



## U.S. Selective Service System

Public Law 115-336, "21st Century Integrated Digital Experience Act"

December 2020 Report

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

# The Selective Service System's Progress to Implement the 21st Century Integrated Digital Experience Act

## 2020 Annual Report

### Background

Section 3(d) of the [21st Century Integrated Digital Experience Act](#) (21st Century IDEA)<sup>1</sup> 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. Selective Service System (SSS) to modernize the agency's websites and digital services in 2020.

### SSS Efforts to Date

We continue to leverage the 21st Century IDEA to streamline our digital footprint and deliver a quality and easy online experience to customers and partners. Building on the work from 2019, our efforts in 2020 were focused on providing a modernized platform to increase public customer experience and needs.

Major accomplishments for 2020 include the redesign and modernization of the SSS public website, creation of new digital products, including an Electronic Acknowledgment Letter and digitized archived artifacts, and the digitization of all SSS forms.

### Modernization of Public Website at SSS.GOV

The SSS completed the reorganization and redesign of its public website using a new content management system (CMS) platform aimed at increasing efficiency in customer service. The redesigned website provides clear communication and navigation for four major components: conveying information about the SSS, registering, checking registration status, and requesting a status information letter. Through appropriate storytelling content, videos, and user-friendly navigation, users can access most information within 1-2 clicks. The FY 2019 contract to develop the website was fully executed at \$74,620. FY 2019 year-end funds were used to implement this project which was completed in March 2020.

### Electronic Acknowledgement Letter

Supporting the effort to increase customer experience, the agency developed an electronic acknowledgement letter that is immediately available for all online registrants. This new capability reduced cost associated with postage and processing by 20%. Additional customer experience improvements include establishing a secure communication platform for all communication with the public. This was accomplished at no additional cost to taxpayers.

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<sup>1</sup> Public Law 115-336, 132 Stat. 5025-5028.

## **Automated Learning Management System**

Instituted the agency's first automated learning management system (LMS) that improved the training management of the staff, board members, and Reserve Service Members (RSM). This initiative created a virtual environment conducive to meet the training needs for all employees dispersed over three geographically separated Regional Headquarters, 50 states and territories. The completed SSS LMS cost was \$169,180.

## **Digital Products**

Initiated efforts to digitize and archive products and information by digitally storing microfilmed documents. This change in procedure provides real-time access for the Data Management team to view historical data and eliminates the cost for microfiche and shipping. Additionally, the agency converted over 150 audio and video products (VHS, DVD, and cassette) and now store them digitally at the cost of \$14,380.

## **IT Security Improvements**

IT infrastructure and services were updated with current technology. The updates represent a transformational improvement to the security architecture across the entire agency: National Headquarters, three regional headquarters, and the Data Management Center. These new technologies ensure compliance with Executive Order (EO) 13800 while sustaining Federal Information Security Management Act (FISMA) standards. The total cost for all security improvements was \$897,850.

## **Modernization of Internal IT Support**

Modernized the IT Support (Help Desk) by incorporating new processes, such as a ticketing system, and technologies resulting in improved services, user experience, and cybersecurity. The cost for modernizing IT support totaled \$9,650.

## **Digitization of Forms**

As required in Section 4(d), we have digitized all paper-based forms related to serving the public. Our forms are published on our [SSS Forms Page](#).



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Donald Benton  
Director of U.S. Selective Service System