

OUR STORY

Defense Digital Service (DDS) is guided by the vision that the Department of Defense should be an organization where people are enabled by technology, not limited by it.

We hire technical talent from industry who are focused on delivering high-impact solutions and advanced capabilities to protect national defense. DDS is part of the Chief Digital and AI Office (CDAO) – helping the Department adopt data, analytics, and AI solutions.

OUR MISSION

DDS delivers better services to the warfighter through design and technology.

GUIDING PRINCIPLES

DDS takes on the pressing DoD problems that no one has solved yet and employs experts in product, design, and engineering who work in a fully agile, human-centered research, design, and product methodology. We go where the work is, talking to users during discovery sprints, so we can understand users' challenges before completing product planning and solutioning.

Our user-centric method to problem-solving includes:

- Conducting user-focused research and discovery
- Evaluating, defining, and documenting the problem clearly
- Generating and prototyping a diverse range of solutions
- Testing with real users
- Implementing user feedback before product deployment

OUR VALUES



Show, Don't Tell

We rapidly demonstrate and deliver capabilities.



Go Where the Work Is

We show up and experience the problem first hand to understand the users' challenges.



Make a Difference

We leverage our technical expertise to improve the lives of service members and civilians.



Be Brave and Speak the Truth

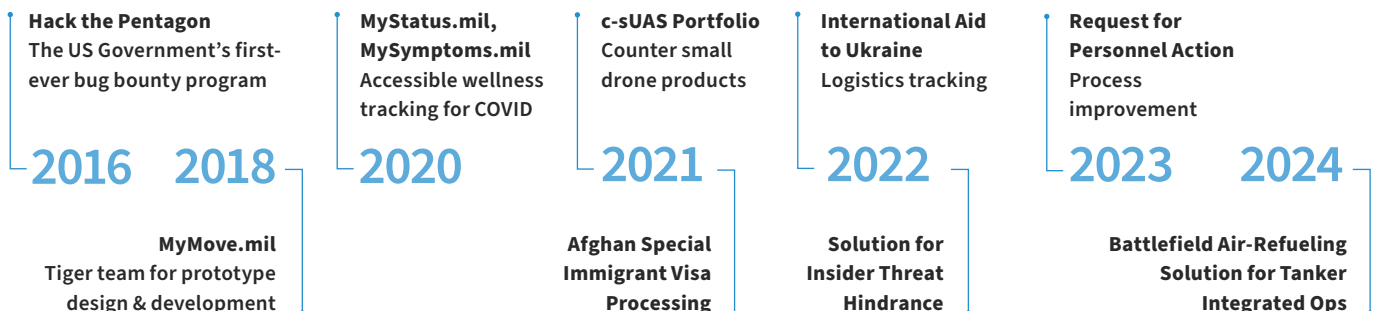
We tell the truth about systems, capabilities, and processes — even if it's hard to hear.



Design with Users

We elevate unheard voices and align our work to user needs.

PRODUCT HIGHLIGHTS



THE DDS WAY: AN IMPROVED AGILE PROCESS FOR THE DOD

The DDS agile process integrates human centered design in the following phases:

0. PROJECT QUALIFICATION

We engage with a potential new product partner to understand the problem and determine if DDS is the right fit for the project.

1. FOUNDATIONAL DISCOVERY & RESEARCH

DDS sends a cross-functional product team that includes product managers, user experience design researchers, and engineers to the project stakeholders to dive deep into the problem.

The team doesn't start with requirements. We start with learning about the customers' needs by talking to users and other stakeholders; and observing how people work. We take the time to learn about the overall problem space including the mission and technical requirements during discovery.

Following the Discovery phase, we work with the product partner to identify the next steps.

2. DEFINITION & DESIGN – IDEATING, PROTOTYPING, AND REVIEWING CONCEPTS

Before we start the Design phase, we define expectations for DDS and the product partner. This is a journey we go on together. Depending on the product, this phase may include drafting end state service design blueprints, or building engineering prototypes. This phase may also include ideating and generating a range of ideas quickly that may solve

the problem. We require the product users to be available and part of the feedback loop for evaluating flows, concepts, and prototypes.

At the end of this agile Design phase, we agree on the core minimally viable product (MVP) requirements.

3. DEVELOPMENT, TESTING, AND REVIEW FOR MINIMUM VIABLE PRODUCT (MVP)

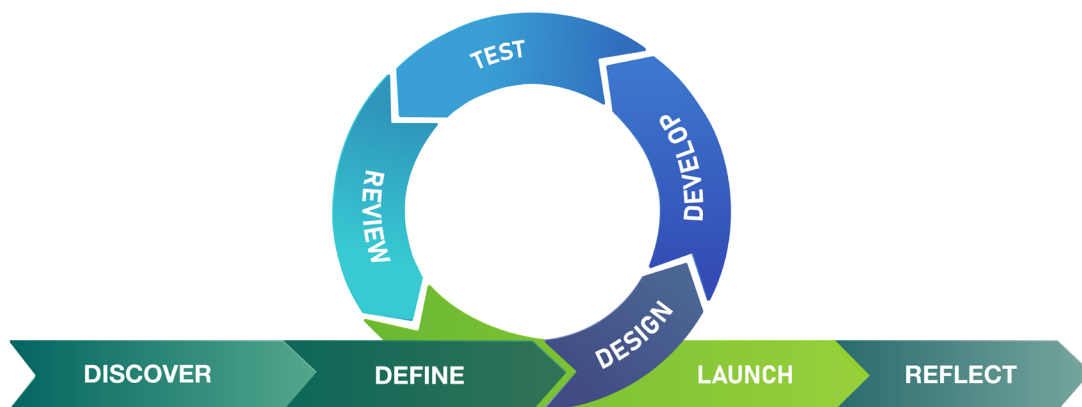
In this phase, we test with real users and implement user feedback in one or more product updates before completing development. This includes agile product and design refinement, testing, and validation.

4. PRODUCT LAUNCH & END OF SPRINT REFLECTION

Celebration! DDS and the product owner have an initial usable product. DDS and the product owner reflect on the current product state and start to identify feature updates. DDS works with the product owner to prepare for transition and starts coaching on agile software methods.

5. TRANSITIONING PRODUCT FOR SUSTAINMENT

DDS transitions the product to the product owner to deploy. This includes maintenance, sustainment, and continued development to meet the needs of the product users. Don't worry, DDS will be there to help out until the product owner is ready to do everything on their own!



DISCOVER



DEFINE



DESIGN



DEVELOP



TEST



REVIEW



LAUNCH



REFLECT