

2022 President's Management Agenda

Section	Synthesis of Requirements or Guidance
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Workforce	<ul style="list-style-type: none">• Agencies will include engagement with public servants and stakeholders inside and outside the federal government as part of efforts to improve the federal workforce.
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Delivering Excellent, Equitable, and Secure Federal Services and Customer Experience	<ul style="list-style-type: none">• To improve the federal government's customer experience, agencies must better understand and involve their customers to improve benefits, services, and programs.• Customer needs can be better understood through gathering feedback, conducting research, sharing insights, and testing approaches.• Capacity to gather customer feedback, conduct user testing, and apply human-centered design research methods will be improved by 2024.• Methods for improving customer experience include "Discovery Sprints" and first-person human-centered design research.• OMB and GSA will engage with agencies to identify opportunities for shared products and services.
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