

18F + agile

Shashank Khandelwal

**18F is a digital consultancy *for* the
U.S. Government, *inside* the U.S.
Government.**



We're designers, developers, user
experience experts and content
and product specialists.

**We want to create great services
for the American people.**

**Putting the needs of the
American people first**

Being design-centric,
agile, open, and data
driven

**Deploying our products
early and often**



Peace Corps | DONATE



Join the Peace Corps in Supporting Girls' Education Efforts around the World through Let Girls Learn

[DONATE NOW](#)[FEATURED PROJECTS](#)[PROJECTS AND FUNDS](#)[DONATING FAQS](#)

Peace Corps Volunteers help build clinics in villages, put books in schools, and improve access to nutritious food. Give today and help support projects like these.

FEATURED PROJECTS

[GIVE TO THIS PROJECT](#)

The Gift of Vision

Three-year-old Lupita had been nearly blind for all of her young life. While there was a surgery that could restore her vision, her family did not have the money to pay for it. It was children like Lupita who inspired Peace Corps Volunteer Matt Pickler ...

[READ THEIR STORY >](#)

Peace Corps

EQUIPPING A CLASSROOM TO EMPOWER EDUCATION

[SHARE THIS PAGE](#)

Equipping a Classroom to Empower Education

Empowering a Classroom



R. Hayde
volunteer from Utah



in Panama

Elisenia is a first-year English teacher in a small town in southern Panama. She and one other teacher here are responsible for teaching English to 170 primary school students. They teach without a dedicated classroom or any permanent place to keep teaching supplies, resources, and student work. And often the spaces where they do hold class don't have desks for students to write on. Lacking their own space, these teachers cannot make use of the resources they do have, such as books and posters, that help their students learn. And sometimes they're forced to cut their lessons short to accommodate other teachers who also use the rooms.

When these teachers approached Peace Corps Volunteer Erin Hayde about helping build an English classroom, she was thrilled. It was an opportunity to help these teachers and the whole school. If the English teachers had their own rooms and their own resources they could start to change the environment and ensure students were receiving a high-quality education no matter what they're studying.

The teachers want this classroom. The students need it.

U.S. Citizenship and
Immigration Services

Explore Options Contact

Go to uscis.gov

Your Questions. Our Trusted Answers.

how do I bring Search

How do I bring my spouse to the U.S.?

How do I bring my adopted child to the United States?

How do I bring family to live in the U.S.?

I AM A
Green Card
Holder
(Permanent
Resident)

WHO WANTS TO

Renew or replace my
Green Card

Help a family member
get a Green Card

Become a U.S. citizen

[More Options >](#)

I AM A
U.S. Citizen

WHO WANTS TO

Help a relative get a
Green Card

Adopt a child living
abroad

Get proof of my
citizenship

[More Options >](#)

I AM A
Foreign National

WHO WANTS TO

Work in the United
States

Change to another
nonimmigrant status

Get a Green Card
(Permanent Resident
Card)

[More Options >](#)

I AM AN
Individual without
Lawful
Immigration
Status

WHO WANTS TO

Apply for deferred
action

Explore All Options

U.S. Citizenship and
Immigration Services

Explore Options Contact

Search

Ask your question here, e.g. How do I get a green card?

How do I bring my spouse to the U.S.?

Start by filing form I-130 to establish relationship. Once approved, a Petition for Alien Relative, Form I-130, gives your family member a place in line to immigrate to the United States.

Your approved relative's petition gives your relative a place in line among those waiting to immigrate. If your relative is outside of the United States, it does not let them come to the U.S., or remain here until they can apply for permanent resident status. If they come or stay without legal status, it will affect their eligibility to become a permanent resident when their place in line for a visa is reached. Your relative should wait outside the United States to immigrate legally.

Was this information helpful?

Yes!

No.

SIMILAR QUESTIONS

[Can my relative wait in the United States until becoming a permanent resident?](#)

[After I complete a Form I-130 for my relative, how long will it take before they can immigrate?](#)

[I am a U.S. citizen. How do I apply for a green card for my brother/sister?](#)

MORE QUESTIONS ON...

green card

spouse



94,003

people on government websites now

Visits Today



Visits in the Past 90 Days

There were **1.43 billion** visits over the past 90 days.

