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BUILDING OUR
DIGITAL FUTURE

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Policy Lab

Human approaches to digital problems:

Applying human-centred design to public policy

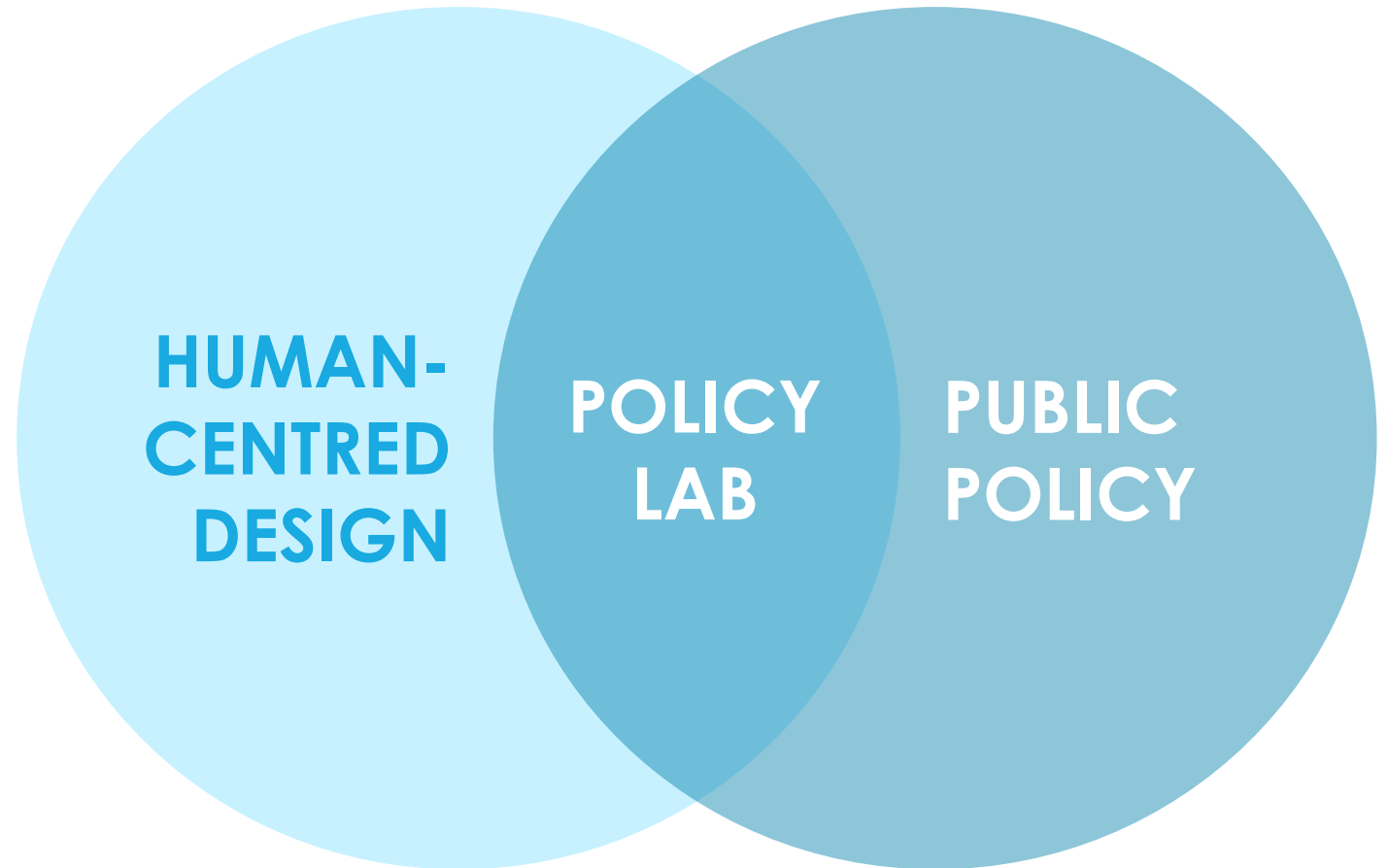
Tim de Sousa – Director, Policy Lab

15 April 2019

WHO WE ARE

We're Australia's **first**
government policy lab

We're based out of the
NSW Department of
Finance, Services and
Innovation



WHAT WE DO

We drive **transformation** in **public policy** using **human-centred design**, beginning with **digital** systems and services

