

in the IG's authority, an additional layer of accountability.

Empowering IGs has been, and should continue to be, a nonpartisan issue.

The Committee on Oversight and Government Reform relies on the work of IGs, and we strongly support ensuring they can do their jobs effectively.

This bill was ordered reported by the Oversight Committee unanimously. I urge my colleagues to continue their support for IGs by supporting the Inspector General Access Act.

Mr. Speaker, I yield back the balance of my time.

Mr. COMER. Mr. Speaker, I urge adoption of the bill, and I yield back the balance of my time.

The SPEAKER pro tempore. The question is on the motion offered by the gentleman from Kentucky (Mr. COMER) that the House suspend the rules and pass the bill, H.R. 3154.

The question was taken; and (two-thirds being in the affirmative) the rules were suspended and the bill was passed.

A motion to reconsider was laid on the table.

21ST CENTURY INTEGRATED DIGITAL EXPERIENCE ACT

Mr. COMER. Mr. Speaker, I move to suspend the rules and pass the bill (H.R. 5759) to improve executive agency digital services, and for other purposes, as amended.

The Clerk read the title of the bill.

The text of the bill is as follows:

H.R. 5759

Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,

SECTION 1. SHORT TITLE.

This Act may be cited as the “21st Century Integrated Digital Experience Act” or the “21st Century IDEA”.

SEC. 2. DEFINITIONS.

In this Act:

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

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

SEC. 3. WEBSITE MODERNIZATION.

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

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

(2) has a consistent appearance;

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

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

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

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

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

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

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

(1) review each website or digital service; and
(2) submit to Congress a report that includes—
(A) a list of the websites and digital services maintained by the executive agency that are most viewed or utilized by the public or are otherwise important for public engagement;

(B) from among the websites and digital services listed under subparagraph (A), a prioritization of websites and digital services that require modernization to meet the requirements under subsection (a); and

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

(c) INTERNAL DIGITAL SERVICES.—The head of each executive agency shall ensure, to the greatest extent practicable, that any Intranet established after the date of enactment of this Act conforms to the requirements described in subsection (a).

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

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

(2) include the information described in paragraph (1) in a publicly available report that is required under another provision of law.

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

SEC. 4. DIGITIZATION OF GOVERNMENT SERVICES AND FORMS.

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

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

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

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

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

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

(c) FORMS REQUIRED TO BE DIGITAL.—Not later than 2 years after the enactment of this

Act, the head of each executive agency shall ensure that any paper based form that is related to serving the public is made available in a digital format that meets the requirements described in section 3(a).

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

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

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

(3) each unit responsible for the in-person Government service, form, or paper-based process and the location of each unit in the organizational hierarchy of the executive agency;

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

(5) any potential solutions that could allow the in-person Government service, form, or paper-based process to be made available under this section, including the implementation of existing technologies, procedural changes, regulatory changes, and legislative changes.

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

SEC. 5. ELECTRONIC SIGNATURES.

Not later than 180 days after the date of the enactment of this Act, the head of each executive agency shall submit to the Director and the appropriate congressional committee a plan to accelerate the use of electronic signatures standards established under the Electronic Signatures in Global and National Commerce Act (15 U.S.C. 7001 et seq.).

SEC. 6. CUSTOMER EXPERIENCE AND DIGITAL SERVICE DELIVERY.

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

(1) coordinate and ensure alignment of the internal and external customer experience programs and strategy of the executive agency;

(2) coordinate with the management leaders of the executive agency, including the head of the executive agency, the Chief Financial Officer, and any program manager, to ensure proper funding to support the implementation of this Act;

(3) continually examine the digital service delivery strategy of the executive agency to the public and submit recommendations to the head of the executive agency providing guidance and best practices suitable to the mission of the executive agency;

(4) using qualitative and quantitative data obtained from across the executive agency relating to the experience and satisfaction of customers, identify areas of concern that need improvement and improve the delivery of customer service;

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

(6) to the extent practicable, coordinate with other agencies and seek to maintain as much standardization and commonality with other agencies as practicable in implementing the requirements of this Act, to best enable future transitions to centralized shared services.

SEC. 7. STANDARDIZATION.

(a) DESIGN AND IMPLEMENTATION.—Each executive agency shall, to the extent practicable, seek to maintain as much standardization and commonality with other executive agencies as practicable in implementing the requirements of this Act to best enable future transitions to centralized shared services.

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

shall coordinate the implementation of the requirements of this Act, including the development of standards and commonalities.

(c) FEDERAL SUPPLY SCHEDULE.—

(1) IN GENERAL.—The General Services Administration shall make available under a Federal Supply Schedule the systems and services necessary to fulfill the requirements of this Act.