Devices

desktop

68.7%

mobile

23.9%

tablet

7.5%

Browsers

Chrome

Internet Explorer

Safari

Operating Systems

Windows

7

iOS

8.1

XP

8

Vista

2.9%

2.8%

Other

1.7%

1.2%

Other

< 0.1%

0.1%

Android

15.9%

13.3%

Macintosh

275

9.5%

Top 20

[Now](#)[7 Days](#)[30 Days](#)

Pages

People on a single, specific government page now.

National Weather Service - Forecasts ... 1,425

Where's My Refund? - It's Quick, Easy ... 1,372

National Weather Service 1,321

NOAA - National Oceanic and Atmos... 766

The undersigned hereby implore the ... 630

Home - eBenefits 539

Earthquakes 527

Astronomy Picture of the Day 511

U.S. Department of Agriculture 489

myUSCIS - Case Status 421

USAJOBS - The Federal Government's... 361

USAJOBS - The Federal Government's... 355

The United States Social Security Ad... 341

Internal Revenue Service 323

Nonimmigrant Visa - Instructions Page 318

Application Manager 297

National Weather Service - Forecasts ... 275

Nonimmigrant Visa - Travel Information 260

Natural Resource Revenues

from U.S. Federal Lands

The U.S. earns revenue on natural resources extracted from its Federal lands, both onshore and offshore. This is a major source of revenue for both the country and local municipalities.

Learn about U.S. natural resource sectors, how resources become revenues, and where the money goes. Go on, scroll down.

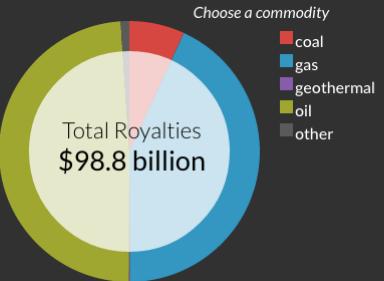


Federal resource royalties by sector

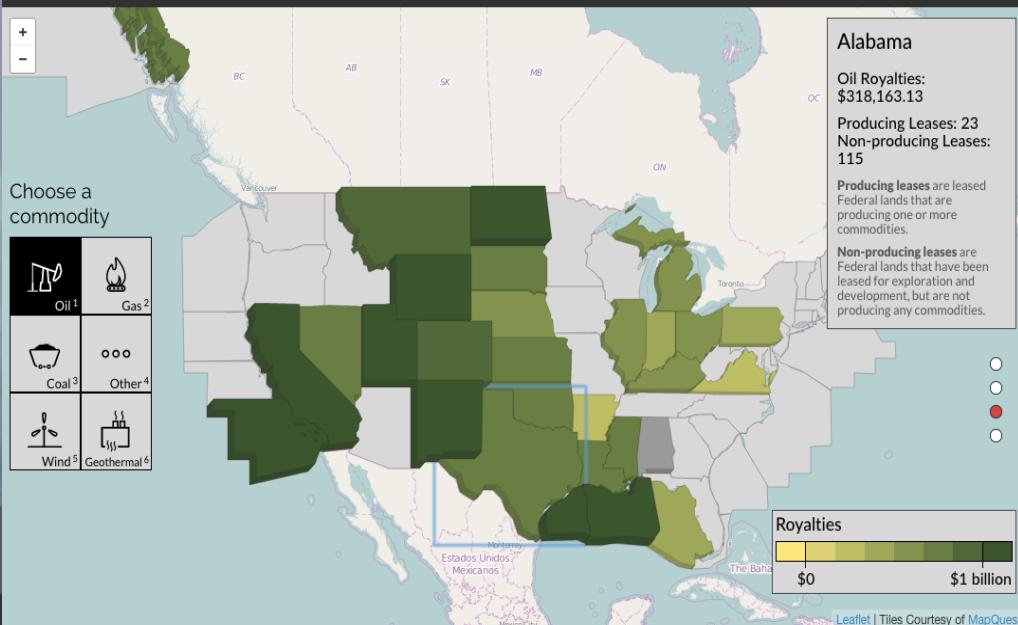
Revenues from the sale of natural resources on Federal lands totaled **\$127.4 billion** between 2003 and 2013.

