

**Service Assessment Request Form**

*[Service TITLE]*

*(Note: Text in italics indicates the information to be inserted or is notes for guidance when completing the document. It should not be left in the completed document. Text in italics in the headers should be replaced accordingly by the author of the report.)*

Version 1.1



Department of Information Technology Services

Deputy Ministry of Research, Innovation and Digital Policy

**To: Digital Services Factory,**

In reference to the below Service, I submit this 'Service Assessment Request Form' with the relevant evidence which has been reviewed and revised by the Service Team (Service Provider, Contracting Authority and Service Owner). We request your team to proceed to a *Preliminary / Final* Assessment of the Service, in accordance with the relevant details.

We remain at your disposal for a comprehensive presentation of the Service. Additionally, we can provide any further clarification or information you may require.

# General Details of the Service sent for assessment

|  |
| --- |
| **Service Details** |
| 1. **Service Title**
 |  |
| 1. **Service Short Description**

(no more than 50 words) |  |
| 1. **Service Reference Number**
 | *<Mini Competition Contract Number if exists/Contract number/order number, etc>* |
| **Contracting Authority (CA) Details** |
| 1. **Contracting Authority’s name**
 | *<Ministry / Department / Service>* |
| 1. **Project Manager (PM) / Coordinator**
 | * *<name of the PM / Coordinator>*
* *<email of the PM / Coordinator>*
* *< work Telephone number of the PM / Coordinator>*
 |
| **Key Stakeholders** |
| 1. **Service Owner (SO)**
 | * *<name of the Ministry / Department / Service>*
* *< Name/s of the responsible officer/s of the SO>*
* *<email/s of the responsible officer/s of the SO>*
* *<work Telephone number of the responsible officer/s of the SO>*
 |
| 1. **Service Provider (Contractor) of the Service**
 | * *<Name of the Contractor>*
* *<Name of the Project Manager of the Contractor>*
 |

# Acronyms

|  |  |
| --- | --- |
| **TBP** | **To Be Presented**, which means the required evidence will be presented to the DSF Assurance Panel during the assessment of the Service |
| **FL** | **File Link**, where you should specify a file link where the relevant evidence can be found. |
| **EAN** | **Email Attachment Name**, where you should specify the file name of the attachment included in the current email which includes all the relevant evidence. |

# Preliminary assessment session

* If the Service has obtained a “Not Aligned” result during a Preliminary Assessment Session, please state below the Assessment Report number:

|  |  |
| --- | --- |
|  | **Contracting Authority’s Response** |
| **Assessment Report number of a previous Preliminary Assessment** | *< State the Report number >* |

## Section A.: Understanding User Needs

### Understand users and their needs

|  |  |  |
| --- | --- | --- |
| **Areas to be explored** | **Evidence of Work** | **Contracting Authority’s Response** |
| **1.1 –** identification of potential user groups | Description of user types by roles, demographics, needs, or personas | ***<Acceptable Answer****: TBP /specify FL / state EAN>* |
| **1.2** - Conduct user research with potential user groups | * Method followed for user research (e.g. interviews, surveys, user tests).
* User research findings for each user research round
 | * *<Provide high level description of the user research methodology followed (max 100 words)>*
* *<* ***Acceptable Answer****: specify FL / state EAN****:*** *The file shall include the report / presentation with the findings made internally to the team, and the stakeholders>*
 |
| **1.3 –** Design and development of the service  | Decisions taken on design and development based on the user research findings | *<* ***Acceptable Answer****: specify FL / state EAN****:*** *The file shall include the iterations decided on the service based on UR findings>* |

### Solve a whole problem for users

| **Areas to be explored** | **Evidence of Work** | **Contracting Authority’s Response** |
| --- | --- | --- |
| **2.1 –** Identification of all steps of the user’s journey and mapping when using a service  | Demonstration of, * the scenarios used,
* user journey flow designs
* scope of the service

