

Say hello to 18F!

September 14, 2017

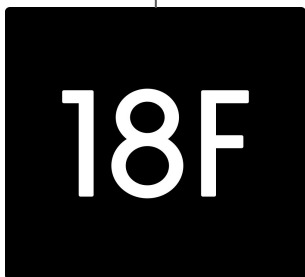
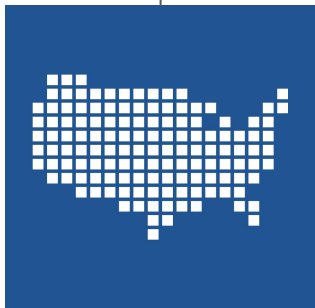
WHAT WE'LL COVER

Who is 18F?

How do we work?

How can we work together?

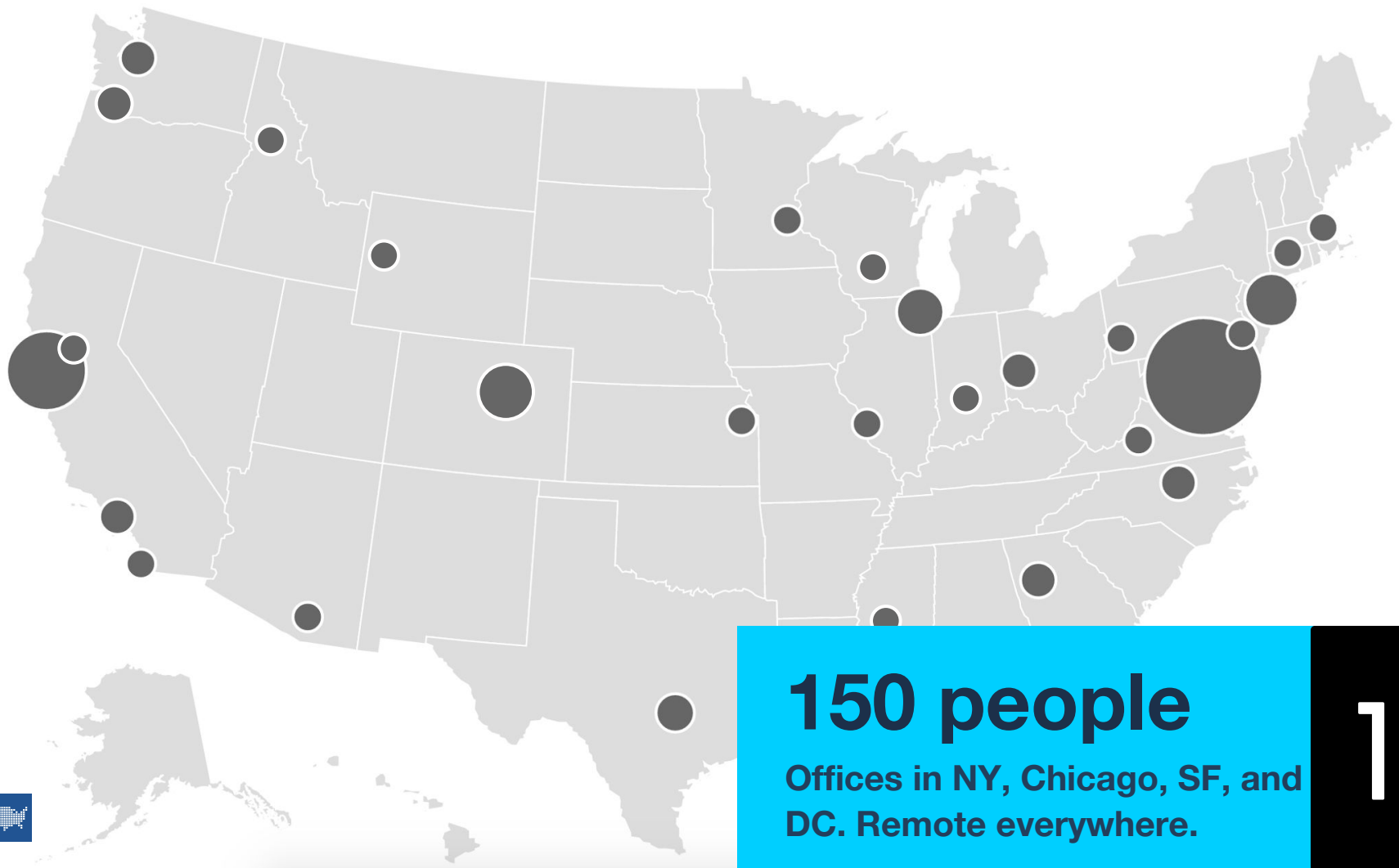
Q&A



formerly OCSIT

18F is a partner

When you build or buy websites and software, 18F works alongside you as a government partner to ensure your success. We'll help you improve public-facing or internal services and systems and strategize and implement new laws or mandates.

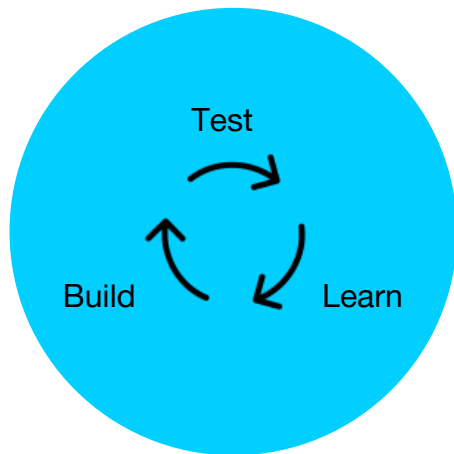


