

Union Calendar No. 821

115TH CONGRESS
2^D SESSION

H. R. 5759

[Report No. 115–1055]

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

IN THE HOUSE OF REPRESENTATIVES

MAY 10, 2018

Mr. KHANNA (for himself, Mr. RATCLIFFE, Ms. KELLY of Illinois, Mr. RUSSELL, Mr. CONNOLLY, Mrs. McMORRIS RODGERS, Mr. KRISHNAMOORTHY, Mr. FITZPATRICK, Mr. RASKIN, Mr. COSTELLO of Pennsylvania, Mrs. WATSON COLEMAN, Mr. HUNTER, Mrs. LAWRENCE, Mrs. COMSTOCK, Ms. ESHOO, and Mr. CURTIS) introduced the following bill; which was referred to the Committee on Oversight and Government Reform

NOVEMBER 29, 2018

Additional sponsors: Mr. SWALWELL of California, Ms. STEFANIK, Mr. WALKER, Mr. ROSS, and Mr. FASO

NOVEMBER 29, 2018

Reported with an amendment, committed to the Committee of the Whole House on the State of the Union, and ordered to be printed

[Strike out all after the enacting clause and insert the part printed in italics]

[For text of introduced bill, see copy of bill as introduced on May 10, 2018]

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 Integrated*
5 *Digital Experience Act” or the “21st Century IDEA”.*

6 **SEC. 2. DEFINITIONS.**

7 *In this Act:*

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

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 Code.*

13 **SEC. 3. WEBSITE MODERNIZATION.**

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

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

1 (2) *has a consistent appearance;*

2 (3) *does not overlap with or duplicate any legacy*
3 *websites and, if applicable, ensure that legacy websites*
4 *are regularly reviewed, eliminated, and consolidated;*

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

7 (5) *is provided through an industry standard se-*
8 *ecure connection;*

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

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

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

24 ***(b) REQUIREMENTS FOR EXISTING EXECUTIVE AGEN-***
25 ***CY WEBSITES AND DIGITAL SERVICES.—Not later than 1***

1 *year after the date of enactment of this Act, the head of*
2 *each executive agency that maintains a website or digital*
3 *service that is made available to the public shall—*

4 *(1) review each website or digital service; and*

5 *(2) submit to Congress a report that includes—*

6 *(A) a list of the websites and digital services*
7 *maintained by the executive agency that are*
8 *most viewed or utilized by the public or are oth-*
9 *erwise important for public engagement;*

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

15 *(C) an estimation of the cost and schedule*
16 *of modernizing the websites and digital services*
17 *prioritized under subparagraph (B).*

18 *(c) INTERNAL DIGITAL SERVICES.—The head of each*
19 *executive agency shall ensure, to the greatest extent prac-*
20 *ticable, that any Intranet established after the date of enact-*
21 *ment of this Act conforms to the requirements described in*
22 *subsection (a).*

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

1 (1) report annually to the Director on the
2 progress of the executive agency in implementing the
3 requirements described in this section for the previous
4 year; and

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

8 (e) *COMPLIANCE WITH UNITED STATES WEBSITE*
9 *STANDARDS.*—Any website of an executive agency that is
10 made available to the public after the date of enactment
11 of this Act shall be in compliance with the website standards
12 of the Technology Transformation Services of the General
13 Services Administration.

14 **SEC. 4. DIGITIZATION OF GOVERNMENT SERVICES AND**
15 **FORMS.**

16 (a) *NON-DIGITAL SERVICES.*—Not later than 180 days
17 after the date of enactment of this Act, the Director shall
18 issue guidance to the head of each executive agency that es-
19 tablishes a process for the executive agency to—

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

22 (2) include in the budget request of the executive
23 agency—

24 (A) a list of non-digital services with the
25 greatest impact that could be made available to

1 *the public through an online, mobile-friendly,*
2 *digital service option in a manner that decreases*
3 *cost, increases digital conversion rates, and im-*
4 *proves customer experience; and*

