Your easy guide to the new Digital Service Standards (DSS)

WHAT IS DSS?
A set of standards to help public agencies deliver their digital services to be easy to use, seamless and relevant to users
All government digital services must use the DSS

Why DSS?
To help public agencies design and deliver digital services that are:

Accessible & Inclusive
Benefit different users, including the elderly and persons with special needs

Usable
Simple to understand and easy to use

Relevant
Meeting the needs of users

3 Design Principles
All government digital services must apply these principles:

1. INTUITIVE DESIGN & USABILITY
Digital services designed according to the DSS will help users:

• Easy to navigate around
• Actionable error messages
• Smart default forms with pre-filled data from MyInfo

Features for a more intuitive user interface:

Identify, access and navigate a service easily
Track and monitor transactions more efficiently

2. ACCESSIBILITY & INCLUSIVITY*
Ensure contents are available in forms such as speech, large print or Braille
Ensure functions are accessible through a keyboard, mouse or other assistive devices
Clear, concise content that avoids jargon

3. RELEVANCE & CONSISTENCY
Align with Digital Government Blueprint (DGB)
A set of standards to help public agencies deliver their digital services to be easy to use, seamless and relevant to users
All government digital services must use the DSS

*We embrace international standards for accessibility including the Web Content Accessibility Guidelines (WCAG). We also align the DSS with local standards such as SS 618 - Guidelines on User Interface Design for Older Adults.

PERCEIVABLE
OPERABLE
UNDERSTANDABLE
ROBUST

Provide clear and relevant content

Features for a more intuitive user interface:

Identify, access and navigate a service easily
Track and monitor transactions more efficiently

Common Design Elements such as a standard masthead for a consistent user experience

Conduct regular reviews to ensure contents and services are up-to-date

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