Empower the people and businesses of NSW



Leverage new technologies

Policy Lab



Modernise and enable better policy



Transform public services



Build open and reusable digital public infrastructure

WE HAVE SKILLS

We have a **diverse** team, and we collaborate with experts from across **government, non-profits, business** and **academia**



HOW WE WORK

We bring policy **owners**, **users** and **subjects** together to **identify problems** and **co-design solutions**

We **ask** what users want and need

We **co-design** solutions



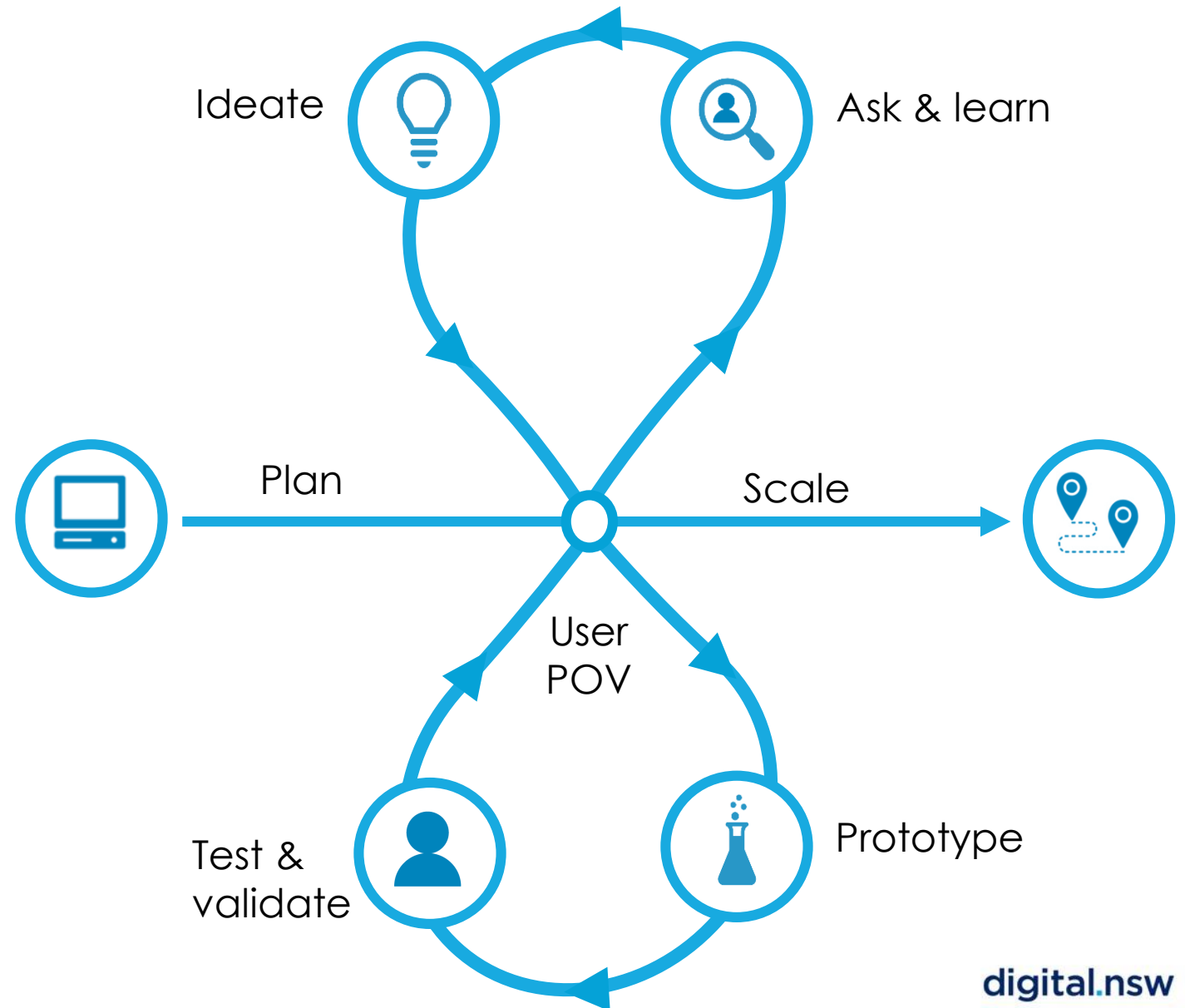
We put people at the centre of everything we do