150 people

Offices in NY, Chicago, SF, and
DC. Remote everywhere.

18F

18F CORE VALUES



Be agile.



Design for people.



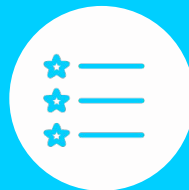
Work in the open.

AGILE



Delivers fast

The product is delivered to users quickly and they can start touching it and giving feedback



Delivers often

Updates to the product are delivered frequently, addressing existing and emerging user needs



Flexible

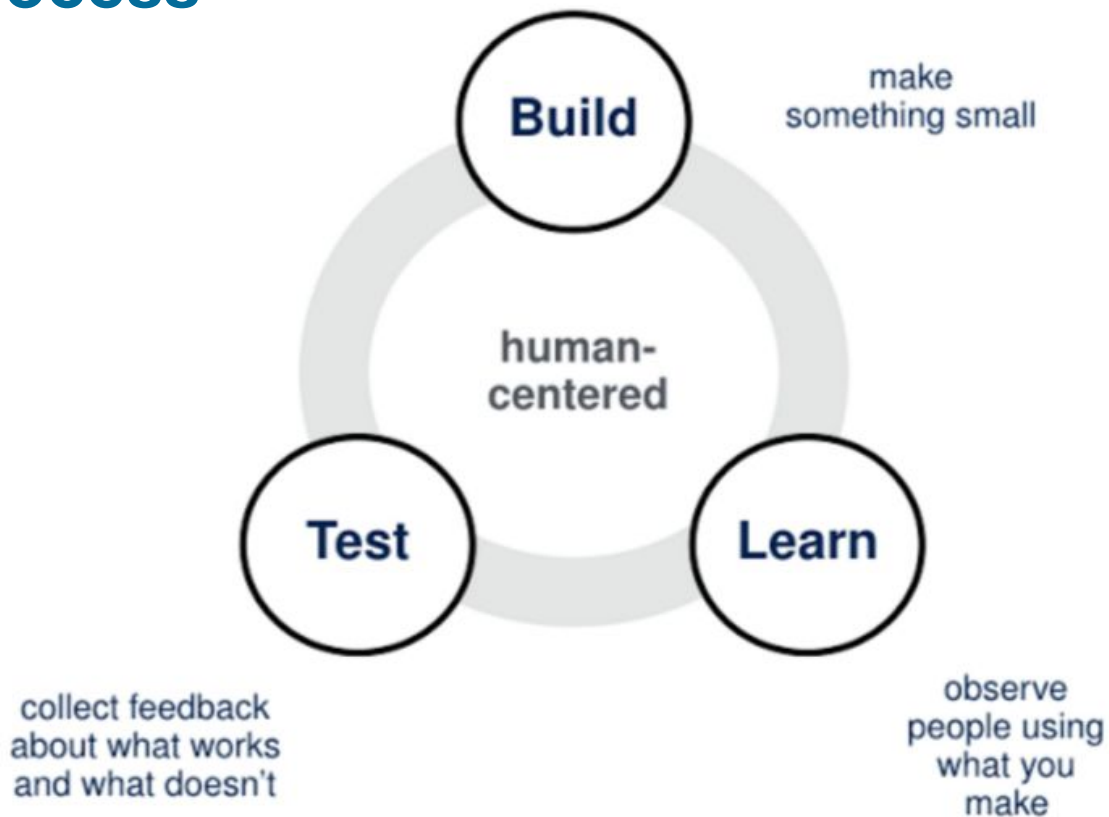
User feedback can result in changes that ultimately lead to a better product