The demonstration shall include steps before the user comes to the service and afterwards. | **TO BE PRESENTED on service’s assessment meeting of the DSF Assurance Panel** |
| **2.2 –** Identification of all relevant government departments and teams required to meet the service user’s goal | Demonstration of, * all stakeholders of the service
* responsibility of each stakeholder on the service
 |
| **2.3 –** Identification of any potential constraints and strategies elevate them so there are no dead ends? | Demonstration of possible constraints,* in user journey
* in service design journey
 |

## Section B.: Leading Agile Teams

### Have a multidisciplinary team

|  |  |  |
| --- | --- | --- |
| **Areas to be explored** | **Evidence of Work** | **Contracting Authority’s Response** |
| **3.1 -** Service team Roles | Demonstration of service team in terms of,* members’ names
* roles
* period of involvement
 | ***<Acceptable Answer****: specify FL / state EAN>* |

##

### Use Agile ways of working

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| --- | --- | --- |
| **Areas to be explored** | **Evidence of Work** | **Contracting Authority’s Response** |
| **4.1 -** Service team’s way of working based on agile development methodology | Demonstration of,* agile ceremonies used
* tools used
* Team metrics including sprint duration, goal set, and goal completion
 | **TO BE PRESENTED on service’s assessment meeting of the DSF Assurance Panel** |
| **4.2 –** Service Teams continuous evaluation and adjustment of service goals based on user needs | Demonstration of,* project management tool screenshots (e.g. Trello, Jira) showing service team members' involvement
 |

# Final Assessment session

1. If the Service has obtained an “**Aligned**” result during the Preliminary Assessment Session, please state below the Assessment Report number:

|  |  |
| --- | --- |
|  | **Contracting Authority’s Response** |
| **Assessment Report number of Preliminary Assessment** | *<State the Report number>* |

1. If the service has obtained a “**Comply**” result during a Final Assessment Session, please state below the Assessment Report number:

|  |  |
| --- | --- |
|  | **Contracting Authority’s Response** |
| **Assessment report number of previous Final Assessment** | *< State the Report number >* |

1. If the service has undergone at any stage an unsuccessful assessment, please state below the Assessment report number:

|  |  |
| --- | --- |
|  | **Contracting Authority’s Response** |
| **Assessment report number of previous Final Assessment** | *< State the Report number >* |

## Section A.: Understanding User Needs

For the following areas of assessment:

### Understand users and their needs

### Solve a whole problem for users

in case of “i**”** above, Continue with **3** below, otherwise complete tables of Preliminary Assessment Session.

### Provide a joined up experience across all channels

|  |  |  |
| --- | --- | --- |
| **Areas to be explored** | **Evidence of Work** | **Contracting Authority’s Response** |
| **3.1 -** Ability of users to complete their goal across online and offline channels | Demonstration of,* offline user journey flow designs
* online user journey
 | **TO BE PRESENTED DURING SERVICE PRESENTATION to the DSF Assurance Panel** |
| **3.2 –** Consistency of User experience across all channels (online and offline) | Demonstration of,* offline user journey flow designs
* online user journey flow designs
 |

