

The Past Decade - Experimentation



18F

Bridged the tech talent gap – digital service SWAT teams to fix government tech (18F & USDS)



Encouraged creative freedom to experiment with open source and new approaches to building software, digital services



Increased focus on capacity building across government – Discovery sprints, problem definition and business cases



Explored innovative acquisition, crowdsourcing, pitch competitions, tech demos, modular and performance based contracting

Challenges

Budget planning
and approval
cycle

Changing course
with political
drivers and
agendas

Acquisition
barriers

Security
ATOs
Everything-as-a-
Service environment

Siloed and
fragmented
efforts

Lack of technical
expertise

UX an
afterthought

No ability to scale -
business model,
operational gaps and
policy conflicts

Lessons Learned

Understand your stakeholders, be thoughtful and empathetic about diverse perspectives and motivators

Understand affect of change on culture and the human elements in addition to processes, tech and way of working

Communication is key - value to stakeholders, early and consistent engagement

Roadmaps, action plans, checklists, common platforms, templates combined with the right technology and services accelerate adoption

Clear, prescriptive policies inclusive - both internal & external facing

Lack of governance and oversight slows adoption



Lessons Learned

Prioritize UX, use plain language and ensure consistent content & services experience across all channels and devices

Government should not be building custom technology - proven interoperable CoTs tech and risk management are key

Important considerations for digital service teams – a balance of incentives, mission, passion projects and real needs

Re-focus on learning/teaching how to define problems and requirements to effectively scope acquisition of commercial products/services

Open source does not = free, sustainable, secure, low maintenance or scalable

Share stories of success and impact along the way with both internal & external stakeholders



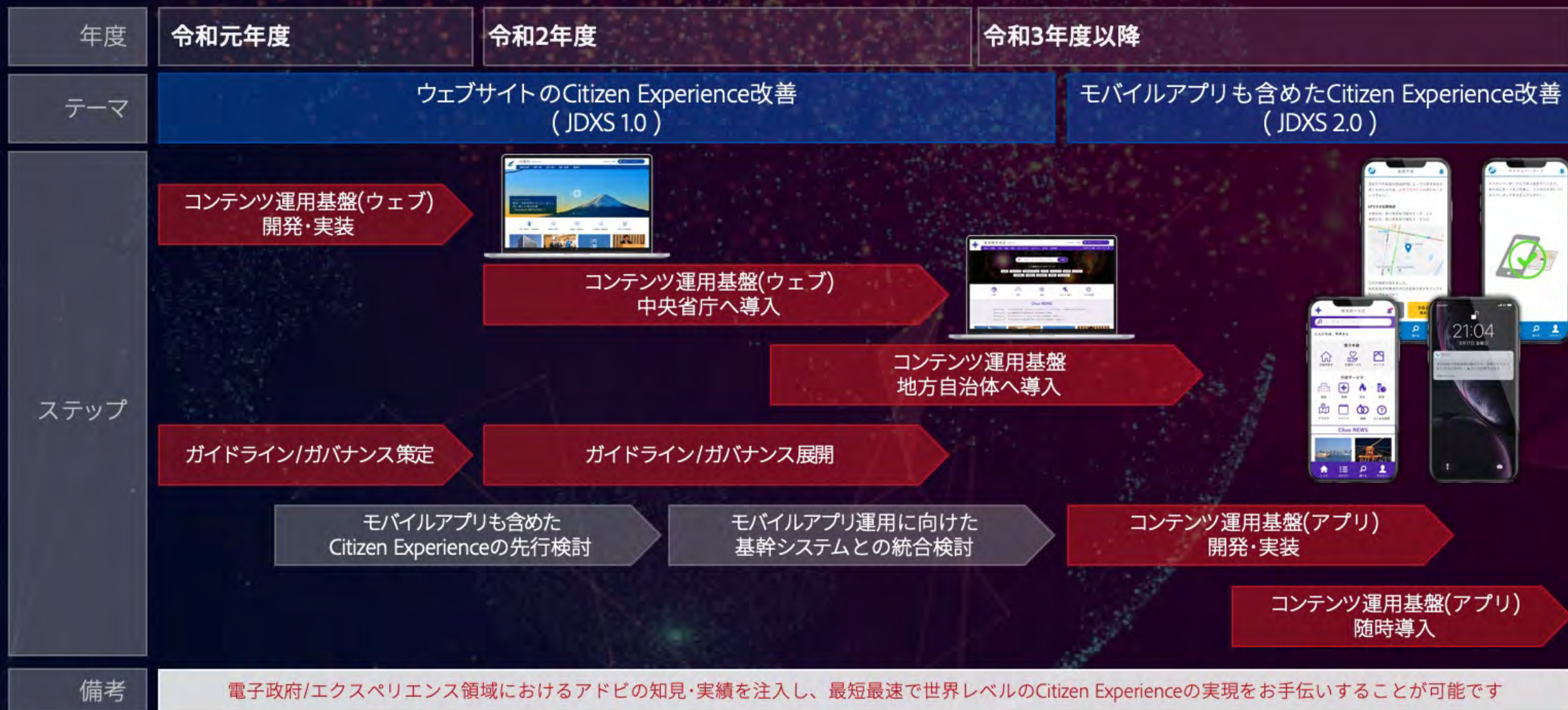
Changing the World

THROUGH DIGITAL EXPERIENCES

Thank You!

実現に向けたロードマップ案

JDXS導入による世界レベルのCitizen Experience実現に向けて





Adobe