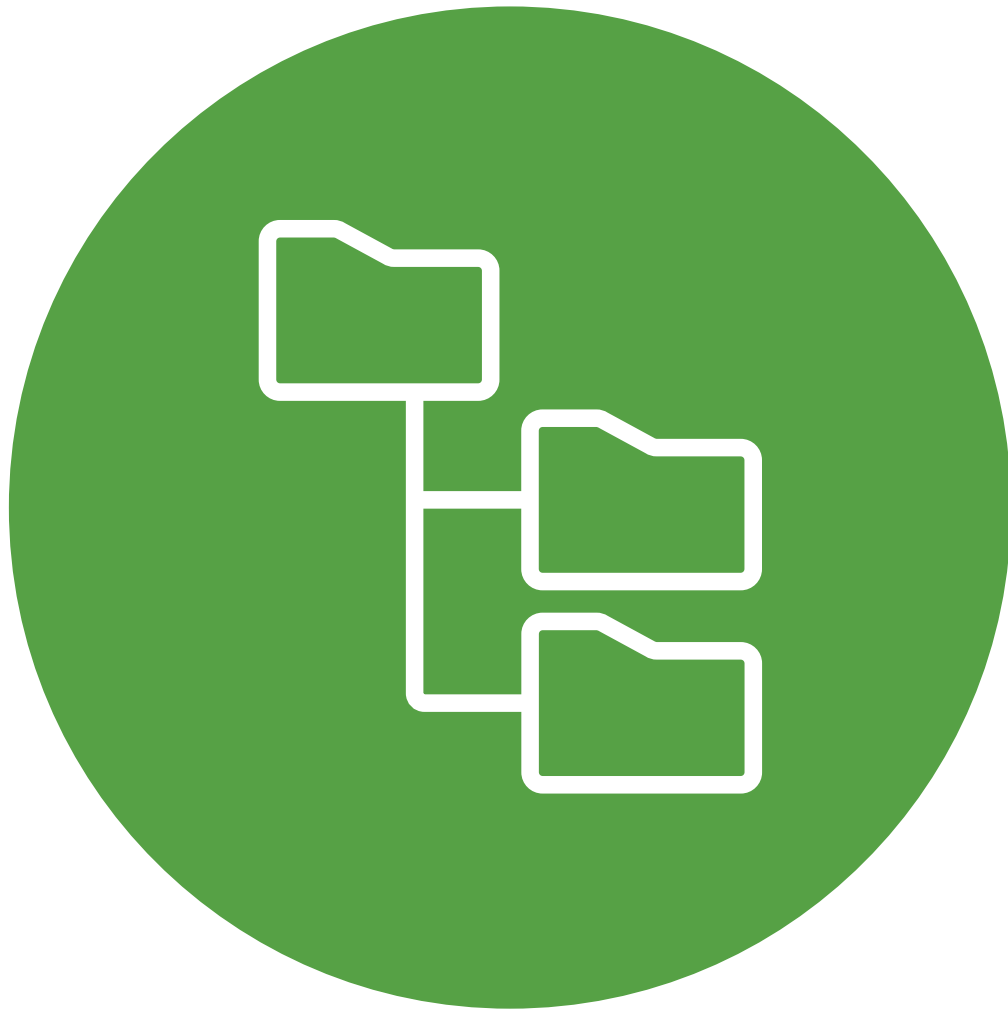
BE GOOD
DATA STEWARDS

Collect data from users only once and reuse wherever possible. Ensure that data is collected and held in a secure way so that it can easily be reused by others to provide services.

COLLABORATE
WIDELY

Create multidisciplinary teams with the range of skills needed to deliver a common goal. Share and collaborate in the open. Identify and create partnerships which help deliver value to users.

WORK IN THE OPEN
BY DEFAULT

Share evidence, research and decision making openly. Make all non-sensitive data, information, and new code developed in delivery of services open to the outside world for sharing and reuse under an open licence.

