Technology & Government in the 21st Century

@AbhiNemani

HealthCare.gov



We have a lot of visitors on the site right now. Please stay on this page.

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!

@abhinemani

Live Chat 🦨



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.



Welcome to kynect, Kentucky's Healthcare Connection.

Find Agent / kynector

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 <u>paper application</u>; 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

@abhi

Kentucky Loves Its Insurance, Just Not Obamacare

W 14 **O** 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



Total: \$172B Video game market: ~\$10B

People, Not Data

On disdain and empathy in Civic Tech



Jake Solomon in San Francisco, CA

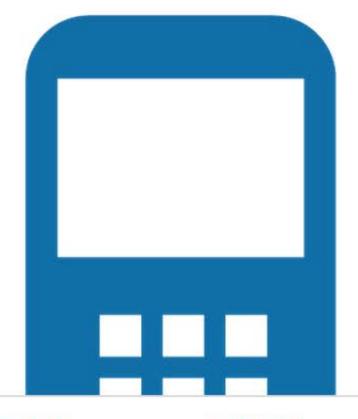
"So there I was: In San Francisco – one of the greatest and most prosperous cities in our country – watching a man on his knees. struggling to hear through bullet proof glass, trying to access nutrition assistance from our Federal government."

- Jacob Solomon, 2013 Fellow



Promptly

Easy text messaging for government.



What is Promptly?

Contact Us

Our Story

Questions?

Lifting the ban on digital communications - SF City Attorney

Structural Change

"Enroll-a-thon"

Community Engagement

"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

Cultural Change

"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

Showing What's Possible

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."



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Introducing the Beston Public Schools 2009

A Guide for Payents and Statients A residence in the

Baston Public Schoels McCourt Great . Rotton MR. 02128 417-071-0000 **Castill Islamin, Superintender**

What are your choices?

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· The citywords Hernandez K-9

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and click "What Art My Schools?

How will you decide which

City of

Boston

details?

(nee page 8):

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· Schevels in the score in which they live

School and Timilty Middle School

For a corromand list of all the schools

introducing the Boston Public Schools

The School Committee of the

City of Beston Rev. Engary Groover, Charlportan Manchelle Rayner Vice Chairperson Helen Dajor + Albeda Hairts Clautio Martinez + Michael 2%ell Elizabeth Relifique

This quide is intended as a general introduction to the Bestim Public Schools, 2 is not a comprehensive policy manual. Same of the whereasters in this public may have chorned siter publication. For further information, call any Family Resource Genter, Ested on page 28.

Produced by The Bartue Public Schools Communications Different

January 2009 DECKS Antoniang the Roter Adda Schools in

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page 18.

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What are your choices?	Elemative telepotation
How will you deside which school to best fur-	Suspertation Tax
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School Passine Sime 2	Kindergarten
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Where to Register	Special Education
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Individual Schools (Index)	
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and instandance one to state of our schemely He sare to visit our Web site to mad school profiles and learn all above the school choice. and regionation process www.locampublic Our Family Researce Centers conneally

help, too. Staff can explain what each school. others, what your options are, and how to apply. They also have information about Linder Bostonie student assignment plats, · Wetchese and transfers. If some water no

- alwarate schools · Programs for English language command for malence with
- disabilities.
- Programs for high addresses · Schools to other somes if the schools are · Before and after school programs wahin their "walk cost" (see page 4 for
 - Samer programs · Partre education and opportunities
 - for furily any hernore
 - · Community manager

Allston/Brighton

West Zone

Hards Park

West Rocharg

INTRODUCING THE BOSTON PUBLIC SCHOOLS 2009

Investors Plain

Harrass

- · and much month Our Family Resource Centers are listed
- on page 28. Call or drup by.

We reasoning you to that our schools and talk everlatives felerads and artableces software children internel is booth wast are considering All scheels are open to visition during regular school hours. Byou wan to courses and speak to the provipal

and staff, we recommend calling ahead for an intraction or go during School Provine

Bach Bats

School Preview Time November 1, 2006-January 23, 3009 School Preview Time is a great time for families to ware more about our schools before school reprintment begins. During School Preview Time, each elementary K-R, middle and high wheat provides special apportunities to wait classions, four the school, and meet the principal and hearbers.

For a schedule of School Preview Time activities, contact any Boston Public Schools Family Resource Center, or wisit,

Records for Specifics.

Care June Man.

Individual School Freiklers.

