Tech Talk: Digital Services

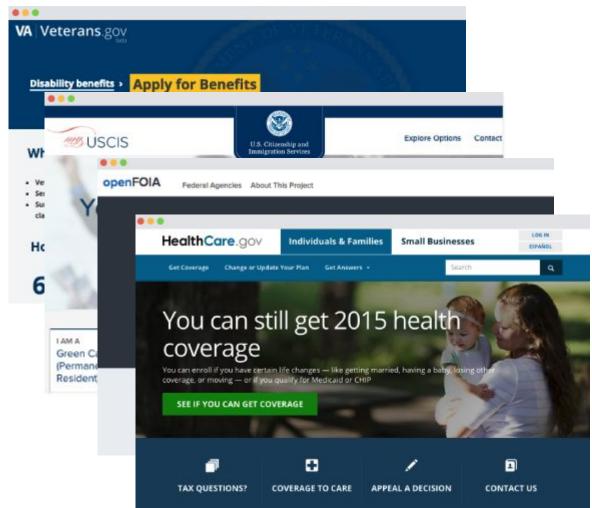Joseph Castle

3/14/17

Why Digital Services?

US Digital Service began with Healthcare.gov fix

OMB determined that agencies needed to bring in industry professionals to collaborate with government employees

FY16 Pass Back required all agencies to stand up a digital service team

"Digital services improve when agencies acquire and utilize digital service experts with modern digital product design, software engineering, and product management skills."

Digital Services Division built into GSA IT in FY16

Mission

Facilitate modern application design, development, and management practices across GSA IT

- Application **design** - in accordance with the US Digital Services Playbook and modern design principles, utilize **user experience (UX) design** for all development projects; promote UX design across GSA IT

- Application **development** - utilize modern application development tools and methodologies; integrate with **DevOps**; progress **being open** - open source, open data, open gov, etc.

- **Management** practices - incorporate **Agile** approach to design and development

Goals for Delivery

Goal 1: Be the uber GSA IT solution design and development team
- Onboard and integrate top industry and government talent for modern solution development
- Utilize industry modern design and development tools; support cloud strategy implementation

Goal 2: Utilize Agile methodologies and practices in accordance with the Agile Manifesto
- Identify projects and institutionalize new project management methodologies
- Work closely with Solutions Engineering and GSA IT teams broadly to implement new solutions

Goal 3: Continuously enhance skills, research new products, and share experiences of new technological tools
- Act as the "early adopters" for new technologies that GSA IT may consider implementing
- Experiment with SW, HW, and cloud solutions to determine security and policy feasibility for GSA

Goal 4: Promote an open-first and collaborative strategy for all solutions
- Develop and execute GSA IT strategies (e.g., Open Data, API, Open Gov, Open Source); support OMB initiatives (e.g., IT Solutions Challenge, Collaborative Work Groups)
- Engage data/API consumers through open.gsa.gov and public events (e.g., Hackathons, Design Challenges)

Engagement

Digital Service Request

- Submit request through tech.gsa.gov - Work With Us
- Contact a member of the CTO team or Digital Service Team

1.) Service Integration

- Requester submits problem; solution available, but needs for update are not clearly understood (e.g. likely in-house application in need of update/enhanced capability or service request for Agile expertise)
- Support for project, acquisition, hiring, policy, etc.
- Examples: Update to GSAM for Open Source, EA hiring, EA Gear project, PB-ITS acquisition

2.) Full Service

- GSA DS provides agile project management during pilot, leads sprints, and hands off to business team
- Utilizes modern development tools through DevOps toolchain and Agile management processes
- Examples: PBS Comfort App, PB-ITS SOM, CTO websites

Sites

- Tech.gsa.gov
    - /team
    - workwithus
    - /projects
- Open.gsa.gov
    - /data
    - /code
    - /apis
    - /events
- InSite
    - GSA IT Org Chart - https://insite.gsa.gov/portal/content/500307
    - CTO Org - https://insite.gsa.gov/portal/content/527525
- GitHub
    - Digital Services repo - https://github.com/GSA/GSADigitalService/wiki