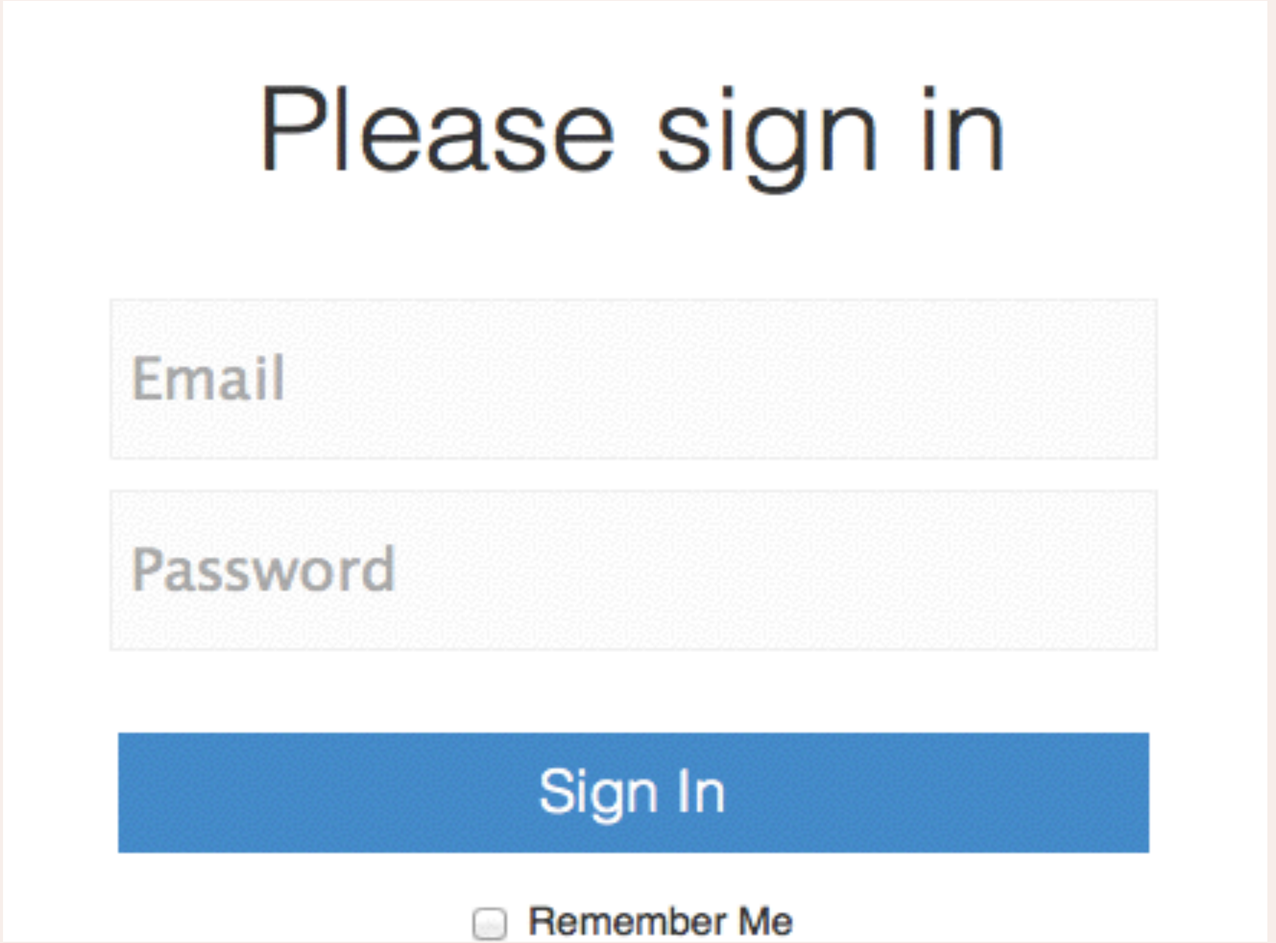
Center for
Civic Design

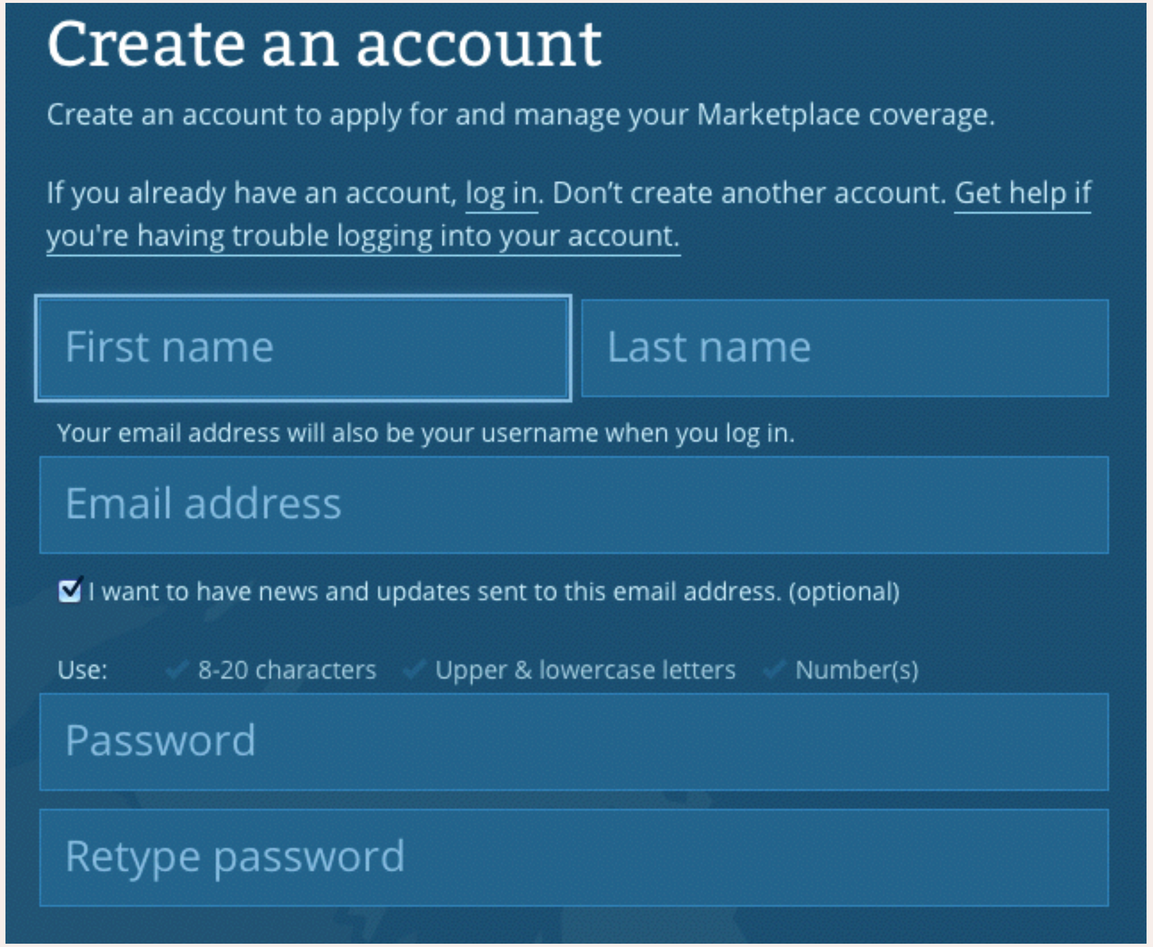
Redesigning the citizen experience

Transforming the way government delivers services

Dana Chisnell

A big problem from a small thing


Please sign in
Email
Password
Sign In
Remember Me


Create an account
Create an account to apply for and manage your Marketplace coverage.
If you already have an account, log in. Don't create another account. Get help if you're having trouble logging into your account.
First name
Last name
Your email address will also be your username when you log in.
Email address
I want to have news and updates sent to this email address. (optional)
Use:
8-20 characters
Upper & lowercase letters
Number(s)
Password
Retype password

Authentication sucks.

It’s the system.

It affects a lot of people

Day 1	Week 1	Year 1
2.8 million came to the site	**500,000** created accounts	**8 million** bought insurance

This happens in
every service
government provides.

Celebrating Independence Day with Naturalization Ceremonies

