

What is 10x?

10x is an incremental investment program within GSA's Technology Transformation Services (TTS). 10x funds, supports, and develops ideas from federal employees about how technology can improve the public's experience with the government.

The 10x Approach

10x uncovers ideas from all corners and levels of government. 10x provides an ecosystem of support to help those ideas develop into tangible solutions. 10x uses a phased funding approach, based on startup studio and modern venture capital practices, to limit risk and focus investment on the most promising ideas.

Measuring Mobile-Friendliness

Agency : General Services Administration ~ Federal Acquisition Service

The 21st Century Integrated Digital Experience Act (IDEA) requires online forms and new and redesigned websites to be mobile-friendly. Federal agencies need a fast, efficient, and objective way to measure the mobile-friendliness of their websites and digital services. Similar to the Digital Analytics Program, if 10x developed a shared solution to measure and assess mobile-friendliness, agencies could improve the public's digital experience across devices without depending on private sector tools.

Modernizing Clinical Trials

Agency : Department of Veterans Affairs

Many agencies maintain outdated and expensive clinical trial processes that cost the federal budget billions of dollars per year. These expensive processes include manual paper registration, inadequate data sharing, as well as confusing policies which are potentially hurting patients, scientists, and the government. 10x will explore how better design could help make the registration and oversight processes for clinical trials better for individuals who participate and the agencies that administer them.

Leveraging Unemployment Insurance Data

Agency : General Services Administration ~ Federal Acquisition Service

Despite significant effort, federal initiatives to modernize unemployment insurance programs have not yet been successful. Because these systems automatically capture data that could be reused across a number of government programs, they represent an opportunity for improved data management and decision-making at scale. This 10x

project will develop domain expertise in Unemployment Insurance (UI) and explore the potential role of TTS in the UI space, such as developing an open API to access that automatically-captured data or developing partnerships with appropriate offices to modernize UI projects.

Reducing Recertification Burden and Cost

Agency : General Services Administration ~ Office of Government-wide Policy

Most federal programs require beneficiaries to frequently verify their continued eligibility. The recertification process creates a burden for agencies and eligible beneficiaries, especially when applicants fail to complete all necessary steps and must start a new application. By leveraging administrative data (including beneficiaries' prior applications), 10x will explore the feasibility of streamlining recertification and rigorously test whether this strategy reduces beneficiary burden and government costs. If successful, this project could result in a streamlined recertification process that could help citizens get access to benefits more quickly and reduce an administrative burden on agencies.

Open Source Photo Library Platform

Agency : National Aeronautics and Space Administration ~ Marshall Space Flight Center

Federal agencies would benefit from an open source image hosting platform to enable more effective engagement with the public, press, and academia. 10x will investigate the development of an open source image hosting platform, using existing government-created solutions, that would allow agencies to create their own instance while contributing useful modifications and updates.

Improving Recalls Data Quality and Delivery

Agency : Department of Commerce ~ Bureau of the Census

The Consumer Product Safety Commission (CPSC) estimates that death, injury, and property damage from consumer products costs the United States more than one trillion dollars each year. Due to policy and technical limitations, the federal government is struggling to provide high-quality data that can help take recalled goods and products out of the marketplace faster. 10x, in partnership with others, will explore opportunities to improve the quality, consistency, and delivery of federal recalls data.

Open Source Code Awareness

Agency : General Services Administration ~ Federal Acquisition Service

The Federal Source Code Policy issued a call to agencies to update their acquisition language to capture new custom code. Contracting officers and CORs however, may be

unaware of this policy, the code.gov website, and how both can encourage code re-use, which makes IT procurement faster, more effective, and less expensive. 10x will explore how best to raise awareness of the Policy, and encourage procurement and acquisitions language that facilitates code re-use.

AI Experience Sharing Platform

Agency : General Services Administration ~ Federal Acquisition Service

Research indicates that federal Artificial Intelligence (AI) projects exist in various states of maturity across multiple agencies and that there are opportunities to identify common problem sets and clustered AI applications. 10x will investigate the creation of a shared platform to collect, curate, and share AI use cases and learnings from federal agencies to help inform leaders, connect practitioners, and share best practices throughout the AI community.

