



2019 DHS 21st Century IDEA Report

21st Century Integrated Digital Experience Act (21st Century IDEA)

July 2021



Homeland
Security

Office of the Chief Information Officer

Message from the Secretary

I am pleased to submit the “2019 DHS 21st Century Integrated Digital Experience Act (21st Century IDEA) Report,” which has been prepared by the Office of the Chief Information Officer (OCIO) and compiled pursuant to requirements in the *21st Century Integrated Digital Experience Act (21st Century IDEA)* (P.L. 115-336).

The Department of Homeland Security (DHS) is committed to transforming our public-facing websites and digital services through the best practices of human-centered design. This work will reduce the administrative burden we place on the public and improve the quality of our services.

This report covers the state of DHS websites as of December 1, 2019.

Pursuant to statutory requirements, this report is being provided to the Office of Management and Budget and to:

The Honorable Kamala Harris
Vice President of the United States
President of the U.S. Senate

The Honorable Nancy Pelosi
Speaker of the U.S. House of Representatives

If you have any questions, please do not hesitate to contact the Office of Legislative Affairs at (202) 447-5890. Thank you.

Sincerely,

Alejandro N. Mayorkas



2019 DHS 21st Century IDEA Report

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I. Legislative Language

This document has been compiled pursuant to the reporting requirements in the *21st Century IDEA* (P.L. 115-336).

The 21st Century IDEA states in section 3(b)(2):

- (2) submit to Congress a report that includes—
 - (A) a list of the websites and digital services maintained by the executive agency that are most viewed or utilized by the public or are otherwise important for public engagement;
 - (B) from among the websites and digital services listed under subparagraph (A), a prioritization of websites and digital services that require modernization to meet the requirements under subsection (a); and
 - (C) an estimation of the cost and schedule of modernizing the websites and digital services prioritized under subparagraph (B).

The 21st Century IDEA states in section 3(d):

- (d) PUBLIC REPORTING.—Not later than 1 year after the date of enactment of this Act and every year thereafter for 4 years, the head of each executive agency shall—
 - (1) report annually to the Director on the progress of the executive agency in implementing the requirements described in this section for the previous year; and
 - (2) include the information described in paragraph (1) in a publicly available report that is required under another provision of law.

The 21st Century IDEA states in section 5:

Not later than 180 days after the date of the enactment of this Act, the head of each executive agency shall submit to the Director and the appropriate congressional committees a plan to accelerate the use of electronic signatures standards established under the Electronic Signatures in Global and National Commerce Act (15 U.S.C. 7001 et seq.).

II. Background

The *21st Century IDEA* requires the heads of all federal executive branch agencies to report to Congress on the progress of the modernization of new or redesigned websites and digital services.

Section 3(a) of the *21st Century IDEA* defines this modernization as requiring new or redesigned websites and digital services to:

- be accessible to individuals with disabilities in accordance with section 508 of the Rehabilitation Act of 1973, commonly called 508 compliant;
- have a consistent appearance;
- not overlap with or duplicate a legacy website;
- contain an easily usable search function;
- provide an industry standard connection;
- be designed based on user needs determined by data-driven analysis; and
- provide the option of a more customized digital experience.

There are two reporting requirements in the *21st Century IDEA*.

First, the *21st Century IDEA* requires executive agencies to provide Congress a list of the websites and digital services that are the most viewed or utilized by the public. A prioritization of those websites and digital services that require modernization, and an estimation of the cost to modernize those websites and digital services; along with a schedule for that modernization.

Second, the *21st Century IDEA* requires executive agencies to submit a plan to accelerate the use of electronic signatures standards established under the *Electronic Signatures in Global and National Commerce Act* (P.L. 115-336).

III. Data Report and Analysis

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 achieve this goal and to comply with the *21st Century IDEA*.

DHS reviewed existing policies and procedures, including the DHS Public Web Strategic Plan, to fully incorporate the *21st Century IDEA* requirements. DHS has begun the process of updating the Strategic Plan to fully align it with *21st Century IDEA* requirements.

Website Modernization

The Department conducted research and compiled a comprehensive list of all public DHS websites and digital services as of December 1, 2019.

DHS identified 649 URLs, of which 112 are public-facing and subject to the *21st Century IDEA*.

