

Technology & Government in the 21st Century

@AbhiNemani



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We're working to make the experience better, and we don't want you to lose your place in line. We'll send you to the login page as soon as we can. Thanks for your patience!

The 2014 Open Enrollment period for health insurance has ended. The 2015 Open Enrollment period begins November 15, 2014. You may still apply for 2014 coverage if you have certain life events that involve a change in your family or loss of other health coverage. You may also apply for Medicaid at this time.

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Welcome to kynect, Kentucky's Healthcare Connection.

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Quality health coverage. For every Kentuckian.

ONE-STOP SHOPPING

kynect makes it easy to find health insurance for you, your family or your business. kynect is an unbiased online service. Similar to the kind you use to buy airline tickets or book a hotel. kynect allows you to compare and select insurance plans.

GET COVERED

It's easy to apply, with just one application to fill out. When you apply online, you get enrolled quickly. We also have Insurance Agents and kynectors who will help you apply using computers. You can send in a [paper application](#); however, we recommend you use a computer to apply. If you have questions or need help, we



KENTUCKY GOVERNOR STEVE BESHEAR DE-EMPHASIZED THE CONNECTION BETWEEN THE STATE HEALTH-CARE WEBSITE AND OBAMACARE. PHOTOGRAPHER: JIM WATSON/AFP/GETTY IMAGES



HEALTH-CARE REFORM

Kentucky Loves Its Insurance, Just Not Obamacare

14 ● MAR 31, 2014 2:00 PM EDT

By [Jonathan Bernstein](#)



Jonathan Bernstein is a Bloomberg View columnist covering U.S. politics. A political scientist, he previously wrote "A Plain Blog About Politics." He is co-editor of "The Making of the Presidential Candidates 2012." [Read more.](#)

Follow @jbplainblog

A tale of two sites...

Same Vendor.

**Ignorance is no longer a
justifiable defense.**

The vision of “technology” as something you can buy according to a plan, then have delivered as if it were coming off a truck, flatters and relieves managers who have no idea and no interest in how this stuff works, but it’s also a breeding ground for disaster.

- Clay Shirky

**The reality of government in
the 21st century is
technological.
And inevitable.**

CODE *for*
AMERICA

IT spending by 2014

Federal
\$112B



State & Local
\$60B



Total: \$172B

Video game market: ~\$10B

People, Not Data

On disdain and empathy in Civic Tech



Jake Solomon in San Francisco, CA

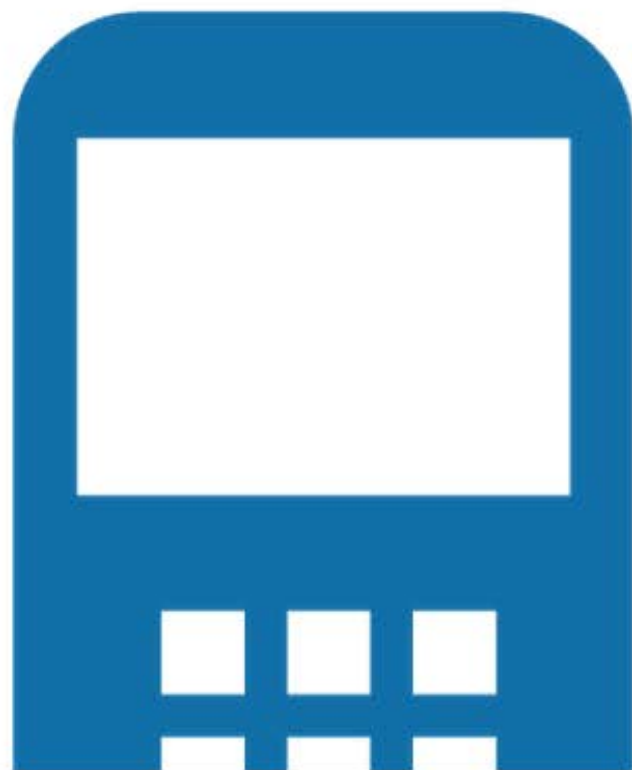


“So there I was: In San Francisco – one of the greatest and most prosperous cities in our country – watching a man on his knees, struggling to hear through bullet proof glass, trying to access nutrition assistance from our Federal government.”

- Jacob Solomon, 2013 Fellow

Promptly

Easy text messaging for government.



Lifting the ban on digital communications - SF City Attorney

“Enroll-a-thon”

**“When the fellows were ending, we thought we were done, but we realize we’ve only just begun using design thinking to change city services.”
- SF HSA Employee**

“Dante de la Pena, 49, a laid-off information technology support staffer, was taken aback when he got his first text alert from the city.”

- SF Chronicle

Agile Policy & New Urban Mechanics

“I don’t have a lot of faith in the process being logical, so I just hope that in that mess we somehow get something that works out.”