Otwards Schwidt at a Garter

Gait Jane Derivetting Schools

Crowite Benericary & Middle Schools

www.bestorpublicschools.org/register

About N area employees, including the City of Boston, offer up to four hours of past ning off to state whooly before registration. Check to are if your employer more of

Other places that can help you choose wheels

· Countdown to Xindergarten. 3 #17-635-6816

North Zone

South Barles

East Zone

www.countdowntokindwgartan.org Fyincare applying for kindergarter, Countdown has loss of information on how to choose a program, how and when so registers and how to help your

Choosing a School, page 3 *

- · The waders is in kindergarten-grade Hand the family means to a different most. However, the student may stay in the same school if the parent, 'guardian arreny to provide manapol
- · The stadent is in a special program and man psitts a different school for a new
- mother whool.
- Public Schools now -- even of the student applied and received a 30%

According to state law, each child many artend school beginning in September of the calendar year in which the child turns on ways old. Fasher to and a child to actual could

Cheesing a School (certineed)

child are ready for his or her exciting. first war of school. # 1/8PS, www.shps.arg. This partnership wern the BPS and the YMCA Descent of some on MPN students may effers workshops and researces in pre-register on the SPS Will one. But to English and Spanish for families who wate to-learn about the Boston Public Funds Resource Corner (see page 28). Schools. You can upp up for their monthly enewsleater by visiting their **Required Documents** With other

· WGBN "Sys on Education" High School When you go to regime long-

Choice Web site, www.wpbh.org/ evented antiny', if source an enduly grader loong in Boston for if you are in safe school and ware to transfer), you are descent of hard school charters. This Web ste his lots of information and "mode" molecly you and your family field the schools that marsh your

Choosing a School: What to Ask

Ask the principal and seachers about: • The schools philosophy and

- expectations for every student · Studers achievement, measured
- by test scores and performance on
- commission and written assignments · The school's plans to help students
- achieve at higher levels.
- · The corriculum what selly conruched learn in overy subject?
- · Resources that support active learning including the library accesse labs, and
- milandary · Teaching styles to much your childs
- learning wile
- · Belive and after school programs serving the school and neighborhood
- · Opportunities for art, imme, and physical exercise · Support services available to students
- and their families, such as counseling. and health services
- · School enforms and dress codes.
- Who needs to apply for

school? Stadenin who go to a Boston public

school new may may to the school doragh the school's highest grade. They do not oxed to complete an application.

- A student must apply for school if... · The wadow arounds a BPS school and is in the school's highest grade this year-for example, grade 1 in an Lafy running Early Education Center grade Site a K-5 school, or grade # tota table school or K-8 achusel.
- · The maders wasto to introfer to
- · The madere docusit attend the Boaron
- increased international

result in Igalaction against the parent.

APPLYING FOR SCHOOL

When to Apply

admin who are currently envilled in the To increase the chances of meaning an Boston Public Schools willight their applicacompetences where of choice stations iors for thrie school. They do not need to bould apply in the first registration period ply in person at a Family Resource Center. for detrigrade. Tetraholule is for new registrations and transfer requests for the 2009-2010 school year. replets the process, they must usit a BPS

realed about the weeks after the above of the

endermassigned to the BFS. If you know

the form to we can assign another student.

RSVP form to tellus From ward to stay on

The Besser, Public Schools requires that

students must have immunitations that are

up to date for tableal every at the time they

register for school. This mean that the fol-

lowing transmissions need to be in place at

40 6183 St.

(age 1) (ages 4-5) 1-6

100

NOTE if a shift has turned a year tid by the projects.

investigations Revenues of the dilation of a lowers.

old at registration. He or she is NOT expected to have

Taleast more go to: www.mass.gov/tph/odu/epi/

Services, 617 633-6788, if you have questions, In

investabled, performance for the second seco

addition, we strangly recommend that poor it lid have

When you require your child for school

you must submit a doctor's record stating

visor chief hashad the ceptured instrumina-

tions. The recombinant include the month,

day, and year when the immunitudious wort

given. If you need a copy of the immunica-

denotes or health croser. If you don't have

Health Line, 800 847 0710 Picescullow

station records regularly

By law, students whose interna-

with his or his offigious beliefs.

they have the highest priority.

What are priorities?

2. Shing-walknose

available scats)

6. Random number

Shhar

formula works, call 617-633-9516.

of comings of

students?

a doctor or health center, call the Mayor's

too record or have questions, contact your

two to three weeks for your doctor or health

Keep to mendolitat achoos narrow review

not up to date may be excluded from school.