###

## Make the service simple to use

| **Areas to be explored** | **Evidence of Work** | **Contracting Authority’s Response** |
| --- | --- | --- |
| **4.1 -** Simple and easily understood language within the service | Demonstration of,1. notes from user research findings
2. before and after screenshots of pages iterated according to findings
 | **TO BE PRESENTED DURING SERVICE PRESENTATION to the DSF Assurance Panel** |
| * 1. **-** Consistent styles with the Digital Services Design System
 | Demonstration of the **online service** and/or code screenshots, including error messages, as far as the following are concerned: | **Answer****(Yes/No)** | **Actions from the Contracting Authorty** |
| **4.2.1 –**Follow the [design system principles](https://gov-cy.github.io/govcy-design-system-docs/getting-started/principles/) |  | **TO BE PRESENTED DURING SERVICE PRESENTATION to the DSF Assurance Panel** |
| **4.2.2 –**Include the [HTML 5 important globals](https://gov-cy.github.io/govcy-design-system-docs/getting-started/page-template/#important-globals) in the*<head>* section of the HTML as defined in the design system |  |
| **4.2.3 –**include [title and description](https://gov-cy.github.io/govcy-design-system-docs/getting-started/page-template/#title%2C-description) in the*<head>* section of the HTML as defined in the design system |  |
| **4.2.4**– Include [social meta tags](https://gov-cy.github.io/govcy-design-system-docs/getting-started/page-template/#social-tags) in the *<head>* section of the HTML as defined in the design system |  |
| **4.2.5**– Include [theme meta tags and manifest.json](https://gov-cy.github.io/govcy-design-system-docs/getting-started/page-template/#theme%2C-app-manifest-and-apple-touch-icon) in the *<head>* section of the HTML as defined in the design system |  |
| **4.2.6** – Use the right [colours](https://gov-cy.github.io/govcy-design-system-docs/styles/colour/%22%20%5Ct%20%22_blank) in the service as defined in the design system |  |
| **4.2.7 –**Use the right [**page** **template**](https://gov-cy.github.io/govcy-design-system-docs/getting-started/page-template/) in the service, which includes**max width, responsive breakpoint,** and the designated **sections** as defined in the design system |  |
| **4.2.8 –**The content shall follow the [**vertical spacing**](https://gov-cy.github.io/govcy-design-system-docs/styles/vertical_spacing/) rules as defined in the design system |  |
| **4.2.9 –**Use one of the [**layouts**](https://gov-cy.github.io/govcy-design-system-docs/styles/layout/) as defined in the design system |  |
| **4.2.10 –**Use the [**right** **typography**](https://gov-cy.github.io/govcy-design-system-docs/styles/typography/) rules as defined in the design system |  |
| **4.2.11 –**Include a [**gov**.**cy** **header**](https://gov-cy.github.io/govcy-design-system-docs/components/header/) as defined in the design system |  |
| **4.2.12 –**Include a[**gov.cy footer**](https://gov-cy.github.io/govcy-design-system-docs/components/footer/)as defined in the design system  |  |
| **4.2.13 –** Include the [**skip link**](https://gov-cy.github.io/govcy-design-system-docs/getting-started/page-template/#skip-to-main-content) in all pages as defined in the design system |  |
| **4.2.14** – Include a [back](https://gov-cy.github.io/govcy-design-system-docs/components/back_link/) or [breadcrumbs](https://gov-cy.github.io/govcy-design-system-docs/components/breadcrumbs/) components as defined in the design system |  |
| **4.2.15 –** Include a [**page title (header `<h1>`)**](https://gov-cy.github.io/govcy-design-system-docs/styles/typography/#headings) in all pages as defined in the design system |  |
| **4.2.16 –** Follow the guidance for [**focus state**](https://gov-cy.github.io/govcy-design-system-docs/patterns/focus_state/) on interactive elements as defined in the design system |  |
| **4.2.17 –** Place elements in the [**correct order**](https://gov-cy.github.io/govcy-design-system-docs/getting-started/page-template/#element-placement-order) as defined in the design system |  |
| **4.2.18 –**Include the[**user’s name and sign out**](https://gov-cy.github.io/govcy-design-system-docs/components/user_name_and_sign_out/) component when the user is signed in with a CY Login account |
| **4.2.19 –**Indicate [**error** **messages**](https://gov-cy.github.io/govcy-design-system-docs/components/error_message/) and [**error summary**](https://gov-cy.github.io/govcy-design-system-docs/components/error_summary/) as defined in the design system |
| **4.2.20 –**Follow the [**structuring a service**](https://gov-cy.github.io/govcy-design-system-docs/patterns/service_structure/)and [**question** **pages** **pattern**](https://gov-cy.github.io/govcy-design-system-docs/patterns/question_pages/) to get input from the users |
| **4.2.21 –**Use the [**check** **answers** **pattern**](https://gov-cy.github.io/govcy-design-system-docs/patterns/check_answers/) before users submit information to your service |
| **4.2.22 –**Use the **user** **interface** **elements** [**components**](https://gov-cy.github.io/govcy-design-system-docs/components/)and [**patterns**](https://gov-cy.github.io/govcy-design-system-docs/patterns/) the way they are defined in the design system |
| **4.2.23 –** If you used different design elements than the ones specified in the design system, explain with evidence:  ● how the design system’s elements fail● how the new design elements benefit the users● how they align the [**principles of the design system**](https://gov-cy.github.io/govcy-design-system-docs/getting-started/principles/).  |
| **4.3 -** Test the service on a variety of devices  | Demonstration of,1. the list of devices (e.g. laptop, tablet, mobile phone) with relevant screenshots
2. a flow of the service on at least one of the devices
 | 1. *<List all the devices >*
2. **Present a flow of the service on at least one device: TO BE PRESENTED DURING SERVICE PRESENTATION to the DSF Assurance Panel**
 |