Share your experience on Twitter using **#newUScitizen** and follow **@USCIS**

SERVICES
CITIZENSHIP
GREEN CARD
WORKING IN THE U.S.
FAMILY
E-VERIFY

Check your Case Status

Track your application or petition as it moves through the immigration process

Find a USCIS Office

Locate your nearest field or international USCIS office

Make an Appointment

Schedule a free appointment to visit a local USCIS office and get answers on your case

Share This Page

News

JUN 29 **USCIS Welcoming 4,000 New Citizens July 1-4 to Celebrate Independence Day**

U.S. Citizenship and Immigration Services (USCIS) will celebrate the nation's 239th birthday by welcoming more than 4,000 new U.S. citizens at over 50 naturalization ceremonies across the country July 1-4.

JUN 25 **Temporary Protected Status Registration Period Extended for Liberia, Guinea, Sierra Leone**

The Department of Homeland Security (DHS) is extending

Events

National Engagements

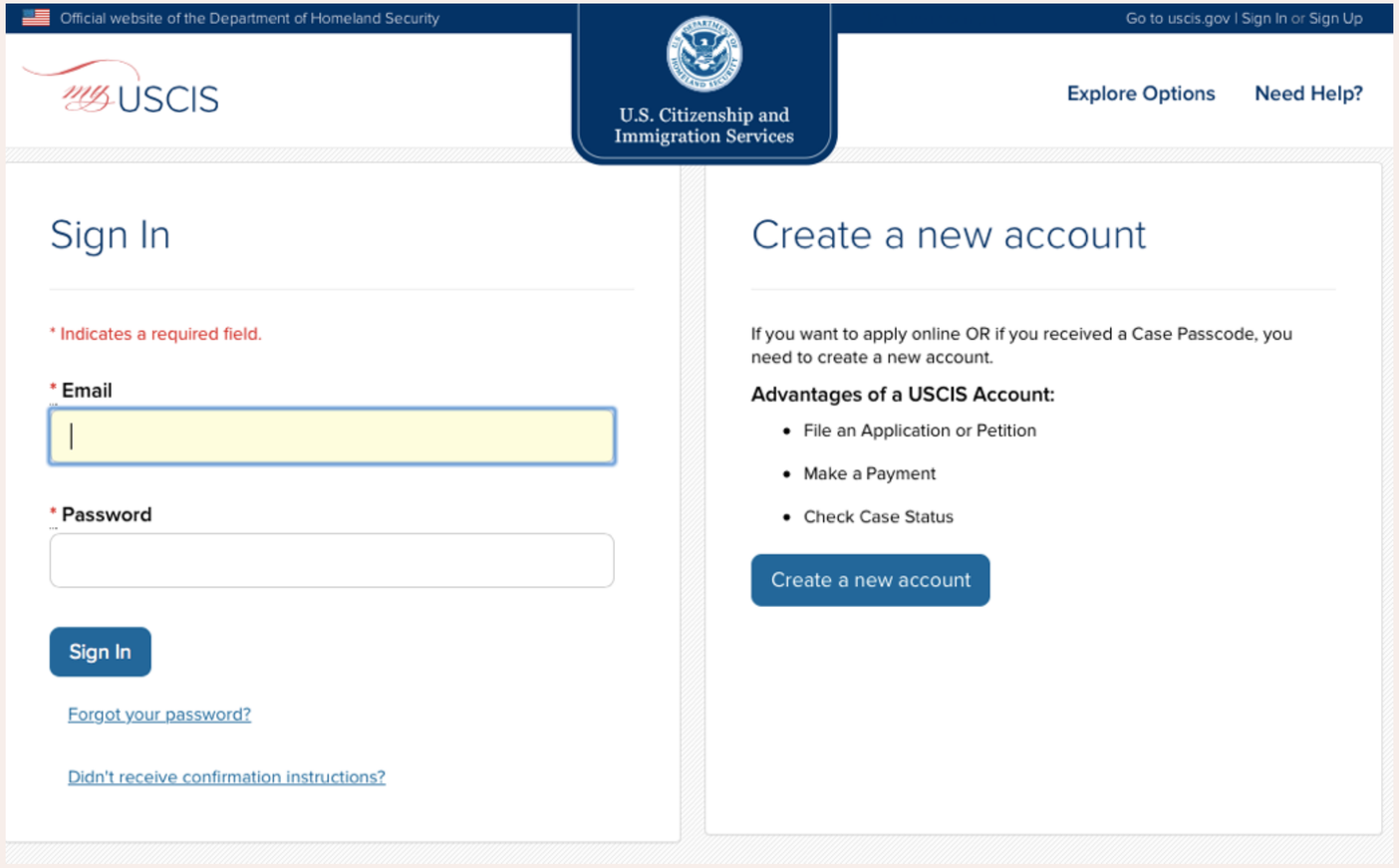
- July 2: Overview of myE-Verify, from 2:00 to 3:00 p.m. (Eastern) on myE-Verify, a new online service for everyone