“Ultimately, it’s possible that we will leave the city if things don’t work out the way we want them to.”



“interfaces to government can be simple, beautiful, and easy to use.”






- Scott Silverman, 2011 Fellow

Eligible Schools for: **26 Court St, Boston, MA / Grade 7** [Search Again](#)

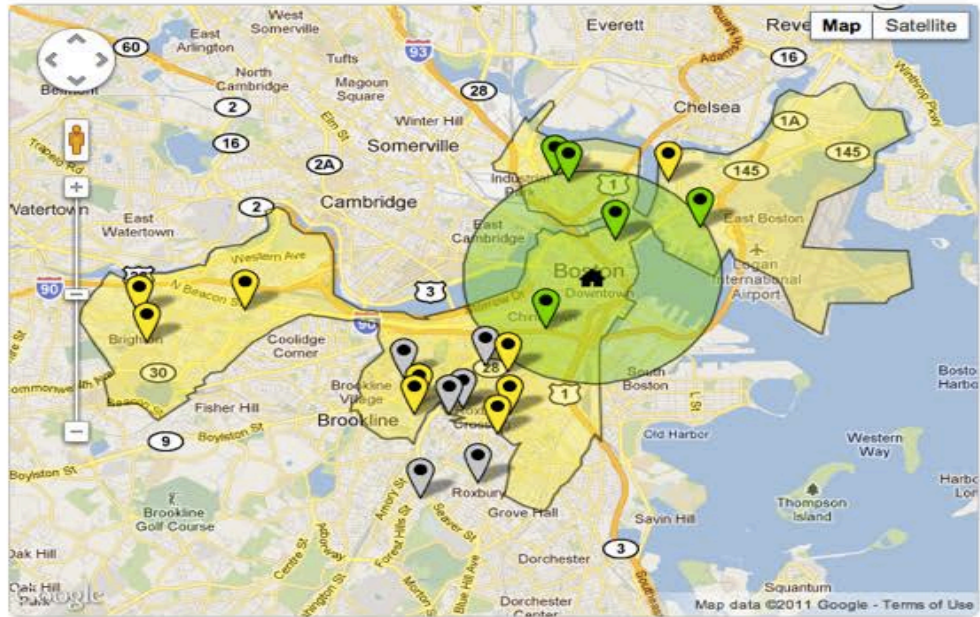
 Below is a map of your eligible schools. The yellow shape represents the North Assignment Zone; the flags represent your eligible schools. Click the flags or the school name links to learn more. Click the 'List View' tab - at right - to return to the previous page.

[List View](#)

My Favorites

1. Quincy Upper School 
2. McKay K-8 
3. Tobin K-8 
4. Hurley K-8 
5. Eliot K-8 School 

[Compare](#)



- [Eliot K-8 School](#)
- [Quincy Upper School](#)
- [Warren/Prescott](#)
- [McKay K-8](#)
- [Edwards Middle](#)
- [Umana/Alighieri K-8 Academy](#)
- [Hurley K-8](#)
- [Orchard Gardens K-8](#)
- [Dearborn Middle](#)
- [Tobin K-8](#)
- [Mission Hill K-8](#)
- [Jackson/Mann K-8](#)
- [Edison K-8](#)
- [Lyon K-8](#)
- [Carter Center](#)
- [O'Bryant Math & Sci.](#)
- [Timilty Middle](#)
- [Boston Latin School](#)

 Walk Zone School  Assignment Zone School  Citywide School

Account

My lists

Print

Download

Save

Account

Login

Sign Up

Compare your lists:

Grade 3
+ Add a child

	School Name	Getting There	Eligibility	School Hours	Surround Care	Your Fit
<p>Grades Offered</p> <p><input type="checkbox"/> K-5 (Elementary)</p> <p><input type="checkbox"/> K-8</p>	<p>1</p> <p>Blackstone Elementary</p>	<p> 2.2 mi</p>	<p>Option Sch</p>	<p><u>8:30am - 3:00pm</u></p>	<p><input checked="" type="checkbox"/> Before school</p> <p><input checked="" type="checkbox"/> After school</p>	
<p>Enrollment</p> <p><input type="checkbox"/> Large</p> <p><input type="checkbox"/> Small</p>	<p>2</p> <p>Dudley St Neigh. Schl</p>	<p> 3.39 mi</p>	<p>Citywide</p>	<p><u>7:30am - 4:30pm</u></p>	<p><input checked="" type="checkbox"/> Before school</p> <p><input checked="" type="checkbox"/> After school</p>	

Roll Call!

Find the best school for your child

bostonpublicschools.org/register

 BOSTON
Public Schools

265
Tribonian Court Road W1

23,000 sq ft of new offices

265
Tribonian Court Road W1

DiscoverBPS

“changed the way [the School Department] relates to parents”

- Boston Superintendent



No Division Required in This School Problem



Gretchen Ertl for The New York Times

Peng Shi on the Massachusetts Institute of Technology campus in Cambridge. His Boston schools assignment plan is facing a committee vote on Wednesday.

