



VERSO DESIGN SYSTEM

Innovating Digital Solutions with VERSO

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Introduction

VERSO is the context-aware Design System developed by the General Inspectorate for Information Technology and Technological Innovation (IGIT) of the State General Accounting Department (RGS) to standardize and industrialize the design and development of digital solutions.

A centralized yet flexible system of rules that, by adapting to the context, **supports the business objectives** of an organization undergoing constant transformation.

Context

In 2021, the State General Accounting Department was managing **around 120 heterogeneous digital solutions**, including portals, platforms, and applications, developed at different times and according to different logics.

The lack of shared guidelines, common processes, and collaboration tools created **misalignments between strategy and implementation**, slowing down the RGS's digital evolution. This was compounded by technological obsolescence, project fragmentation, and the difficulty of reusing software, all of which made platform management costly and slowed compliance with new standards.

Problem

The State General Accounting Department had to address a series of critical issues:

- **project and technological fragmentation**, with solutions developed in silos and difficult to make interoperable;
- **system obsolescence**, together with difficulties in maintenance and updating;
- **lack of a shared method** for designing and managing digital services;
- **inconsistency in the user experience**, with different interfaces and language across platforms;
- **inefficiency in collaboration** between business owners, designers, and developers.

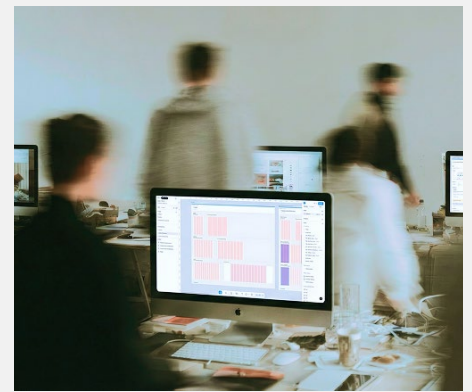
These critical issues generated inefficiencies, delays, and difficulties in ensuring a consistent, high-quality user experience.

Opportunity

Driven by a natural push toward greater efficiency and by the intention to overcome the critical issues described above, the State General Accounting Department turned to the best practices of product companies.

The goal was to meet two needs:

- **ensure clear, accessible, and consistent solutions** for users at scale;
- **build a system of rules** capable of facilitating delivery, adapting to the continuous evolution of the context, and supporting increasingly efficient use of technology.



Solution

The starting point was to address one of the most visible consequences of fragmented services and projects: the creation of complex interfaces, inconsistent taxonomies, and uneven information architectures. VERSO was in fact conceived as a **Design Kit** and immediately promoted the adoption of international standards for content accessibility and user experience.

Its functional dimension was soon accompanied by an organizational one, through the definition of a framework capable of coordinating people, roles, and operational flows: the **IGIT Organizational Model**.

The next step was the transition from Design Kit to **Design System**, with the adoption of a modular rule system based on the principles of **Atomic Design**, ensuring consistency and quality. Around this technical core, the first frameworks for quality control and user satisfaction measurement were then developed, along with frameworks for content production and communication, making VERSO an integrated system of tools and shared practices.

It was only after the definition of the **IGIT Operating Model**, which outlines a path made up of predefined steps for creating a service (the Value Stream), that the conditions were established for the emergence of an industrialized system for delivering digital solutions.

At that point, VERSO became the container for all the guidelines and frameworks governing and directing the production activities of the entire IGIT Operating Model and its Value Stream. In other words, it became the tool that enables strategic and operational Governance to organize delivery cycles, people, teams, tools, and capabilities into implementation programs such as InIt and Area RGS, as well as purpose-specific initiatives.

Lastly, **the creation of transversal and centralized structures**, such as the Research Center (CDR) and the Integrated Communication Center (CDCI), gave concrete form to the **system's standardization potential**.

Today, **VERSO is a context-aware Design System**, capable of adapting to the complexity of a public organization and of connecting people, processes, and technologies through a common language.



Change and impact

Before:

- fragmented and non-uniform digital ecosystem;
- non-standardized processes and roles;
- obsolete technical solutions that were difficult to maintain;
- lack of shared tools and coordinated processes.

After:

- introduction of **an integrated system of rules, frameworks, and kits** for the entire production cycle;
- **adoption of an industrial approach** to the design and development of solutions;
- **centralization and coordination** through the Organizational Model and operational Governance;
- **reuse and interoperability** enabled by Web Components and unified management of design assets;
- greater **efficiency, consistency, and perceived quality** for the users of digital services.

VERSO has produced deep cultural and organizational change, creating the conditions for a **continuous, structured, and codified innovation process**.

The system makes it possible to:

- **reduce fragmentation and development time** through reusable standard components;
- **ensure visual and functional consistency** across the entire Area RGS ecosystem;
- **strengthen operational governance** and the ability to monitor quality;
- **reinforce a culture of feedback and measurement** through the frameworks developed by the Research Center;
- **promote inter-institutional collaboration**, for example with the Ministry of Education and Merit and the Ministry of University and Research, as well as the exchange of organizational frameworks and production assets.

Among the qualitative findings collected by the Research Center (2024–2025):

- users reported improvements in **service usability**, while also providing suggestions to further optimize clarity and interactivity;
- the increased use of support guides led to a reduction in **technical support tickets**.

These results indicate an improvement in management effectiveness and service quality.

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