Local Events

- June 29: USCIS Library Information

Other Services

- Adoption
- Appeals
- Avoid Scams
- Check Before You Go: Make Sure Your Office Is Open
- Consideration of Deferred Action for Childhood Arrivals Process


Official website of the Department of Homeland Security
Go to uscis.gov | Sign In or Sign Up
myUSCIS
U.S. Citizenship and Immigration Services
Explore Options
Need Help?
Sign In
* Indicates a required field.
* Email
* Password
Sign In
Forgot your password?
Didn't receive confirmation instructions?
Create a new account
If you want to apply online OR if you received a Case Passcode, you need to create a new account.
Advantages of a USCIS Account:
File an Application or Petition
Make a Payment
Check Case Status
Create a new account

IRS.gov

Home | Get Refund Status | Refund Help

Refund Status

Get Refund Status

Obtener Estado de Reembolso

Please enter your Social Security Number, your Filing Status and the refund amount as shown on your tax return.
*See our Privacy Notice regarding our request for your personal information.

Social Security Number
or IRS Individual Taxpayer Identification Number shown on your tax return.

- -

Filing Status
Please select the Filing Status shown on your tax return.

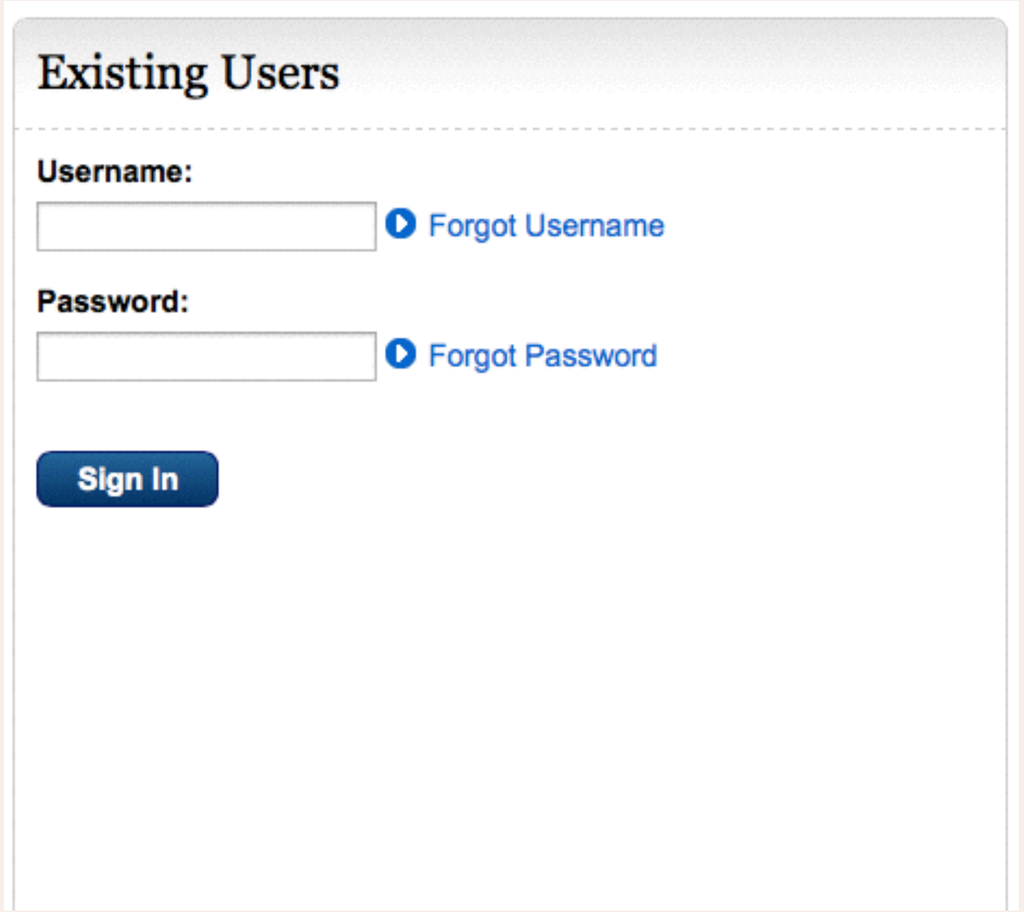
- Single
- Married-Filing Joint Return
- Married-Filing Separate Return
- Head of Household
- Qualifying Widow(er)

Refund Amount
You must enter the exact whole dollar amount shown on your tax return. Providing the exact whole dollar amount is essential to receiving the correct response.