(2) REQUIREMENTS.—The Federal Supply Schedule described in paragraph (1) shall, to the extent practicable, ensure interoperability between executive agencies, compliance with industry standards, and adherence to best practices for design, accessibility, and information security.

The SPEAKER pro tempore. Pursuant to the rule, the gentleman from Kentucky (Mr. COMER) and the gentlewoman from New York (Mrs. CAROLYN B. MALONEY) each will control 20 minutes.

The Chair recognizes the gentleman from Kentucky.

GENERAL LEAVE

Mr. COMER. Mr. Speaker, I ask unanimous consent that all Members may have 5 legislative days in which to revise and extend their remarks and include extraneous material on the bill under consideration.

The SPEAKER pro tempore. Is there objection to the request of the gentleman from Kentucky?

There was no objection.

Mr. COMER. Mr. Speaker, I yield myself such time as I may consume.

Mr. Speaker, I rise today in support of H.R. 5759 introduced by Congressman KHANNA of California.

The U.S. Federal Customer Experience Index measures citizen interactions with the Federal Government. The 2018 index gave Federal agencies failing scores. Citizens deserve and expect better from their government.

H.R. 5759, the 21st Century Integrated Digital Experience Act, or 21st Century IDEA, requires agencies to modernize their websites and digital services. 21st Century IDEA takes a systematic approach to modernizing websites, services, and forms, so as not to unduly burden agencies.

New and redesigned agency websites will have to meet modernization requirements, such as being searchable, customizable, and secure.

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Meanwhile, each agency will survey and create a plan for updating its existing websites and digital services, prioritizing those that are used most by the public. Agencies will also digitize forms so that electronic signatures may be used. All these modernization efforts will improve our constituents' experiences when interacting with Federal agencies.

The bill is supported by the Information Technology Industry Council; The Software Alliance; Adobe; Information Technology and Innovation Foundation; Software & Information Industry Association; ServiceNow; CompTIA; and Microsoft.

Mr. Speaker, I thank Congressman KHANNA and Congressman RATCLIFFE for introducing this important piece of

legislation, and to all of the cosponsors on the committee.

Mr. Speaker, I urge my colleagues to support this bill, and I reserve the balance of my time.

Mrs. CAROLYN B. MALONEY of New York. Mr. Speaker, I yield myself such time as I may consume.

Mr. Speaker, I rise in strong support of the 21st Century Integrated Digital Experience Act, and I thank my friend and colleague, Representative Ro KHANNA, for his bipartisan work on this important bill.

This bill will require agencies to modernize their public-facing websites and increase the types of services and forms available to the public in a digital format.

Improving the capabilities of agency websites available to the public is essential to ensuring that the Federal Government continues to meet the demands of today's citizens. This bill would help to achieve that goal by requiring agencies to make long overdue improvements to the websites and digital services they provide for the public's benefit.

For example, the bill would require that any new or redesigned website be accessible to people with disabilities, offer search functions to allow users to more easily find specific content, and use data-driven analysis to ensure that users' needs are being adequately addressed.

This bill also would mandate that within 2 years of enactment, agencies provide the public with the option of completing any transactions by means of an online, mobile-friendly, digital format. In other words, on their phones.

Finally, the bill would require agencies to submit to both the Director of the Office of Management and Budget and the Committee on Oversight and Government Reform a report on the progress being made in implementing the bill's requirements.

Mr. Speaker, I yield 3 minutes to the gentleman from the great State of California (Mr. KHANNA).

Mr. KHANNA. Mr. Speaker, I rise in support of the IDEA Act that Representative JOHN RATCLIFFE and I introduced.

The idea behind this act is very simple. I represent Silicon Valley. Companies in the private sector in Silicon Valley have very sophisticated websites that make it really easy for consumers to use those websites. There is no reason that the United States Government shouldn't have websites that are as user friendly and easy to use. This bill will require our agencies to be as user friendly to citizens as the private sector is for consumers.

This bill would never have taken place if it wasn't for bipartisan leadership. I want to particularly recognize Chairman WILL HURD, who not only helped with this, but gave me advice on how to draft the bill, and, of course, Ranking Member ROBIN KELLY. I also want to recognize JOHN RATCLIFFE for

his extraordinary work; Senator ROB PORTMAN, who has moved this in the Senate; and Matt Lira at the White House Office of American Innovation, who has been instrumental in this. It shows that the Congress can work to bring modern technology into government.

Mrs. CAROLYN B. MALONEY of New York. Mr. Speaker, I urge all of my colleagues and Members to support this bill.

Mr. Speaker, I have no further speakers, and I yield back the balance of my time.

Mr. COMER. Mr. Speaker, I urge adoption of the bill, and I yield back the balance of my time.