These revenues are made up of:

- royalties[?] of \$98.8 billion,
- bonuses[?] of \$24.8 billion,
- rents[?] of \$3.2 billion, and
- other revenues[?] of \$684 million.



Federal resource royalties by location



Map notes.

Calendar year 2013 data. Map data available [here](#).

1. **Oil Royalties.**[?] Includes various crude oil products such as condensate, drip and scrubber condensate, and fuel oil.
2. **Gas Royalties.**[?] Includes various natural gas products such as processed and unprocessed gas, natural gas liquids (NGL), nitrogen, flash gas, fuel gas, and coal bed methane.
3. **Coal Royalties.**[?] Includes various processed and unprocessed coal products such as anthracite, bituminous, subbituminous, and lignite.
4. **Other Royalties.**[?] Includes a wide variety of solid minerals and other products such as carbon dioxide, phosphate, soda ash, salt, potash, and langbeinite.
5. **Wind, Bonus, and rents**[?] from offshore wind turbine projects. These leases have not started producing in paying quantities so there are no royalties yet.
6. **Geothermal Royalties.**[?] Includes royalties from geothermal electrical generation and the resulting byproducts.
7. **Negative values.** Companies can adjust and correct their payments for up to seven years after a transaction takes place. If a company overpays their royalty, rent, or bonus, they are entitled to recoup their overpayment. If the overpayment and recoupment happen in different years, the recoupment will appear as a negative amount in the Office of Natural Resource Revenue's revenue summaries.

Begin your federal Freedom of Information Act request by connecting with the agency that has the information you're seeking.

 Search for an agency

Search

[Or browse a list of all federal agencies →](#)

What is FOIA?

The U.S. Freedom of Information Act (FOIA, for short) allows the public the right to request access to government records.

Under FOIA, government agencies are required to disclose requested information unless it falls under one of nine exemptions that protect interests such as personal privacy, national security, and law enforcement.

[Learn more at FOIA.gov →](#)

How does the process work?

Bureau of Labor Statistics

The Bureau of Labor Statistics measures labor market activity, working conditions, and price changes in the economy.

Before you submit a FOIA request:

- [Search at FOIA.gov](#) to see if the information you're looking for is already online
- Check the [agency's website](#) for instructions on making a request

Submit a request

Request by FAX

202-691-5111

Request by mail

FOIA Disclosure Officer
Room 4080 Postal Square Building
2 Massachusetts Avenue, NE
Washington, DC 20212-0001

Inaccurate information here? Email us at 18f-foia@gsa.gov so we can fix it.



Website

www.bls.gov/



Median processing time

18 working days for simple requests

22 working days for complex requests



Have questions?

FOIA Requester Service Center
 202-691-7628

Thomas G. Hicks, Sr., Public Liaison 202-693-5427



Search GitHub

Explore Gist Blog Help



khandelwal



18F

18F builds effective, user-centric digital services focused on the interaction between government & the people it serves. Provided by GSA.

United States

<https://18f.gsa.gov>

18f@gsa.gov

Filters ▾

only:public

+ New repository

dashboard

JavaScript ★ 15 7

A site to track our projects' status and much, much more...

Updated 30 seconds ago

procurement-glossary

★ 0 1

A WIP

Updated 11 minutes ago

analytics-reporter

JavaScript ★ 207 24

Lightweight analytics reporting and publishing tool for Google Analytics data. Powers <https://analytics.usa.gov>.

Updated 7 hours ago

18f.gsa.gov

HTML ★ 67 91

18F's main website.

Updated 8 hours ago

People

164 >



Teams

9 >

Jump to a team

Owners

12 members · 271 repositories

devopers

29 members · 22 repositories

18F

100 members · 69 repositories

<https://github.com/18F>

18F Agile Guide

1. Define a measurable goal
2. Everyone owns the problem
3. Small steps with visible impact
4. Validate with your target audience
5. Measure success
6. Reflect, adjust, iterate

Define a measurable goal

“I believe this nation should commit itself to achieving the goal, before this decade is out of landing a man on the moon and returning him safely to earth.”



PRESIDENT OF THE UNITED

“I believe this nation should commit itself to achieving the goal, before this decade is out of landing a man on the moon and returning him safely to earth.”