5 *(B) an estimation of the cost and schedule*
6 *associated with carrying out the modernization*
7 *described in subparagraph (A).*

8 *(b) SERVICES REQUIRED TO BE DIGITAL.—The head*
9 *of each executive agency shall regularly review public-facing*
10 *applications and services to ensure that those applications*
11 *and services are, to the greatest extent practicable, made*
12 *available to the public in a digital format.*

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

19 *(d) NON-DIGITIZABLE PROCESSES.—If the head of an*
20 *executive agency cannot make available in a digital format*
21 *under this section an in-person Government service, form,*
22 *or paper-based process, the head of the executive agency*
23 *shall document—*

24 *(1) the title of the in-person Government service,*
25 *form, or paper-based process;*

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

3 (3) *each unit responsible for the in-person Gov-*
4 *ernment service, form, or paper-based process and the*
5 *location of each unit in the organizational hierarchy*
6 *of the executive agency;*

7 (4) *any reasons why the in-person Government*
8 *service, form, or paper-based process cannot be made*
9 *available under this section; and*

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

16 (e) *PHYSICAL AVAILABILITY.—Each executive agency*
17 *shall maintain an accessible method of completing digital*
18 *services through in-person, paper-based, or other means,*
19 *such that individuals without the ability to use digital serv-*
20 *ices are not deprived of or impeded in access to those digital*
21 *services.*

22 **SEC. 5. ELECTRONIC SIGNATURES.**

23 *Not later than 180 days after the date of the enactment*
24 *of this Act, the head of each executive agency shall submit*
25 *to the Director and the appropriate congressional commit-*

1 *tees a plan to accelerate the use of electronic signatures*
2 *standards established under the Electronic Signatures in*
3 *Global and National Commerce Act (15 U.S.C. 7001 et*
4 *seq.).*

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

7 *The Chief Information Officer of each executive agency,*
8 *or a designee, shall—*

9 *(1) coordinate and ensure alignment of the inter-*
10 *nal and external customer experience programs and*
11 *strategy of the executive agency;*

12 *(2) coordinate with the management leaders of*
13 *the executive agency, including the head of the execu-*
14 *tive agency, the Chief Financial Officer, and any pro-*
15 *gram manager, to ensure proper funding to support*
16 *the implementation of this Act;*

17 *(3) continually examine the digital service deliv-*
18 *ery strategy of the executive agency to the public and*
19 *submit recommendations to the head of the executive*
20 *agency providing guidance and best practices suitable*
21 *to the mission of the executive agency;*

22 *(4) using qualitative and quantitative data ob-*
23 *tained from across the executive agency relating to the*
24 *experience and satisfaction of customers, identify*

1 *areas of concern that need improvement and improve*
2 *the delivery of customer service;*

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

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

13 **SEC. 7. STANDARDIZATION.**

14 *(a) DESIGN AND IMPLEMENTATION.—Each executive*
15 *agency shall, to the extent practicable, seek to maintain as*
16 *much standardization and commonality with other execu-*
17 *tive agencies as practicable in implementing the require-*
18 *ments of this Act to best enable future transitions to central-*
19 *ized shared services.*

20 *(b) COORDINATION.—The Chief Information Officer of*
21 *each executive agency, or a designee, shall coordinate the*
22 *implementation of the requirements of this Act, including*
23 *the development of standards and commonalities.*

24 *(c) FEDERAL SUPPLY SCHEDULE.—*

1 (1) *IN GENERAL.*—*The General Services Admin-*
2 *istration shall make available under a Federal Sup-*
3 *ply Schedule the systems and services necessary to ful-*
4 *fill the requirements of this Act.*

5 (2) *REQUIREMENTS.*—*The Federal Supply*
6 *Schedule described in paragraph (1) shall, to the ex-*
7 *tent practicable, ensure interoperability between exec-*
8 *utive agencies, compliance with industry standards,*
9 *and adherence to best practices for design, accessi-*
10 *bility, and information security.*

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