Mitigates risk

Frequent development and delivery cycles mean regular quality checks and user feedback

Our process

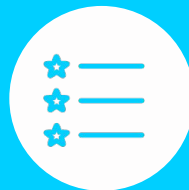


USER-CENTERED



People-focused

Projects begin by understanding the problem the real users are trying to solve



Usable

By focusing on users' needs, the product is naturally more usable



Flexible

User feedback can result in changes that ultimately lead to a better product



Mitigates risk

Engaging users from the very start through the end, the risk of a product that doesn't work is minimized

**Our goal is to get
better outcomes,
not just better contracts.**

Our methods

**Understand, align, research,
prototype, iterate, repeat**

HOW WE WORK

Our approach

UNDERSTAND

1

Fully understand your goals and context in order to chart a path to solving the right problems.

DEFINE

2

Research user and stakeholder needs to get to a product vision, priorities, scope, and potential solutions.

EXPERIMENT

3

Build prototypes to test whether we're building the right thing and learn quickly.

HOW WE WORK - DESIGN THINKING



Research

Uncertainty / pattern recognition / insights

Research begins with defining the problem.

Observing users helps create a shared understanding of their needs and motivations.

Prototype

Clarity / focus

Prototypes help us learn. They enable us to test hypotheses, explore and refine ideas quickly, and demonstrate what's possible.

Refinement

Concept / solution

Refining the concepts is an iterative process. By testing the prototypes with users and iterating on the concepts, user-centered solutions materialize.

HOW WE WORK

Our approach

BUILD OR BUY

4

Assemble the MVP or procured software, then solicit feedback from users to rapidly iterate and improve.

MEASURE & ITERATE

5

Identify meaningful data for measuring success, then use it to inform what's effective and what needs changing.

