

# Improving Citizen Services with Agile Website Management



Today's consumers of federal government services demand the convenience they get from commercial organizations – including banks, retail shopping, and news and information sources. In many cases, that means an online portal or hub where users can locate information, file forms and applications and communicate with agency officials.

Portals provide value for agencies as well by creating self-service routines for common interactions, freeing up agency personnel for other high value work. CGI leverages Agile/DevSecOps processes and expert consultants to assess agency needs and build the right solution to meet them.

## CENTERS FOR MEDICARE AND MEDICAID SERVICES (CMS)

Together, Medicare, Medicaid and the Children's Health Insurance Programs (CHIP) programs account for one of the largest expenditures in the federal budget. CGI Federal has collaborated with CMS since 1999 to support the development and maintenance of the CMS websites and use the agency's public-facing web presence to deliver solutions that put patients first. The challenge is to present healthcare information in a way that complies with federal legislative and executive mandates, promotes data transparency and accessibility and improves the customer experience.

When CGI first began working with CMS, it found the agency had built the websites with static pages, providing no way for visitors to interact with any part of them. CMS tasked CGI Federal with evolving each website from its basic web presence into a new set of interconnected systems that provide all interested stakeholders with a 360-degree view of the programs.

CGI delivered a new platform for CMS's customer-facing websites using Service Enabled Architecture and, since 2010, has introduced a Scrum approach to Agile software development to help CMS reach its goal of unifying and interconnecting the once separate sites.

## MYUSPTO

To provide a unified and improved citizen experience in conducting business, U.S. Patent and Trademark Office (USPTO) has partnered with CGI to implement a single, personalized and secured citizen-facing portal for managing intellectual properties (IP), and accessing USPTO offerings and services. The MyUSPTO portal provides a "one-stop-shop" experience for housing correspondence information, filing trademark applications, interacting with USPTO offices, managing an IP portfolio and accessing USPTO services. It also enables USPTO to employ a consistent method and central repository for collecting and sharing user data across business units to improve the agency's offerings and services.

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## OUR AGILE STRATEGY

Agile development and DevSecOps are at the heart of CGI's website capabilities. CGI delivers nimble interfaces able to adapt quickly to changing circumstances, with security at the core.

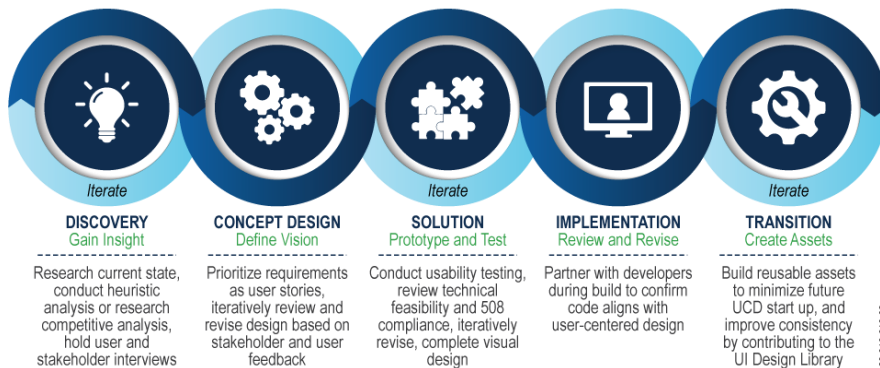
Our approach provides clients with technical agility, a release-on-demand pipeline providing continuous improvement and rapid feedback capability among stakeholders.

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Following a user-centric model, CGI implemented IdeaScale to collect and organize ideas from the public, create useful discussions, and allow ranking of ideas through public voting. This approach allows users to provide feedback anytime from anywhere and increases public engagement.

A government leader in Agile/DevSecOps, USPTO partnered with CGI to increase organizational agility, responsiveness, and security. CGI established cross-functional teams to increase frequency of deployment and delivery of business value. Since its inception in 2014, MyUSPTO has received nearly 300K user registrations with over 100% annual growth. This operating model has increased stakeholder engagement and collaboration, accelerated the customer feedback loop, allowed continuous improvements and new technology adoption, and resulted in higher customer satisfaction.

CGI's Agile User Experience Framework



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## OPEN PAYMENTS

Mandated by the Affordable Care Act, Open Payments is a national disclosure program that promotes transparency by publishing data to a publicly-accessible website on the financial relationships between the healthcare industry and healthcare providers on a publicly accessible website. This website increases access to, and knowledge about, these relationships and provides the public with information to support making informed decisions.

CGI Federal designed and built the Open Payments system in 2014. CGI Federal also operates the Open Payments help desk, which serves as the single point of contact for all related phone and email inquiries. Under CGI Federal's management, the Open Payment's call center exceeds all CMS-required help desk service level agreements (SLAs), despite the fact that roughly 95% of the inbound inquiries occur in a highly compressed, 90-day timeframe during the annual data submission window.

## HOW CGI CAN HELP

CGI Federal has worked closely with federal agencies to design, develop and operate websites for years. Our technical acumen and proven solutions enable us to exceed the expectations of federal agency constituents while reducing costs and increasing efficiency.

## ABOUT CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI delivers an end-to-end portfolio of capabilities, from strategic IT and business consulting to systems integration, managed IT and business process services and intellectual property solutions. CGI works with clients through a local relationship model complemented by a global delivery network to help clients achieve their goals, including becoming customer-centric digital enterprises

For more than 40 years CGI has partnered with U.S. defense, civilian and intelligence agencies to support their mission-essential needs at every stage of the program, product and business lifecycle.

Our mission expertise includes financial management, healthcare, homeland security, environment, defense, intelligence and housing. CGI has approximately 78,000 employees in locations worldwide.

Website: [www.cgi.com/usfederal](http://www.cgi.com/usfederal)

To learn about CGI's capabilities:

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