

115TH CONGRESS
2^D SESSION

H. R. 5759

AN ACT

To improve executive agency digital services, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

1 **SECTION 1. SHORT TITLE.**

2 This Act may be cited as the “21st Century Inte-
3 grated Digital Experience Act” or the “21st Century
4 IDEA”.

5 **SEC. 2. DEFINITIONS.**

6 In this Act:

7 (1) **DIRECTOR.**—The term “Director” means
8 the Director of the Office of Management and Budg-
9 et.

10 (2) **EXECUTIVE AGENCY.**—The term “executive
11 agency” has the meaning given the term “Executive
12 agency” in section 105 of title 5, United States
13 Code.

14 **SEC. 3. WEBSITE MODERNIZATION.**

15 (a) **REQUIREMENTS FOR NEW WEBSITES AND DIG-
16 ITAL SERVICES.**—Not later than 180 days after the date
17 of enactment of this Act, an executive agency that creates
18 a website or digital service that is intended for use by the
19 public, or conducts a redesign of an existing legacy website
20 or digital service that is intended for use by the public,
21 shall ensure to the greatest extent practicable that any
22 new or redesigned website, web-based form, web-based ap-
23 plication, or digital service—

24 (1) is accessible to individuals with disabilities
25 in accordance with section 508 of the Rehabilitation
26 Act of 1973 (29 U.S.C. 794d);

1 (2) has a consistent appearance;

2 (3) does not overlap with or duplicate any leg-
3 acy websites and, if applicable, ensure that legacy
4 websites are regularly reviewed, eliminated, and con-
5 solidated;

6 (4) contains a search function that allows users
7 to easily search content intended for public use;

8 (5) is provided through an industry standard
9 secure connection;

10 (6) is designed around user needs with data-
11 driven analysis influencing management and develop-
12 ment decisions, using qualitative and quantitative
13 data to determine user goals, needs, and behaviors,
14 and continually test the website, web-based form,
15 web-based application, or digital service to ensure
16 that user needs are addressed;

17 (7) provides users of the new or redesigned
18 website, web-based form, web-based application, or
19 digital service with the option for a more customized
20 digital experience that allows users to complete dig-
21 ital transactions in an efficient and accurate man-
22 ner; and

23 (8) is fully functional and usable on common
24 mobile devices.

1 (b) REQUIREMENTS FOR EXISTING EXECUTIVE
2 AGENCY WEBSITES AND DIGITAL SERVICES.—Not later
3 than 1 year after the date of enactment of this Act, the
4 head of each executive agency that maintains a website
5 or digital service that is made available to the public
6 shall—

7 (1) review each website or digital service; and

8 (2) submit to Congress a report that includes—

9 (A) a list of the websites and digital serv-
10 ices maintained by the executive agency that
11 are most viewed or utilized by the public or are
12 otherwise important for public engagement;

13 (B) from among the websites and digital
14 services listed under subparagraph (A), a
15 prioritization of websites and digital services
16 that require modernization to meet the require-
17 ments under subsection (a); and

18 (C) an estimation of the cost and schedule
19 of modernizing the websites and digital services
20 prioritized under subparagraph (B).

21 (c) INTERNAL DIGITAL SERVICES.—The head of each
22 executive agency shall ensure, to the greatest extent prac-
23 ticable, that any Intranet established after the date of en-
24 actment of this Act conforms to the requirements de-
25 scribed in subsection (a).

1 (d) PUBLIC REPORTING.—Not later than 1 year after
2 the date of enactment of this Act and every year thereafter
3 for 4 years, the head of each executive agency shall—

4 (1) report annually to the Director on the
5 progress of the executive agency in implementing the
6 requirements described in this section for the pre-
7 vious year; and

8 (2) include the information described in para-
9 graph (1) in a publicly available report that is re-
10 quired under another provision of law.

11 (e) COMPLIANCE WITH UNITED STATES WEBSITE
12 STANDARDS.—Any website of an executive agency that is
13 made available to the public after the date of enactment
14 of this Act shall be in compliance with the website stand-
15 ards of the Technology Transformation Services of the
16 General Services Administration.

17 **SEC. 4. DIGITIZATION OF GOVERNMENT SERVICES AND**
18 **FORMS.**

19 (a) NON-DIGITAL SERVICES.—Not later than 180
20 days after the date of enactment of this Act, the Director
21 shall issue guidance to the head of each executive agency
22 that establishes a process for the executive agency to—

23 (1) identify public non-digital, paper-based, or
24 in-person Government services; and

1 (2) include in the budget request of the execu-
2 tive agency—

3 (A) a list of non-digital services with the
4 greatest impact that could be made available to
5 the public through an online, mobile-friendly,
6 digital service option in a manner that de-
7 creases cost, increases digital conversion rates,
8 and improves customer experience; and

9 (B) an estimation of the cost and schedule
10 associated with carrying out the modernization
11 described in subparagraph (A).