Special Situations. Except to an oroch-

I a parent or guardian presents a written

statement from a physician that their child

has not been immunited for modical missions.

or allerter stating that investigation conflicts

Rease for page 7 for information on physi-

How does the BPS assign

Assignments are made by a computer that

is programmed with a mathematical termula.

denes to their highest lined distor for which

The company program links to assign sha

For more information about how the

Sometimes a school doesn't have enough its

porty student who has it as a choice. When

this happens, the company assigns students hand on choice and priorities. Here are the

major prostates, with the highest listed first

3. Walk some la priority for 50% of

Within each assignment period, students

3

with the highest priority are assigned firm.

new or apidemic, studeren may start school

tion date, he or she must have received the \$1/\$2

received the 4-year-old immantantions.

a Tailant along the Accessment

concerno-copy records.

Par their root size of the and

Get

7-12

revite waithst. Yes can also me the

your child will not attend the Benton Public.

chools in Superviller, please upp and rename

signification period. In the spring, we stall as RSVP form to

wait lists first other ashould

registration:

Grade:

st/ret

reputite 8

(childespect)

Immunizations

FIRST REGISTRATION PERIOD January 5-February 6, 2009

Kondergarten, Grade 6 & Grade Fandy To avoid long lines, we star followerse schedule, based an die first initial of the parent's last name

hildren in the fursily for all other grades

Applications for multims sugarcring for

e and 9 will be processed in the second

rades other than kindergarten and grades

regaration period They will sective their

during the few regression period.

assignments portion to have April.

February 11-March 20, 2809

Kindergarrim and Grades 1-12

Kordergarmin and Geader 1-12

anigumently mail. Anigometrics are usually

SECOND REGISTRATION PERIOD

THIRD REGISTRATION PERIOD

March 23-May 1, 2009

- · Acleanthree preprinted proofs of your current address in the City of A-I Register January 5-9 J-Q Regionir January 12-18 Boston (see detailed itst below). Regimer January 20-23
- · An original birth certificate (with resed All: Register January 26 - February 6 stal) at payport for children regarers for kindergaren (KD,K1, and K2) or NEW THIS YEAR. Furnites who are stafe 1. registuring a student for kindergarten. grade 6, or grade 9 may requiser other
- · Up-us-date internation records (and details on this page !-

Where to Register

Completing the

Application The application form lives all the schools

- · Make aviour FIVE chorers.
- · Choose as many schools as you with · Number your choices in order of your
- outcomes. · If you are applying for high school, adu
- about achieves with spectal adversaria procedures (pages 25-27). FOURTH REGISTRATION PERIDO · Save your copy of the application in

May 4-June 5, 2009 case there's problem. Koodergaren and Godes 1-12 You will receive the notice of your childs

Residency Requirement for Students Incoder to attend Boston Public Schools, a student must live in the City of Boston. Die residence of a child scale: age 18 is the legal residence of the parent(a) or guardian(a)

who has physical cases dy of the dash. A student who is age 18 or older may establish a reddener separate from his or her parmo or gaardians for school attendance purposes. "Residence" is the place where a person lives permanently. Temporary residence in the City of Boston, which for the purpose of attending a Boston public achool, is not combined 'residences'

This residence pelice does not apply to homeless underes. Question regal writeless students should be deeced to the Office of Lippi Adviser, 617-635-9328

Verification of City of Boston Residency

Before any student is assigned to or invated to attend a Boston Public School, has et parter or legal guardianeous provide at least three proofs of residency in the Cary of Boston. Documents must be pre-printed with the name and address of the student's parent or guardian and must be presented at the Family Researce Center at the time of registration. Pieuse nore that logal guardianship ropains additional documentation in a court or agency.

These documents are also required for any change of address.

Applicants must submit at least one document from each of the following three groups:

GROUP A	GROUP B	GROUPC
 Galy of deec/MD recent of recet waters monopage pagement + 	Ratify bit ar waik order dated within the part follow: • Each of	 Valid Mass. Brive's learner Garrert with the requireation Valid Massachurette photo
 Copy of Lower (Including BHR, and HLD inspect AND monit of most workt mit payment + Legal affiliant from landlard. 	Dital Deprivat Rene bilghow (M Caller bil	identification card • Velid paragret Dated within the part year • With fame
 After ingrenary inclusion of not even instantent + Section 8 agreement 	If a family is starting bearing with an	Couce tax NII Property tax III Dated within the part 62 days Later from an approved
 Tournationent della effective desarrents. 	individual or family and does not pay any, the family may submit a utility tail in the same of the person who owns at issues the property.	gewinstragelog = YeysEsb0 = Sass or ced cost optimit

Are school with an approved special admissions policy may opt to accept applications minors resident madents, but only students who have presented three valid proofs of Baston residency may be invited or affered admission to a Boston Public School.

