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

Over 800 public sector agencies, including a number of federal cabinet-level agencies trust DocuSign to help them achieve greater public confidence, quality and service levels. DocuSign is FedRAMP authorized and listed in the FedRAMP marketplace. Our experience cutting paperwork, improving efficiency and driving satisfaction in the public and private sectors with our user-friendly platform make us uniquely positioned to help your agency understand and comply with new citizen experience mandates like the 21st Century Integrated Digital Experience Act.

Schedule a consultation with our team to get started

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