

115TH CONGRESS
2D SESSION

S. 3050

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

IN THE SENATE OF THE UNITED STATES

JUNE 12, 2018

Mr. PORTMAN introduced the following bill; which was read twice and referred to the Committee on Homeland Security and Governmental Affairs

A BILL

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,*

3 **SECTION 1. SHORT TITLE.**

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

7 **SEC. 2. FINDINGS.**

8 Congress finds the following:

9 (1) Restoring the global leadership position of
10 the United States Government in technology and
11 electronic government requires a new approach that

1 narrows the growing gap between the digital de-
2 mands of the people of the United States and the
3 manner in which the Government provides digital
4 services to the people of the United States.

5 (2) Legislation is needed to accelerate the tran-
6 sition from an analog and paper-based Government
7 to a 21st century digital Government.

8 (3) The recent passage of the Modernizing Gov-
9 ernment Technology Act as subtitle G of title X of
10 the National Defense Authorization Act for Fiscal
11 Year 2018 (Public Law 115–91; 131 Stat. 1283)
12 and the Connected Government Act (Public Law
13 115–114; 131 Stat. 2278) has laid the foundation
14 for the transformation of the Government to mod-
15 ern, digital platforms.

16 (4) Enhanced citizen-facing and internal digital
17 service delivery will dramatically reduce the cost of
18 Government operations and improve customer expe-
19 rience.

20 **SEC. 3. DEFINITIONS.**

21 In this Act:

22 (1) **DIGITAL SERVICE.**—The term “digital serv-
23 ice” means the delivery of electronic information
24 (such as data or content) and transactional services
25 (such as online forms or benefits applications) across

1 a variety of platforms, devices, and delivery mecha-
2 nisms (such as websites, mobile applications, or so-
3 cial media).

4 (2) DIRECTOR.—The term “Director” means
5 the Director of the Office of Management and Budg-
6 et.

7 (3) EXECUTIVE AGENCY.—The term “executive
8 agency” has the meaning given the term “Executive
9 agency” in section 105 of title 5, United States
10 Code.

11 (4) INTRANET.—The term “Intranet” means a
12 network belonging to an organization or group of or-
13 ganizations and any subdepartment of the organiza-
14 tion, accessible only by the authorized members and
15 systems of the organization, employees of the organi-
16 zations, or others with secure authentication.

17 **SEC. 4. WEBSITE MODERNIZATION.**

18 (a) REQUIREMENTS FOR EXISTING EXECUTIVE
19 AGENCY WEBSITES AND DIGITAL SERVICES.—Not later
20 than 1 year after the date of enactment of this Act, the
21 head of an executive agency that maintains a website or
22 digital service that is made available to the public shall—

23 (1) eliminate or consolidate websites or web
24 pages that are duplicative or overlapping;

1 (2) ensure that each public-facing website and
2 digital service has a consistent appearance;

3 (3) ensure that each website, web-based form,
4 and web-based application of the executive agency
5 are accessible to individuals with disabilities in ac-
6 cordance with section 508 of the Rehabilitation Act
7 of 1973 (29 U.S.C. 794d);

8 (4) ensure that each website or digital service
9 contains a search function that allows users to easily
10 search content intended for public use;

11 (5) provide the website or digital service
12 through an industry standard secure connection;

13 (6) ensure that each website or digital service
14 is designed around user needs with data-driven anal-
15 ysis influencing management and development deci-
16 sions, using qualitative and quantitative data to de-
17 termine user goals, needs, and behaviors, and contin-
18 ually test the website or digital service to ensure
19 that user needs are addressed; and

20 (7) ensure that users of the website or digital
21 service have the option for a more customized digital
22 experience that allows users to complete digital
23 transactions in an efficient and accurate manner.

24 (b) RESEARCH ON DEVELOPMENT OF WEBSITES AND
25 DIGITAL SERVICES.—Notwithstanding any other provi-

1 sion of law, quantitative and qualitative research, includ-
2 ing user testing, related to the development of websites
3 or other public-facing digital services of an executive agen-
4 cy shall not be considered a collection of information for
5 the purposes of section 3507 of title 44, United States
6 Code.

7 (c) REQUIREMENTS FOR NEW WEBSITES AND DIG-
8 ITAL SERVICES.—Any website or digital service of an exec-
9 utive agency that is made available to the public after the
10 date of enactment of this Act shall meet the requirements
11 described in subsection (a).

12 (d) INTERNAL DIGITAL SERVICES.—The head of
13 each executive agency shall ensure to the greatest extent
14 practicable that any new Intranet conforms to the require-
15 ments in subsection (a).

16 (e) PUBLIC REPORTING.—The head of each executive
17 agency shall submit to the Director an annual report on
18 the progress of the executive agency in implementing the
19 requirements described in this section for the previous
20 year and shall make the report available to the public.

21 (f) COMPLIANCE WITH UNITED STATES WEBSITE
22 STANDARDS.—Any website of an executive agency that is
23 made available to the public after the date of enactment
24 of this Act shall be in compliance with the website stand-

1 ards of the Technology Transformation Services of the
2 General Services Administration.

3 **SEC. 5. DIGITIZATION OF GOVERNMENT SERVICES AND**
4 **FORMS.**

5 (a) **DIGITAL SERVICE OPTION REQUIRED.**—Not later
6 than 2 years after the date of enactment of this Act, the
7 head of each executive agency shall make available to the
8 public an online, mobile-friendly, digital service option for
9 any in-person Government transaction or paper-based
10 process in a manner that decreases cost, increases digital
11 conversion rates, and improves customer experience.

12 (b) **FORMS AND SERVICES REQUIRED TO BE DIG-**
13 **ITAL.**—Not later than 1 year after the date of enactment
14 of this Act, the head of each executive agency shall ensure
15 that any paper-based form, application, or service that is
16 related to serving the public is made available to the public
17 in a digital format.

18 **SEC. 6. ELECTRONIC SIGNATURES.**

19 (a) **PLAN FOR USE OF ELECTRONIC SIGNATURES.**—
20 Not later than 180 days after the date of the enactment
21 of this Act, the head of each executive agency shall submit
22 to the Director and the appropriate congressional commit-
23 tees a plan to accelerate the use of electronic signatures
24 standards established in the Electronic Signatures in

1 Global and National Commerce Act (15 U.S.C. 7001 et
2 seq.).

3 (b) EXECUTIVE AGENCY COMPLIANCE.—Not later
4 than 180 days after the date of the enactment of this Act,
5 the head of each executive agency shall certify and report
6 full compliance with the Electronic Signatures in Global
7 and National Commerce Act (15 U.S.C. 7001 et seq.) and
8 Office of Management and Budget Circular A–130, or any
9 successor thereto, to support the use of electronic signa-
10 tures by the Federal Government.

11 **SEC. 7. CUSTOMER EXPERIENCE AND DIGITAL SERVICE DE-**
12 **LIVERY.**

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

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

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

23 (3) continually examine the digital service deliv-
24 ery strategy of the executive agency to the public
25 and submit recommendations to the head of the ex-

1 executive agency providing guidance and best practices
2 suitable to the mission of the executive agency;

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

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

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