We deliver **tested** solutions, ready to scale

We **prototype & experiment** safely

ASK LEARN TEST SCALE

We make space to **talk**
to users, experiment
and **co-design**
solutions

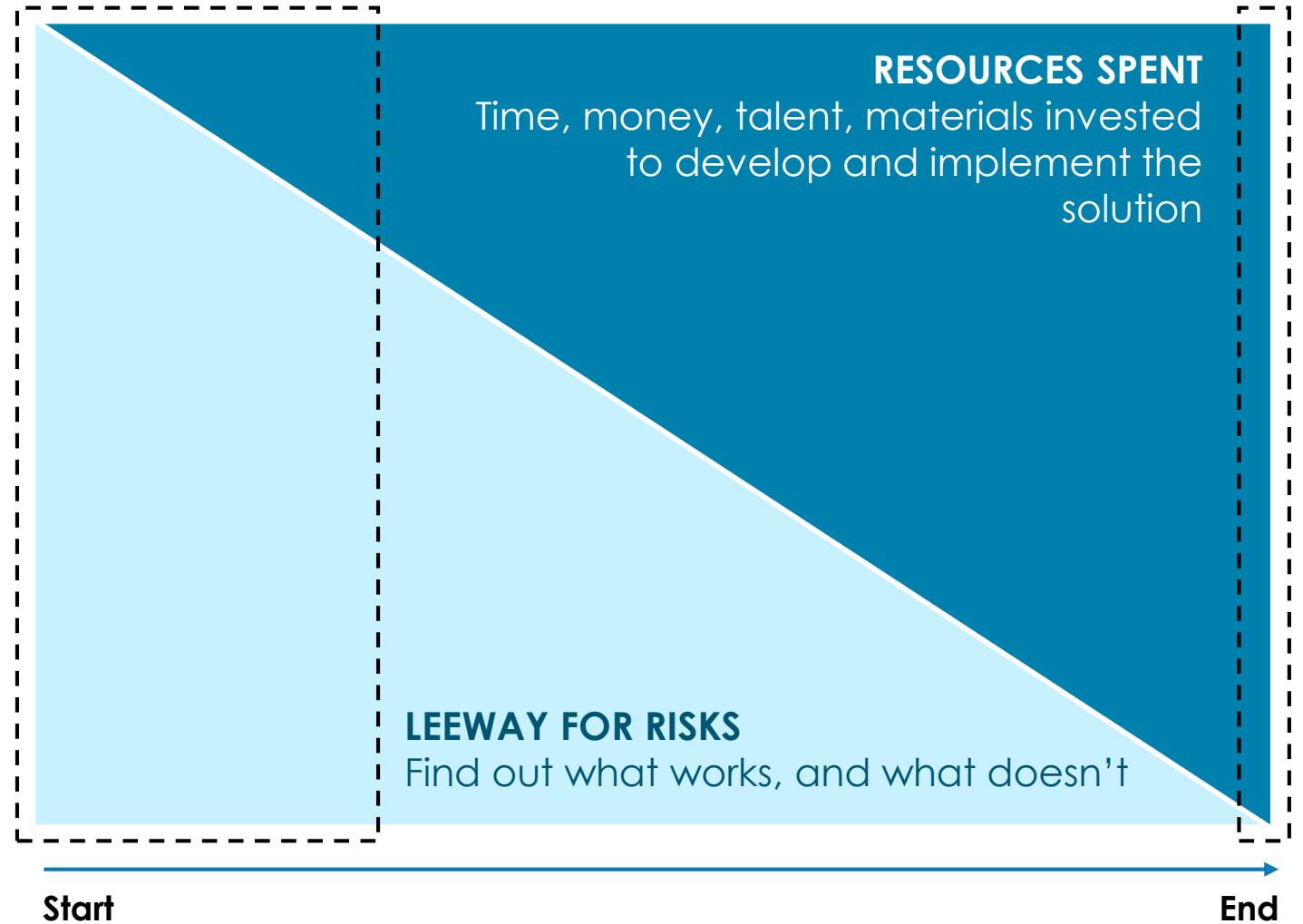


TEST FAST LEARN FAST

We do simple
prototypes to quickly
discover new
requirements and
check our solutions
with **minimal risk**