Federal Data Maturity Model

Agency : Small Business Administration

The Federal Data Strategy highlights the need for agencies to use data maturity models in self-assessments; however, most available data maturity models are either outdated, proprietary, or both. 10x will investigate a framework for satisfying the action steps in the federal data strategy that does not depend on contracting or licensing a proprietary assessment model.

Simplifying Benefits Process for Bereaved Survivors

Agency : General Services Administration ~ Office of GSA IT

When people experience a death in their family, they are overwhelmed with grief, which is compounded by confusion about survivor benefits and next steps. Benefits.gov was created in 2002 as a mechanism for people to "pull" information about possible benefits, but with the structured data available today, 10x will explore whether this could become a "push" notification or guidance instead. Documented survivor customers could get a specific and detailed notification once an official death certificate is created to proceed with claims, and help them through these processes when they need the government's assistance most.

Government Email Service

Agency : General Services Administration ~ Federal Acquisition Service

Email marketing is one of the primary communication vehicles used by the government; however, it requires costly contracts with third-party providers, who then pull in and store

a significant amount of user data with very little oversight. 10x will explore creating an email marketing service that is open, accessible, and user-centered, while saving time and money by designing and building light-weight email templates based off of the US Web Design System (USWDS).

Life Event Information for Seniors

Agency : General Services Administration ~ Office of Government-wide Policy

Turning 65 is an important milestone for American adults: it comes with new access to health insurance (Medicare), changing eligibility rules for common benefits programs (SNAP), new health recommendations (additional vaccinations and health screening), and important decisions about when to retire and start accepting Social Security retirement benefits. Information about these decisions come separately from multiple federal agencies (SSA, CMS, CDC, USDA, etc.) at different times depending on the program's schedule. 10x will investigate a one-stop solution aimed at older adults, that connects them to important information and resources about their health, benefits, and retirement decisions in a coherent and streamlined way that makes decision-making easy and intuitive, and takes into account how these decisions interact with one another.

Improved Contract Inventory Reporting

Agency : Department of Energy ~ National Nuclear Security Administration

During October through January each year, GSA pulls a weekly government-wide contracting report, which is manually broken down to the agency, department, or office level and requires hundreds of thousands of service contractors to report on their contract inventory. This is an incredibly burdensome and ineffective process of manual data manipulation and emailing of spreadsheets. 10x will seek to apply smart automated tools to reduce the burden of notification and completing this weekly contracting report, which could save GSA employees a massive amount of time.

Broadening Conservation Connections

Agency : Department of Agriculture ~ Forest Service

Community engagement for public land management agencies is isolated and focused narrowly on projects associated with arbitrary boundaries, which do not provide accurate information of community support for agency actions. 10x will investigate how to integrate digital and in-person customer interface data from existing websites (such as recreation.gov and the National Environmental Policy Act (NEPA) process) to communicate information to a broader range of people, who have a history of public land use, resulting in increased engagement and better information for frequent users of public lands.

Finding Form-ester

Agency : General Services Administration ~ Federal Acquisition Service

Americans need to locate forms in order to submit information to the government and receive essential services and the federal government as a whole struggles to make forms findable. Even when people know what agency they need to interact with, they do not often know which form they need to access. 10x will explore ways that technology can make Americans' lives easier by improving the process for finding the forms they need to fill out to receive benefits and information.

Secure Eligibility Validation

Agency : General Services Administration ~ Federal Acquisition Service

Government benefits agencies need eligibility verification from other agencies (for example, IRS for validating gross income) to establish whether a person or entity is eligible for a government program or funding, which is still done with paper forms and 'wet-ink' signed requests. In order to improve the efficiency of these programs and the outcomes they deliver to the public, 10x will explore using technology to implement a standard way to communicate the eligibility requests between agencies.

Improved Vendor Performance Evaluations

Agency : General Services Administration ~ Federal Acquisition Service

Existing vendor management and evaluation approaches can be time-intensive, while delivering little value to the government. 10x will investigate the creation of, and an approach to visualizing, a set of core metrics for tracking business, customer, development, and operations data for measuring vendor performance. This can result in better expectation-setting for vendors, improved performance, and better stewardship of taxpayer funds.

