



THE DIRECTOR OF SELECTIVE SERVICE  
Arlington, Virginia 22209-2425

December 18, 2019

Dear Members of Congress:

I submit to you this first annual report of our agency's website modernization and digital services efforts pursuant to Public Law 115-336, titled the *21<sup>st</sup> Century Integrated Digital Experience Act*. It lists our website and digital services publicly available. I support this law and am confident the Selective Service System complies with the requirements.

Our public-facing website and internal and external digital services align with the agency's five-year strategic plan based on the mission of the agency as defined by the Military Selective Service Act. All agency systems are being updated and modernized. I am proud that my staff ensures excellence in promoting economy, efficiency, and effectiveness in the management of SSS programs and supporting operations.

This comparatively small agency does a big job for America. It stands ready to deliver trained and untrained manpower to the Department of Defense when directed. Additionally, Selective Service manages its alternative service program for conscientious objectors who would serve in the civilian capacity contributing to the national health, safety, or interest in lieu of military service.

On behalf of the dedicated men and women of Selective Service, I thank you for your support of this agency's national security mission and would be pleased to discuss our programs with you at your convenience.

Sincerely,

A handwritten signature in black ink that reads "Donald M. Benton". The signature is written in a cursive style with a large, stylized "B" at the end.

Donald M. Benton

Enclosure

# Selective Service System

## Website Modernization and Digital Services Report

in response to

the 21<sup>st</sup> Century Integrated Digital Experience Act (IDEA)

December 20, 2019

### **Background**

The Selective Service System's (SSS's) communication with the public is primarily through the Internet. The agency's public website is a central point of online communication providing informative resources and services using desktop computers, tablets, and mobile devices, anywhere anytime. The SSS website supports the agency's mission to register men ages 18 - 25. Registration is the vital active role the agency has interfacing with the American people.

The website also disseminates information as defined in Office of Management and Budget (OMB) Circular A-130, "Management of Federal Information Resources." The agency manages its public website as part of its information resource management program following guidance in the OMB Circular A-130, OMB "Guidelines for Ensuring and Maximizing the Quality, Objectivity, Utility, and Integrity of Information Disseminated by Federal Agencies" (67 FR 5365).

### **Section 3: Website Modernization**

#### **(a) Requirements for New Websites and Digital Services**

Following the passage of Public Law 115-336, 21<sup>st</sup> Century Integrated Digital Experience Act, the SSS is in the process of modernizing its public website. The SSS is in the middle of reorganizing and redesigning its public website using a new content management system (CMS) platform. The SSS initiated this effort through a contract awarded in FY 2019, improving upon our existing CMS.

The CMS new platform, WordPress, was selected to update and modernize our existing website specifically to address user friendliness and more efficient customer service. The agency reviewed its existing website and based on user feedback and analysis the new website is being designed to allow for quicker, clearer communication of four major components: conveying information about the SSS, registering, checking a registration, and requesting for a status information letter. Additionally, the upgraded website will allow SSS to better engage with the public. Through appropriate storytelling content, videos, and user-friendly navigation user will be able to access the information within one, at most two, clicks.

- 1) **Accessibility:** The existing website is accessible to individuals with disabilities, but the new website will further address more 508 compliant features such as an audio or MP3 alternative for the Captcha security attached to verifying a registration for those who are visually challenged.
- 2) **Appearance:** The current website is consistent in design and continuity. The redesigned website will also have this continuity in its appearance.
- 3) **Old Website:** The existing website has media information that links to a separate location on the web server. This will be resolved with the new redesign of the public website. There will be no duplicity or overlap to an older website page.
- 4) **Search Feature:** Both the current and redesigned websites have a search feature easily accessible from the home page.
- 5) **Secured Site:** The existing website had transferred to a secured platform in July 2013. The new redesigned website will also meet this requirement.
- 6) **Data:** The existing website was built to address public needs. The redesigned website will take that a couple steps further in addressing customers' needs. Google Analytics tool was used to determine traffic and time spent on each web page.
- 7) **Forms:** The existing and redesigned website's online forms are web-based and provide the user with the alternative to complete a fillable online form to print and mail, specifically for those who cannot register immediately with a valid social security number in our system. Electronic registration currently represents 92 percent of all registration methods.
- 8) **Mobile Adaptability:** The existing website was designed using responsive skins as will the redesigned website for users accessing the public website using mobile devices.

