# GSA Office of Citizen Services and Innovative Technologies
# Digital Government Solutions, Services and Platforms

OCSIT develops government-wide products, services and best practices that enable federal agencies to innovate, deliver digital services, engage the public, and save valuable resources. OCSIT also serves the public directly, giving people easy access to information and services from across government.

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| **USA.gov** Government Made Easy | USA.gov, the U.S. government's official web portal, provides information about programs and services across government with a quick search, a click on a topic or category, or discovering a mobile app.<br>*Sarah Crane at sarah.crane@gsa.gov* |
| **GobiernoUSA.gov** Información oficial en español | GobiernoUSA.gov, the Spanish-language counterpart of USA.gov, links to agencies' Spanish-language pages to provide information on government services and programs for the Spanish-speaking community.<br>*Laura Godfrey at laura.godfrey@gsa.gov* |
| **Kids.gov** A safe place to learn and play | Kids.gov, the official kids' portal for the U.S. government, provides 2,000 safe, smart, and fun web pages created by government agencies and educational organizations. It also includes videos highlighting federal careers.<br>*Arlene Hernandez at arlene.hernandez@gsa.gov* |
| **1-800-FED-INFO** **USA.gov** Government Made Easy **Contact Center Services** | The USA.gov Contact Center responds when Americans reach out for government information by phone, by online chat, or by email. Contact center agents provide quick and accurate information and referrals about government programs, benefits, and services. In times of crisis, it can provide agencies 24/7 contact center services.<br>*Tonya Beres at tonya.beres@gsa.gov* |
| **USAContact** Contracting Made Easy | USA Contact saves agencies work and money by providing them a contract vehicle to acquire a broad range of contact center services for regular use during times of high volume, emergencies, or disasters.<br>*Barbara Walton at barbara.walton@gsa.gov* |
| **Publications.USA.gov** Read. Download. Order. | Publications.USA.gov offers hundreds of government consumer publications online, helping agencies get the most from their print budgets. Users can search by topic, download and print publications, or order them for delivery by mail. Most are free.<br>*Walter Dornfried at walter.dornfried@gsa.gov* |
| **DIGITALGOV** | DigitalGov.gov is an online source of timely and relevant information, as well as training, services, and tools agencies need to manage and improve federal digital services.<br>*Alycia Piazza at alycia.piazza@gsa.gov* |
| **DIGITALGOV SEARCH** | DigitalGov Search powers the search box on more than 1500 federal, state and local government websites—at no cost to agencies—to deliver fast, relevant search results, including social media.<br>*Ammie Faraj-Feijoo at search@support.digitalgov.gov* |
| **DIGITALGOV** User Experience Program | The User Experience Program helps agencies find and fix website usability problems, making it easier for the public to interact with government online. It provides training in user-centered design, and expands knowledge of user-experience research to help agencies put customers' needs first.<br>*Jonathan Rubin at jonathan.rubin@gsa.gov* |

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| **DIGITALGOV UNIVERSITY** | Digital Government University offers federal employees on-line training on digital tools, services, and innovations, providing federal case studies to help agencies deliver their services anywhere, any time and on any device.<br><br>*Alycia Piazza at alycia.piazza@gsa.gov* |
| **MobileGov** | MobileGov helps federal agencies develop a citizen-centered path to mobile government by focusing on policies, practices, testing guidance, partnerships and outreach across government and industry, applications, and tools.<br><br>*Jacob Parcell at jacob.parcell@gsa.gov* |
| **Challenge.gov** Government Challenges, Your Solutions | This challenge and prize competition program enables federal agencies to seek creative solutions to government problems. The site lists all competitions and agencies have access to a no-cost platform, expert training, and an experienced mentor community.<br><br>*Tammi Marcoullier at tammi.marcoullier@gsa.gov or challenge@gsa.gov* |
| **Sites.USA.gov** | Built on an open-source content management system platform (WordPress), Sites.USA.gov is a shared service that helps all agencies focus on creating content, rather than building systems to deliver that content.<br><br>*Coqui Aspiazu at sitessupport@gsa.gov* |
| **Open Opportunities** | Open Opportunities is an innovators' network bringing federal employees together to build and share skills across agencies and collaborate on mission-specific projects.<br><br>*Lisa Nelson at digitalgov@gsa.gov* |
| **DAP: Digital Analytics Program** | DAP provides agencies with a no-cost Web analytics solution, delivering performance and usage data for their websites, and enabling data-driven improvements. This shared service is being used by 34 federal agencies to analyze more than 1 billion monthly page-views for more than 3,500 .gov and .mil websites.<br><br>*Marina Fox at marina.fox@gsa.gov* |
| **DATA.GOV** | Data.gov makes it easy to access Federal Government data in open, machine-readable formats. Users can access the most up-to-date collection of government data on a wide range of topics and find apps that make the data easy to use.<br><br>*Hyon Kim at hyon.kim@gsa.gov* |
| **FedRAMP** | FedRAMP is a mandatory government-wide risk and authorization management program providing standard approaches for security assessment and authorization of cloud-based IT systems. Its "do once, use many times" framework enables consistent application of security standards, reducing duplicative efforts.<br><br>*Matt Goodrich at matthew.goodrich@gsa.gov* |
| **FCCX** Federal Cloud Credential Exchange | The Federal Cloud Credential Exchange (soon to be Connect.gov) is a government-wide shared service allowing citizens to access online government services using an approved third-party digital credential they already have and trust.<br><br>*Jennifer Kerber at jennifer.kerber@gsa.gov* |
| **eCPIC** | The Electronic Capital Planning and Investment Control System (eCPIC) is a government-wide technology solution used for agency IT capital planning and portfolio management.<br><br>*Stephen Harding at stephen.harding@gsa.gov* |
| **PRESIDENTIAL INNOVATION FELLOWS** | The prestigious Presidential Innovation Fellows program pairs talented, diverse technologists and innovators with top civil servants and change makers to tackle some our nation's biggest challenges.<br><br>*Garren Givens at garren.givens@gsa.gov* |
| **18F** | 18F is a team of proven entrepreneurs and other experts who help agencies deliver on their missions through the development of digital and web services focused on interaction between government and the people and businesses it serves.<br><br>*Greg Godbout at gregory.godbout@gsa.gov* |