Monitoring Uptime for Government Services

Agency : Department of Veterans Affairs ~ Office of Information Systems and Telecommunications

Government digital services are occasionally offline and unavailable to the public due to system errors or planned maintenance, but members of the public do not have visibility into when these critical services may be unavailable and do not know when they will be back online. There is an opportunity to monitor and collect uptime and availability statistics on various government services to help users plan ahead. 10x will investigate

the creation of a government service uptime and availability monitor to provide transparent statistics.

Automating Code Assignments

Agency : Department of Commerce ~ Bureau of the Census

A frequent and particularly burdensome task in government data collections involves assigning codes to certain records, such as disability codes on veterans' disability claims, injury codes on workplace injury reports, and product codes that businesses must provide when declaring export shipments. Existing work at several agencies has sought to automate mapping text descriptions to code, reducing the time and cost of the effort while improving accuracy. 10x will explore the potential of generalizing this work into something that other government agencies can easily implement into their workflows to save significant time and money.

Shared Components for Human Services

Agency : General Services Administration ~ Federal Acquisition Service

Despite sharing the same mission and core business functions, each state maintains their own software systems to run critical federally-funded benefits programs, such as Medicaid. Due to states' limited resources and technical capacity, many of these systems are in varying states of disrepair, which negatively impacts individuals who rely on these programs. Because these state systems are up to 90% federally funded, we believe federal agencies could significantly reduce the burden on the federal budget and improve program outcomes for Americans by selectively building and hosting discrete, user-focused components with baked-in best practices. We will explore offering these shared components to other federal agencies, in order to assist in their management of these federal programs.

Open-Source Grants Management Tools

Agency : General Services Administration ~ Other

Several federal government agencies have created grants management tools to help them make use of available grants data, but these tools are usually made available only to the agencies that made them. 10x will investigate making these agency tools open source and usable by a government-wide audience, with the goal of making federal grants management more efficient for civil servants and creating quicker feedback loops to help grant recipients deliver on the objectives of their grants.

Household Data Modeling

Agency : General Services Administration ~ Federal Acquisition Service

Helping families address their needs in holistic ways can make the difference between families receiving the food, housing, and healthcare assistance they need. Despite this, benefits programs treat households in different ways, which makes comparing data and cost allocation across programs difficult and prone to errors. 10x will investigate possible solutions, such as a streamlined allocation tool or a federal-wide household data model, to improve outcomes for the public by reducing the amount of overhead for states and federal agencies, providing a holistic view of households, and enabling families to better access the services they need.

Large File Exchange

Agency : Executive Office of the President ~ Office of Management and Budget

Civil servants often need to send large files to one another across the government, but with email attachment limitations many people resort to sending physical USB drives. There is currently no government-wide tool for exchanging these types of files, especially files containing Personally Identifiable Information (PII) and Protected Health Information (PHI). 10x will investigate how best to enable new capabilities for government-wide large file transfer.

Leveraging AI to Drive Intelligent Policy

Agency : Department of Defense ~ Under Secretary of Defense Intelligence

Law, policy, and United States Government (USG) guidance documents are written, maintained, and updated separately, making them hard to discover, understand, and analyze for interdependencies or conflicting mandates. 10x will explore building a system that leverages natural language processing, machine learning, or other emerging technologies, which will allow public servants to better understand and more effectively execute their respective missions and to identify opportunities for increased interagency collaboration and efficiencies. Such a system will potentially serve every USG employee and auxiliary employees, and will enhance the general public's experience through a better understanding of USG actions and intended outcomes.

Applicant Status Updates

Agency : General Services Administration ~ Office of Government-wide Policy

After a person has applied for a benefit from the government, they often receive no communication until the end of the process. These application processes can take

months, and it can be an incredibly frustrating experience for an individual to live for months on end without knowing the status of their application. 10x will investigate possible technical solutions to this problem, which could sync with an agency's internal case management system and notify the applicants of their current status and expected resolution date.