



Office of the
**CHIEF
ADMINISTRATIVE
OFFICER**

Ken Ward

Senior Director
House Digital Service
Office of the Chief Administrative Officer
U.S. House of Representatives



Ken Ward, an expert in civic technologies, serves as Senior Director of the House Digital Service (HDS) team within the U.S. House of Representatives' Office of the Chief Administrative Officer (CAO).

Ken launched his career as a staffer on Capitol Hill in 2002, where he gained an in-depth understanding of the technical and logistical challenges often faced by congressional offices overwhelmed with constituent engagement responsibilities. Ken left the Hill to focus on constituent engagement technologies. In 2007, he founded the civic tech software company Fireside21, where he served as CEO. Under his leadership, Fireside21 successfully deployed a broad scope of constituent service product offerings adopted by House offices to improve civic engagement capabilities.

In 2020, Ken returned to the Hill to join the CAO. At the direction of CAO Catherine Szpindor, he created HDS, a cross-functional team working on high-impact technology projects intended to improve House operations. HDS leverages participatory design methods, iterative product development and lean engineering practices to deliver intuitive technological solutions to increase institutional capacity and efficiency.

Ken's Hill and private sector experience provided great insight into the challenges and opportunities associated with legislative branch constituent services.

Ken graduated from Georgetown University in 2002 where he studied computer science and mathematics.