$ Submit

Note: For security reasons, we recommend that you close your browser after you have finished accessing your refund status.

IRS Privacy Policy


Existing Users
Username:
Forgot Username
Password:
Forgot Password
Sign In

DS LOGON

Department of Defense Self-Service

DS Logon Username

DS Logon Password

Forgot DS Logon Username?

Forgot DS Logon Password?

Login

CAC

Common Access Card

Login

Need a DS LOGON? Register

Have a DS LOGON activation letter? Activate

Need to upgrade your DS LOGON? Upgrade

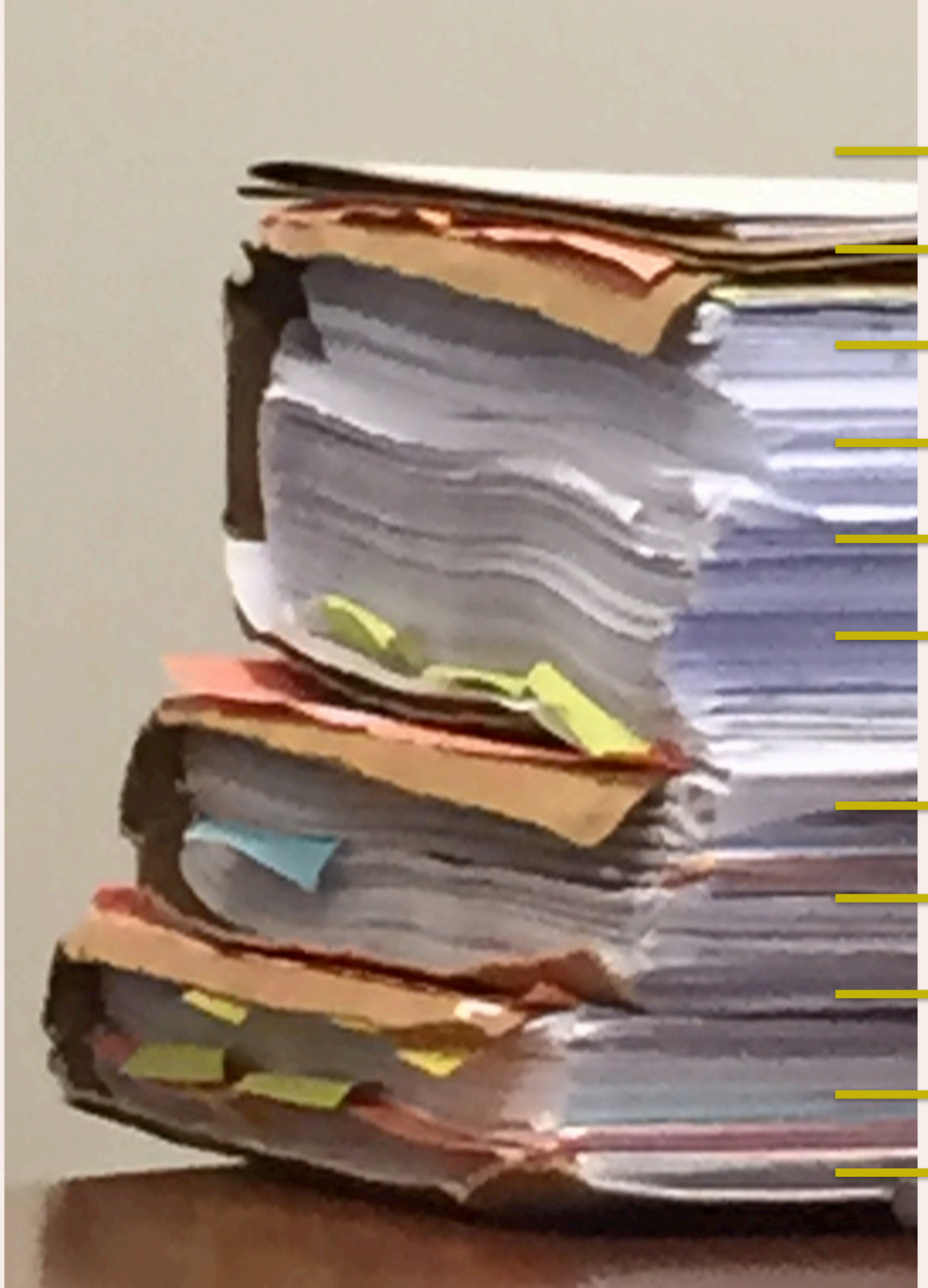
Need to manage your logon profile settings? Manage

Phishing Alert: We do not initiate contact with beneficiaries via email or telephone to request private personal (Name, SSN, DOB) or sensitive DS Logon account information (username, password, challenge questions). If you think you provided personal or account information in response to a fraudulent email, website or phone call, be sure to change your password and challenge questions immediately.

