Status Report (11/22/2017)

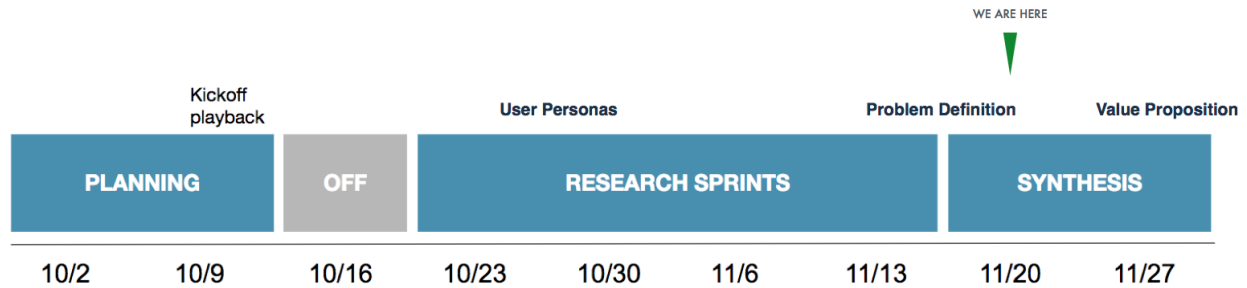18F

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Overview

Last week we concluded our interviews phase of our engagement and have begun to synthesize our findings. You can keep track of the interviews on [this spreadsheet](#).

We are now working on our final presentation where we will make recommendations for the upcoming Discovery Phase of our engagement. We've developed a draft [Problem Statement](#) and and a summary of our [Current Analysis](#).

The following **report will be updated and emailed to the team every Wednesday**. We will also have a recurring a conference call every **Wednesday at 4:30pm ET** to discuss this report in more detail and address any questions or concerns you might have.

Project Approach

Below is a high-level timeline of the project approach and key milestones. **The project approach consists of four phases, each approximately 2 weeks in length**. Since the goal for this engagement is to reduce uncertainty and recommend next steps, we will prioritize our activities around the highest value learning opportunities given the timeline and budget available.

		User Personas				Problem Definition	Value Proposition
PLANNING	OFF	RESEARCH SPRINTS				SYNTHESIS	
10/2 10/9	10/16	10/23 10/30 11/6 11/13				11/20	11/27

Note: This proposed timeline is based on our budget and will be revised as needed.

Summary of Activities

Last week, the 18F team accomplished the following:

- Conducted RMO Program Evaluator interview.
- Documented and summarized GPRA and other relevant laws.
- Revised research documentation.
- Finished notes for synthesis board for PEs, NGO, Departments, researchers; extracted insights; created themes;
- Sent consent forms, organized documents.
- Began summarizing findings for final presentation.
- Completed staffing preparation for the Discovery Phase.
- Began publishing project details at github.com/18F/performance.gov

This coming week we will:

- Summarize findings for the final presentation.

