

Driving Government Innovation:

The Success Story of the SSA's
Technician Experience Desktop



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Improving Service by Empowering Employees



Securing today
and tomorrow

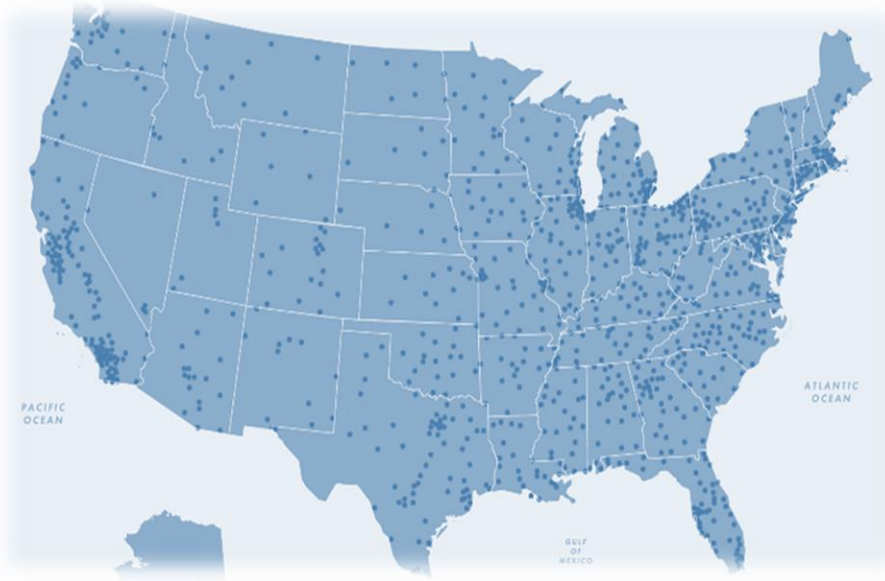
Technician Experience Dashboard

Our customers and our employees



TED is a cornerstone of SSA's tech transformation

**Many SSA physical locations
many views of the customer and workloads**



**One view of the customer
workload flexibility to align with skills/capacity**



Where we started

CUSTOMER SERVICE RECORD QUERY

CSRQ

FIELD OFFICE: 002

UNIT: SAR

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NAME: MARY KAY SMITH

BOAN: 123-45-6789 SEX: FEMALE LANGUAGE PREFERENCE: ENGLISH

CITIZENSHIP: US CITIZEN

DATE OF BIRTH: 01/01/1972 PLACE OF BIRTH: PORTSMOUTH NH

MOTHER MAIDEN NAME: JANE MARIE DOE

FATHER NAME: JOHN JAMES SMITH

OFFICE CODE: 002 NAME: BANGOR ME

SPECIAL NOTICE OPTION DATA:

FIRST CLASS MAIL

CONTACT DATA:

DATE: 04/22/2024 FO CODE: 011 REASON: SSI REDETERMINATION

DATE: 10/11/2024 FO CODE: 002 REASON: SSI REDETERMINATION

CURRENT RECORDS: MBR, SSR, ICD, T2 ACCTS, VIP, DCF, PCACS, DOORS, MYSSA

NIF RECORDS: MSSICS, MCS, RPS, PUPS, MDW, RADRCOMP, i3820ARCH, i3820COMP,

i3820PART, i3441ARCH, i3441COMP, i3441PART, i1020PART,

iCLAIM, iAPPEALS, MEDICARE, DODMC, eRPA, FUGITIVE, RASR,

Where we are

TECHNICIAN DASHBOARD + New

SSN Search Search...

Home Total Tasks C... x MARY K SMITH: 6789 x

MARY KAY SMITH

DOB 01/01/1972 SSN 123-45-6789
Age 52 yrs 3 mos my Social Security abc1234 Email Address maryksmith@aol.com
FRA 06/2039 (67 yrs)
> Other Critical Ages Phone (207) 123-4567

> Mailing Addresses
SHOW LESS

SSN Search

Continue in Outbound Call v
Launch interaction

Post c

RS Enter a note ...

> Posted Notes (1)

Personal Benefits Earnings Relationships Benefits Managed Customer History

Phone Information

	Phone number	Message Type	Remarks
Primary	(207) 123-4567	Voice, Text	None

Addresses

Most Recent Mailing (Client)	Title 2 Mailing (MBR)	Title 16 Mailing (SSR)
PO BOX 384 BANGOR, ME 04401-0384 Effective: 10/11/2024	None	PO BOX 384 BANGOR, ME 04401-0384

> Show More Addresses

Language Preferences

Written	Spoken
English	English

my Social Security **Account Information**

Account Status	Contact Email Address	User Name	Account History
Active	maryksmith@aol.com	abc1234	

Legacy Account Details

Where we're headed

Integrating AWS telephony platform and accelerating workflows

Task management interface showing a table of external tasks. The table is organized into three columns: External Task (A-D), External Task (E-L), and External Task (M-Z). The 'WorkTrack' task in the M-Z column is highlighted in orange. Below the table are 'Cancel' and 'Add tasks' buttons.

External Task (A-D)	External Task (E-L)	External Task (M-Z)
ARIS	eLAS	RASR
BNC Generator	Electronic Rep Payee Accounting	SAVE/EV-STAR
BPQY	Electronic Rep Payee System	SERS
Consolidated Claims Experience	eMailer	SSI Monthly Wage Verification
CPMS	Enterprise Scheduling System	SSNAP
Critical Payment System	Evidence Portal	TCIS
DIPS	EVVE	WEIA
Document Processing System	eWork	WorkTrack

Integrating legacy workload action listings

Legacy workload action listing interface. It features a search bar with 'SSN Search' and a search input field. Below the search bar, there is a section for 'Mailing Addresses' with a 'SHOW LESS' button. A navigation bar at the bottom includes 'Managed', 'Customer History', and 'Workload Actions' (highlighted in yellow). Below the navigation bar, there is a 'Message Type' section with 'Voice, Text' listed.

Leveraging AI for technician support

AI-powered technician support interface. It features a 'Knowledge base' search bar. Below the search bar, there is a section for 'External Sites' with a link to 'PolicyNet'. Below that, there is a section for 'Recently published articles' with two article entries: 'Average Wait Time Until Hearing Held Report' and 'GN 05002.005 The Social Security Benefit Statement'.

Lessons learned and future opportunities

Lessons learned

- Start with business process analysis and improvement
- Start with the end in mind (obvious!)
- How you organize teams matters
- Understand design opportunities/constraints when building for multiple job families
- Understand integration needs and solutions upfront
- Ensure alignment of priorities

Future opportunities

- Improved customer service
- Improved employee engagement, retention, and satisfaction
- Improved performance and productivity
- Greater standardization equals greater automation
- One dimension of broader organizational transformation to meet our service challenges



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