Before		**After**
Slow, with outages		Continuous up time, with fast response time
High costs to develop and maintain		***Low costs to develop and maintain***
Large company with hundreds of developers		8 developers on an Agile team

Fixing an authentication system is a public health problem

Big problems from big things



...more

customer support

reporting

case management

customs

background

criminal, fraud, etc

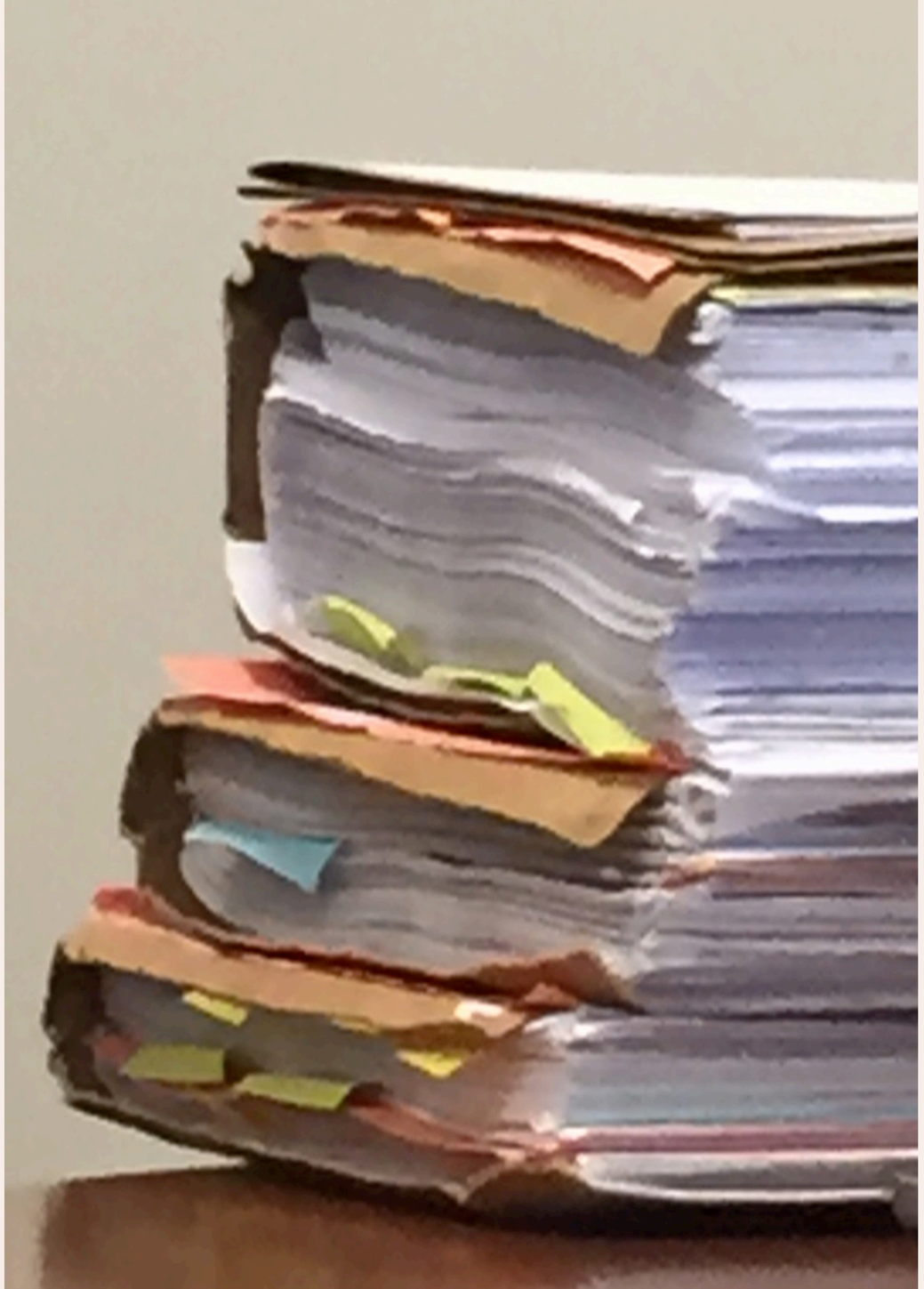
file warehousing

payment

biometrics

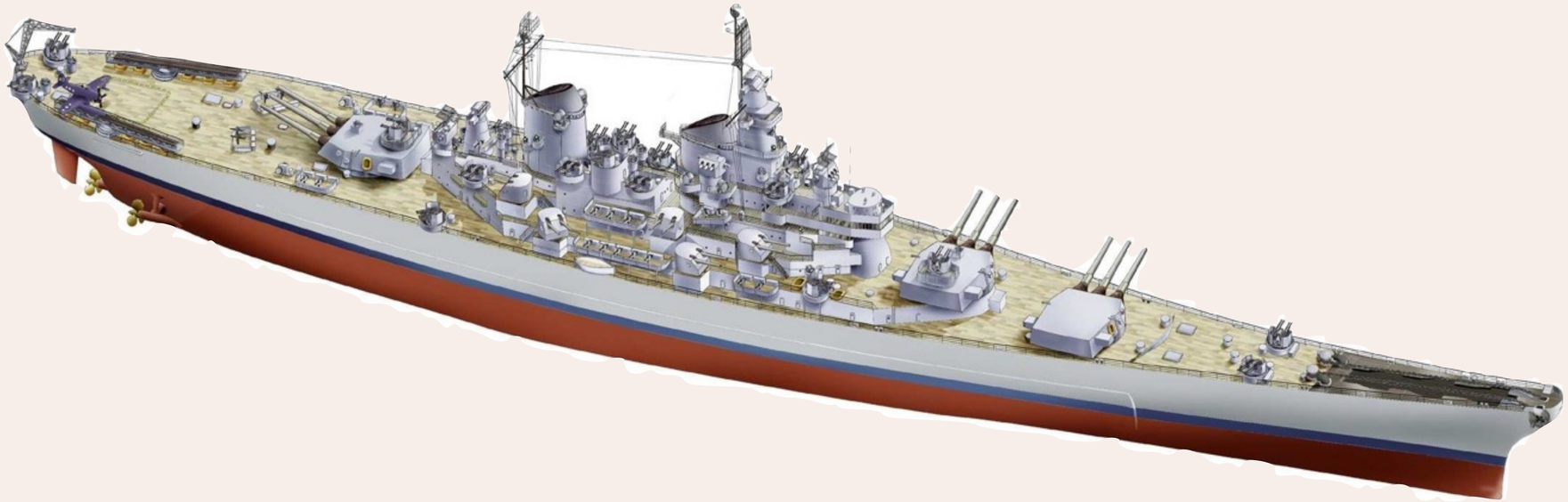
CMS

ingesting



Much of the experience users have comes from back end systems

We build systems the same way we build battleships.