Focus on your target audience.

Define them as narrowly as possible.

Envision a clear outcome

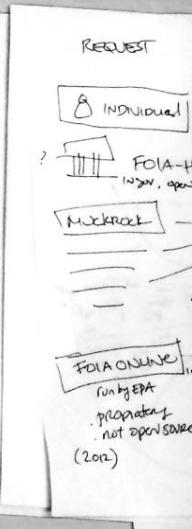
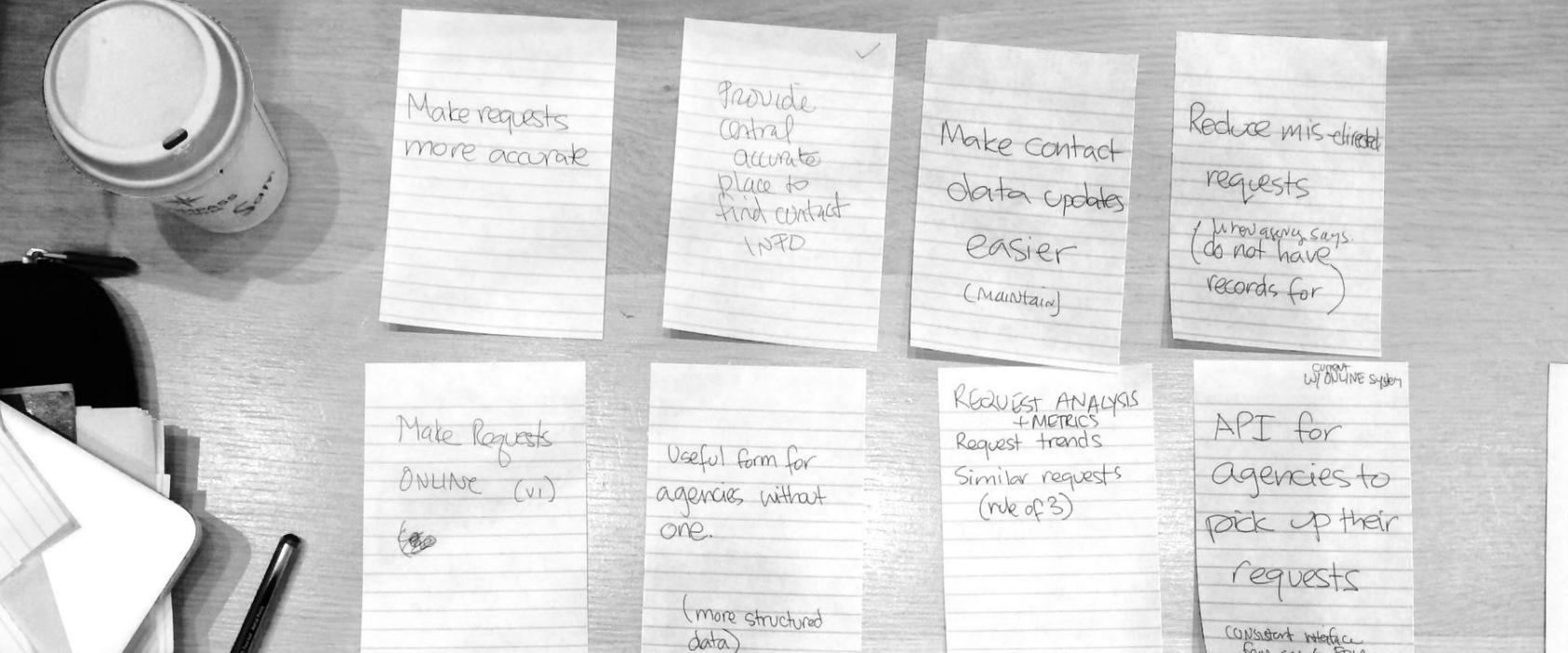
What's the real world impact of my software?

Everyone owns the problem

Everyone on the team needs to understand *who* will use the product and *why*.

