



## **Selective Service System**

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

December 2022 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 21<sup>st</sup> Century Integrated Digital Experience Act 2022 Annual Report

## Background

Section 3(d) of the 21<sup>st</sup> Century Integrated Digital Experience Act (21<sup>st</sup> Century IDEA) 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 agency progress to implement the requirements of the 21<sup>st</sup> Century IDEA and modernize their websites and digital services. The information below details the efforts of the Selective Service System (SSS) to continue the modernization of its website and digital services during the reporting period.

## Enterprise Content Management (ECM) System

SSS continues to integrate next-generation technologies to support its mission. During FY 2022, SSS fielded the Enterprise Content Management (ECM) system to streamline manual paper-based processes. This automation increased the efficiencies in registration document processing and transformed an antiquated hard copy process into a digital one. The Agency's Data Management Center (DMC) was able to process 282,000 pieces of mail through the ECM system during FY 2022, resulting in 113,000 new registrations and 18,000 'Status of Information Letter' (SIL) requests.

To meet daily operational demands, the DMC technical team made maintenance upgrades to enhance system performance. As a result, the DMC successfully eliminated its backlog by processing more than 15,000 documents over a four-month span. The DMC also eliminated SIL processing wait times for the public, something that previously took up to five days. **The FY 2022 costs associated with ECM were: \$210,000.**

## Modernization of the Public Website (sss.gov)

Improvements to SSS's public-facing website continued during FY 2022 as the content management team updated the website's header menu to increase website navigation efficiencies. The team continued to maintain a website update management system that documents changes to sss.gov, including page edits, image and document uploads, news postings, page creation, and menu edits. A total of 76 edits were instituted to the public-facing website in FY 2022. **There were no costs associated with this initiative.**

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