### Make sure everyone can use the service

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| --- | --- | --- |
| **Areas to be explored** | **Evidence of Work** | **Contracting Authority’s Response** |
| **5.1 –** Check the online service for accessibility in accordance with the [Cyprus Accessibility Standards](http://www.cylaw.org/nomoi/indexes/2019_1_50.html) | Submission of the Accessibility test (results) report | ***<Acceptable Answer****: specify FL / state EAN>* |
| **5.2 -** User research of the service with all potential groups of users, including people with accessibility needs | Submission of the user research findings report with results of people with accessibility needs | ***<Acceptable Answer****: specify FL / state EAN>* |

## Section B.: Leading Agile Teams

For the following areas of assessment:

### Have a multidisciplinary team

### Use Agile ways of working

in case of “i**”** above, Continue to **8** below, otherwise complete tables of Preliminary Assessment Session.

### Iterate and improve frequently

|  |  |  |
| --- | --- | --- |
| **Areas to be explored** | **Evidence of Work** | **Contracting Authority’s Response** |
| **8.1 –** Any iterations based on user research/needs, if exist | Demonstration of the list of the iteration features and the value to the users based on user research  | ***<Acceptable Answer****: specify FL / state EAN>* |

## Section C.: Choosing the right technology

### Create a secure service which protects users’ privacy

|  |  |  |
| --- | --- | --- |
| **Areas to be explored** | **Evidence of Work** | **Contracting Authority’s Response** |
| **9.1 -** Relevant laws on data protection including [EU data protection rules](https://ec.europa.eu/info/law/law-topic/data-protection/eu-data-protection-rules_en) that apply to the service | Submission of the Data Protection Impact Assessment (DPIA) report with the relevant approval, where applicable. | ***<Acceptable Answer****: specify FL / state EAN>* |
| **9.2 -** Users’ personal data been [collected and processed in a way that ensures their privacy](http://www.dataprotection.gov.cy/) |
| **9.3 –** Performance of penetration testing on the service | Submission of Penetration Test results report | ***<Acceptable Answer****: specify FL / state EAN>* |
| **9.4 –** Performance of Web Application Security Assessment (WASA) of the service | Submission of Web Application Security Assessment (WASA) report | ***<Acceptable Answer****: specify FL / state EAN>* |

### Define what success looks like and publish performance data

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| --- | --- | --- |
| **Areas to be explored** | **Evidence of Work** | **Contracting Authority’s Response** |
| **10.1 -** KPIs/success metrics based on identified user needs for the service | Demonstration of user needs and key performance indicators (KPIs) measured for the service (see [Performance Framework](https://dsf.dmrid.gov.cy/2022/05/09/performance-framework/)) | **TO BE PRESENTED DURING SERVICE PRESENTATION to the DSF Assurance Panel** |
| **10.2 -** Methods/tools for gathering KPI/performance data | Demonstration of,1. the methods/tools used
2. a list of data gathered
 |

### Choose the right tools and technology

|  |  |  |
| --- | --- | --- |
| **Areas to be explored** | **Evidence of Work** | **Contracting Authority’s Response** |
| * 1. **-** Technology choice
 | Demonstration of the total cost of ownership | **TO BE PRESENTED DURING SERVICE PRESENTATION to the DSF Assurance Panel** |
| **11.2 –** Compliance of Technology chosen with the [DSF Technical Principles](https://dsf.dmrid.gov.cy/2022/05/30/dsf-technical-principles/) | Submission and Demonstration of,1. system design document
2. solution architecture document
 | *<* ***Acceptable Answer****: specify FL / state EAN* ***AND*****TO BE PRESENTED DURING SERVICE PRESENTATION to the DSF Assurance Panel** |
| **11.3 -** Use of proven, mature, adopted, and open standards technology |