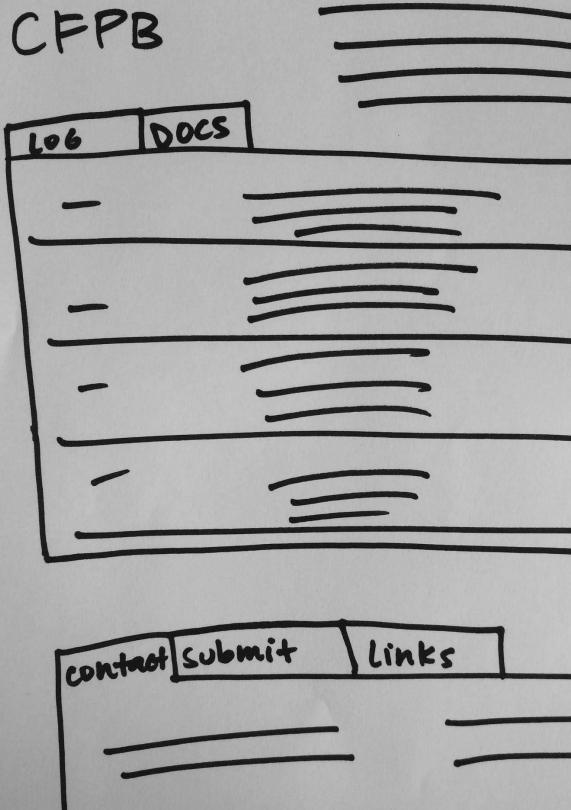
**Hold regular design
studios**

1. Choose a feature or small set of features



CFPB

Q		
Date	Request	R
-	====	:
-	====	
-	====	
-	====	
-	====	



2. Everyone sketches their solution

3.

Discuss each sketch



Small steps forward

Focus

Build one thing at a time

Share with your stakeholders
Test with your users

alpha.**foia**.gov

What agency are you submitting a request to?

The United States government is made up of many different **federal agencies**. To file a FOIA request, you need to choose the agency that has the information you're looking for, and request it directly from them.

scien

Department of Agriculture

USDA provides leadership on food, agriculture, natural resources, and related issues based on sound public policy, the best available **science**, and efficient management.