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nytimes.com. Privacy Policy | What's This?

What's Popular Now

The Trauma of
Being Alive



Life in a Toxic
Country



“Consider what it means that the School Department can no longer pin assignment zone maps on the wall, since the algorithm generates a unique list of eligible schools for each address.”

- Beyond Transparency



**Boston & Philly: NEW URBAN
MECHANICS**

**“Politics is the slow boring
of hard boards.”**

- Max Weber

A map of the United States with numerous orange dots scattered across the country, representing cities that have established innovation offices or high-level roles. The dots are concentrated in the West Coast, the Midwest, and the Northeast. A white text box is overlaid on the top left of the map.

By 2013 more than 13 cities around the country had created offices or high-level roles focused on innovation (i.e. Office of New Urban Mechanics, Chief Innovation Officer). These serve as spaces for experimentation, building new skill sets, opening data, engaging the community, and demonstrating new ways of leveraging technology that can serve citizens better and save money.

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FAST FORWARD™

AN URBAN INNOVATION REFINERY

Civic startups: Focusing on the user



Blight in NOLA

@abhinemani



What's the status?

Example: 1708 St Roch Ave

SEARCH

Enter any street name or address within Orleans Parish, Louisiana

Find out what the city is doing about
blighted properties in New Orleans





1708 ST ROCH AVE

+ WATCHLIST

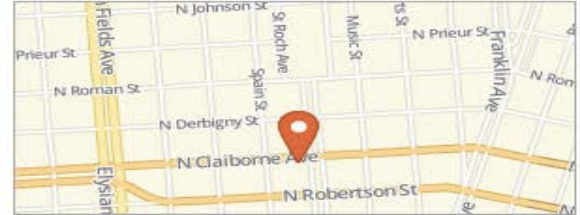
Case: HCEVU-10-01178

Case: Open

INSPECTION NOTIFICATION HEARING JUDGMENT RESOLUTION



- > **Case Filed** 8/11/10 A case for this property was created
- > **Inspected** 8/11/10 Property was inspected
- > **Notice Sent** 9/30/10 A notice of hearing was sent to the property owner.
- > **Inspected** 11/5/10 Property was inspected
- > **Case Heard** 11/9/10 A judgment of **Guilty** was reached




Search for more information via the Orleans Parish Assessor's website

Common Questions

- > If I have information about a property, how can I get it to the City?

[View All Questions >](#)



We're harnessing the power of information to help rebuild our cities.

MAYOR LANDRIEU'S QUESTION



“When will I be able to stand in front of a blighted property, and pull up everything there is to know about it on my laptop or iPad?”



3 years. 3 million dollars.



ivic power users ->



“The app proposes a new kind of more productive communication between the two groups that moves past angry and frustrated citizens on one end, and a paralyzed city on the other.”

-Fast Company



Consider being an ex-pat (for a while...)



GOV.UK

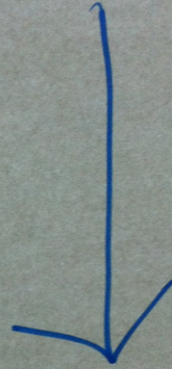
| Start with needs*

*USER NEEDS NOT GOVERNMENT NEEDS

The design process must start with thinking about real user needs. We

... get around the wa

USERS



- 1 Start with needs*
- 2 Do less
- 3 Design with data
- 4 Do the hard work to make it simple
- 5 Iterate. Then iterate again.
- 6 Build for inclusion
- 7 Understand context
- 8 Build digital services, not websites
- 9 Be consistent, not uniform
- 10 Make things open: it makes things better

Welcome to GOV.UK

The best place to find government services and information
Simpler, clearer, faster



Contents

[Services and information](#)

[Departments and policy](#)

[More on GOV.UK](#)

Services and information

[Driving and transport](#)

Includes car tax, MOT and driving licences

[Employing people](#)

Includes pay, contracts and hiring

[Working, jobs and pensions](#)

Includes holidays and finding a job

[Benefits](#)

Includes tax credits, eligibility and appeals

[Passports, travel and living abroad](#)

Includes renewing passports and travel advice by country

[Housing and local services](#)

Owning or renting and council services

This website replaces



[Businesses and self-employed](#)

Tools and guidance for businesses

[Education and learning](#)

Includes student loans and admissions

[Crime, justice and the law](#)

Legal processes, courts and the police

[Home](#) > [Benefits](#) > [Benefits entitlement](#)

Service

Benefits adviser

Find out what benefits you could get, how to claim and what happens if your circumstances change. You can answer questions anonymously.

