Improving the way citizens interact with the federal government is no longer an option — it’s a necessity. The decline in the status quo of cumbersome and outdated processes is too high when you consider the stakes for perpetuating the status quo of cumbersome and outdated government.

Challenge
For many agencies, their digital future is plagued by their past. They maintain critical legacy systems that rely on a decades-old programming language. Plus, they have few resources and in-house capabilities to focus on transformative digital services.

Solution: Modernize websites
Until recently, there was no uniformed guidance that agencies were required to use for standardizing the websites and web pages for citizens. Today, however, that’s changed. Congress passed the 21st Century Integrated Digital Experience Act (CIDEA) in December 2018. The law defined three key pillars of a modern, digital government:

1. Modernized websites
2. Digitized government forms and services
3. Implementation of electronic signatures

We surveyed more than 180 government employees about 21st Century IDEA and their prioritization of CX. Here’s what we found:

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Solution: Ensure new and redesigned federal websites meet modern standards.
Benefits
- Modern-friendly websites and consistent experience
- User-centric services, including accessibility to those with disabilities
- Compliance with industry and government standards for security

Solution: Digitize new and existing forms and improve access to non-digital processes.
Benefits
- Personalized experience for users
- Reduced duplication efforts and decreased wait times
- Create web-based services that can be accessed from any device

Solution: Implement electronic signatures
Benefits
- Increased efficiency
- Faster time to service
- Improved processes

Challenge
A number of workflows in government today are either partially or fully manual. For agencies that process high volumes of paperwork, it’s critical for employees to easily share, review and sign off on documentation.

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Challenge
Many government agencies have tens of thousands of active web pages with hundreds of links, making it hard for users to navigate and find what they need.

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