Mr. RATCLIFFE. Mr. Speaker, I rise today in support of H.R. 5759: the 21st Century Integrated Digital Experience Act—also known as the "21st Century IDEA."

Mr. Speaker, I first want to thank my colleague, Representative Ro KHANNA, for his leadership on this important legislation.

This bill is bipartisan. Because if there's one thing we can and should agree on—it's the federal government's duty and obligation to serving the American people as best we can.

It's been a privilege to co-lead on this effort to help make sure we do a better job.

We all know that there's a lot of room for improvement when it comes to meeting the needs of the constituents we were sent here to serve.

But the 21st Century IDEA homes in on a particular area where our federal government lags staggeringly behind: digital modernization and technology.

Why's this such a big issue? Because it's hurting our ability to ensure folks get timely and efficient help from agencies like the IRS or VA.

And even though the technology we need to mitigate this problem is already available—we aren't using it. But as times change, and as citizens' needs transform, it's our job to ensure we evolve the services we provide.

In today's world, this means ensuring that when citizens engage with the government, that interaction mirrors other modern, cost-effective experiences in their everyday lives.

With everything from hailing a cab, buying groceries, or ordering a pizza, we've shifted away from phone calls, walk-ins, or pickups, toward online orders and mobile apps that save us time and, often, money.

The same is true when it comes to federal agencies: Digitization increases the quality of service, promotes efficiency, and improves cost-effectiveness. In fact, recent data from the IRS shows that it costs an agency about \$42 to help a customer on the telephone, and about \$54 to respond to letters sent through the mail.

The same assistance costs only 22 cents when conducted online.

The 21st Century IDEA takes steps to catapult our federal government into the 21st Century by requiring specific efficiency-boosting and cost-saving improvements to government websites and digital services.

These improvements include, for example, ensuring that consumers can connect to government sites through a secure connection, that sites offer search functions, that sites provide consumers a personalization option, and that sites consolidate redundant material

These changes will be overseen by a responsible agency official to ensure compliance.

On top of this, agencies will be required to make paper-based forms available digitally within one year, to provide a digital option as an alternative to in-person government services within two years, to submit a plan to increase the use of electronic signatures on contracts and related documents within 180 days, and to modernize their public-facing websites within one year.

Consumers will no longer be required to print and fill out forms that must then be either faxed or mailed in.

These digital improvements will drastically improve the way our federal agencies provide critical services to folks all across the country, including people with disabilities or those who live in rural areas with limited access to traditional, in-person assistance services all while saving countless taxpayer dollars.

I cannot stress it enough that the federal government is supposed to work for the American people. And we owe it to them to do a better job.

The tools we need to restore the United States' global leadership in technology and digital government are already at our fingertips. Now it's time to act.

I urge my colleagues to vote yes on H.R. 5759: the 21st Century Integrated Digital Experience Act.

Ms. KELLY of Illinois. Mr. Speaker, I am proud to support H.R. 5759, the 21st Century Integrated Digital Experience Act of 2018. This bipartisan legislation, which was reported out of the House Oversight and Government Reform Committee by voice vote, seeks to modernize and improve the delivery of citizen-facing and internal digital services by government agencies.

This legislation builds on the Connected Government Act that I authored and which was signed into law last year. Like the Connected Government Act, the 21st Century IDEA requires federal agency websites to be mobile friendly and secure by providing citizens with an improved customer experience. The bill requires agencies to upgrade their online experiences, provide a digital, mobile friendly option for any paper-based form, requires a plan for the expanded use of electronic signatures, and establishes federal agency chief information officers as the responsible officials inside the federal government for carrying out these requirements. All critical factors in improving customer experience.

American citizens deserve and expect a modern, cost effective digital experience when interacting with the federal government. Recent data from the IRS shows that in-person or live assistance calls to the agency cost taxpayers between \$40 and \$60 on average, while digital transactions cost only \$0.22 on average. A recent 2017 Forrester Research study on Federal Customer Experience Index also found that, "federal websites and mobile apps still offer experiences that are worse than those provided by nondigital channels like physical locations and call centers." The need for enhanced citizen-facing digital service delivery is clear and will dramatically drive down the cost of government operations and improve customer experience.

Restoring the United States Government's global leadership in technology and digital government requires a new approach. To that

end, H.R. 5759 is needed to modernize federal agency websites, support the increased use of mobile devices, transition away from paper-based forms and in-person transactions and bring the U.S. government into the 21st Century.

The SPEAKER pro tempore. The question is on the motion offered by the gentleman from Kentucky (Mr. COMER) that the House suspend the rules and pass the bill, H.R. 5759, as amended.

The question was taken; and (two-thirds being in the affirmative) the rules were suspended and the bill, as amended, was passed.