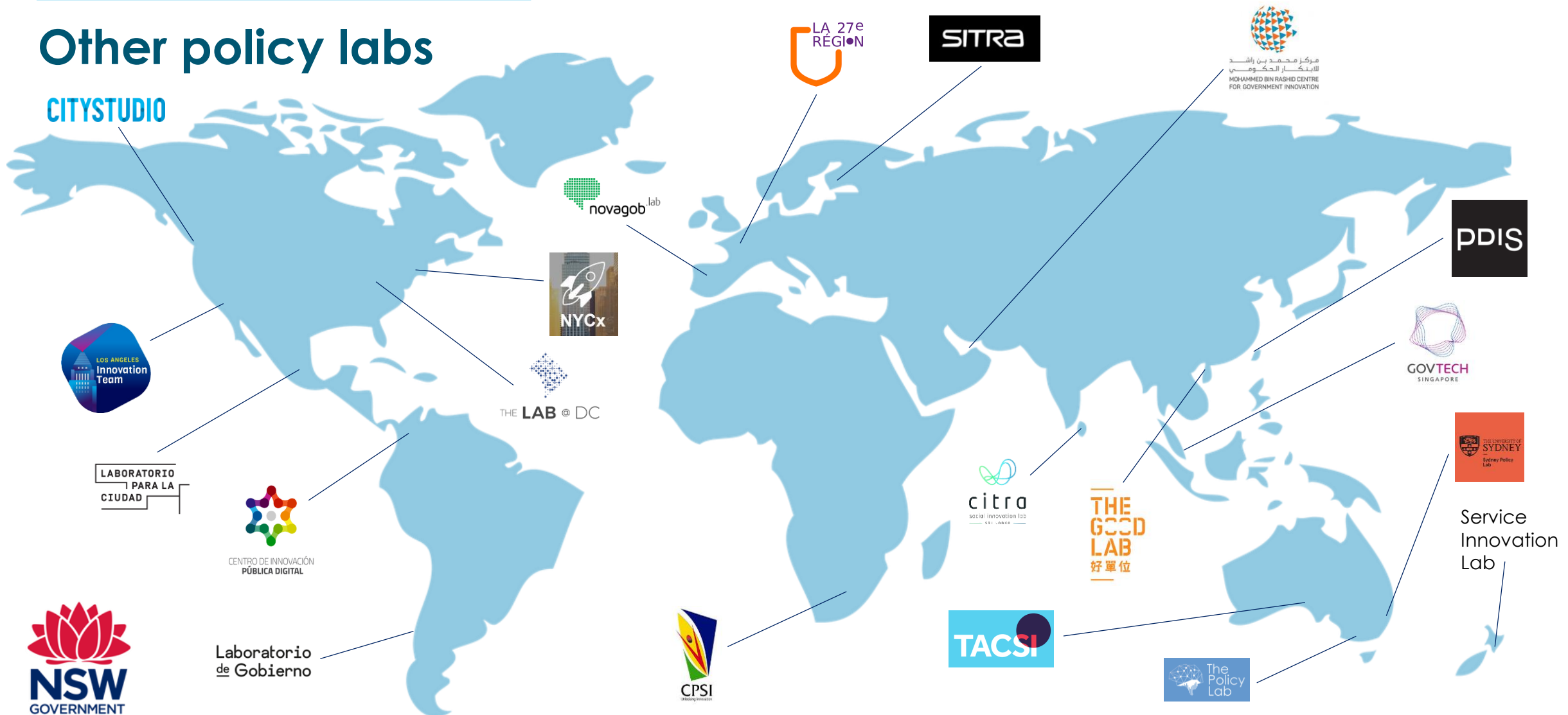
Prototyping

Big Bang' Implementation



WE'RE PART OF A COMMUNITY

Other policy labs

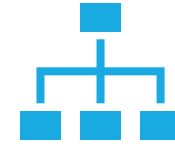


CURRENT PROJECTS

We're **facilitating policy responses** to current issues and develop solutions to **transform** digital service delivery



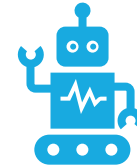
IoT
Framework



Rules as
Code



Digital Policy
Landscape



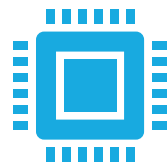
AI Ethics
Framework



Cloud
Guidance



Data
Strategy



Emerging
Technology
Guidance

CLOUD GUIDANCE

Reconsidering how to
communicate policy
requirements to users
transitioning to **cloud**



CLOUD GUIDANCE



Users told us they needed information that was:

- **consolidated**
- **complete**
- **relevant**
- **usable**
- **timely**



To meet the user needs and solution requirements, the Policy Lab developed guidance (to complement the Cloud Policy), to be implemented in two phases:



A concise, logically ordered set of **Cloud Guidance**, with links to more detailed information on Digital.NSW in html text, on the existing Cloud Policy webpage



Embedded into the **buy.nsw platform**, delivered exactly when needed for key decision points

RULES AS CODE

Drafting and publishing rules in **legislation**, **regulation** and **policy** in **human** and **machine consumable** forms

Why?