12 (b) SERVICES REQUIRED TO BE DIGITAL.—The head
13 of each executive agency shall regularly review public-fac-
14 ing applications and services to ensure that those applica-
15 tions and services are, to the greatest extent practicable,
16 made available to the public in a digital format.

17 (c) FORMS REQUIRED TO BE DIGITAL.—Not later
18 than 2 years after the enactment of this Act, the head
19 of each executive agency shall ensure that any paper based
20 form that is related to serving the public is made available
21 in a digital format that meets the requirements described
22 in section 3(a).

23 (d) NON-DIGITIZABLE PROCESSES.—If the head of
24 an executive agency cannot make available in a digital for-
25 mat under this section an in-person Government service,

1 form, or paper-based process, the head of the executive
2 agency shall document—

3 (1) the title of the in-person Government serv-
4 ice, form, or paper-based process;

5 (2) a description of the in-person Government
6 service, form, or paper-based process;

7 (3) each unit responsible for the in-person Gov-
8 ernment service, form, or paper-based process and
9 the location of each unit in the organizational hier-
10 archy of the executive agency;

11 (4) any reasons why the in-person Government
12 service, form, or paper-based process cannot be
13 made available under this section; and

14 (5) any potential solutions that could allow the
15 in-person Government service, form, or paper-based
16 process to be made available under this section, in-
17 cluding the implementation of existing technologies,
18 procedural changes, regulatory changes, and legisla-
19 tive changes.

20 (e) PHYSICAL AVAILABILITY.—Each executive agen-
21 cy shall maintain an accessible method of completing dig-
22 ital services through in-person, paper-based, or other
23 means, such that individuals without the ability to use dig-
24 ital services are not deprived of or impeded in access to
25 those digital services.

1 **SEC. 5. ELECTRONIC SIGNATURES.**

2 Not later than 180 days after the date of the enact-
3 ment of this Act, the head of each executive agency shall
4 submit to the Director and the appropriate congressional
5 committees a plan to accelerate the use of electronic signa-
6 tures standards established under the Electronic Signa-
7 tures in Global and National Commerce Act (15 U.S.C.
8 7001 et seq.).

9 **SEC. 6. CUSTOMER EXPERIENCE AND DIGITAL SERVICE DE-**
10 **LIVERY.**

11 The Chief Information Officer of each executive agen-
12 cy, or a designee, shall—

13 (1) coordinate and ensure alignment of the in-
14 ternal and external customer experience programs
15 and strategy of the executive agency;

16 (2) coordinate with the management leaders of
17 the executive agency, including the head of the exec-
18 utive agency, the Chief Financial Officer, and any
19 program manager, to ensure proper funding to sup-
20 port the implementation of this Act;

21 (3) continually examine the digital service deliv-
22 ery strategy of the executive agency to the public
23 and submit recommendations to the head of the ex-
24 ecutive agency providing guidance and best practices
25 suitable to the mission of the executive agency;

1 (4) using qualitative and quantitative data ob-
2 tained from across the executive agency relating to
3 the experience and satisfaction of customers, identify
4 areas of concern that need improvement and im-
5 prove the delivery of customer service;

6 (5) coordinate and ensure, with the approval of
7 the head of the executive agency, compliance by the
8 executive agency with section 3559 of title 44,
9 United States Code; and

10 (6) to the extent practicable, coordinate with
11 other agencies and seek to maintain as much stand-
12 ardization and commonality with other agencies as
13 practicable in implementing the requirements of this
14 Act, to best enable future transitions to centralized
15 shared services.

16 **SEC. 7. STANDARDIZATION.**

17 (a) DESIGN AND IMPLEMENTATION.—Each executive
18 agency shall, to the extent practicable, seek to maintain
19 as much standardization and commonality with other exec-
20 utive agencies as practicable in implementing the require-
21 ments of this Act to best enable future transitions to cen-
22 tralized shared services.

23 (b) COORDINATION.—The Chief Information Officer
24 of each executive agency, or a designee, shall coordinate

1 the implementation of the requirements of this Act, includ-
2 ing the development of standards and commonalities.

3 (c) FEDERAL SUPPLY SCHEDULE.—

4 (1) IN GENERAL.—The General Services Ad-
5 ministration shall make available under a Federal
6 Supply Schedule the systems and services necessary
7 to fulfill the requirements of this Act.

8 (2) REQUIREMENTS.—The Federal Supply
9 Schedule described in paragraph (1) shall, to the ex-
10 tent practicable, ensure interoperability between ex-
11 ecutive agencies, compliance with industry stand-
12 ards, and adherence to best practices for design, ac-
13 cessibility, and information security.

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Attest:

Clerk.

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