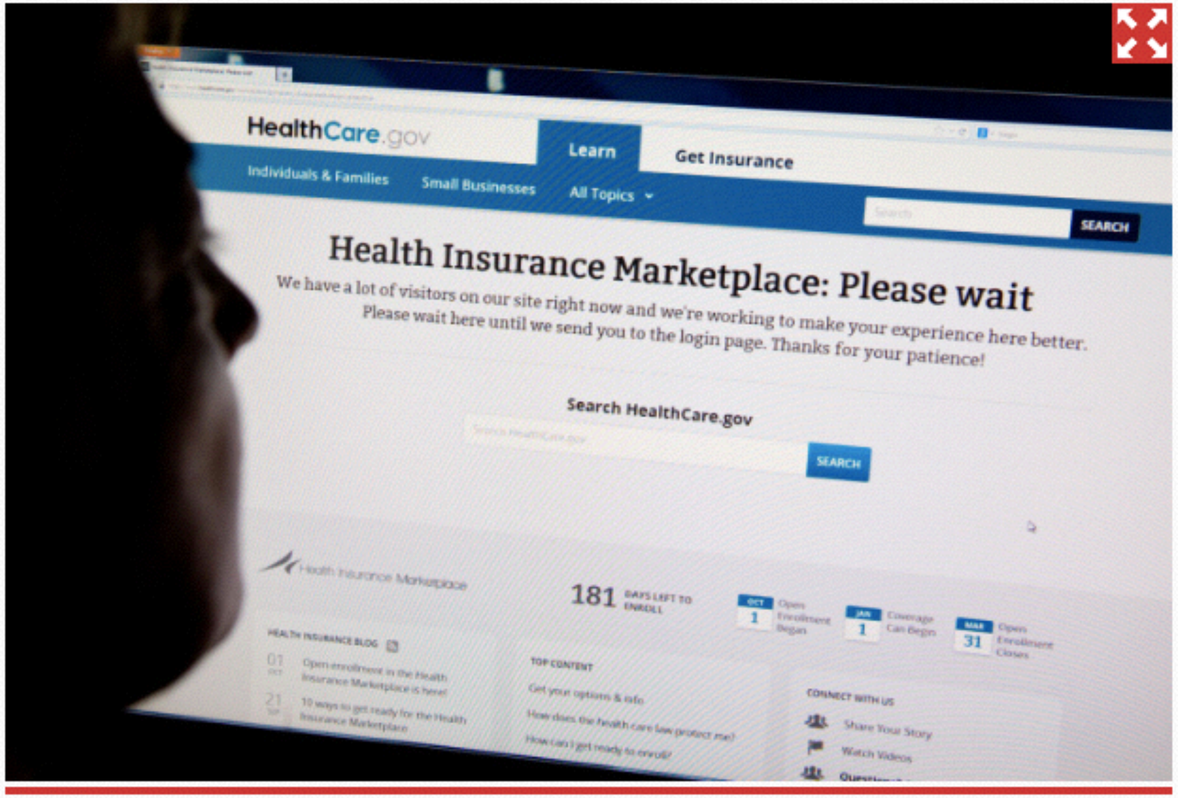


NEWS

ObamaCare rollout riddled with glitches

By Tara Palmeri, Lisa Hagen and Bruce Golding

October 1, 2013 | 9:06am



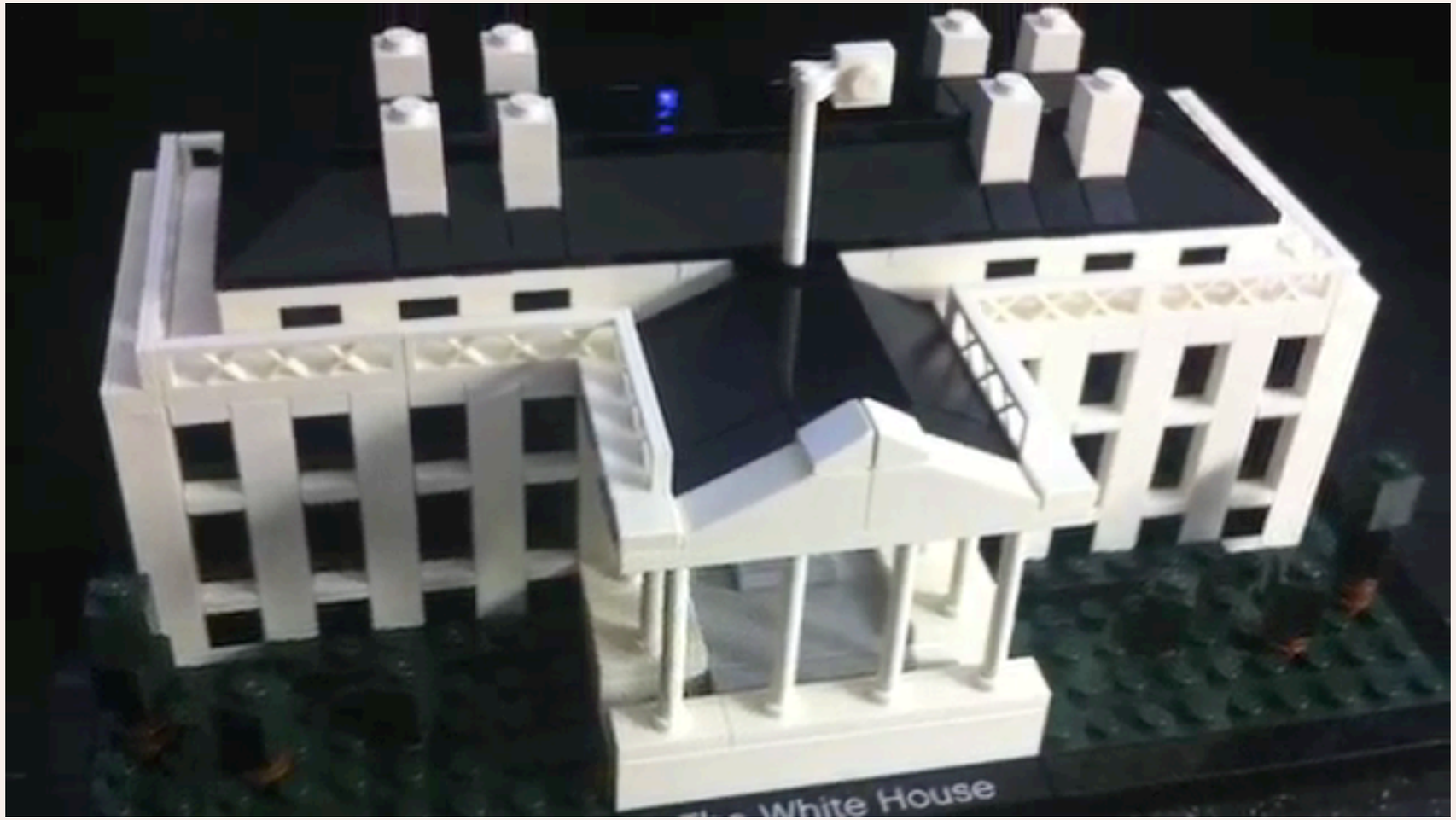
Battleship: $100 million

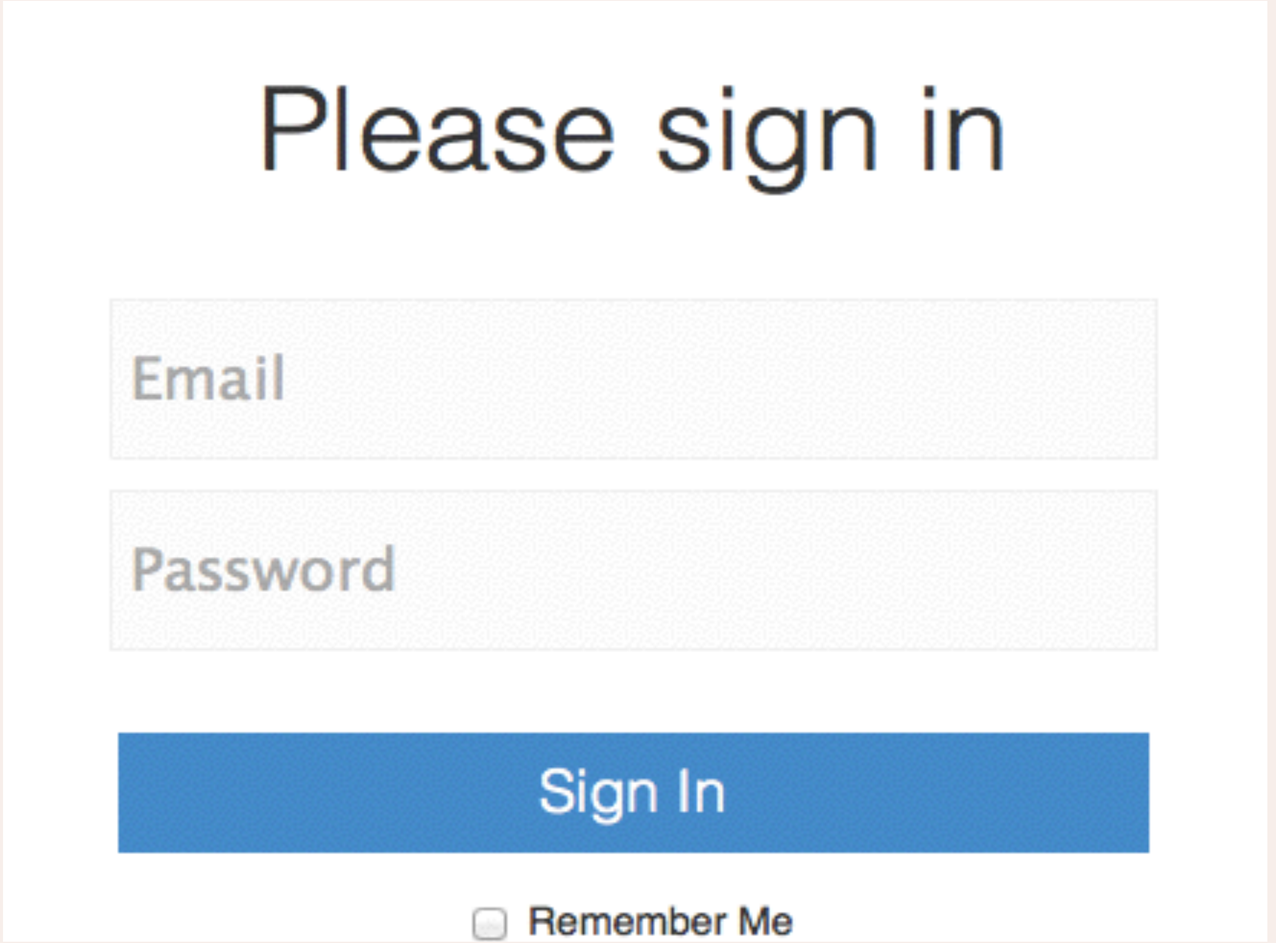
Government IT: $80 billion

Task:

Transform 20th century
battleship-built systems
to 21st century services
supported by modern technology

Scale is about small things


White House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The 21st Century truth

Government's product is service

Better services reduce cost
and
improve the experience

Tool time

Productivity

Tool time

User experience

Tool time

Backlogs

Tool time

Call center costs

Tool time

Health of beneficiaries

Solve small problems

Call center costs

Solve small problems

Happier workers

Solve small problems

Fewer delays

Solve small problems

User experience

The new approach:
Lots of little things, continuously

Redesigning government

No more.

