

# Delivering better services to the American public

## OUR MISSION

The U.S. Digital Service (USDS) is a group of technologists working across the federal government to transform critical, public-facing digital services by applying modern technology best practices. Our mission is to do the greatest good for the greatest number of people in the greatest need.

## OUR OBJECTIVES

- 1/ Transform critical, public-facing services
- 2/ Expand the use of common platforms, services, and tools
- 3/ Rethink how the government buys digital services
- 4/ Bring top technical talent into public service

## WHO WE ARE

Our staff comes from a diverse background of private tech, civic service, and nonprofit organizations all across the country. USDS is made up of about 150 designers, engineers, product managers, technical recruiters, and bureaucracy busters bringing fresh perspectives and skills to government.

## HOW WE WORK

USDS offers experienced technologists the opportunity to serve short tours of service (three months to four years), empowering them to directly impact the highest levels of government. Working alongside civil servants, we employ modern software development practices and user-centered design to improve the way government serves millions of people. Our teams are embedded within individual agencies and their in-house digital teams.



VA



DHS



HHS

## OUR VALUES

- 1/ Hire and empower great people.
- 2/ Find the truth. Tell the truth.
- 3/ Optimize for results, not optics.
- 4/ Go where the work is.
- 5/ Create momentum.
- 6/ Design with users, not for them.

## WHO WE SERVE



IMMIGRANTS &  
ASYLUM SEEKERS



VETERANS



MILITARY  
SERVICEMEMBERS



STUDENTS



MEDICARE  
BENEFICIARIES



FARMERS



SMALL BUSINESS  
OWNERS

# USDS projects: our work in action



## VETERANS AFFAIRS

### Simplifying veteran-facing services

**Challenge:** Create a single website that consolidates veteran services currently scattered across hundreds of websites, works on any device, and optimizes the veteran experience through improved design, ease of use, and plain language.

**Impact:**

**412k**

Veterans applying for healthcare via va.gov

**400%**

Increase in online healthcare applications

## HEALTH AND HUMAN SERVICES

### Giving people access to their health data

**Challenge:** Build APIs that open Medicare data to patients and providers to help Americans make better medical decisions.

**Impact:**

**53M**

Medicare beneficiaries

**1,000+**

Developers using our APIs

## VETERANS AFFAIRS

### Streamlining the veterans appeals process

**Challenge:** Replace an outdated data system from 1979 to support the appeals process for disability compensation claims, help resolve the backlog of 450,000 pending appeals, and improve the timeliness, accuracy, and overall veteran experience.

**Impact:**

**40%**

Decrease in claims with mismatched documents

**17**

Labor years redirected annually

## ACROSS GOVERNMENT

### Modernizing the way government buys technology

**Challenge:** Launch a program that trains contracting officers in technology best practices and how to buy modern technology so projects can be delivered on-time, under-budget, and designed with the user in mind.

**Impact:**

**225+**

Certified digital service acquisition professionals

**9**

agencies with better contracts

## PERSONNEL MANAGEMENT

### Changing the way government hires technical talent

**Challenge:** Pilot a new hiring process for technical positions in the government that restores fair and open access for all applicants, shortens the hiring timeline, and ensures applicants are truly qualified.

**Impact:**

**52%**

of qualified applicants were ultimately hired at DOI (*versus zero from baseline data*)

**45 → 16**

Change in average number of days to make a candidate selection at DOI

## HOMELAND SECURITY

### Modernizing our immigration system

**Challenge:** Build a digital system to allow immigrants to apply and track their benefit applications online, then process these applications electronically, which improves efficiency, reduces costs, and helps resolve backlogs.

**Impact:**

**5% → 50%**

Increase in new workload completed digitally

**100%**

Of naturalization applications now electronically processed