

Welcome to GOV.UK

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Parenting, civil partnerships, divorce and remarriage, Lasting Power of Attorney

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Voting, community participation, life in the UK, international projects

[Crime, justice and the courts](#)

Legal processes, courts and the police

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Includes student loans and grants, and apprenticeships

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[Money and tax](#)

Includes debt and Self Assessment

[Passports, travel and living abroad](#)

Includes renewing passports and travel advice by country

[Visas and immigration](#)

Includes visas, asylum and sponsorship

[Working, jobs and pensions](#)

Includes holidays and finding a job

Hvað er svona
merkilegt við
GOV.UK?

Government Digital Service (GDS)

- Martha Lane Fox (2010)
- Starfar eftir *Digital by Default* (2011) [þjónustu staðall](#)
- GDS er hluti af rekstrareiningu breska stjórnaráðsins, *Cabinet Office*
- Opnar GOV.UK í október 2012
- Starfsfólk var um 600, nú um 500
- Fjölbreyttur hópur starfsfólks



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Upphaf GOV.UK

- Kom í stað *DirectGov* og *BusinessLink* og flestra ríkisvefja
- Markmiðið var m.a. að ná fram sparnaði með rafrænni þjónustu og veita betri þjónustu
- Heimsóknnum hefur fjölgað um 40% miðað við eldri vefi
- Einkunnarorðin eru;
einfaldara, skýrara, hraðara!



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Ritstjórn GOV.UK

- Oft aðeins 25% efnis af *eldri vefjum* flutt
- Efnisteymi GDS hefur lokaorðið – sérfræðingar staðfesta að upplýsingar
- Áhersla á einfaldan texta (svo að 9 ára barn skilji) en það skapar líka vandamál
- Námskeið fyrir starfsmenn stofnana sem skrifa
- Ítarlegar reglur um skrif
- Áhersla á hlutlægni og óhlutdrægni – er vandi

Skipulag GOV.UK o.fl.

- Leiðakerfi fyrir *Services and information*
 - skiptist upp í 15 svið, t.d. skattar, húsnæðismál ...
- ... og annað fyrir ráðuneyti/stofnanir
- Virkni og framsetning ekki alltaf eins
- 75% notenda koma frá ytri leitarvélum
 - Valmynd / veftré ekki áberandi – brauðmolaslóð
- 5% síðuflettinga kom um innri leit
- Rafræn þjónusta enn hjá stofnunum
- Enn með „sérvefi“



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Þróun GOV.UK

- Notendarannsóknir með ýmsum hætti
- Vefmælingar
- Þarfir notenda - ekki stjórnvalda
- Búið að flytja 148 vefi, 42 eftir
- Ákveðið að vefir 202 stofnana fari ekki (núna)
- Mikil vinna eftir, t.d. varðandi eyðublöð, auðkenningu o.fl.



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Hvað er þá merkilegt við GOV.UK?

- STÓRT, metnaðarfullt verkefni og mikil áskorun
- Mikil miðstýring
- Notandinn í fyrirrúmi
- Þjónusta einfölduð - Minni og einfaldari texti
- Árangurinn góður
- Til eftirbreytni: - gov.mt (Malta),
gov.hr (Króatía), my.gov.au (Ástralía)
eesti.ee (Eistland)



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[Employment and support](#)

Includes pay, contracts, and workplace safety

[Environment and countryside](#)

Includes flooding, planning and wildlife

[Employing people](#)

Includes pay, contracts, and workplace safety

[Environment and countryside](#)

Includes flooding, planning and wildlife

[How to use GOV.UK](#)

Owns, identifies, and services

[Motor vehicles](#)

Includes road tax and MOT

[Passports, travel and living abroad](#)

Includes renewing passports and travel advice by country

[Visas and immigration](#)

Visas, asylum and sponsorship

[Working, jobs and pensions](#)

Includes holidays and finding a job

RÍKI.IS

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Sjá nánari upplýsingar á:

- [Design Principles](#)
- [Content style guide](#)
- [Government Service Design Manual](#)
- [GOV.UK transition: guidance for agencies](#)
- [Blog- Inside GOV.UK](#)
- [Blog - Government Digital Service](#)
- [Um GOV.UK á Wikipediu](#)



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