



Office of Citizen Services and  
Innovative Technologies



## Citizen Engagement

OCSIT is an accelerator and incubator for governmentwide new media and public engagement solutions, making it easier for the government and the public to constructively engage. OCSIT provides public-engagement tools and technology, research, best practices, training, policy guidance, and outreach, to meet 21st century public expectations of participation, collaboration, and services.

- Open Government Dialogues
- Challenge.gov
- Citizen Engagement Platform
- Citizen Contests

## Innovative Technologies

OCSIT advances GSA's responsibilities in serving the American people through open and transparent government initiatives. OCSIT leverages GSA's leadership role in identifying and applying new technologies to help agencies deliver effective government operations, efficient services and cost savings.

- Federal Cloud Computing Initiative
- Apps.gov
- Contact Center Contracts & Services
- Federal Data Center Consolidation
- FedRamp, IaaS and SaaS Email



## Citizen Services & Open Data

OCSIT has a 40-year history of providing consumer information and services to the public through multiple delivery channels. We work closely with federal agencies to ensure that government information is made available and fully accessible by the public. OCSIT has designed and launched open government initiatives that increase the ubiquity, transparency, quality, and discoverability of government data and information.

- USA.gov, GobiernoUSA.gov, USASearch
- National Contact Center
- English and Spanish Consumer Information
- Social Media and Mobile Apps
- Data.gov

## Collaboration Across Governments

OCSIT is driving changes in technology and how the public and the government are using that technology to connect and create solutions. We make federal government information and services more readily available to members of the public and enable federal agencies to take advantage of information technology in sharing information and engaging with each other and with state, local and international governments.

- HowTo.gov
- FedSpace
- Federal Web Managers Council
- Web Manager University
- Government Contact Center Council
- International Collaboration