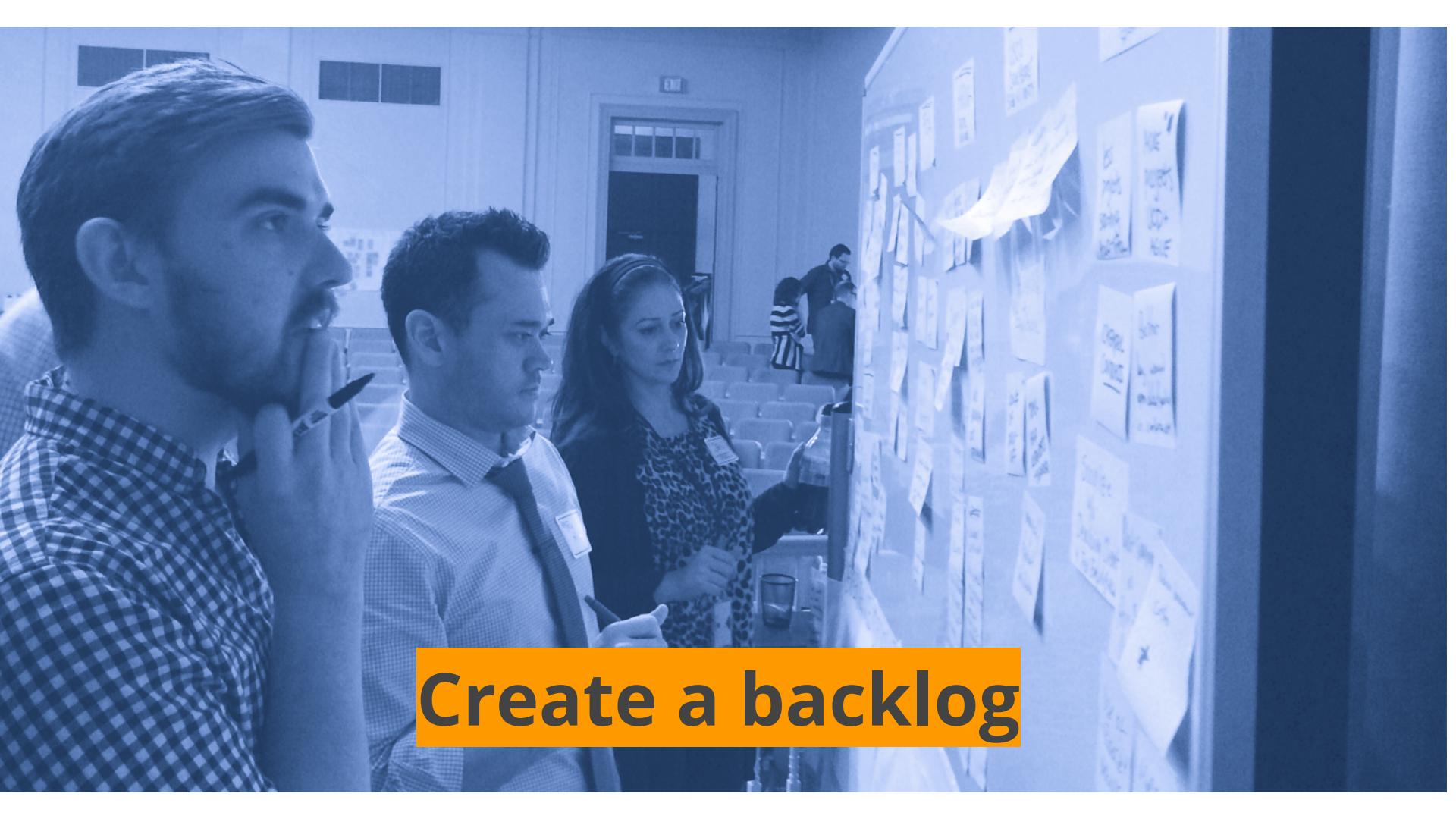
National Energy Technology Laboratory

The Department of Energy's overarching mission is to advance the national, economic, and energy security of the United States; to promote **scientific** and technological innovation in support of that mission; and to ensure the environmental cleanup of the national nuclear weapons complex.

National Science Foundation

The National **Science** Foundation (NSF) is an independent federal agency created by Congress in 1950 "to promote the progress of **science**; to advance the national

**How do you decide what to build
next?**

A blue-tinted photograph of a group of people in a room. In the foreground, three people are looking at a wall covered with many white sticky notes. One man on the left has his hand to his chin, thinking. A woman in the center is looking down at something. Another man on the right is pointing at the notes. In the background, there's a door labeled "EXIT" and some other people in the distance.

Create a backlog

**Prioritize this backlog according to
user needs**

User needs, not
bureaucrat needs

Items are added at any time

Higher priority items float to the top

Descriptions become clearer

Product Backlog

As a requester, I want to attach responsive documents to my request to help provide context for what I'm looking for.

As a Team FOIA member, I'd like to better understand what goes into an ideal agency description so that requesters have the information they need to correctly make a request.

As a FOIA officer, I want to update my FOIA centric-office description so that I can make sure users have accurate information about the information my office has.

As a requester, I want confirmation to know that my request was received and is being processed.

As a transparency advocate, I want access to real time request data to better understand what is happening in FOIA.

As a professional requester, I want to be able to track where my FOIA request is so that I know when to expect its completion.

As an open government advocate, I'd like to be able to easily view FOIA metrics.

As a researcher, I'd like to be able to look through documents that have been disclosed under FOIA.

As a journalist, I want as much information on the topic before I submit so that I can write my story.

Add a card...

Full featured free text search on labor category in list Product Backlog X

Labels

User Testing

Actions

 [Subscribe](#)

[Share and more...](#)

Description

- We believe that full featured free text search on labor category, including stemming, misspellings, ordered by relevance
- Will result in users being able to more easily find the right labor category without needing to know the exact phrase for a category
- We'll know we're right when we see users identifying labor categories through search terms that aren't exact matches

Activity



Josh Ruihley added this card to Product Backlog. Dec 9, 2014 at 2:45 pm

Build small
Test each piece with real users.

! This beta site is a work in progress.

We're prototyping new designs. Things may not work as expected. Our regular site continues to be at www.consumerfinance.gov.

