

As the Director of the Office of Innovative Technologies within GSA's Office of Citizen Services and Innovative Technologies (OCSIT), [Martha Dorris](#) is responsible for the management and oversight of all OCSIT's shared solutions that drive innovation and open data, improve efficiency and create a digital government. These platforms, communities and other products provide agencies with the needed solutions and information to transform their organization. By leveraging partnerships with Federal agencies, we build their capacity to serve their customers. Our goal is to transform government to a 21st century digital government – allowing the public to access government services and information anytime, anywhere, on any device.

With over 30 years of government experience at the U.S. General Services Administration, Martha provided leadership in acquisition oversight, policy and citizen services. She spent the last 10 years leading the Office of Citizen Services implementing programs to provide the public with an integrated experience when accessing government information through USA.gov, GobiernoUSA.gov; the National Contact Center and through social media in English and Spanish. She led the creation and implementation of DigitalGov Search which is used across 1,500 government websites to provide a commercial-grade search experience to the public on government websites. Last year, OCSIT touched the public over 1.2 billion times.

Martha has been leading GSA/OCSIT's Customer Experience Program since its inception, using her passion for customer service to drive a customer-centric view within OCSIT programs. She is leveraging what she learned in OCSIT across GSA while working with GSA's Chief Customer Officer (CCO). She created the first-ever Government CX index (GCXi) for OCSIT agency and public-facing programs. This gives us a single index for all public-facing channels. Each program manager now has the ability to implement program improvements based on concrete customer feedback.

Ms. Dorris has been active in the IT community for decades. She has been recognized for her hard work, dedication and leadership in numerous ways. She was a Fed 100 award winner in 2004, 2006, 2008 and 2011. She has been active with the International Council for Information Technology in Government Administration (ICA) for over 15 years and was named a Distinguished Service Award winner in 2005. In addition, OCS was recognized in 2007 with the President's Quality Award for Management Excellence for USA Services. She was the President of the American Council for Technology (ACT) from June 2007 to June 2009. Martha was also recognized by AFFIRM with the 2008 Service to the Citizen Award and named the Civilian Agency IT Executive of the Year by Government Computer News for 2009. Most recently, she was a Sammie finalist for the citizen services category in 2012 and was recognized with an Administrator's Award for Meritorious Service in 2014.