Start now >

on the benefits adviser tool

Benefits entitlement

[Benefit fraud](#)

[view all](#)

Benefits

[Child Benefit](#)

[Disability Living Allowance \(DLA\) for adults](#)

[Housing Benefit](#)

Blog

Government Digital Service

Organisations: [Cabinet Office](#), [Government Digital Service](#)
Topics: [Government efficiency](#), [transparency and accountability](#)



atom



email alerts

Organ donation and A/B testing

Tom Loosemore, 6 August 2013 — [GDS team](#)

Some user needs are easier to meet than others. It doesn't take much research to confirm that most people searching for ['bank holiday'](#) care most about when they can next enjoy a long weekend.

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Government Digital Service

The Government Digital Service (GDS) is leading the digital transformation of government. [Find out more.](#)

1 Link.
350,000 More Donors.



18F

Building the 21st century digital government.



New and old San Francisco Bay Bridge at sunset (Shelly Prevost on Flickr)

@abhinemani

But what do we actually do?

- Partner with agencies to deliver high quality in-house digital services using agile methodologies pioneered by top technology startups.
- Rapidly deploy working prototypes using [Lean Startup principles](#) to get a desired product into a customer's hands faster.
- Offer digital tools and services that result in governmentwide reuse and savings, allowing agencies to reinvest in their core missions.
- We're transparent about our work, develop [in the open](#), and commit to continuous improvement.

Make all apps more civic

- Nick Grossman



Find tacos, cheap dinner, Max's

Near San Francisco

Home About Me Write a Review Find Friends Messages Talk Ev

AQ Restaurant & Bar

★★★★☆ 350 reviews [Rating Details](#)

Categories: American (New), Bars [\[Edit\]](#)

1085 Mission St
(between 7th St & 6th St)
San Francisco, CA 94103
Neighborhood: SoMa

(415) 341-9000
<http://aq-sf.com/>

Menu

Health Score: 78 out of 100

Hours:

Tue-Sat 5:30 pm - 11 pm
Sun 11 am - 2 pm
Sun 5:30 pm - 10 pm

Delivery: No

Accepts Credit Cards: Yes

Parking: Street

Attire: Casual

Good for Groups: Yes

Good for Kids: No

Takes Reservations: Yes

Price Rang

Take-out:

Waiter Ser

Outdoor S

Wi-Fi: No

Good For:

Music: Background

Best Nights: Thu, Fri, Sat

Happy Hour: No

Alcohol: Full Bar

Outlets: No

Wheelchair Accessible: Yes



[AQ Restaurant & Bar](#) > Health Inspections

AQ Restaurant & Bar

June 20, 2012 — Routine Inspection

Violations

- Moderate risk food holding temperature [date violation corrected:]
- Foods not protected from contamination [date violation corrected: 6/20/2012]
- Unclean hands or improper use of gloves [date violation corrected: 6/20/2012]
- Unclean or unsanitary food contact surfaces [date violation corrected: 6/20/2012]

Health Score

78
out of 100

About Yelp Health Scores

We collect public inspection data directly from your city's health department. Due to the city health department's inspection schedule as well as the time it takes to pass that information on to us, it is possible that we may not display the most recent inspection data. Please report any unreasonable delay and data inaccuracies to your city's health department.



San Francisco, CA

0 SAVED

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See similar homes

280 Casitas Ave

San Francisco, CA 94127 (Sherwood Forest)

4 bed, 4 full, 1 partial bath 3,300 sqft

Single-Family Home

★ Follow Like Hide

For Sale / Resale

\$2,299,000

\$11,649 / mo Mortgage Center

astound. ENABLED

Get My Credit Score Get Prequalified

Ask about this property



Pete Brannigan (415) 483-7021

PRO 0

Your Name

Your Email

Phone number

Hi, I found your listing on Trulia and would like to set up a time to see this property. Please send me more information about 280 Casitas Ave in San Francisco. Thank you.

Contact Agent

By sending, you agree to Trulia's Terms of Use & Privacy Policy.

Photos (1 of 36)

Street View

Map

Broker: Brown & Co. Real Estate



Virtual Tour

House Facts Data Standard for 280 Casitas Ave



Violation Date	Closed Date	Category	Type	
10/28/2003	-	Animals and Pests	Cockroaches	Dispute Claim
10/28/2003	-	Animals and Pests	Mice	Dispute Claim
10/28/2003	11/26/2003	Bed Bugs	Mice	Dispute Claim

Save \$1000 When You Close With Capital One

35

★ Follow Like Hide

Listing Details

Government is what we do together.

- Tim O'Reilly

Ukraine's Future / Minimum-Wage Wars / Wes Anderson

TIME

CODE RED_

Inside the nightmare launch of HealthCare.gov
and the team that figured out how to fix it

BY STEVEN BRILL



**How will we code the
next chapter of American history?**