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U.S. Department of Defense Chief Information Officer

Annual Report on the Progress to Implement the 21st Century Integrated Digital Experience Act, Public Law 115-336

Prepared for the Office of Management and Budget and the public per the requirements of section 3(d) of Public Law 115-336

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The estimated cost of this report or study for the Department of Defense is approximately \$1,050 for the 2021 Fiscal Year. This includes \$550 in expenses and \$500 in DoD labor.

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1 Background

Section 3(d) of Public Law 115-336, the 21st Century Integrated Digital Experience Act (21st Century IDEA) requires the head of each Federal executive agency to report annually (through 2023) to the Director of the Office of Management and Budget (OMB) and the public on the agency's progress towards implementing the requirements of the Act and modernizing their websites and digital services.

This report summarizes the 2021 efforts of the Department of Defense (DoD) Chief Information Officer (CIO) to collaborate, coordinate, and where necessary standardize Department-wide implementation of the requirements of the 21st Century IDEA. The implementation activities included in this report are ongoing, and are in coordination and consultation with CIOs or appointed designees within the DoD Components across the Military Departments, the Defense Agencies, and the DoD Field Activities.

1.1 Sec. 3. Website Modernization – Implementation Activities

DoD Instruction (DoDI) 8170.01, "Online Information Management and Electronic Messaging," January 2, 2019, provides specific policies, responsibilities, and procedures critical to successful online information management and electronic messaging. This instruction is in alignment with section 3(a) of the law in the areas of accessibility, search, and mobile optimization. DoD CIO published an update to the DoDI effective August 24, 2021, directing compliance with the 21st Century IDEA and requiring the adoption of the U.S. Web Design System as the website standard published by GSA per section 3e – <https://designsystem.digital.gov/>.

1.2 Sec. 4. Digitization of Government Services and Forms – Implementation Activities

The DoD Forms Management Program (FMP) is administered by the Directives Division (DD), Executive Services Directorate, Washington Headquarters Services. Official electronic DoD forms (DD) and Secretary of Defense (SD) forms are loaded and available on the DoD FMP Website, <https://www.esd.whs.mil/Directives/forms/>.

The FMP is advancing form modernization and does not authorize non-digitized forms with the exception of certain forms that cannot be electronic and require a pen and ink signature, such as voter ballot or voter registration. All new or revised digitized forms are designed using modern software to ensure forms are fillable, emulate a paper workflow, are accessible to people with disabilities in compliance with Section 508, and enable efficient updates to quickly accommodate DoD Component requests. E-signing is enabled on nearly all DD and SD forms in compliance with the 21st Century IDEA. DoD Components will receive implementation guidance on form modernization at the organizational level.

The Department's Forms Management policy (DoDI 7750.07) was updated to align with the 21st Century IDEA guidance and is pending final publication approval.

1.3 Sec. 6. Customer Experience and Digital Service Delivery – Implementation Activities

DoD CIO is coordinating policy and strategy with DoD Components to maintain as much standardization and commonality as practicable in the implementation of the 21st Century IDEA requirements.

DoD CIO and Component designees are actively working to identify current customer experience programs, strategies, and enterprise-level tools used across the Department to capture qualitative and quantitative data on internal and external customer experience and satisfaction. Of the DoD Components assessed to date, most have implemented data collection methodologies to gather customer feedback from both customers internal to the organization and from the public. Types of data collected include customer service feedback, suggestions, user engagement activity, website performance, equipment reliability, vendor services, process timeliness, and overall customer experience. Assessment results are analyzed to identify positive and negative trends within customer engagement so that decision-makers can take appropriate actions to improve user experience and customer service.

1.4 Sec. 7. Standardization – Implementation Activities

Per section 7 of the IDEA, the DoD CIO is actively collaborating with DoD Components CIOs or their designees to provide streamlined Department-wide guidance, assess opportunities for standardization, and identify estimations of costs and schedules that impact implementation across the DoD enterprise.



Dr. Kelly E. Fletcher
Performing the Duties of the Chief Information Officer
of the Department of Defense