From this list, the following are the most viewed or utilized by the public or are otherwise important for public engagement:

- [DHS.gov](https://www.dhs.gov) – Primary website for the U.S. Department of Homeland Security;
- [CPNIRreporting.gov](https://cpnirreporting.gov) – Data breach reporting portal U.S. Secret Service (USSS);
- [CBP.gov](https://www.cbp.gov) – Primary website for U.S. Customs and Border Protection(CBP);
- [CISA.gov](https://www.cisa.gov) – Primary website for the Cybersecurity and Infrastructure Security Agency;
- [DisasterAssistance.gov](https://www.disasterassistance.gov) – Apply for disaster assistance with the Federal Emergency Management Agency (FEMA);
- [E-Verify.gov](https://www.e-verify.gov) – Verify employment eligibility in the United States through U.S. Citizenship and Immigration Services (USCIS);
- [EVUS.gov](https://www.evus.gov) – Electronic Visa Update System through CBP;
- [FEMA.gov](https://www.fema.gov) – Primary website for FEMA;
- [FirstResponderTraining.gov](https://www.firstrespondertraining.gov) – Training and education for first responders through FEMA;
- [FLETA.gov](https://www.fleta.gov) – Federal Law Enforcement Training Accreditation website;
- [FLETC.gov](https://www.fletc.gov) – Primary website for the Federal Law Enforcement Training Centers;
- [FlightSchoolCandidates.gov](https://www.flightschoolcandidates.gov) – Alien flight student program portal through the Transportation Security Administration;
- [FloodSmart.gov](https://www.floodsmart.gov) – National Flood Insurance Program through FEMA;
- [ICE.gov](https://www.ice.dhs.gov) – Primary website for U.S. Immigration and Customs Enforcement;
- [NIEM.gov](https://www.niem.gov) – National Information Exchange Model administered in coordination with Department of Justice and Department of Health and Human Services and utilized by Department of Defense, Department of Transportation, and Department of Agriculture;
- [Ready.gov](https://www.ready.gov) – How to prepare for, respond to and mitigate emergencies, including natural and man-made disasters through FEMA;

- SafetyAct.gov – Anti-terrorism website as required by the *Effective Technologies Act of 2002* through Science and Technology Directorate;
- SecretService.gov – Primary website for the USSS;
- TSA.gov – Primary website for Transportation Security Agency;
- US-CERT.gov – National Cybersecurity and Communications Integration Center through CISA; and
- USCIS.gov – Primary website for USCIS.

These websites underwent additional analysis to determine if they complied with *21st Century IDEA* section 3(a) and the Department determined that they do not. All the websites and digital services were prioritized, the cost to modernize was estimated, and a schedule was set as shown in the below table.

Website/Digital Service Priority	Modernization Cost (est.)	Modernization Schedule (est.)
DHS.gov	\$1M	Priority 1 (FY20)
CBP.gov	\$1.5M	Priority 2 (FY21)
CISA.gov	\$740K	Priority 2 (FY21)
FEMA.gov	\$1.2M	Priority 2 (FY21)
FLETC.gov	\$500K	Priority 2 (FY21)
ICE.gov	\$750K	Priority 2 (FY21)
Ready.gov	\$250K	Priority 2 (FY21)
SecretService.gov	\$500K	Priority 2 (FY21)
TSA.gov	\$750K	Priority 2 (FY21)
USCIS.gov	\$1.2M	Priority 2 (FY21)
CPNIReporting.gov	\$500K	Priority 3 (FY22)
DisasterAssistance.gov	\$1.5M	Priority 3 (FY22)
E-Verify.gov	\$1.2M	Priority 3 (FY22)
EVUS.gov	\$750K	Priority 3 (FY22)
FirstResponderTraining.gov	\$1.1M	Priority 3 (FY22)
FLETA.gov	\$500K	Priority 3 (FY22)
FlightSchoolCandidates.gov	\$400K	Priority 3 (FY22)
FloodSmart.gov	\$500K	Priority 3 (FY22)
NIEM.gov	\$750K	Priority 3 (FY22)
SafetyAct.gov	\$800K	Priority 3 (FY22)
US-CERT.gov	\$1.2M	Priority 3 (FY22)

DHS will follow this priority list and schedule using existing resources, and if necessary, will plan for additional and further website modernization using the President’s Budget process. The expected cost of modernization includes ensuring that each indicated website is fully compliant with both Section 508 of the Rehabilitation Act of 1973 and all applicable laws and guidance.

Notably, this section only covers DHS top-level public websites and does not include major digital services. DHS will work to expand this in future reports.

Electronic Signature Plan

The Department is in the process of developing full policies for electronic signatures. Considerations in development will include a range of technical solutions that will be matched with specific use cases balancing ease of use and non-repudiation. Prior to being finalized, these policies will be reviewed by the Chief Information Security Officers Council and CIO Leadership. The Department anticipates this process to occur within the next six to nine months.

VI. Conclusion/DHS Action Plan

DHS will continue to execute the requirements of the *21st Century IDEA* to provide a more modern user experience for the public users of DHS websites and digital services. The DHS Enterprise Web Council, made up of representatives from the Office of Public Affairs and the Office of the Chief Information Officer for both headquarters and each DHS operational component, will spearhead this effort.

DHS will also continue to work with the General Services Administration to lead the Federal Web Council, an interagency working group comprised of representatives from across the Federal Government working to provide a consolidated single effort for *21st Century IDEA* implementation.

Finally, DHS will expand our efforts under *21st Century IDEA* from our top-line websites described in this document to a more expansive view of our most significant and frequently used digital services.