Draft Problem Statement

Vision: We want the consumers of performance.gov to **be educated** about the work of the federal agencies and be able to **engage** with performance information in a way that is meaningful to their lives.
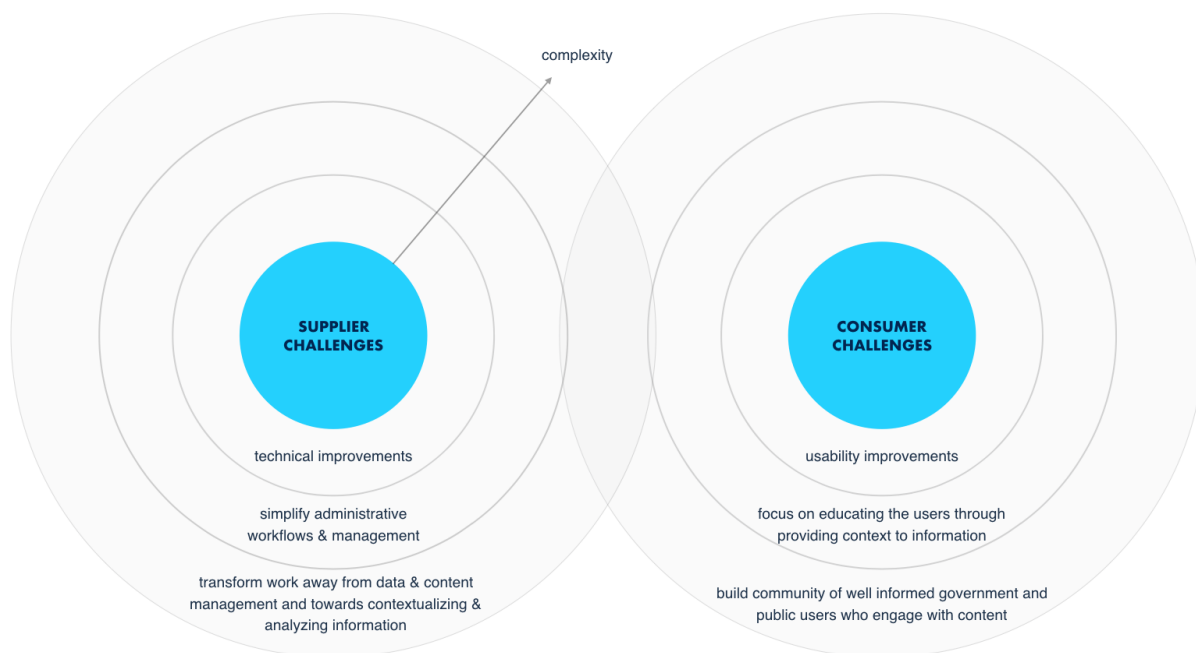
Issue Statement: Previously, for many reasons, performance.gov failed to **present information** that accurately captured the work of agencies in a meaningful manner. This led to **limited**

engagement by **government staff, journalists, academics, industry leaders and the public at large**.

Our Approach: We evaluate methods to simplify how information is published on performance.gov to ensure the work of agency staff is focused on clearly communicating their work. We will also take a **human-centric approach to educating visitors** on the information they are presented, which helps prioritize the information that is most meaningful to various users.

Current Analysis

In this engagements, we've focused on understanding the needs of various users. While we have identified different personas and user groups who are or would be users of performance.gov, two crucial groups have emerged with distinct problems.

complexity

SUPPLIER CHALLENGES

technical improvements

simplify administrative workflows & management

transform work away from data & content management and towards contextualizing & analyzing information

CONSUMER CHALLENGES

usability improvements

focus on educating the users through providing context to information

build community of well informed government and public users who engage with content

You can see that there are a set of problems that are specific to each user group (the first ring). Addressing these sets of problems would provide significant value to the site's existing users.ur research reveals that simply taking on these problems could have a long lasting, positive impact on the usage and perceived value of performance.gov.

But there are also a set of problems that require a deeper commitment from PIC/OMB. These require adjustments not only to the technical infrastructure of performance.gov, but to existing business processes as well. We will go further on this idea at our final presentation.

Pending Issues

☐ **PIC**: We've requested access to the database file of the previous version of performance.gov.

Resolved Issues

✅**18F**: Determine logistics for trip and final presentation in Washington DC - right now the final presentation is set for 11/30.

Key Risks

Stakeholder Alignment: 18F is focused on learning the challenges of an agency and identifying a clear problem before we begin solutioning. This process has been effective on other 18F projects, but stakeholders need to be bought into the process to ensure project success.　　Stable

Managing Expectations: PIC has expressed interest in focusing 18F's work on the presentation of information instead of reviewing the processes for agency staff. In order for 18F's approach to work effectively, we as for autonomy in our investigations and to allow the research to lead the process.　　Stable

Agency Cooperation: Our initial assessment has revealed a complex interaction between PIC and the agencies they work with. Lack of cooperation by agency staff will put this engagement at risk.　　Stable