



December 20, 2021

The Honorable Shalanda Young  
Acting Director  
The Office of Management and Budget  
Eisenhower Executive Office Building  
1650 Pennsylvania Avenue, Northwest  
Washington, DC 20503

Via email to: shalanda.d.young@omb.eop.gov

**RE: 21<sup>st</sup> Century Integrated Digital Experience Act Implementation**

Dear Acting Director Young:

The undersigned organizations applaud the Biden Administration on the release of the Executive Order on Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government (Customer Experience EO). The Customer Experience EO will improve citizens' interactions with the federal government, including by requiring agencies to adopt digital technologies that will more effectively and equitably deliver government services. Section 7(e) of the Customer Experience EO requires agencies to implement requirements of the 21<sup>st</sup> Century Integrated Digital Experience Act (21<sup>st</sup> Century IDEA), and agencies' implementation would greatly benefit from Office of Management and Budget (OMB) guidance to help harmonize the law's requirements with other administration initiatives. Therefore, we are writing to you to encourage OMB to issue 21<sup>st</sup> Century IDEA implementation guidance for agencies to drive execution of this important federal digital service delivery and customer experience policy.

Three years ago today, the 21<sup>st</sup> Century IDEA was signed into law ([Public Law 115-336](#)). We strongly supported this bipartisan effort to accelerate digital transformation across the federal government and provide citizens with a more efficient and equitable digital experience. Unfortunately, the previous administration did not take comprehensive action to assist agencies in funding and implementing the law. As a result, agencies' implementation has been inconsistent, and the public has not experienced the full benefits of the law.

The 21<sup>st</sup> Century IDEA requires agencies to: upgrade their publicly facing websites, intranets, and online portals, including by making federal websites accessible to those with disabilities; provide a digital and mobile friendly option for all paper-based or public forms; and create plans for the expanded use of electronic signatures. Implementing these changes will improve individuals' access to federal services and promote trust in those services, while reducing the cost of government operations. These initiatives closely align with President Biden's priorities on diversity, equity, inclusion, and accessibility in the federal government.

Since the enactment of the 21<sup>st</sup> Century IDEA, the way citizens interact with their government has changed dramatically, brought on in part by the COVID-19 pandemic. Today's citizens demand robust digital

interactions, akin to what they see shopping online or otherwise engaging with a private-sector business. This theme goes to the heart of what the 21<sup>st</sup> Century IDEA was intended to address and is consistent with the digitization trends we have seen in recent years.

Furthermore, people are accessing government services from diverse physical locations and from many different devices. As the Department of Commerce's National Telecommunications and Information Administration found in its most recent Internet use survey, by 2019 68 percent of Americans were accessing the Internet using a smartphone, while only 28 percent were using a desktop. Particularly in light of the COVID-19 pandemic, this trend will likely continue. Providing mobile-responsive options as required by the 21<sup>st</sup> Century IDEA is more important today than ever.

Fully implementing the 21<sup>st</sup> Century IDEA will help ensure that the public and federal employees have secure, convenient, and equitable digital interactions with the federal government. We strongly advocate OMB release federal agency implementation guidance for the 21<sup>st</sup> Century IDEA, so agencies have the funding and clarity necessary to improve the government's customer experience and the delivery of citizen services.

Thank you for your attention to this important matter.

Sincerely,

Alliance for Digital Innovation (ADI)  
BSA | The Software Alliance  
Software & Information Industry Association (SIIA)