



1 public, or conducts a redesign of an existing legacy website  
2 or digital service that is intended for use by the public,  
3 shall ensure to the greatest extent practicable that any  
4 new or redesigned website, web-based form, web-based ap-  
5 plication, or digital service—

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

9 (2) has a consistent appearance;

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

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

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

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

1 (7) provides users of the new or redesigned  
2 website, web-based form, web-based application, or  
3 digital service with the option for a more customized  
4 digital experience that allows users to complete dig-  
5 ital transactions in an efficient and accurate man-  
6 ner; and

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

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

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

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

17 (A) a list of the websites and digital serv-  
18 ices maintained by the executive agency that  
19 are most viewed or utilized by the public or are  
20 otherwise important for public engagement;

21 (B) from among the websites and digital  
22 services listed under subparagraph (A), a  
23 prioritization of websites and digital services  
24 that require modernization to meet the require-  
25 ments under subsection (a); and

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

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

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

12 (1) report annually to the Director on the  
13 progress of the executive agency in implementing the  
14 requirements described in this section for the pre-  
15 vious year; and

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

19 (e) COMPLIANCE WITH UNITED STATES WEBSITE  
20 STANDARDS.—Any website of an executive agency that is  
21 made available to the public after the date of enactment  
22 of this Act shall be in compliance with the website stand-  
23 ards of the Technology Transformation Services of the  
24 General Services Administration.

1 **SEC. 4. DIGITIZATION OF GOVERNMENT SERVICES AND**  
2 **FORMS.**

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

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

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

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

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

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

25 (c) **FORMS REQUIRED TO BE DIGITAL.**—Not later  
26 than 2 years after the enactment of this Act, the head

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

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

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

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

14 (3) each unit responsible for the in-person Gov-  
15 ernment service, form, or paper-based process and  
16 the location of each unit in the organizational hier-  
17 archy of the executive agency;

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

21 (5) any potential solutions that could allow the  
22 in-person Government service, form, or paper-based  
23 process to be made available under this section, in-  
24 cluding the implementation of existing technologies,

1 procedural changes, regulatory changes, and legisla-  
2 tive changes.

3 (e) **PHYSICAL AVAILABILITY.**—Each executive agen-  
4 cy shall maintain an accessible method of completing dig-  
5 ital services through in-person, paper-based, or other  
6 means, such that individuals without the ability to use dig-  
7 ital services are not deprived of or impeded in access to  
8 those digital services.

9 **SEC. 5. ELECTRONIC SIGNATURES.**

10 Not later than 180 days after the date of the enact-  
11 ment of this Act, the head of each executive agency shall  
12 submit to the Director and the appropriate congressional  
13 committees a plan to accelerate the use of electronic signa-  
14 tures standards established under the Electronic Signa-  
15 tures in Global and National Commerce Act (15 U.S.C.  
16 7001 et seq.).

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

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

21 (1) coordinate and ensure alignment of the in-  
22 ternal and external customer experience programs  
23 and strategy of the executive agency;

24 (2) coordinate with the management leaders of  
25 the executive agency, including the head of the execu-

1       utive agency, the Chief Financial Officer, and any  
2       program manager, to ensure proper funding to sup-  
3       port the implementation of this Act;

4           (3) continually examine the digital service deliv-  
5       ery strategy of the executive agency to the public  
6       and submit recommendations to the head of the ex-  
7       ecutive agency providing guidance and best practices  
8       suitable to the mission of the executive agency;

9           (4) using qualitative and quantitative data ob-  
10      tained from across the executive agency relating to  
11      the experience and satisfaction of customers, identify  
12      areas of concern that need improvement and im-  
13      prove the delivery of customer service;

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

18          (6) to the extent practicable, coordinate with  
19      other agencies and seek to maintain as much stand-  
20      ardization and commonality with other agencies as  
21      practicable in implementing the requirements of this  
22      Act, to best enable future transitions to centralized  
23      shared services.

1 **SEC. 7. STANDARDIZATION.**

2 (a) DESIGN AND IMPLEMENTATION.—Each executive  
3 agency shall, to the extent practicable, seek to maintain  
4 as much standardization and commonality with other execu-  
5 tive agencies as practicable in implementing the require-  
6 ments of this Act to best enable future transitions to cen-  
7 tralized shared services.

8 (b) COORDINATION.—The Chief Information Officer  
9 of each executive agency, or a designee, shall coordinate  
10 the implementation of the requirements of this Act, includ-  
11 ing the development of standards and commonalities.

12 (c) FEDERAL SUPPLY SCHEDULE.—

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

17 (2) REQUIREMENTS.—The Federal Supply  
18 Schedule described in paragraph (1) shall, to the ex-  
19 tent practicable, ensure interoperability between ex-  
20 ecutive agencies, compliance with industry stand-  
21 ards, and adherence to best practices for design, ac-  
22 cessibility, and information security.

