



**Session: 4**

**Room: Donne**

**Session title: Sustainability in government services**

**Session leader : Burcu**

**Volunteer to continue conversation after :**

Notes taken by : David Heath

### Notes

Sustainability at policy level

What is your understanding of sustainability?

What does it mean in your roles?

P1: Service designer at a digital consultancy

- Don't know much about sustainability but want to learn; we're having a push to learn about sustainability as an organisation

P2: Civil servant

P3: Digital consultant - background in housing and urban design; easier to think about sustainability in that context; Green IT team at GDS;

P4: Business analyst at a consultancy; Human centred design-> Planet centred design?

- I'd love to track environmental impact but never seen it done

P5: BA at a consultancy; social/economic/environment sustainability

- The way treasury structures business cases it focus on economic
  - Some focus on social impact

Is it possible to put sustainability at the centre? It needs to be a metric? Is that done?

P6: Research consultant from a consultancy; I'm here to listen and learn about sustainability; it's an afterthought

P7: I work for a technology consultancy; we have put sustainability at the core of our goals; we've done a lot of work to understand sustainability;  
Is it possible.. YES!

P8: Service designer in a consultancy - started tinkering with sustainability; software creates carbon; energy we use; hoarding data, storing heavy files;

P9: consultant german govt; carbon neutral hosting was policy; we moved to an open source cms – saved EUR 1 million. How can government services be designed so that people don't need to travel to access services? They can do it from their phone.

2017 - online accessibility law - every service had to be digital by end of 2022; 500 services we are at 180 now.

P10: consultant - I was interested in financial sustainability, but environmental sustainability is important;

P11: consultant for an engineering company; working on policies to make farming less carbon intensive  
How carbon intensive are your servers?

P12:

P13 Jacqui Taylor: adviser to the UN on sustainability; to fortune500

<https://www.linkedin.com/in/dr-jacqui-taylor/>

- Robin hood principle
  - Take cash from them to do good stuff
- Doing a tour of Spain
- Cloud climate champions
  - Working within hyperscalers
  - Getting them to fess up on what's happening
  - EU27 agreement
- Influencing top 100
  - 6% uplift in turnover

P14: I'm still learning about sustainability; delivery; data stored in the cloud; carbon footprint of the end service. What about the carbon weight of the delivery team.

P7:

- There are proven patterns to measure
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P2: say more about Cloud climate champions? Will there be a report

- A: no, it's a community of practice

P3

- I worked on BAFTA Albert – <https://wearealbert.org/>
  - It has that connecting the dots between policy and delivery for the film sector

P5: how do we keep sustainability at the centre of mind

What happens when there's a tradeoff between sustainability

P7:

"Bill of materials" - all of the components that go into a thing

Example of supporting identity checks to post office, does that increase

P13:

- GCloud 13 introduced 10% social value
- Treasury green book
- 8th december 2011, the day GDS was born; a very defined mission
  - User driven
  - Top 25 transactions
  - Take the same approach?
    - Crystal clear focus

P7:

- Hard to work with the green book already
  - Hard to consider opex
  - I can't imagine trying to build sustainability goals
  - Without a change in procurement, can we do anything

P3:

- Lots of our universities are thinking about this
  - There must be someone doing a PhD

P2: There is <https://www.gov.uk/government/organisations/open-innovation-team>

P5:

P12: Sharing resources across departments is not easy

P9:

- Lack of common agreement on what is sustainability
- Example - electric cars
- There are still people promoting hydrogen for cars

P11:

- We've been talking carbon counting for service
- It's hard

Electric cars won't save us

P14:

- If you design services that work on older devices you don't create a driver for people to upgrade their devices
- Over time that could have an impact

P12:

- Service standard as a lever?
  - It should have checks about sustainability

P7:

- Strong correlation between saving carbon and saving money

We want a sustainability service standard!

<https://www.scottlogic.com/what-we-do/sustainable-software>