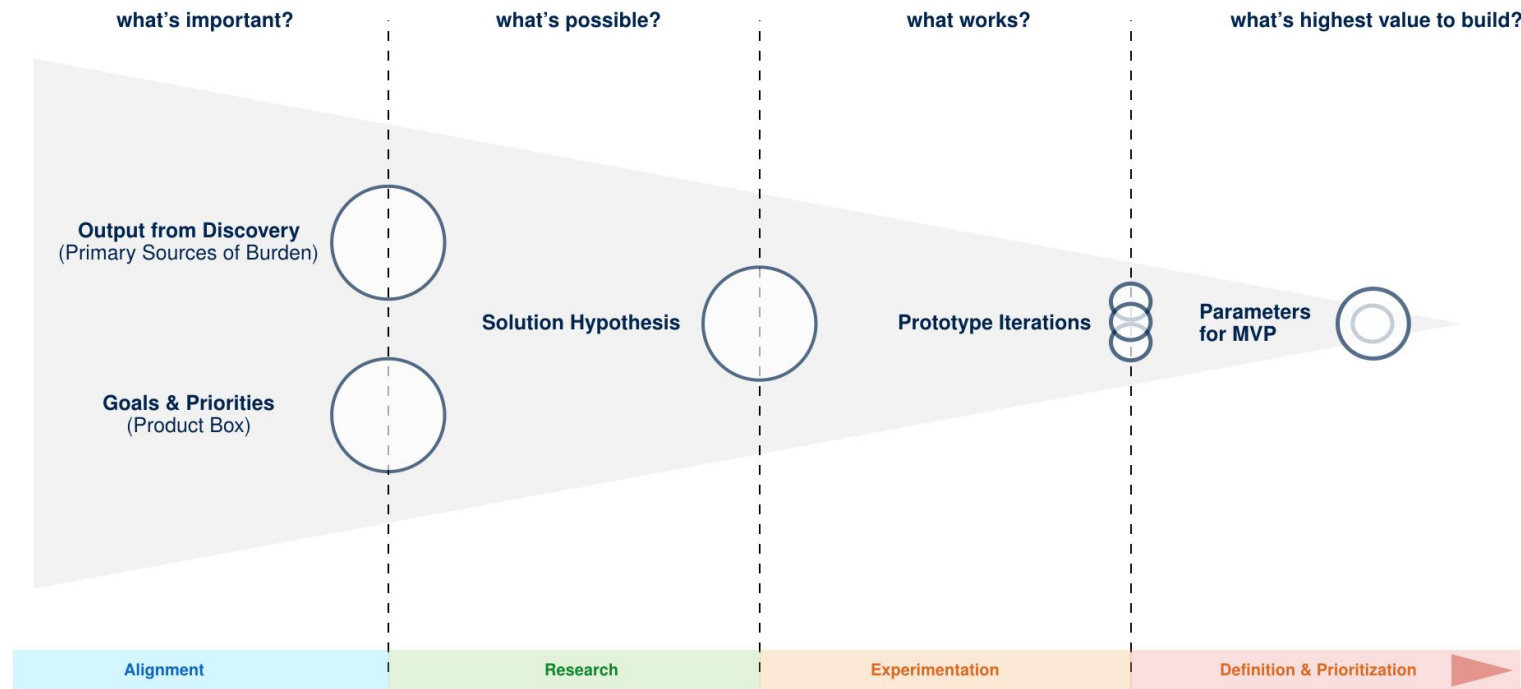
TRANSITION

6

Hand off the product to your team through documentation, training, mentoring, and team capacity building.

Understand, Define, Experiment

approach (reducing uncertainty)



Who and how we've helped

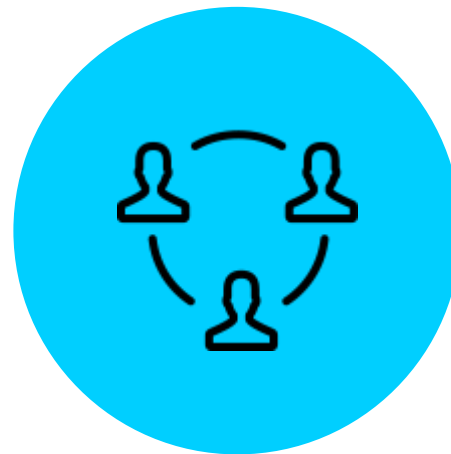
SUCCESSFUL PARTNERSHIPS



Empowerment



Communication



Alignment

We've updated [FEC.gov](#) | You can still access an archive of the old [FEC.gov](#) at [classic.fec.gov](#)

[START THE TOUR](#)

Questions or comments? Use our [anonymous feedback tool](#) or email webmanager@fec.gov

[Show less](#)

An official website of the U.S. government



Federal Election Commission
UNITED STATES — of — AMERICA

[Calendar](#)

[Glossary](#)



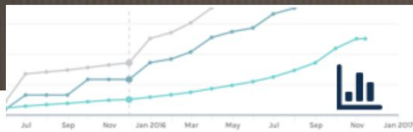
[Campaign finance data](#)

[Help for candidates and committees](#)

[Legal resources](#)

Protecting the integrity of the federal campaign finance process

[More about the FEC](#)



[Campaign finance data](#)

Showing how money is raised and spent in federal elections.

