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

WHAT IS DSS?

Aligned 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

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
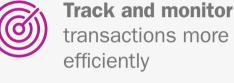{ All government digital services must apply these principles }

1

INTUITIVE DESIGN & USABILITY

Digital services designed according to the DSS will help users:

Identify, access and navigate a service easily

Track and monitor transactions more efficiently

Complete a transaction or interaction more effortlessly

Features for a more intuitive user interface:
- Easy to navigate around
- Actionable error messages
- Smart default forms with pre-filled data from MyInfo

2

ACCESSIBILITY & INCLUSIVITY*

PERCEIVABLE
Ensure contents are available in forms such as speech, large print or Braille

OPERABLE
Ensure functions are accessible through a keyboard, mouse or other assistive devices

UNDERSTANDABLE
Clear, concise content that avoids jargon

ROBUST
Service can be accessed across devices

3

RELEVANCE & CONSISTENCY

Adopt
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

Provide clear and
RELEVANT CONTENT

* 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.