

Your Guide to 21st Century IDEA Act Compliance

The 21st Century Integrated Digital Experience Act (21st Century IDEA) is a new law that will greatly improve the public's digital interactions with the federal government by accelerating the implementation of electronic signatures, modernizing websites, and creating digital options for in-person services. Get your agency started on improving the citizen experience with our comprehensive 21st Century IDEA Act Checklist and ease your agency's compliance.

Scope: Applies to all Executive agencies

Per 5 U.S. Code § 105: "Executive agency" means an Executive department, a government corporation (e.g. Amtrak), or an independent establishment.

After 180 days

Electronic Signatures

- **Report to Congress** and Office of Management and Budget (OMB) due with a plan to accelerate electronic signatures as established under the Electronic Signatures in Global and National Commerce Act (ESIGN)

Government services and forms

- **OMB guidance to agencies due** on process to identify and prioritize public, non-digital, paper-based and in-person government services with the greatest impact for digitization and a cost and schedule estimate for doing so

New & redesigned websites, webforms, digital services should:

- Be **accessible** to individuals with disabilities (Sec 508 of Rehabilitation Act)
- Be **consistent** in appearance
- **Not be duplicative** with other, existing sites
- Contain **search** functionality
- Have industry standard **secure** connections
- Be designed around **user needs**
- Provide users option for **more customized experience to complete digital transactions efficiently and accurately**
- Be fully functional on **mobile** devices

After 1 year

Existing agency websites and digital services

- Each agency should submit **report to Congress** with:
 - List of most-viewed/utilized/important public-facing websites
 - Prioritized list of websites and digital services that require modernization
 - Estimated cost and schedule for modernization

Annual progress reports to Congress and OMB

- Annual progress report due to Congress on website and digital services modernization
- Annual progress report due to OMB on website and digital services modernization

After 2 years

- All paper-only forms related to public service required to have digital option

General provisions

- Any new intranet system should conform to the same standards as new and re-designed websites
- All new federal websites to be compliant with standards of the Technology Transformation Service
- Each agency should regularly review public-facing applications and services to ensure that they are made available to the public in a digital format
- For any in-person government service, form, or paper-based processes that cannot be digitized, agencies are required to document:
 - Title and description
 - Responsible bureau or party within the agency
 - Reasons why it cannot be digitized
 - Potential solutions that would allow it to be digitized in the future
- Agencies shall still maintain accessibility to services for those unable to leverage digital methodologies
- Each agency's CIO is responsible for implementing this law, including working with the appropriate parties to secure funding and support for implementation, and coordinating efforts across government to achieve standardization

- The General Services Administration needs to make available the systems and services necessary to fulfill the requirements of this law under a Federal Supply Schedule
- The Federal Supply Schedule should ensure interoperability between executive agencies, compliance with industry standards, and adherence to best practices for design, accessibility, and information security

Getting Started

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Schedule a consultation with our team to get started

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