



## Selective Service System

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

2023 Annual Report

December 21, 2023

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 2023 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 executive agency to report annually (through 2023) to the Director of the Office of Management and Budget and the public on their progress to implement the requirements of the Act. The information below details the Selective Service System's (SSS) progress.

## **Overview of SSS Efforts**

Innovation continues to be a crucial driver of the Agency's success, as SSS seeks new avenues to raise registration compliance rates and elevate the customer experience. In 2023, SSS successfully converted the paper-based Status Information Letter (SIL) form into a digital electronic document, created a post-registration customer service survey for website registrants, and initiated the Adobe eSign project.

## **Enterprise Content Management (ECM) System Progress**

SSS achieved full authority to operate ECM and successfully digitized the SIL form on its website. It anticipates a decrease in incoming mail, improvements to SIL processing times, reductions to any backlogs that may arise, improved data integrity, and enhanced customer experience. SSS seeks to build on this success by digitizing three additional forms in 2024.

## **Modernization of the SSS Public Website**

In 2023, SSS undertook a total of 48 edits on its website (sss.gov) to improve the user experience for registrants, stakeholders, and third-party advocates. Updates included and involved adding a post-registration customer service survey for registrants, collaborating with government and non-government organizations to raise registration awareness, and developing new outreach products, including a Tribal leaders toolkit. SSS worked to maintain the currency of its website, including page edits and creation, news postings, and menu edits.

## **Adobe eSign Project Delivery**

SSS integrated Adobe eSign with Microsoft 365 (M365), streamlining its digital processes. This enhanced document management with digital signatures, authentication, and workflow within M365 applications. The interface, customization options, and analytics tools contributed to SSS improvements in operational efficiency, security, and user satisfaction.

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