- Legislation and policy can be hard for the public and regulated entities to understand
- If we make rules machine-readable, then we can build software and websites to help people and businesses understand and apply rules
- Better transparency, traceability, appealability

What types of rules?

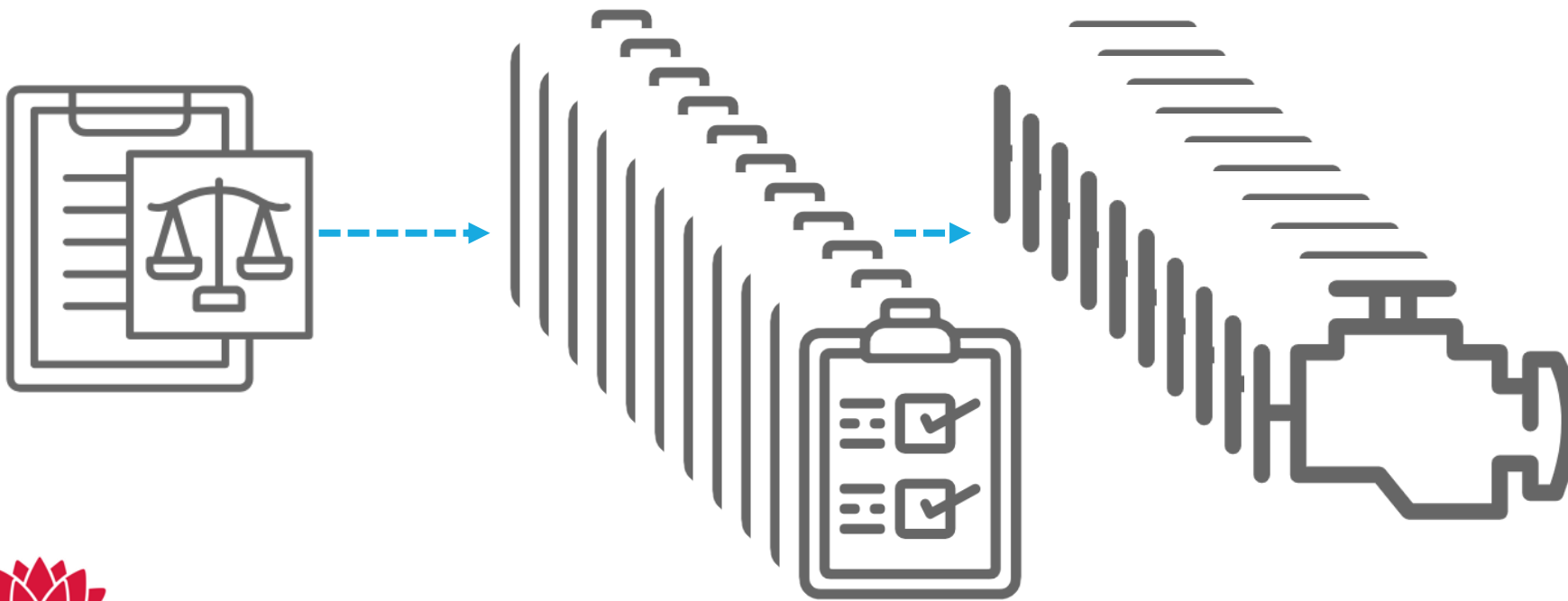
- Prescriptive rules, not judgement-based

