

**Questions for the Record – Submitted by Ranking Member Jody Hice (R-GA)**

Subcommittee on Government Operations

Hearing: “Federal IT Modernization: How the Coronavirus Exposed Outdated Systems”

Hearing Date: July 20, 2020

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**Questions for Ms. Hana Schank, New America**

1. What are the top IT modernization priorities that Congress should act on?
2. As more Americans continue to interact with the federal government to understand benefits and receive critical information, understanding the customer experience of IT systems will be critical. What challenges do agencies face when trying to improve the design aspects of their systems?
3. A key aspect to improve user experience is being able to get feedback from users themselves. What are the challenges to getting this kind of data and measuring user experience?
4. Are there opportunities to possibly automate the collection and analysis of user feedback? Please explain.