Any student found to be invitedation of the residency policy will be distrib mmediately from the Boston Public Schools. The parent/guardian of a student durational for two-residency may appeal the doctory. The scalars may be allowed as create in school during the appeal procedure. In addition to distantial from school, the Boston Public Schools may impose possibio on the family such as legal action, a first based on the cost of educational services received.

VISIT OUR WEB SITE . www.bestenpeblicschools.org

and the withhelding of certain scholanhips and prism.

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

- Scott Silverman, 2011 Fellow

DISCOVER

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.



65

- 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

List View

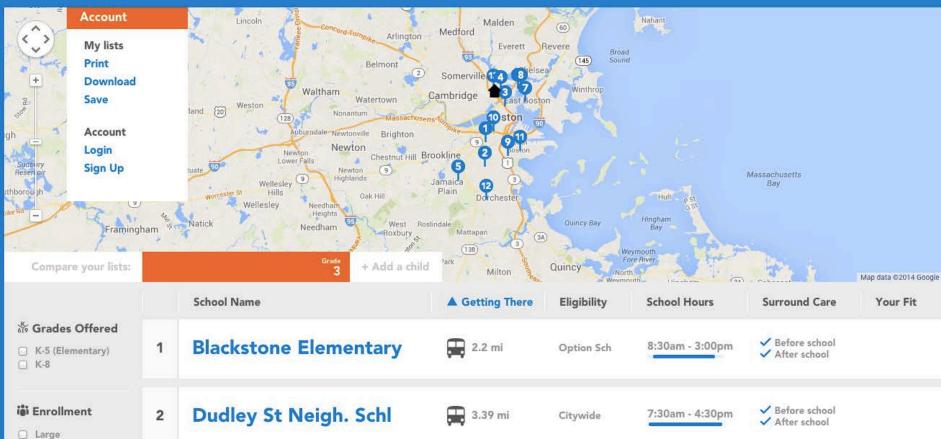
My Favorites

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

Compare



Small

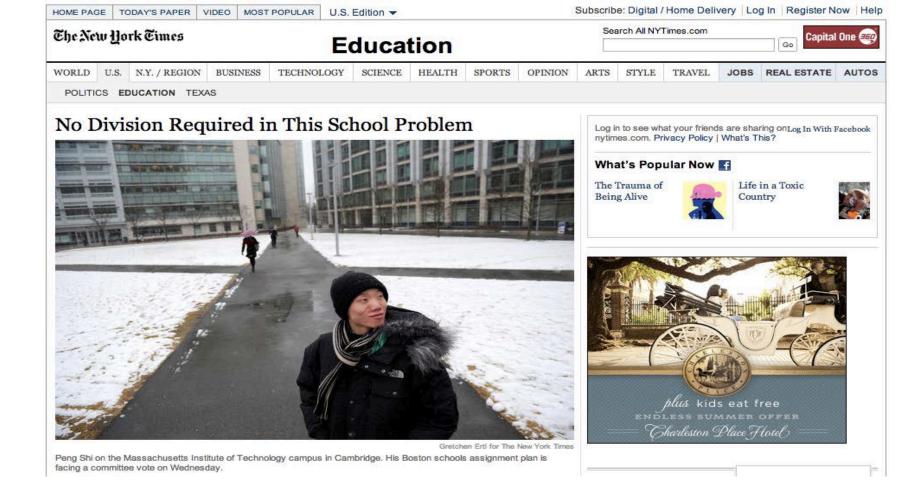




DiscoverBPS "changed the way [the School Department] relates to parents"

- Boston Superintendent





"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

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.

8

0

20



FASTFWD

AN URBAN INNOVATION REFINERY

Civic startups: Focusing on the user



Blight in NOLA





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



blightstatus.nola.gov

blight STATUS



1708 ST ROCH AVE + WATCHLIST

.as	se: HCE	/U-10-011	./8		Case: O
IN	ISPECTION	NOTIFICATION	HEARING	JUDGMENT	RESOLUTION
		2		1	
>	Case Filed	8/11/10	A case fo	or this property w	as 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	Ajudgm	ent of Guilty was	reached



Q

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 >



What is it?