### Make your data and functionality available via APIs

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| --- | --- | --- |
| **Areas to be explored** | **Evidence of Work** | **Contracting Authority’s Response** |
| **12.1 -** Use common patterns such as REST for service’s APIs | Submission of,1. API documentation including the uniform resource identifiers (URIs)
 | *<* ***Acceptable Answer****: specify FL / state EAN >* |
| **12.2 –** Test of the APIs and the service  | Submission of,1. test report
 | *<* ***Acceptable Answer****: specify FL / state EAN >* |
| **12.3 –** Enforce security standards on the APIs | Submission of,1. screenshot of the SSL certificate including the uniform resource locator (URL)
 | *<* ***Acceptable Answer****: specify FL / state EAN >* |

### Use and contribute to open standards, common components, and patterns

|  |  |  |
| --- | --- | --- |
| **Areas to be explored** | **Evidence of Work** | **Contracting Authority’s Response** |
| **13.1 -** Open standards used (existing or new) | Demonstration and submission of,1. system design document
2. solution architecture document
 | *<* ***Acceptable Answer****: specify FL / state EAN >* ***AND*****TO BE PRESENTED DURING SERVICE PRESENTATION** |
| **13.2 -** Use of [DSF Design System](https://docs.google.com/document/d/1awvX7o7_sGZWLHS9pQGd4g7EdOaPhvhcweOgl4BAlVQ/edit#bookmark=id.2z8y57vqxggb) common components and patterns | Demonstration and submission of,1. a list of components used with screenshots (distinguish which are from the DSF Design System and which are not)

In case the service does not use common components and patterns, demonstrate a clear user need for not doing so and share relevant documentation1. Copy of open source code license
 | *<* ***Acceptable Answer****: specify FL / state EAN >* ***AND*****TO BE PRESENTED DURING SERVICE PRESENTATION** |

### Operate a reliable service

| **Areas to be explored** | **Evidence of Work** | **Contracting Authority’s Response** |
| --- | --- | --- |
| **14.1 –** Test the service in an environment similar to live to anticipate issues that could cause downtime, and mitigate them | Submission of,1. test report
 | *<* ***Acceptable Answer****: specify FL / state EAN >* |
| **14.2 –** Regular deployment of changes on the service with minimal disruption to the service? | Demonstration and submission of,1. system design document
2. solution architecture document
 | *<* ***Acceptable Answer****: specify FL / state EAN >* ***AND*****TO BE PRESENTED DURING SERVICE PRESENTATION** |
| **14.3 –** Include README and CHANGELOG files  | Submission of,1. a well written README file named “README.md” (see [About the README file - Digital Services Factory (dmrid.gov.cy)](https://dsf.dmrid.gov.cy/2023/09/12/about-the-readme-file/))
2. a well written CHANGELOG file named “CHANGELOG.md” (see [About the CHANGELOG file - Digital Services Factory (dmrid.gov.cy)](https://dsf.dmrid.gov.cy/2023/09/12/about-the-changelog-file/))
 | *<* ***Acceptable Answer****: specify FL / state EAN >* |

### Ensure your service is ‘DSF ready’

| **Areas to be explored** | **Evidence of Work** | **Contracting Authority’s Response** |
| --- | --- | --- |
| **15.1 -** Service’s other hosting options (such as on-premises hosting) | Demonstration and submission of,1. system design document
2. solution architecture document
 | *<* ***Acceptable Answer****: specify FL / state EAN >* ***AND*****TO BE PRESENTED DURING SERVICE PRESENTATION** |
| **15.2 –** Follow of 12 factor methodology to support portability and resilience (<https://12factor.net/>) |
| **15.3 –** Containerisation of the service and on which infrastructures can the service run to provide broad hosting options |

**All the above are submitted by,**

Signature of the Project Manager of the Contracting Authority

**Full Name: ……………………………………………………………………….**

**Date: ……………………………………..**