Engineering problems

- **Reliability**
- **Performance and response time**
- **Security**
- **Compatibility**
- **Interoperability**
- **Maintainability**

Design problems

- **Reliability**
- **Performance and response time**
- **Security**
- **Compatibility**
- **Interoperability**
- **Maintainability**

The back shop is as important as the back end

What’s the user need?

Digital Service Plays

1. Understand what people need
2. Address the whole experience, from start to finish
3. Make it simple and intuitive
4. Build the service using agile and iterative practices
5. Structure budgets and contracts to support delivery
6. Assign one leader and hold that person accountable
7. Bring in experienced teams
8. Choose a modern technology stack
9. Deploy in a flexible hosting environment
10. Automate testing and deployments
11. Manage security and privacy through reusable processes
12. Use data to drive decisions
13. Default to open

Backlogs

Veterans Affairs — 98,000

Patent and Trademark Office — 606,000

Social Security — 990,399

ENID ALVAREZ/NEW YORK DAILY NEWS

How does this happen?

- Information technology
- Legislation or policy changes
- The budgeting process

How does this happen?

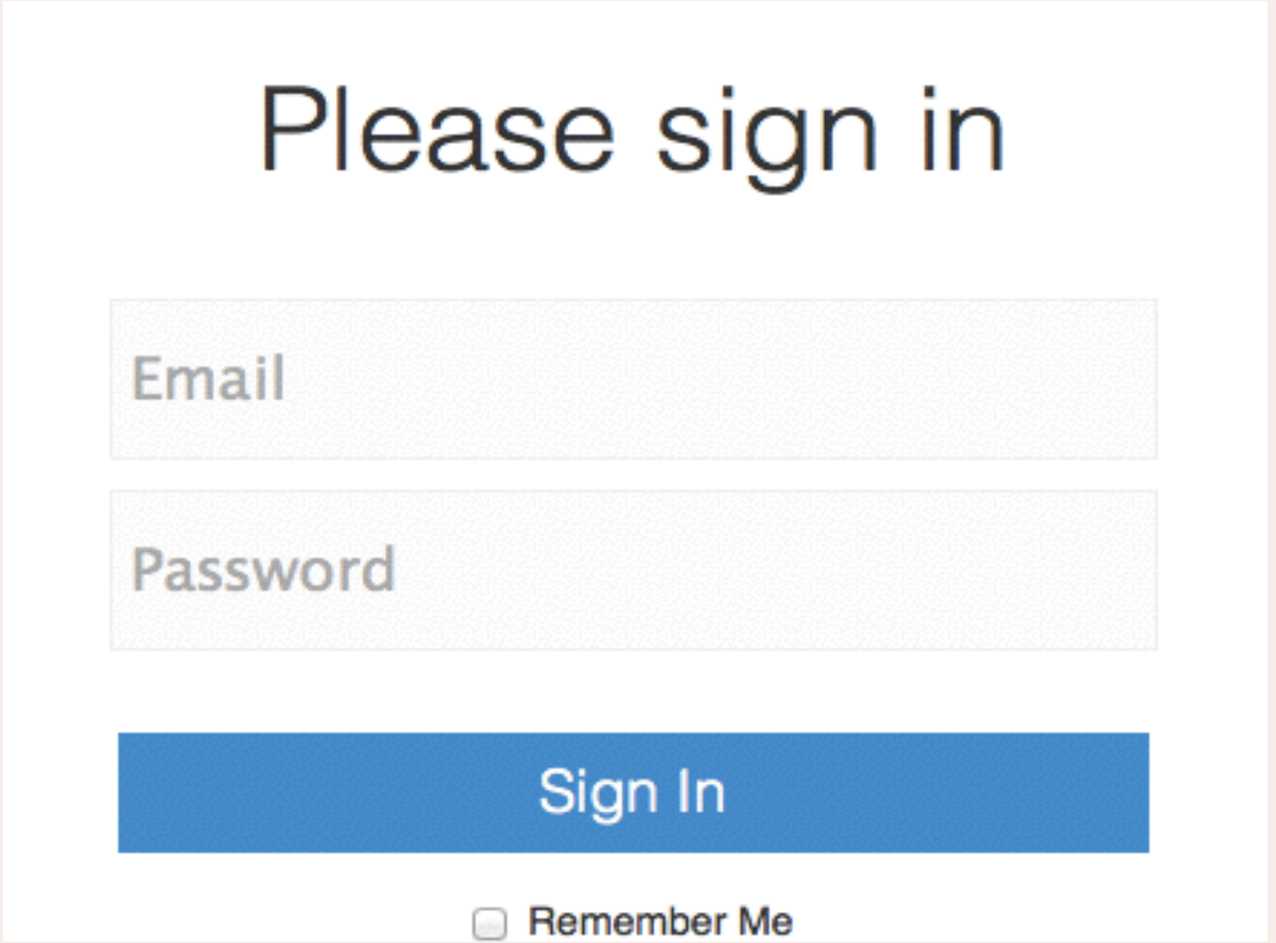
Because humans.

Understand what people need

Make it simple and intuitive

Organizational digital health

Address the whole experience, from start to finish


Please sign in
Email
Password
Sign In
Remember Me

Design democracy

One password reset at a time.

Do Civil Service. Please.

Thank you.

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dana@civicdesign.org
civicdesign.org

Center for
Civic Design