U.S. Digital Service | Small Business Administration

OUR STORY

United States Digital Service (USDS) is a movement to better understand citizens' needs and to transform how citizens experience government services. Today, there are USDS teams across five government agencies—including Small Business Administration (SBA).

OUR MISSION

USDS is supporting SBA's work to help underrepresented small businesses gain a foothold in government contracting and business development opportunities through certify.SBA.gov.

Our work has enabled small businesses to apply online for popular federal contracting programs while building SBA a modernized case management system to decrease time spent processing applications and increase time SBA staff can spend supporting small business owners.

HOW WE OPERATE

The U.S. Digital Service employs digital experts from diverse backgrounds working in engineering, design, product management, procurement, and strategy & operations.

We work with SBA senior leadership, public servants, and multiple teams and stakeholders across SBA. Most importantly, we work directly with firm owners as we deploy and develop new products.

TIMELINE

02.15 USDS Discovery Sprint at SBA

12.15 SBA team makes first Agile procurement & Cloud integration in federal government

03.16 Women-Owned Small Business (WOSB) Program available in Certify

11.16 All Small Mentor Protege Program (ASMPP) available in Certify

06.17 Updated Historically Underutilized Business Zones (HUBZone) map

11.17 8(a) Certification Application available in Certify

03.18 8(a) Annual Review available in Certify

OUR IMPACT

28,000 Firms in Certify

230K Documents submitted electronically

34 Record - in minutes - of fastest application time for 8(a) certification

5 Legacy systems soon to be decommissioned

WHAT WE'RE WORKING ON

We are applying human-centered design best practices to develop tools that modernize the user experience and make it easier for underrepresented small businesses gain access to government contracting opportunities.

certify.SBA.gov

SBA's certification and business development programs encourage growth for small businesses across the United States, create more than 500,000 jobs, and contribute nearly $100B annually to the American small business economy.

Prior to certify.SBA.gov, federal contracting programs such as 8(a) accepted and processed paper applications. Due to the complexity and liability of 8(a) program participation, many of these submissions exceeded 2,000 paper sheets. These submissions required significant costs in evaluation, postage, and storage for SBA. Businesses seeking to apply for these programs often contracted 3rd party firms to complete their applications for fees often exceeding $10,000.

Since the Certify modernization effort began in 2015 the team has accomplished the following:

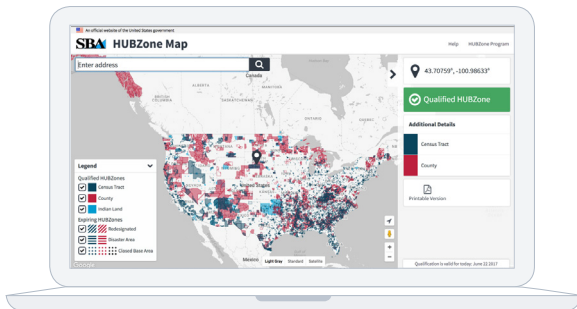| 1st	1st	1st	3x	
Cloud software initiative at SBA (Amazon Web Services)	Agile project at SBA (43% of projects now leverage Agile methodology)	Paperless submission and review processes for 8(a), WOSB, and ASMPP	Increase in WOSB participation since launch of platform	Initial application and compliance review for: 8(a), WOSB, ASMPP

HUBZONE

The new version of the Historically Underutilized Business Zones (HUBZone) map was launched in June 2017. The HUBZone map features the latest regulatory changes, provides an enhanced address search, an accessible user experience, and uses modern open source and geospatial technologies. Map updates now take weeks rather than months. A new advanced street view in the HUBZone map provides additional detailed information to SBA analysts in advance of site visits, allowing them to check whether a site visit is necessary and if so, when and how best to conduct them. With the recent addition of Qualified Disaster Areas to the map, businesses in newly designated areas can now better understand the length of time an area might remain as a HUBZone.