A motion to reconsider was laid on the table.

SETTLEMENT AGREEMENT INFORMATION DATABASE ACT OF 2018

Mr. COMER. Mr. Speaker, I move to suspend the rules and pass the bill (H.R. 6777) to amend chapter 3 of title 5, United States Code, to require the publication of settlement agreements, and for other purposes.

The Clerk read the title of the bill.

The text of the bill is as follows:

H.R. 6777

Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,

SECTION 1. SHORT TITLE.

This Act may be cited as the "Settlement Agreement Information Database Act of 2018".

SEC. 2. INFORMATION REGARDING SETTLEMENT AGREEMENTS ENTERED INTO BY FEDERAL AGENCIES.

(a) REQUIREMENTS FOR SETTLEMENT AGREEMENTS.—Chapter 3 of title 5, United States Code, is amended by adding at the end the following new section:

§ 307. Information regarding settlement agreements

"(a) DEFINITIONS.—In this section:

"(1) LOCAL GOVERNMENT.—The term 'local government' has the meaning given that term in section 6501 of title 31.

"(2) ORDER TYPE.—The term 'order type' means the type of action or instrument used to settle a civil or criminal judicial action.

"(3) SETTLEMENT AGREEMENT.—The term 'settlement agreement' means a settlement agreement (including a consent decree) that—

"(A) is entered into by an Executive agency; and

"(B) relates to an alleged violation of Federal civil or criminal law.

"(4) STATE.—The term 'State' means each of the several States, the District of Columbia, each territory or possession of the United States, and each federally recognized Indian Tribe.

"(b) SETTLEMENT AGREEMENT INFORMATION DATABASE.—

"(1) EXECUTIVE AGENCY REQUIREMENT.—

"(A) IN GENERAL.—Subject to subparagraph (B), the head of each Executive agency shall, in accordance with guidance issued pursuant to paragraph (2), submit the following information to the database established under paragraph (3):

"(i) A list of each settlement agreement, in a categorized and searchable format, entered into by the Executive agency, as a party to a lawsuit, which shall include, for each settlement agreement—

"(I) the order type of the settlement agreement;

"(II) the date on which the parties entered into the settlement agreement;

"(III) a list of specific violations that specify the basis for the action taken, with a description of the claims each party settled under the settlement agreement;

"(IV) the amount of attorneys' fees and other litigation costs awarded, if any, including a description of the statutory basis for such an award;

"(V) the amount each party settling a claim under the settlement agreement is obligated to pay under the settlement agreement;

"(VI) the total amount the settling parties are obligated to pay under the settlement agreement;

"(VII) the amount, if any, the settling party is obligated to pay that is expressly specified under the settlement agreement as a civil or criminal penalty or fine;

"(VIII) any payment made under the settlement agreement, including a description of any payment made to the Federal Government;

"(IX) the projected duration of the settlement agreement, if available;

"(X) a list of State or local governments that may be directly affected by the terms of the settlement agreement;

"(XI) a brief description of any economic data and methodology used to justify the terms of the settlement agreement;

"(XII) any modifications to the settlement agreement, when applicable;

"(XIII) notice and comments, when applicable; and

"(XIV) whether the settlement agreement is still under judicial enforcement and any period of time by which the parties agreed to have certain conditions met.

"(ii) A copy of each—

"(I) settlement agreement entered into by the Executive agency; and

"(II) statement issued under paragraph (4).

"(B) NONDISCLOSURE.—The requirement to submit information or a copy of a settlement agreement under subparagraph (A) shall not apply to the extent the information or copy (or portion thereof)—

"(i) is subject to a confidentiality provision that prohibits disclosure of the information or copy (or portion thereof); and

"(ii) would not be disclosed under section 552, if the Executive agency provides a citation to the applicable exemption.

"(C) CLARIFICATION OF RESPONSIBLE AGENCY.—In a case in which an Executive agency is acting at the request or on behalf of another Executive agency (referred to as the originating agency), the originating agency is responsible for submitting information under subparagraph (A).

"(2) GUIDANCE.—The Director of the Office of Management and Budget shall issue guidance for Executive agencies to implement paragraph (1). Such guidance shall include the following:

"(A) Specific dates by which submissions must be made, not less than twice a year.

"(B) Data standards, including common data elements and a common, nonproprietary, searchable, machine-readable, platform independent format.

"(C) A requirement that the information and documents required under paragraph (1) are publicly available for a period starting on the date of the settlement through not less than 5 years after the termination of the settlement agreement.

"(3) ESTABLISHMENT OF DATABASE.—The Director of the Office of Management and Budget, or the head of an Executive agency designated by the Director, shall establish and maintain a public, searchable,