Canada

USE
OPEN STANDARDS
AND SOLUTIONS

Leverage open standards and embrace leading practices, including the use of open source software where appropriate. Design for services and platforms that are seamless for Canadians to use no matter what device or channel they are using.

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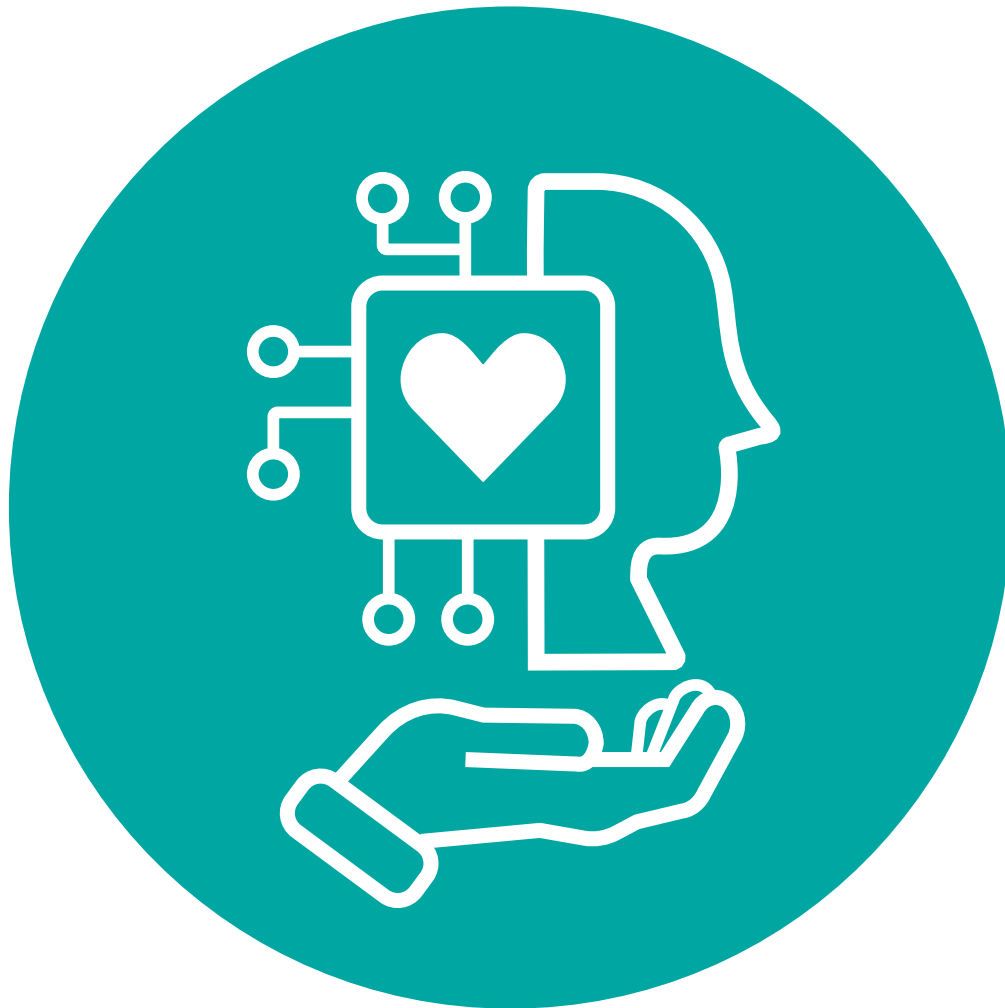
DESIGN
ETHICAL SERVICES

Make sure that everyone receives fair treatment. Comply with ethical guidelines in the design and use of systems which automate decision making (such as the use of artificial intelligence).

Canada

ADDRESS SECURITY
AND PRIVACY RISKS

Take a balanced approach to managing risk by implementing appropriate privacy and security measures. Make security measures frictionless so thatthey do not place a burden on users.

Canada