

## 49<sup>th</sup> Annual ISM Conference

Phoenix, Arizona

September 18-21, 2016

Tuesday, September 20 8:30 AM - 10:00 AM: Opening General Session

Session Title: What is 18F and How Can They Help with Digital Government?

How do you modernize big, legacy systems when technology is changing rapidly, budgets are shrinking and your customers cannot wait years for delivery? One answer is to adopt the type of modern, agile design and modular procurement approach that has become common in the private sector and is currently used by government agencies working with the General Service Administration's (GSA) new technology team called 18F. This office gets its name from its headquarters location at the corner of 18th and F streets in Washington, DC. The 18F team helps federal agencies (and state and local technology projects funded through federal grants) to design, build, buy, and share efficient and easy-to-use digital services. This team of technology experts works with agencies to diagnose problems and find the right solutions. 18F is using innovative acquisition approaches and smaller contracts to speed-up the procurement process and reduce the time to deliver working software to end-users. 18F is passionate about streamlining work processes, sharing technology tools and platforms to solve common problems, using open source software and putting people first when designing solutions. 18F teams embed with customer teams and mentor teams in support of cultural change. Attend this session to hear directly from representatives from 18F about what they do, how they do it and how they can help you create great services for Health and Human Services agencies and the public. A representative from the Administration for Children and Families (ACF) will also be on hand to share how they are supporting both the vision of 18F and the use of the services they provide.

### Presenters

[Robin Carnahan, Head of State & Local Practice, 18F](#)

[Terry Watt, Director, Division of State Systems, Children's Bureau Administration on Children, Youth and Families Administration for Children and Families, U.S. Department of Health and Human Services](#)

### Notes:

Failure rate of IT projects over 10M is 94%

18F --started as 15 ppl now 200; Technologists across agencies

Help gov become better customers; understand risk

Focus on:

- Human centered approach

- Customer centered approach

Break up big contracts: Identify problems sooner, implement solutions sooner

Quick sprints

- Analogy: Legos--You can swap out

- No interdependencies

- Modular smaller contracts

- Help manage risk

Open source

Magic words for procurement ppl-- being together tech, programs, procurement

Establish early in the process, cross functional team

Call out states doing well: CA shifting has to be model. Mississippi next.