



TECHNOLOGY TRANSFORMATION SERVICES

# The Past, Present, and Future of the TTS Handbook



# Introduction and Overview

Hi, I'm Dylan (he/him)! I'm a recent graduate of the University of Illinois at Urbana-Champaign, where I studied Computer Science.

## **Outline:**

- 1. Context for my work -- why was I hired as a fellow?**
- 2. What I worked on this summer**
- 3. Looking forward: A Handbook governance proposal**
- 4. Learnings/Takeaways**

# What is the TTS Handbook?

## TTS Handbook



## TTS Handbook

The Technology Transformation Services Handbook is an open, crowd-sourced, accessible, and living resource that aims to provide the information our team needs to do their work. [Read more about the Handbook.](#)

### Most visited

1. [Top Secret / Sensitive Compartmented Information \(TS/SCI\) Clearance](#)
2. [Google Meet](#)
3. [Travel Guide Email Templates](#)
4. [Writing Lab](#)
5. [Blogging](#)

## About TTS

[Technology Transformation Services \(TTS\)](#) applies modern methodologies and technologies to improve the public's experience with government by helping agencies make their services more accessible, efficient, and effective. Below is more information on both general TTS policies and the individual offices within TTS.

Submit feedback

# The Past: Why was I hired?

The Fellow will help improve TTS documentation and documentation systems. This will help TTS staff better navigate government processes required to serve the public, while modeling how to run a digital-first, open, diverse organization in government.

- Structural problems with the Handbook
  - Lack of governance: everyone “owned” the Handbook, but no one was an owner.
  - Outdated content. A lot of it.
  - The minority of TTS staff are comfortable with GitHub.
  - It wasn’t shown enough love.

# What I worked on this summer

## Cleaned up

- [Built a tool](#) to automatically format of Markdown files
- [Audited the Handbook's content](#)
- Updated a bunch of pages
  - Led the rewrite of the DEIA page
  - [Office of Solutions' History page](#)
  - Replaced 18F references with TTS

## Improved systems

- Migrated the Before You Ship Guide, created a [Decommissioning checklist](#)
- Cleaned up and [aligned the folder structure](#) with the URL paths
- Tried to set up a [better editing experience](#) for the Handbook using NetlifyCMS
  - Conducted 5 usability tests.

## Looked forward

- [Wrote a blog post](#) “announcing” the Handbook, describing its goals, and outlining its biggest challenges
- [Submitted a 10x proposal](#) for every federal agency to have a “Handbook”
- Devised a governance structure for the Handbook going forward

# Highlights of what I did

```
_pages
├── about-us
├── business-units
│   ├── 18f
│   │   ├── chapters
│   │   ├── how-18f-works
│   │   ├── leadership-resources
│   │   └── projects-partners
│   ├── coe
│   ├── oa
│   │   └── OA-operational-guidance
│   ├── operations
│   │   ├── biz-ops
│   │   ├── outreach
│   │   ├── talent
│   │   └── solutions
│   └── general
│       ├── who-we-are
│       ├── getting-started
│       │   └── classes
│       ├── hiring-and-jobs
│       ├── how-we-work
│       ├── locations
│       ├── policies
│       │   ├── business-and-ops-policies
│       │   ├── conduct-policies
│       │   ├── employee-resources-policies
│       │   └── tech-policies
│       ├── redirects
│       ├── software-tools
│       ├── training-development
│       ├── travel-leave
│       │   └── travel-and-leave-policies
└── 32 directories
```



```
_pages
├── 18f
│   ├── chapters
│   ├── how-18f-works
│   ├── leadership-resources
│   └── projects-partners
├── about-us
├── centers-of-excellence
├── general-information-and-resources
│   ├── business-and-ops-policies
│   ├── employee-resources-policies
│   ├── software
│   └── tech-policies
├── getting-started
│   └── classes
├── hiring-staying-or-changing-jobs
├── launching-software
├── office-of-acquisition
├── office-of-operations
├── office-of-solutions
├── performance-management
│   ├── end-of-year
│   └── mid-year
├── redirects
├── tools
│   └── slack
├── training-and-development
├── travel-and-leave
│   └── travel-and-leave-policies
└── 28 directories
```

## The TTS Handbook: A 21st-century approach to internal documentation

By Dylan Irlbeck

July 27, 2021

Thanks for submitting your idea to 10x!

## Getting started with Netlify CMS

```
#####
# TTS Offices
#####
## Office of Operations
_pages/office-of-operations/outreach.md      @18F/outreach
_pages/office-of-operations/blogging.md      @18F/outreach
_pages/office-of-operations/talent.md        @18F/team-talent
```

# A Handbook Governance Structure

- All content should have a designated *team* owner
  - I.e. All the 18F pages are owned by the 18F/18f-handbook-owners
- Content changes are approved by these owners
- One team, 18f/handbook-owners, that effectively “owns” the entire Handbook
  - This team should consist of an engineer, a content writer, and a designer.
  - Oversees the twice-yearly reviews, ownership assignments, and technical upkeep
- Similar pages should [follow a template](#) (i.e. software pages should have a format of Setup, Usage, Offboarding, etc.)
- A Handbook review ought to be conducted twice a year
  - Content **and** plain-language audits
  - Based on [ownership assignments](#)

- The people at TTS are amazing, passionate people. I genuinely believe that you all are changing the trajectory of our country for the better, and I'm honored to have played a small part.
- TTS is setting the tone for our government's digital transformation: you **must** do this work as transparently as possible.
- The Handbook is an incredible resource for TTS employees, but I believe it represents a *remarkable* level of openness for our entire government; please don't overlook this fact.



# Thanks

- Coding it Forward: Rachel, Ariana, Alex (my mentor), and DJ
- TTS
- Comms: Kristina, Star, Dahianna, Marisa, Danielle, Aileen
- Tech Portfolio: Aaron, John, Rochelle
- Mentors: Aidan, Andrea