# 3 Pillars of a Modern, Digital Government

Improving the way citizens interact with the federal government is no longer an option — it's a necessity. The stakes for perpetuating the status quo of cumbersome and outdated processes are too high when you consider the critical services agencies provide, such as veterans benefits, healthcare, housing assistance and much more.

To accelerate the government's transition from legacy and manual process to modern and digital ones, Congress passed the 21st Century Integrated Digital Experience Act (IDEA) in December 2018. The law defined three key pillars of a modern government:

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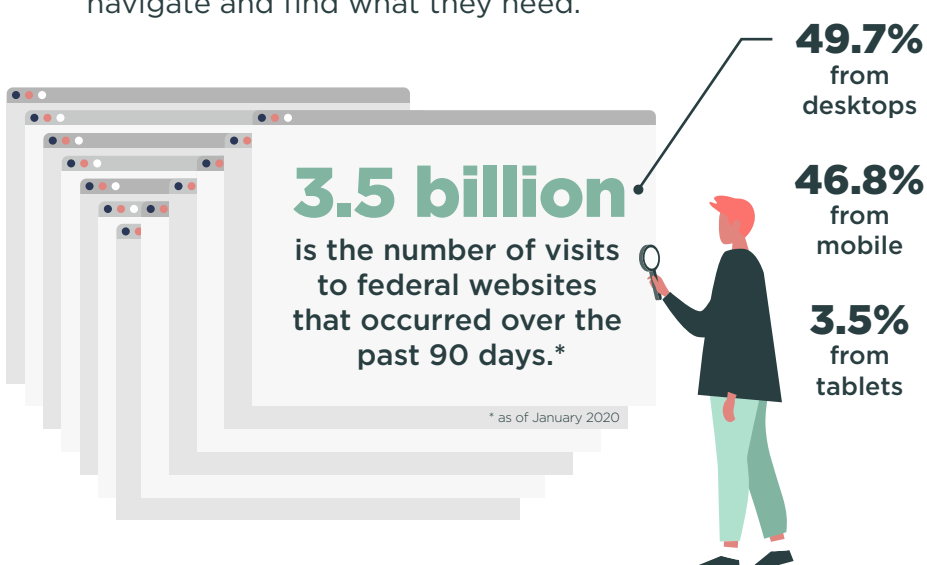3. **Implementation of electronic signatures**

We surveyed more than 130 government employees about 21st Century IDEA and their prioritization of CX. Here's what they said when asked if CX is a priority at their agency:

39% Yes, it is our top priority!

24% It is a priority but not the top

23% Somewhat

13% No
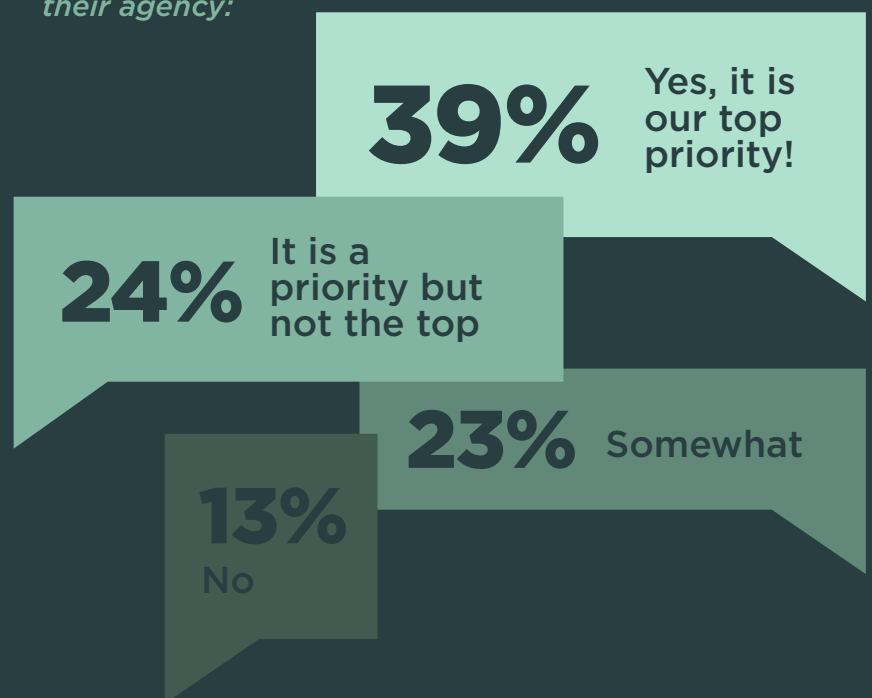
Modernize websites

Challenge

Until recently, there was no uniformed guidance that agencies were required to use for standardizing the look and feel of government websites. Some agencies have thousands of active web pages with hundreds of links, making it hard for users to navigate and find what they need.

3.5 billion is the number of visits to federal websites that occurred over the past 90 days.*

* as of January 2020

49.7% from desktops

46.8% from mobile

3.5% from tablets

Solution: Ensure new and redesigned federal websites meet modern standards.

Benefits
- Mobile-friendly websites and consistent appearance
- User-centric services, including accessibility to those with disabilities
- Compliance with industry and government standards for security

155 million transactions were completed using the Social Security Administration website in fiscal year 2017

Visits to **3,200+** individual facilities and over **100,000** campsites across the country can be planned via Recreation.gov

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Digitize gov forms & services

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.

23,000 forms are maintained by the federal government to carry out its essential functions and provide critical services and benefits.

The time required annually to process manual government forms? **11.4 billion hours**

Solution: Digitize new and existing forms and improve access to non-digital processes.

Benefits
- Personalized experience for users
- Reduce duplicative efforts and streamline workflows
- Create web-based services that can be accessed from any device

$40 is the average cost of an in-person interaction

22¢ is the average cost of a digital transaction

Implement electronic signatures

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.

3,700 applications to sponsor relatives and future spouses are processed by U.S. Citizenship and Immigration Services daily

246 million federal tax returns and forms were processed by the IRS in fiscal 2017

Solution: Federal agencies are required to develop and submit plans to Congress & OMB to accelerate the use of electronic signatures.

Benefits
- Increased efficiency
- Faster time to service
- Improved processes

Hawaii is one example of how e-signature adoption can benefit your organization

24,000 pages per day is how much Hawaii has reduced paper usage

$5 million is how much Hawaii has saved in 2.5 years by using electronic signatures

CLICK TO SIGN

There are existing tools and digital capabilities that agencies can use to support their modernization efforts, such as those provided by ServiceNow. To help agencies meet the new requirements of 21st Century IDEA, the ServiceNow platform is expressly designed to provide:

A Service Portal for centrally managing all websites, applications, and services

Automated support for routine matters and increased visibility into usage and performance

Focused process automation that does not require software code

The ability to transform PDFs into online forms, including digital signature capabilities

Secure cloud-based solutions that are compliant with the federal requirements

Learn more about driving digital transformation and the business value of ServiceNow.