United States Digital Service

THE U.S. DIGITAL SERVICE

OUR MISSION

The U.S. Digital Service is a group of geeks working across the Federal Government that uses design and technology **to deliver better services to the American people**. USDS was created in 2014 to transform critical, public-facing digital services by applying modern technology best practices. To accomplish our mission, we hire top technologists into government for short-term tours of duty.

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

WHO WE ARE

Coming from a diverse background of private tech, civic service, and nonprofit organizations, the USDS staff is made up of about 180 designers, engineers, product managers, technical recruiters, and bureaucracy busters bringing fresh perspectives and skills to government. By design, USDS tours of service run between six months and two years, with potential to renew one term.

HOW WE OPERATE

USDS selects projects based on what can make the greatest impact for the greatest number of people in the greatest need. USDS teams are currently embedded within individual agencies and their in-house digital teams.

VA   **DOD**   **HHS**

DHS   **SBA**   **USDA**

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.

WHO WE HELP

We work for the American people—not credit, prestige, or headlines. This means tackling the hard stuff, even when success isn't guaranteed. We're proud that 100% of our products engage real users *before* launch.

IMMIGRANTS & ASYLUM SEEKERS   **VETERANS**   **MILITARY SERVICEMEMBERS**   **STUDENTS**   **MEDICARE BENEFICIARIES**   **FARMERS**   **SMALL BUSINESS OWNERS**

USDS Ongoing Projects

VETERANS AFFAIRS
Simplifying veteran-facing services

Challenge: Build 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:

412k
Veterans applying for healthcare via vets.gov

400%
Increase in online healthcare applications

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Challenge: Replace an outdated data system from 1979 to support the appeals process for disability compensation claims, help resolve the backlog of 450,000 pending appeals, and improve the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

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

DEPARTMENT OF DEFENSE
'Hack the Pentagon' to secure systems

Challenge: Leverage the private-sector practice of bug bounties across the Department of Defense to create a safe and legal avenue for security researchers worldwide to identify and resolve security vulnerabilities in defense systems.

Impact:

11
Bug bounties held to date

6,000+
Critical bugs resolved

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 electronically processed since Oct. 2017

GENERAL SERVICES ADMINISTRATION
Giving Americans a single, secure government identity

Challenge: Build Login.gov, a common identity platform that makes accessing government services easier, faster, and more secure for each and every American.

Impact:

9M+
Registered users since 2017 launch

100%
Multi-factor authentication

Apply to serve today:
USDS.GOV/JOIN

See more of USDS's work at: **usds.gov/report-to-congress**
For inquiries, contact us at: **talent@usds.gov**