**(b) Requirements for Existing Executive Agency Websites and Digital Services**

**A. List of Websites and Existing Digital Services:**

Website: [www.SSS.gov](http://www.SSS.gov) (<https://www.sss.gov>)

Digital Services:

- Online registration form using a valid social security number
- Online verification form
- Change of Address / Information
- Bulk Verification of SSS registrations – to be modernized

**B. Digital Services:** Reference the table on the next page for the prioritization of the website and digital services to be modernized, specifically the additional customer services that need to be modernized:

- Electronic submission of forms and/or supporting documentation for a status information letter.
- Identity management / user verification through a tool such as Login.gov.

- C. Cost:** The existing website is being redesigned by a contractor for \$75K, to be delivered in 2020. A request for proposal is being drafted and going out for hosting this new CMS website. For digital services, reference the table below for the cost estimates and schedule of modernization, which includes the additional full-time equivalent that will be needed to complete the modernization projects.

Name of Service	Schedule	Additional FTEs	Cost \$\$\$
Public Website	In Progress; Complete FY2020	0.5 FTE	\$75,000
Electronic Submission of Forms and/or Supporting Documentation for Status Information Letters	Under review; Complete FY2021	1.5 FTE	\$250,000 (est)
Identity Management/User Verification Through a tool such as Login.gov	12-18 months	0.5 FTE	\$200,000 (est)
Bulk Verification of SSS Registrations	6 months	0.25 FTE	\$50,000 (est)

**(c) Internal Digital Services**

The agency has incorporated digital services into its internal operations. For instance:

- IT Help Desk has a Footprint tracking system.
- USA Performance streamlined setting standards and rating employee performance, which requires the use of a personal identity verification (PIV) card.
- Employees are now able to digitally sign agency and interagency agreement forms using their PIV card.

**(d) Public Reporting**

1. This is the first report to the Director of the Office of Budget and Management on the progress of the executive agency in implementing the website requirements. Per PL 115-336 guidelines, a follow-up report will be submitted for the next 4 years.
2. These reports will be posted where appropriate and made available to the public.

**(e) Compliance with United States Website Standards**

The existing website complies with most standards, but the redesigned website will be in full compliance with U.S. website standards.

## **Section 4: Digitization of Government Services and Forms**

### **(a) Non-Digital Services**

1. The SSS has identified its public non-digital, paper-based government services, and has no in-person government services at this time. In-person services would only happen if Congress and the President authorized a return to conscription.
2. SSS's non-digital services to modernize:
  - (A) The list of non-digital services with the greatest impact that could be made available to the public through an online, mobile-friendly, digital service option that would decrease processing cost, increase digital accessibility, and improve customer experience is as follows:
    - Status Information Letter
    - SSS registration form for U.S. males living abroad – no cost.
  - (B) Cost Estimates: Reference the table on the previous page for the cost estimates of digitizing agency's government services and forms.

### **(b) Services Required to be Digital**

The SSS reviewed its public-facing applications and services and ensured those applications meet both cybersecurity requirements and customer service needs.

### **(c) Forms Required to be Digital**

The SSS has identified the most used and required forms and these are already in digital format.

### **(d) Non-Digital Processes**

The SSS does not have in-service government service. At this time, SSS keeps paper forms of the required services for individuals who do not have access to a computer or for individuals registering from abroad.

#### **1. Title of Forms –**

SSS Form 1: Selective Service Registration Form

SSS Form 2: Selective Service Change of Information Form

Note: Request for Status Information Letter is a fillable online form and may be mailed or submitted through encrypted email to protect PII.

#### **2. Description of Forms –**

The description of the forms are self-explanatory.

#### **3. Unit Responsible for Form –**

Selective Service System Operations Directorate.

**4. Reasons Why Cannot Be Made Digital –**

These forms are fillable online to print and mail, and forms are available at U.S. Post Offices to accommodate individuals who do not yet have a social security number, as well as for those who choose not to use electronic means. Paper forms are provided to men from U.S. embassies and consulates for men living abroad.

**5. Solutions –**

Implement electronic registration from other means as automatic registration through state driver's license legislation, Free Application for Federal Student Aid (FAFSA), USCIS registration, and USMEPCOM for registration of enlisted individuals during in-processing.

**Section 5: Electronic Signature**

The SSS has already incorporated electronic digital signatures in its internal business processes, specifically for accounting, contracts, USA Performance, Individual Development Plans, interagency agreements, to name a few processes.

**Section 6: Customer Experience and Digital Service Delivery**

The SSS has planned, coordinated, and aligned its internal and external customer experience programs with the agency's overall strategic plan.

**Section 7: Standardization**

**(a) Design and Implementation**

The SSS shift to a new CMS for the website is a move towards standardization. The redesigned website will have the look and feel of an official government agency.