STATUS QUO

Human-readable
rules in legislation/
policy

Myriad interpretations
to provide functional
specs to implement

Myriad efforts to code
into myriad business
systems/logic



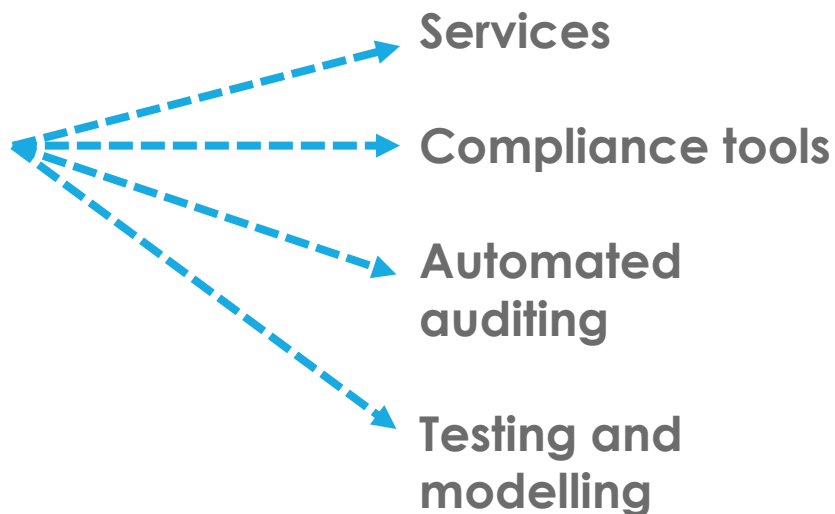
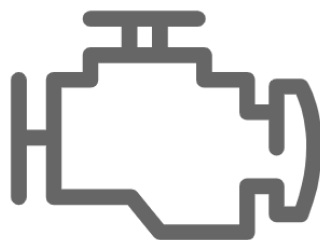
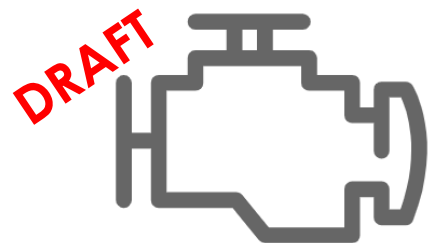
- **Complex:** Myriad squared people interfacing with rules through myriad systems to which the rules were added.
- **Inconsistent:** Very limited reuse and conflicting interpretations of same rules in different systems.
- **Lack of confidence:** Government doesn't provide rules assurance.

FUTURE STATE

Co-draft HR/MR rules
using test driven HCD
design approach.
Test APIs available

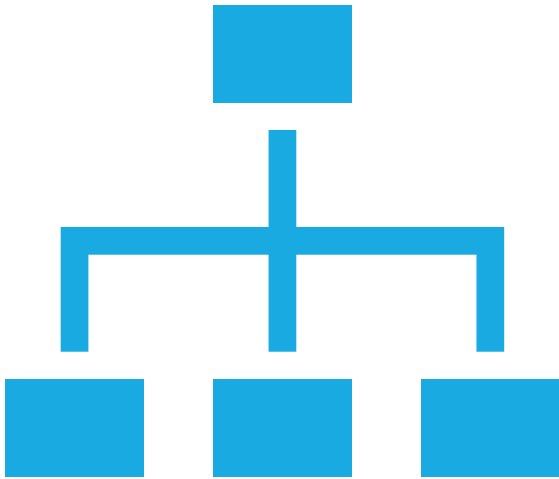
HR form enacted
by Government.
Official API
available
immediately.

All agencies & orgs
across sectors
consume gov rules as
code for myriad use
cases



- **More efficient:**
Single set of rules
used by multiple
users
- **More certainty:**
Government
provides rules
assurance
- **Easier to regulate:**
Use of rules can
be monitored for
patterns and
prioritisation of
regulation efforts

NEXT STEPS



- **Continue experimenting** with different rules
- **Partner with agencies** to continue experimenting
- Use that experience to help build the **RaC Toolkit** – how to code rules as you draft, and how to code existing rules
- Develop an **Accelerator Program** to assist take-up

QUESTIONS



GET IN TOUCH



Website

<https://www.digital.nsw.gov.au/policylab>



Social

Twitter: [@TimdeSousa](#) and [@PolicyLabAU](#)

Yammer: [Human-Centred Policy Design](#)



Email

policylab@finance.nsw.gov.au

RULES AS CODE

Key links

- 11 April 2019 Showcase video:
<https://t.co/LXcFkasP8v>
- 11 April 2019 Showcase slides:
<https://www.slideshare.net/TimdeSousa/rules-as-code-showcase-11-april-2019>
- NSW OpenFISCA API source code:
<http://github.com/digitalnsw/openfisca-nsw>
- Our coded rules: nsw-rules.herokuapp.com
- Our demonstrator front ends ('Cereal'):
digitalnsw.github.io/cereal/