**U.S. DIGITAL SERVICE**

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**Hey, there!**

As we turn the corner into spring, it's clear that 2023 is already a big year for technology in government.

Since I became deputy administrator of the U.S. Digital Service last August, I've been thrilled to see more and more agencies prioritizing technology, innovation, and modernization to improve government services for the people. This field – we call the intersection of public service and technology "civic tech" – has grown so much since I was last in public service at the White House Office of Science and Technology Policy from 2013 to 2017, where I supported the creation and growth of civic tech programs like USDS and others.

What were once small, scrappy teams of engineers, designers, and product managers have now flourished into full-scale tech shops at the highest levels of our federal government, to the extreme benefit of everyone who interacts with government services!

Here's what we're excited to see in the industry this year and beyond:

1. **Federal agencies creating technology and innovation roles**: From our friends at the Federal Trade Commission's new Office of Technology and Technologists in Residence program to the unprecedented, whole-of-government technology hiring fair we participated in earlier this year, technology is more critical than ever in the federal government. No matter the mission of the agency, they need technologists, designers, product managers, data scientists, and procurement specialists who can retool outdated systems and processes so that interacting with our government is efficient and equitable. We're thrilled to see even more tech shops and tech hiring across the federal government in 2023.

2. **State and local governments creating digital services teams**: Fun fact: Both Colorado's Digital Service and Baltimore's new Digital Services Team launched with USDS alumni at the helm! Just as the U.S. Digital Service partners with national agencies to improve digital services, states and municipalities across the nation – from California to Georgia – deploy their own tech teams to do the same. We expect to see many more digital service units pop up in a state or city near you.

3. **Continued focus on customer experience across the government**: Over the past year, we've been partnering with agencies to implement the President's ambitious Executive Order on customer experience to understand and optimize how people experience government. This mandate has catalyzed the work of every agency in the federal government to remove access barriers and rethink how programs, from applying for Social Security benefits to accessing food stamp support, are administered. We've also heard from partners in state and local governments, including New York, that it's given them frameworks to build on their own customer experience priorities. We're excited by this work and look forward to continuing to partner with agencies to further improve customer experiences.

Which #civictech trends are you excited about? What would you like to see your government focus on this year? I love to geek out on these topics, so feel free to chat us on Twitter with your ideas! And scroll down to see more of what we've been up to.

Happy spring,

Cori

# ★ CIVIC TECH HAPPENINGS ★

- **Pycon**, April 21-23: Stop by our booth to chat with USDSers if you'll be attending PyCon US, which is the largest and longest-running annual gathering for the community using and developing the open-source Python programming language.
- **Blacks In Technology and Techqueria** Career Fair Series: We're hitting the road for career fairs on these dates:
  - October 13, 2023
  - December 8, 2023

# ★ PROJECT SPOTLIGHT ★

### Reducing Child Care Assistance Burdens for Families

Nearly one million American families benefit from federally funded child care assistance, but the application process is too often confusing and unnecessarily hard for families and government staff. We partnered with the Administration for Children and Families to tackle this process.

*Head to our Medium blog to read more project stories.*

# ★ NEW FACES @ USDS ★

"I am honored to focus on accessibility strategy, research and service design at USDS! Accessibility-focused work is part of a larger strategy supporting digital equity. By centering people with disabilities and recognizing the barriers they face, we can make sure they achieve equally successful outcomes accessing government information and services." – **Louise Clark, Accessibility Strategist, Researcher, and Service Designer**

"My favorite part of my job, outside of working with so many amazing people, is speaking to prospective candidates who don't know a lot about USDS yet. I love hearing people talk about their backgrounds and being their point of contact as they have questions and move through our process." – **Lewis Mcilwain IV, Talent Operations**

Follow us on social media to stay updated!