How it works

Interested?

Try it out

In the press

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

MAYOR LANDRIEU'S QUESTION



"When will I be able 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 ->



lodak

in partnership with Tula Lindsol

"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



Measured Voice







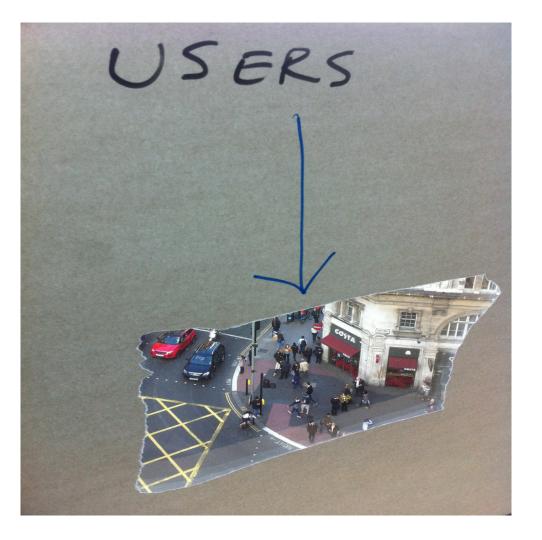
REVESTONE™



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







- 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

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

Search GOV.UK

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Employing people Includes pay, contracts and hiring

Working, jobs and pensions Includes holidays and finding a job @abhinemani 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

Contents Services and information Departments and policy More on GOV.UK

This website replaces
Directgov

Q

Businesses and self-employed Tools and guidance for businesses

Education and learning

<u>Crime, justice and the law</u> Legal processes, courts and the police

📾 GOV.UK

<u>Home</u> > <u>Benefits</u> > <u>Benefits</u> 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

@abhinemani

Benefits entitlement

Benefit fraud

view all

Benefits

Child Benefit

Disability Living Allowance (DLA) for adults

Housing Benefit

🗯 GOV.UK

Blog Government Digital Service

Organisations:Cabinet Office, Government Digital ServiceTopics:Government efficiency, transparency and accountability

atom 🖾 email alerts

Search blog

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 '<u>bank holiday</u>' care most about when they can next enjoy a long weekend.

@abhinemani

Government Digital Service

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

Q

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)

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



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/

hinemani

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



AQ Restaurant & Bar > Health Inspections

AQ Restaurant & Bar

June 20, 2012 - Routine Inspection

Sat

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]

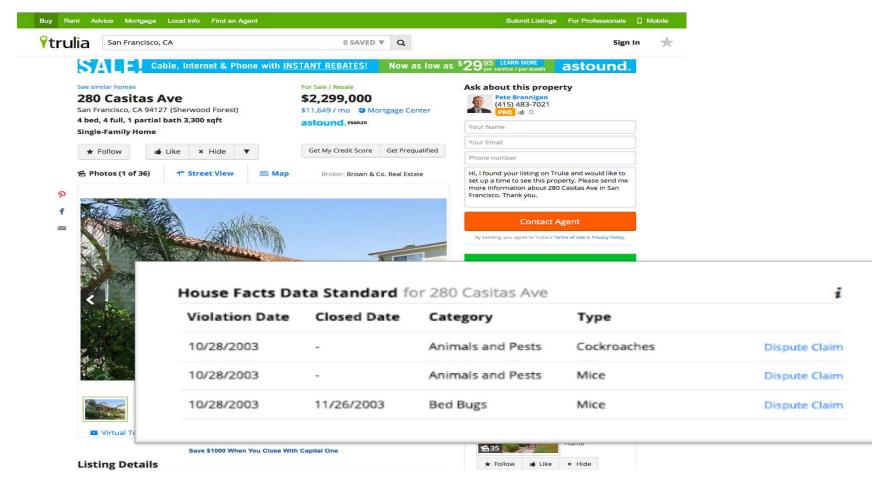
Price Rang
Take-out:
Waiter Sen
Outdoor S
Wi-Fi: No
Good For:
Music: Background
Best Nights: Thu, Fr
Happy Hour: No
Alcohol: Full Bar

Wheelchair Accessible: Yes



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.



Government is what we do together.

- Tim O'Reilly



How will we code the next chapter of American history?