



Department of the Treasury

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

December 2019 Report

Prepared for the Office of Management and Budget (OMB) per the requirements of Section 3, subsection b(2) of Public Law 115-336.

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21st Century Integrated Digital Experience Act - 2019 Report to OMB and the Public on Modernizing Agency Websites and Digital Services

As required by the [21st Century Integrated Digital Experience Act](#) (21st Century IDEA), this report details the progress of the Department of the Treasury (Treasury) during 2019 to modernize our websites and digital services.

Background

21st Century IDEA requires federal executive branch agencies to report to Congress, OMB, and the public, on their progress to modernize their websites and digital services. The report to the Office of Management and Budget (OMB) is required once per year, for five years, beginning in December 2019. Agencies must report to the Director of OMB, and the public, on the agency's progress over the previous year to implement the requirements of the Act and modernize their digital footprint.

High-level data on how people interact with federal public websites and digital services is available at <https://analytics.usa.gov>. More detailed data—including a list of the most-viewed websites and digital services, and trend data—is available via an application programming interface (API) at <https://open.gsa.gov/api/dap/>. Data can be filtered by [agency](#) and [domain](#).

Website Modernization (Section 3)

As technology and digital services have grown to become a ubiquitous element of modern life, the Federal Government has recognized the need to transform its digital service footprint to meet constituent needs and expectations. Congress formally recognized this need for government-wide digital service transformation with the passage of the 21st Century IDEA in December 2018, which called for the modernization and digitization of government websites, services, and other public interactions, with the overall intent to improve and enhance the constituent experience and delivery of digital services.

Improving customer interactions with websites and digital services is a high priority for the Federal Government. A customer's digital experience is impacted by many things, such as usability and accessibility, the way the content is written and organized, and a person's ability to complete a task. Treasury wants to provide constituents with an easy online experience, and has taken multiple steps to further this goal.

Treasury's constituents span a wide array of audiences including the public, other government agencies, businesses and financial institutions. Providing a more modern, digital experience for various services aligns directly with Treasury's 2018-2022 Strategic Goal to "Achieve Operational Excellence"; specifically, the associated Objectives to "better enable mission

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delivery by improving the reliability, security, and resiliency of Treasury’s infrastructure” through the modernization and securing of Treasury’s technology and information resources, and to “Improve customer value by increasing the quality and lowering the cost of Treasury’s products and services”. Across the Department, there are several other modernization efforts taking place alongside those mandated by the 21st Century IDEA, underscoring Treasury’s prioritization of, and commitment to, foundational transformation of its websites, forms, and services to meet the expectations of the public. While Treasury continues its modernization efforts, it will take an integrated approach at both the bureau and department level to create a unified and enhanced service strategy for its public-facing services.

During the first year under the 21st Century IDEA, Treasury conducted the following modernization activities as detailed in the subsections below. As part of the ongoing implementation of the 21st Century IDEA, we will continue to review these modernization priorities on an ongoing basis, which may result in resequencing of initiatives where appropriate. The speed with which the Department implements modernization efforts depends on the availability of resources and consistency of funding.

Coordination

- Designated Points of Contact (POCs) at each Treasury bureau to collect bureau-level 21st Century IDEA data for inclusion in Department-wide annual report submissions to OMB and Congress
- Gathered data collection and analysis baselines (e.g., prioritization and cost estimation methodology, website and digital service sizing methodology) from across Treasury Bureaus to serve as inputs to future standard Department-wide baselines

Research, Analysis and Prioritization

- Conducted data call with all designated Treasury bureau POCs to obtain 21st Century IDEA report inputs of the websites and digital services that are most viewed or utilized by the public, or are otherwise important for public engagement that require modernization
- Treasury aggregated the bureau-level inputs to compile a list of current-state websites and digital services, estimated cost and modernization timeframes, and prioritized non-compliant sites and services based on weighted scores assigned to each (reference Table 1 below)
- Websites and digital services for which insufficient data was available to measure compliance with the Act will be reported on and prioritized as additional data becomes available

Table 1: Prioritized Key Websites/Digital Services Requiring Modernization

Website/Digital Service	Description
IRS.gov	Main IRS website - includes overall IRS.gov modernization, as well as dedicated standalone effort to modernize IRS.gov search functionality (managed by IRS)
TTBOnline.gov	TTB's public facing website that hosts TTB's current digital services for business permit applications, alcohol formula submissions, and alcohol beverage label submissions (managed by Alcohol and Tobacco Tax and Trade Bureau)
Treasury.gov	Main Department of the Treasury website (managed by Departmental Offices)
IRS Modernized e-File (MeF) – Internet Filing Application Production AND MeF – Internet Filing Application Assurance Testing System (ATS)	Provides an option to e-file Corporate, Exempt Organization, Individual, Partnership, and Excise Tax Returns online The Electronic Program Operations requires that all Software Developers and Transmitters pass ATS before they can be accepted into the electronic filing program each Tax Year/filing season (managed by IRS)
Where's My Refund	Allows a taxpayer to check on the status of their refund using knowledge-based authentication (managed by IRS)
Earned Income Tax Credit (EITC) Due Diligence Training	Helps tax preparers better understand the EITC and their responsibilities under the EITC Due Diligence regulations; provides Continuing Professional Education credit for Preparer Tax Identification Number (PTIN) holders (managed by IRS)
TTB.gov	TTB's public facing website that provides information to TTB stakeholders about the regulation of the alcohol, tobacco, firearms and ammunition industries (managed by Alcohol and Tobacco Tax and Trade Bureau)
Treas.gov	Includes the Office of Foreign Assets Control Specially Designated Nationals (SDN) list (managed by Departmental Offices)
MyMoney.gov	A product of the Congressionally-chartered Federal Financial Literacy and Education Commission (managed by Departmental Offices)
TreasuryDirect.gov	Information for individual, institutional and government investors about Treasury securities (managed by the Bureau of the Fiscal Service)
Picklist	Find or search for Forms, Instructions, and Publications by number, title, or revision date (managed by IRS)
Direct Pay	Provides a secure service to pay your tax bill or make an estimated tax payment from your checking or savings account at no cost to the user (managed by IRS)
Earned Income Tax Credit (EITC) and Other Refundable Credits	Helps tax preparers better understand the EITC and their responsibilities under the EITC Due Diligence regulations; provides Continuing Professional Education credit for Preparer Tax Identification Number (PTIN) holders (managed by IRS)

