CivicActions

# DITAP Program Frequently Asked Questions

| Program Overview |
| --- |
| Q: What is DITAP? |
| A: This immersive training and development program, developed by the United States Digital Service (USDS) and the Office of Federal Procurement Policy (OFPP) teaches federal government acquisition professionals to design innovative and flexible procurements for IT/Digital Services, and how to become change ambassadors. |
| Q: What is covered? |
| A: The DITAP program is broken into units called “Releases”, each of which address key concepts in modern IT procurement. Each release will take about 3 - 6 weeks to complete, with a combination of virtual classroom time, self-paced online learning, and group hands-on learning projects.   * RELEASE 0: Orientation / Foundations * RELEASE 1: Digital Services in the 21st century government * RELEASE 2: Understand what you are buying * RELEASE 3: How to buy * RELEASE 4: Awarding and administering digital service contracts * RELEASE 5: Leading change as a digital IT acquisitions professional * Program Wrap Up: Capstone presentation and graduation |
| Q: What is the schedule? |
| A: Please see the DITAP Program Welcome Package email for a detailed schedule for your cohort. Generally, the program lasts about 6 months. Live sessions in the virtual classroom are held on Tuesdays and Thursdays for 60-90 minutes beginning at 12pm ET. There are some weeks dedicated to only self-paced learning with no live sessions. |
| Q: Who will be conducting the training? |
| A: Your training will be administered by CivicActions and led by expert facilitators and coaches with years of experience leading procurement modernization. |
| Q: How am I evaluated? |
| A: Evaluation for the program is a combination of your classroom participation, capstone project, and final assessment.   * Participation - 45%, Capstone Group Project - 40%, Final Assessment - 15% |
| Q: What will I receive after completing the program? |
| A: Once completed all students earn up to 80 Continuous Learning hours (CLs), and a Federal Acquisition Certification in Contracting (FAC-C) specialization in Digital Services (FAC-C-DS), soon to be called a Digital Services Credential. |

## 

| Learning Portal/Self-Paced Learning |
| --- |
| Q: What is the CivicActions DITAP Learning Portal? |
| A: The Learning Portal contains the asynchronous self-paced learning materials, live session recordings, and help resources. You will also upload assignments and documents through the Learning Portal. |
| Q: How do I access the CivicActions DITAP Learning Portal? |
| A: The Learning Portal can be accessed at <https://ed.civicactions.com/>. Please use the login information provided in the “Welcome to CivicActions Learning Portal” email. |
| Q: How do I complete self-paced learning? |
| A: The self-paced learning can be completed asynchronously and at your own pace. Our recommendation is to complete the releases as they correspond to the material being covered in the live sessions. Our team will send periodic courtesy progress emails to ensure you are on track to receive your certification. To receive your certification, all self-paced learning releases must be 100% complete, which includes all discussions and assignments. |
| Q: How do I reset my password? |
| A: Request a password reset through this link: <https://ed.civicactions.com/login/?action=lostpassword>. If you do not receive the email, please reach out to the CivicActions DITAP team at [ditap-facilitators@civicactions.com](mailto:ditap-facilitators@civicactions.com). |
| Q: How do I get help? |
| A: In the Learning Portal, check out the resources in the “Learning Portal Help” section. If you need further assistance, reach out to the CivicActions DITAP team at [ditap-facilitators@civicactions.com](mailto:ditap-facilitators@civicactions.com). |

| Live Sessions/Virtual Classroom |
| --- |
| Q: What can I expect in the live class sessions? |
| A: All live class sessions are conducted via Zoom. Sessions are led by an expert facilitator and will include time for lecture, interactive discussion, and breakout rooms. |
| Q: Do I need to have my camera on? |
| A: It is our expectation that all participants have their cameras on during Zoom sessions. Having cameras on enhances the overall meeting experience by fostering a stronger sense of connection, engagement, and collaboration. Your active participation is crucial to the success of the DITAP program, and your camera presence will contribute to a more dynamic discussion and a shared understanding among all attendees. |
| Q: What if I need to miss class? |
| A: If you are going to miss a live class session, please let the DITAP team know as soon as you can. Participants are allowed up to 3 missed class sessions. To receive attendance credit for missed live sessions, participants must watch the recorded session and submit a make-up summary in the DITAP Learning Portal.   For participants missing an extended period of class time due to medical leave, please see the DITAP Program Expectations / Attendance policy which was provided in your welcome email for more for details on creating a make up plan. |
| Q: What is the makeup policy? |
| A: If you miss a live session, you will need to submit a written assignment to receive credit for the class. The Zoom recordings will be posted in the Learning Portal by the end of the week. Please view the recording and complete the Virtual Classroom Recording Summary within 10 days and upload your document to the Learning Portal or email it to [ditap-facilitators@civicactions.com](mailto:ditap-facilitators@civicactions.com). Please see the DITAP Program Welcome Package email for requirements of the missed class assignment. |

| Applied Learning Assignments |
| --- |
| Q: When are assignments due? |
| A: Due dates for assignments will be provided at the beginning of the program as well as in the Learning Portal, during live classroom sessions, and on Slack.  Please keep in mind that due dates are not hard deadlines. We understand that you are busy working professionals. We provide due dates to help you stay on track in the program and encourage you to stick to them as closely as you can. |
| Stakeholder Interview |
| Q: What is the stakeholder interview assignment? |
| A: The stakeholder interviews are a USDS driven program requirement for certification. You will complete two stakeholder interviews (with individuals from inside your agency) to help you gain a better understanding of your agency’s readiness for change/innovation, practice influencing conversations, and build your digital services network. Afterwards, you will submit your questions and your summary of the interviews to the learning portal.  For more information, please view the syllabus as well as the Learning Portal section titled “DITAP Applied Learning Assignments.” |
| Shadowing Assignment |
| Q: What is the shadowing assignment? |
| A: The shadowing assignment is a USDS driven program requirement for certification. The shadowing assignment will allow you to shadow a digital services team so you can learn directly from folks on the ground and see how to apply what you are learning in a business context. You will complete four hours of virtual observation and reflect on your experience by completing a shadowing experience summary.  For more information, please view the syllabus as well as the Learning Portal section titled “DITAP Applied Learning Assignments.” |
| Capstone Project |
| Q: What is the capstone project? |
| A: The capstone project is a USDS driven program requirement for certification. The capstone assignment is a group project where you will work with 3-5 classroom peers to solve a real digital acquisition problem. The syllabus contains several examples of common acquisition problems that you can use for inspiration. At the end of the program, you’ll present your project to a panel of experts.  For more information, please view the syllabus as well as the Learning Portal section titled “DITAP Applied Learning Assignments.” |

| General Support |
| --- |
| Q: How do I get help? |
| A: You can reach the CivicActions DITAP team through email at [ditap-facilitators@civicactions.com](mailto:ditap-facilitators@civicactions.com). You can also ask questions through your cohort’s designated Slack channel at #**oc5-general**.  We also offer bi-weekly office hours via Zoom where you can chat with a member of the CivicActions team. These are generally held Fridays at 12pm ET. |