

Charles Worthington

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Charles Worthington is a software developer and product designer who has been helping the government adopt modern digital service delivery best practices since 2013. He is currently serving as the Chief Technology Officer and Chief Artificial Intelligence Officer at the U.S. Department of Veterans Affairs, where he guides the agency's technology strategy and leads a team of technical experts who use modern technology best practices to improve VA's services. He directs efforts to improve the experience Veterans have when interacting with VA online, to streamline benefits processing, increase health data interoperability, accelerate VA's safe adoption of Artificial Intelligence, and help OIT adopt modern engineering best practices.



Since joining VA in May 2017, he has guided VA's Digital Modernization initiative, which resulted in the successful relaunch of the VA.gov homepage in November 2018 and the launch of VA's flagship mobile app in 2021. His efforts include the development of the agency's Digital Strategy, supporting VA's adoption of commercial cloud infrastructure, supporting the transformation of VA.gov into a modern customer-facing platform, and driving engineering excellence across the Office of Information and Technology's 1000+ products.

Prior to joining VA in May 2017, Charles helped create the U.S. Digital Service. Charles co-authored the Digital Services Playbook, led the recruiting effort for 150+ software engineers, designers, and managers from top technology companies, and executed digital service engagements at the U.S. Citizenship and Immigration Services, Small Business Administration, Departments of Transportation and Interior. Before his federal service, Charles built software products for private sector clients and was a strategy consultant in the tech and telecom sectors. Charles has taught graduate-level courses on digital government as an adjunct professor at the Harvard Kennedy School of

Government and the Georgetown School of Foreign Service. Charles holds a B.A. from Harvard University.