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Website/Digital Service	Description
	by IRS)
Employee Identification Number (EIN) Assistant	Allows individuals, businesses, or their representatives to complete the EIN application online (managed by IRS)
Where's My Amended Return	Allows a taxpayer using knowledge-based authentication to check on the status of a Form 1040X filing (managed by IRS)
Get Transcript by Mail (Order a Transcript)	Allows a taxpayer to order an Account or Return Transcript for delivery by mail (managed by IRS)
Online Payment Agreement	Allows a qualified taxpayer or their authorized Power of Attorney to establish an installment agreement (managed by IRS)
PTIN (Preparer Tax Identification Number)	A registration system for paid preparers and PTIN issuance required by all return preparers receiving compensation (managed by IRS)
Fiscal.Treasury.gov	Fiscal Service's main site with information about Fiscal Service programs and services and reports and data on government financial accounting (managed by the Bureau of the Fiscal Service)
Secure Access	Provides an enterprise-wide framework to identify, proof, and register individual users and provide credentials for electronic access to the IRS systems, applications, and data repositories (managed by IRS)
GetTranscript	Allows a taxpayer to order an Account or Return Transcript for delivery by mail (managed by IRS)
Free File	Allows a qualifying taxpayer (income <\$66,000) to use the Free File wizard to choose an online software that allows free preparation and e-filing of federal tax returns (managed by IRS)
Tax Assistance Center (TAC) Office Locator	Allows taxpayers to search for the nearest TAC office by ZIP Code. Links to Services Provided and Virtual Assistance provide details about the (managed by IRS)
Interactive Tax Assistant (ITA)	Provides taxpayers and tax professionals with limited ITS topics and related questions and answers. Leverages Oracle Policy Automation, a rules engine that enables the IRS to update business rules reflecting tax law changes. Once complete, users have the option to print the entire interview and the final response (managed by IRS)
Tax Exempt Organization (EO) Search	Allows users to search for EOs and check information about their federal tax status and filings, including revocation. Users may rely on the results from this EO search (formerly called select check) to determine deductibility of their contributions as they did previously, including electronic Pub 78 (managed by IRS)

Training

- Launched Digital Community of Interest that gathers Subject Matter Experts (SMEs) from across Treasury Bureaus to facilitate best-practice sharing and drive coordination in

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the areas of digital transformation, IT modernization, and content management; a priority of this Community of Interest will be continual enhancement of constituent satisfaction with Treasury's public-facing websites and digital services

Digitization of Services and Forms (Section 4)

- Used the bureau-level inputs to identify the top ten (10) non-digital services and forms with the greatest impact to the public that require digitization
- Non-digital services and forms data continues to be identified and prioritized

Electronic Signatures (Section 5)

- In June 2019, Treasury submitted a plan to accelerate the use of electronic signatures, consistent with Taxpayer First Act, and as required by the 21st Century IDEA.

Customer Experience and Digital Service Delivery (Section 6)

- Established Treasury Digital Community of Interest (COI) to gather SMEs from across Treasury to facilitate best-practice sharing and drive coordination in the areas of digital transformation, IT modernization, and content management, with the goal of continually enhancing constituent satisfaction with public-facing websites and digital services
- Completed modernization efforts on IRS's Online Account (OLA) and Tax Withholding estimator services, as well as all but one (1) IRS non-digital form, bringing both into compliance with 21st Century IDEA Requirements
- All of U.S. Mint's public-facing websites and digital services meet 21st Century IDEA requirements:
 - U.S. Mint's usmint.gov, catalog.usmint.gov, and ccac.gov, which once lived in an off-premises data center, are now hosted in the cloud, providing the public with exceptional service and availability
 - The MyUSMint mobile app is currently compliant with the 21st Century IDEA, and Mint is in the early stages of planning a more robust mobile app for the public
- Departmental Offices (DO) is currently modernizing Treasury.gov to comply with 21st Century IDEA requirements to provide a more modern, robust user experience to the public through Treasury's flagship website and portal to bureau information and services

Standardization (Section 7)

- As aforementioned, gathered data collection and analysis baselines (e.g., prioritization and cost estimation methodology, website and digital service sizing methodology) from across Treasury Bureaus to serve as inputs to future standard Department-wide baselines that will be used to drive yearly 21st Century IDEA reporting
- Established foundation for best-practice sharing and development of website and digital service standards through the Department-wide Digital Community of Interest

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