[Learn more](#)



[Help for candidates and committees](#)

Providing guidance for individuals and groups that are active in federal elections.

[Learn more](#)



[Legal resources](#)

Administering and enforcing federal campaign finance law.

[Learn more](#)

[Feedback](#)



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WHAT IS USASPENDING.GOV?

USAspending.gov is the publicly accessible, searchable website mandated by the Federal Funding Accountability and Transparency Act of 2006 to give the American public access to information on how their tax dollars are spent. [Learn More...](#)

OVERVIEW OF AWARDS - FY 2017

The federal agencies distribute funding through federal contracts, grants, loans, and other financial assistance. See the [Overview of Awards by Fiscal Year](#) trend graph for spending by all Fiscal Years.

Contracts



Grants

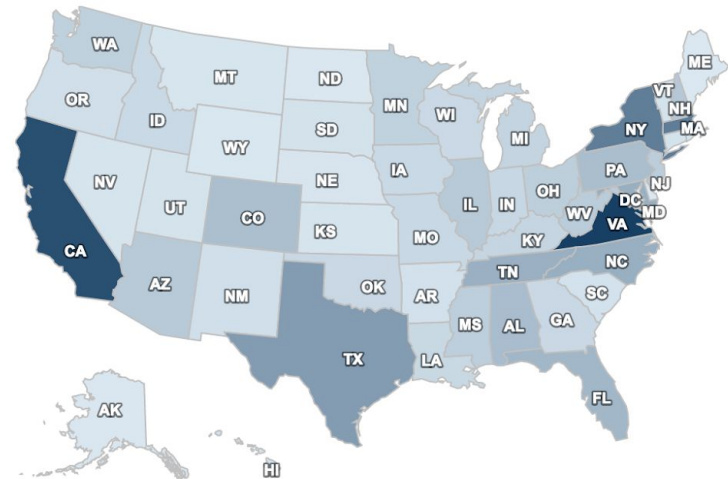


Other Financial Assistance*

*See explanation in [Glossary](#)[Text View of Overview of Awards](#)

AWARDS BY STATE - FY 2017

Roll over map to see data. Click on state for more details



0M 100M 200M 300M

[About this tool](#)

Search awarded ceiling rates for labor categories

CALC lets you conduct market research on professional service labor categories more quickly and easily - helping you make informed decisions. Results shown are awarded hourly rates from GSA IDIQ service schedules.



Ceiling prices



Fully burdened



Professional services



Worldwide rates

Use a comma between words to search multiple terms. (For example: Engineer, Consultant)

SEARCH

CLEAR SEARCH

☒ Contains words ☐ Contains phrase ☐ Exact match

Showing 200 of **55,242** results

Hourly Rate Data

GO

\$111 average

\$40 | \$470

Optional Filters

Education level:**Experience:**



Child Welfare Services

CASE MANAGEMENT SYSTEM

- 1,500-page RFP
- Single vendor
“monolithic contract”
- Long list of predefined requirements

Medicaid IT Systems

ATTRACTING MODERN VENDORS



- Adopt product thinking and build a product team
- Work in the open
- Regular feedback from potential vendors
- Brief RFI to gauge and attract vendor interest

How to work with 18?

How can I partner with 18F & the Office of Acquisitions?

Federal Funding

In service of an acquisition

**Inter-governmental
cooperation agreement**

**Governor / Head of State
support**

Contact robin.carnahan@gsa.gov to get started!

4 tools state and local governments can use right now



Public Website
Analytics



US Web Design
Standards



User-centered
design method
cards



18F Guides

**We ~~don't~~ can't
do it alone.**

Thank you!

Contact Inquiries18F@gsa.gov

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Work together github.com/18F

