Technology by the people, for the people

WHO WE ARE

The U.S. Digital Service (USDS) is a group of technologists from diverse backgrounds working across the federal government to transform critical services for the people. These specialists join for tours of civic service to create a steady influx of fresh perspectives. We select projects based on what can 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

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.

WHAT WE DO

USDS deploys small, responsive groups of designers, engineers, product managers, and bureaucracy specialists to work with and empower civil servants. These multi-disciplinary teams bring best practices and new approaches to support government modernization efforts.

We use design and technology to deliver better services to the American people.

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:

1.7M
logins every month on 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Challenge: Replace an outdated data system from 1979 to support the appeals process for disability compensation claims, help resolve the backlog of 450,000 pending appeals, and improve the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:

400+
graduates of our DITAP program, by end of FY 2020

9+
agencies with better contracts

ACROSS GOVERNMENT
Changing the way government hires technical talent

Challenge: Champion 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:

13
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
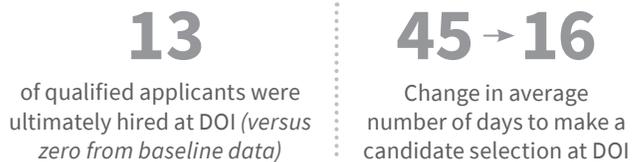
HOMELAND SECURITY
Modernizing our immigration system

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