



DHS 21st Century IDEA Report

Prepared for the Office of Management and Budget per the requirements of Section 3(d) of Public Law 115-336, "21st Century Integrated Digital Experience Act"

December 2020



Homeland
Security

Office of the Chief Information Officer



DHS 21st Century IDEA Report December 2020

Table of Contents

I.	Background.....	1
II.	DHS Efforts to Date.....	2
A.	Accomplishment #1: Website Modernization.....	2
B.	Accomplishment #2: Enterprise Engagement.....	3
C.	Accomplishment #3: Section 508 Accessibility.....	3
D.	Accomplishment #4: Digitization of Forms.....	3

I. Background

Section 3(d) of the [21st Century Integrated Digital Experience Act](#) (21st Century IDEA)¹ requires the head of each Federal executive branch 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 to implement the requirements of the Act, and modernize their websites and digital services. The information below details the efforts of the U.S. Department of Homeland Security (DHS) to modernize the agency's websites and digital services in 2020.

¹ Public Law 115-336, 132 Stat. 5025-5028.

II. DHS Efforts to Date

DHS has made improving customer interactions with our websites and digital services a high priority. DHS aims to provide our customers with an easy online experience and has taken multiple steps to further achievement of this goal and to comply with the 21st Century IDEA.

Building on the [work that began in 2019](#), DHS has focused on four main goals related to 21st Century IDEA in 2020:

- Website Modernization
- Enterprise Engagement
- Section 508 Accessibility
- Digitization of Forms

A. Accomplishment #1: Website Modernization

During 2020, DHS began the process of modernizing high priority DHS public websites per the requirements of 21st Century IDEA. A large portion of this is aligning the GSA TTS Website Standards with the existing DHS website standards, and then ensuring that public DHS websites are following the U.S. Web Design System (USWDS) maturity model. Since public DHS websites were already following the existing DHS website standards, we found that many of these sites were already in compliance with Level 1 (Integrate Design Principles) of the USWDS maturity model.

The focus of our efforts in 2020 was then to begin implementation of Level 2 (Follow User Experience Guidance) of the maturity model, and since we were already on a development path to upgrade the content management system for the majority of our Tier 1 DHS public websites, we began working with our site owners to incorporate USWDS design elements as part of the Drupal Technical Rebuild from Drupal 7 to Drupal 8 (and subsequent migration to Drupal 9).

Public-facing websites that have been launched or redeployed with USWDS design elements in 2020 include:

- biometrics.cbp.gov
- careers.secretservice.gov
- [CISA.gov*](https://CISA.gov)
- E-Verify.gov
- [FEMA.gov*](https://FEMA.gov)
- FLETA.gov
- [FLETC.gov*](https://FLETC.gov)
- NICCS.CISA.gov
- [Ready.gov*](https://Ready.gov)
- recovery.fema.gov
- [SchoolSafety.gov*](https://SchoolSafety.gov)
- [Secretservice.gov*](https://Secretservice.gov)

- StudyintheStates.dhs.gov
- TSA.gov*
- US-CERT.CISA.gov
- USCIS.gov*

An asterisk (*) indicates a Tier-1 DHS public website, with USCIS.gov being one of the highest-traffic US government websites.

B. Accomplishment #2: Enterprise Engagement

DHS has worked to codify the tenets of 21st Century IDEA through engagement with the DHS Enterprise Web Council, a steering committee whose membership is made up of representatives from DHS headquarters and component Public Affairs and Information Technology offices. Through regular meetings, we've kept the DHS enterprise apprised of updates to the USWDS and provided an open forum to discuss lessons learned as websites progress through the maturity model. We also developed a certification checklist for sites to use as part of their deployment process – clearly articulating all of the requirements found between the US Web Standards, the DHS Web Standards, and the USWDS maturity model.

DHS also engaged directly with the USWDS team at the General Services Administration (GSA) to refine and expand design elements required for a large agency website (enterprise-level website) to fully implement USWDS. This included DHS subject matter experts participating in fact-finding and listening panels with USWDS experts and working directly with USWDS developers to create a “DHS” version of the USWDS and a design template site. This design template will serve as a guidebook for future iterations of DHS public websites using the US Web Design system.

C. Accomplishment #3: Section 508 Accessibility

DHS continues to work with Federal Chief Information Officers Council (CIOC) Accessibility Community of Practice (ACOP) to refine and expand standardized Section 508 conformance testing processes, including the recently updated [Section 508 ICT Baseline for Web Accessibility Version 3.0](#).

DHS continues to use a combination of manual and automated testing methods to monitor conformance to the Section 508 standards for web pages and digital services. DHS also continues to refine the [DHS Trusted Tester Conformance Test Process](#), and provide training and tester certification to promote consistent use.

D. Accomplishment #4: Digitization of Forms

As required in Section 3(a) and 4(b), DHS and its Components regularly review their public facing applications and services to ensure that those applications and services including web-based forms, to the greatest extent practicable, are made available to the public in digital format USCIS is actively developing I-589 and I-765 for online filing. A list of our frequently requested forms can be found on DHS.gov at <https://www.dhs.gov/frequently-requested-forms>.