[collapse ^](#)

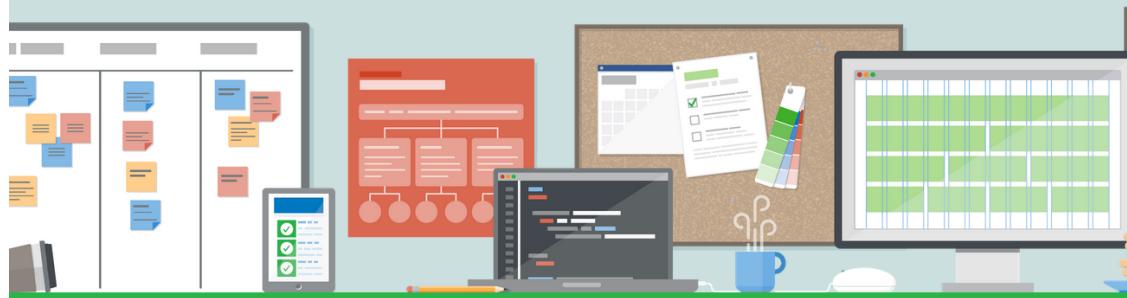


TBD Content TBD Content TBD Content TBD Content About

Welcome to beta.consumerfinance.gov!

We're redesigning consumerfinance.gov to make it easier to use.

Follow our work here as we build in the open.



What we're working on

We're redesigning and reorganizing, section by section, so you can find the information you need quickly and easily, on any device. These charts tell you how much of each section we've published in the new format.



CONSUMER GUIDES



SUBMIT A
COMPLAINT



DATA & RESEARCH



POLICY &
COMPLIANCE



ABOUT

Validate with real users



Determine the real user of your
product early

**Conduct interviews, observe users
as they go about their tasks**

Aim to understand:

- their goals needs and motivations
- their emotions
- their pain points

Pre request

Making the request



Pain points



Journey map



Nigil the NGO/Non-profit employee

"I shouldn't have to badger an agency after making a FOIA request - I want agencies to be accountable and respond to my requests."

Description

Works at an organization dedicated to increasing government transparency. Routinely turns to FOIA to investigate agencies and works closely with lawyers in his organization who are experienced with FOIA. Believes strongly in the right to information and is frustrated at agencies' unwillingness to comply.

Behaviors

Casts a wide net and always pushes for more information; less willing to negotiate to narrow scope

Willing to publicize agencies' lack of compliance and even pursue litigation to get the information he needs

Routinely makes FOIA requests as a first resort to see what he can dig up

Takes meticulous notes through the FOIA process

Searches widely before making a FOIA request; but still makes the request

Needs & Goals

Needs a free alternative to commercial FOIA filing services

Needs better accountability from FOIA processors

Needs access to a FOIA officer who can answer questions about the request

Needs a better understanding of what information agencies or components can provide

User persona

INSIGHT 1:

Veterans often feel
overwhelmed, confused and unable
to navigate their VA services.

Search

Search:

openFOIA

Federal Agencies

Understanding FOIA

About This Project

Search Government Records

FOIA Hub makes it easy to search and
find documents released through the
FOIA process

Always have a working product

Records and other
information available online.

We make them searchable, and link related documents
from other agencies together — helping you better find

**Test as early and as often
as possible with users**

Measure Success

This report is based on 25,113 sessions (100% of sessions). [Learn more](#)

Slower response, greater precision

Define quantitative and qualitative metrics to measure success

[Hourly](#) [Day](#) [Week](#) [Month](#)● Sessions

2,000

1,000

Apr 8

Apr 15

Apr 22

Apr 29

Sessions

25,113

Users

17,054

Pageviews

48,947

Pages / Session

1.95

Avg. Session Duration

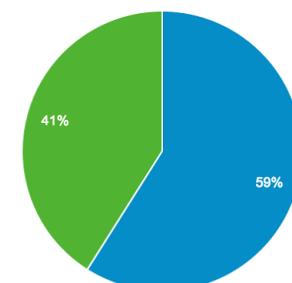
00:01:37

Bounce Rate

72.91%

% New Sessions

58.98%

■ New Visitor ■ Returning Visitor

***“Raw number* of comments (as compared to previous notices by the agency”**

**“*Quality* of new comments
compared to quality of comments
from previous periods”**

Reflect, Adjust, Iterate

Stop
Start
Continue

Thank you.

@gazeti
shashank.khandelwal@gsa.gov