

115TH CONGRESS
2D SESSION

H. R. 5759

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

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 The Congress finds the following:

1 (1) Restoring the United States Government’s
2 global leadership position in technology and elec-
3 tronic government requires a new approach—one
4 that narrows the growing gap between the digital de-
5 mands of citizens and the fashion in which the Gov-
6 ernment provides digital services to the American
7 people.

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

11 (3) The recent passage of the Modernizing Gov-
12 ernment Technology Act and the Connected Govern-
13 ment Act has laid the foundation for Government’s
14 transformation to modern, digital platforms.

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

19 **SEC. 3. WEBSITE MODERNIZATION.**

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

1 that such website or service meets the following require-
2 ments:

3 (1) WEBSITE CONSOLIDATION AND CONSISTENT
4 LOOK.—Eliminate or consolidate websites or web
5 pages that are duplicative or overlapping. Ensure a
6 consistent look of public-facing websites and digital
7 services.

8 (2) ACCESSIBILITY FOR INDIVIDUALS WITH DIS-
9 ABILITIES.—Ensure that each website, web-based
10 form, and web-based application of an executive
11 agency are accessible to individuals with disabilities
12 in accordance with section 508 of the Rehabilitation
13 Act of 1973 (29 U.S.C. 794d).

14 (3) INFORMATION SEARCHABLE AND DISCOVER-
15 ABLE.—Contain a search function that allows users
16 to easily search content intended for public use.

17 (4) SECURE CONNECTION.—Provision through
18 an industry standard secure connection.

19 (5) DATA ANALYTICS.—Designed around user
20 needs with data-driven analysis influencing manage-
21 ment and development decisions, using qualitative
22 and quantitative data to determine user goals, needs,
23 and behaviors, and continually testing websites and
24 digital services to ensure that user needs are ad-
25 dressed. Notwithstanding any other provision of law,

1 quantitative and qualitative research, including user
2 testing, related to the development of websites or
3 other public facing digital services shall not be con-
4 sidered a collection of information for the purposes
5 of section 3507 of title 44, United States Code.

6 (6) CONTENT PERSONALIZATION.—Ensure
7 users have the option for a more customized digital
8 experience, allowing them to complete digital trans-
9 actions in an efficient and accurate manner.

10 (b) REQUIREMENTS FOR NEW WEBSITES AND DIG-
11 ITAL SERVICES.—Any website or digital service of an execu-
12 tive agency that is made available to the public after the
13 date of the enactment of this Act shall meet the minimum
14 requirements described in subsection (a).

15 (c) INTERNAL DIGITAL SERVICES.—The head of each
16 executive agency shall ensure to the greatest extent prac-
17 ticable that any new Intranet conforms to the require-
18 ments in subsection (a).

19 (d) PUBLIC REPORTING.—The head of each executive
20 agency shall submit to the Director an annual report on
21 the progress an executive agency is making in imple-
22 menting the requirements described in this section for the
23 previous year and shall make the report available to the
24 public.

1 (e) COMPLIANCE WITH UNITED STATES WEBSITE
2 STANDARDS.—Any new website of an executive agency
3 shall be in compliance with the website standards of the
4 Technology Transformation Services of the General Serv-
5 ices Administration.

6 **SEC. 4. DIGITIZATION OF GOVERNMENT SERVICES AND**
7 **FORMS.**

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

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

21 **SEC. 5. ELECTRONIC SIGNATURES.**

22 (a) PLAN FOR USE OF 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 appropriate congressional committees

1 a plan to accelerate the use of electronic signatures stand-
2 ards established in the Electronic Signatures in Global
3 and National Commerce Act (15 U.S.C. 7001 et seq.).

4 (b) EXECUTIVE AGENCY COMPLIANCE.—Not later
5 than 180 days after the date of the enactment of this Act,
6 the head of each executive agency shall certify and report
7 full compliance with the Electronic Signatures in Global
8 and National Commerce Act (Public Law 106–229) and
9 the OMB Circular A–130—Managing Information as a
10 Strategic Resource guidance, to support the use of elec-
11 tronic signatures by the Federal Government.

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

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

16 (1) Coordinate and ensure alignment of the ex-
17 ecutive agency’s internal and external customer ex-
18 perience programs and strategy.

19 (2) Coordinate with the executive agency man-
20 agement leaders (the head of the executive agency,
21 the Chief Financial Officer, and any program man-
22 ager) to ensure proper funding to support implemen-
23 tation of this bill.

24 (3) Continually examine the digital service de-
25 livery strategy of the executive agency to the public

1 and submit recommendations to the head of the rel-
2 evant executive agency providing guidance and best
3 practices suitable to the mission of the executive
4 agency.

5 (4) Using qualitative and quantitative data ob-
6 tained from across the executive agency relating to
7 customers' experience and satisfaction, identify areas
8 of concern that need improvement and improve the
9 customer service delivery.

10 (5) Coordinate and ensure, with the approval of
11 the head of the executive agency, executive agency
12 compliance with section 3559 of title 44, United
13 States Code.

14 **SEC. 7. DEFINITIONS.**

15 In this Act:

16 (1) **DIGITAL SERVICE.**—The term “digital serv-
17 ice” means the delivery of electronic information
18 (such as data or content) and transactional services
19 (such as online forms or benefits applications) across
20 a variety of platforms, devices, and delivery mecha-
21 nisms (such as websites, mobile applications, or so-
22 cial media).

23 (2) **DIRECTOR.**—The term “Director” means
24 the Director of the Office of Management and Budg-
25 et.

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

5 (4) INTRANET.—The term “Intranet” means a
6 network belonging to an organization or group of or-
7 ganizations and any sub department of the organiza-
8 tion, accessible only by the authorized members and
9 systems of the organization, employees of organiza-
10 tions, or others with secure authentication.

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