



Social Security Administration

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

December 2019 Report

Prepared for Congress per the requirements of section 3(b)(2) of Public Law 115-336.

21st Century Integrated Digital Experience Act - Report to Congress on Modernizing Agency Websites and Digital Services

As required by section 3(b)(2) of Public Law 115-336,¹ the 21st Century Integrated Digital Experience Act (21st Century IDEA), this report includes a list of key websites and digital services operated by SSA that have been prioritized and targeted for modernization.

Background

The 21st Century IDEA requires each federal executive branch agency to provide a prioritized list of the agency's "most-viewed or ... otherwise important" public websites and digital services and to provide an estimation of the cost and schedule to modernize those sites and services.

Key Websites and Digital Services

SSA has identified the following websites and digital services as high-traffic and/or important for public engagement:

- **my Social Security application** – An online gateway that provides interactive, customizable, and secure access to many Social Security online services.
- **Online Retirement application** – An online application to apply for retirement benefits in as little as 15 minutes.
- **Online Disability application** – An online application for Social Security Disability Insurance benefits and Supplemental Security Income (SSI).
- **Field Office Locator** – A webpage that allows online visitors to find the nearest Social Security office by zip code.
- **iAppeals application** – An online application to request an appeal for reconsideration of a denied Social Security or SSI claim. This application requests a review of our decision by an Administrative Law Judge or the Appeals Council.
- **SSA.gov home page** – The official website of the U.S. Social Security Administration, which is an online starting point for many of our key websites and online services.

¹ 132 Stat. 5025-5028.

- **Social Security Number and Card page** – A webpage that provides information related to Social Security Number (SSN) cards and a link to sign-in or create a *my Social Security* account to apply online for a replacement SSN card.
- **Frequently Asked Questions (FAQ) page** – A webpage that offers answers to common Social Security-related questions, grouped by popularity and category.
- **Social Security Matters blog** – The official SSA blog provides readers with information about a variety of topics, including SSA programs, online services, and more.
- ***my Social Security* My Account page** – A webpage that provides access to a personalized *my Social Security* account and includes instructions for creating an account, the benefits of having an account, a sign-in option for account holders, and other available online services.
- **Retirement and Disability Benefits page** – Educational and informational webpages that explain Social Security programs to help applicants prepare to submit an application. The webpages also offer related publications, FAQs, calculators, and a link to other relevant information.

Modernization Priorities

From the list above, SSA has prioritized the following websites and digital services. The table below includes an estimated cost of modernization for each to comply with the requirements in section 3(a) of the 21st Century IDEA and an estimated modernization schedule date. The figures listed below are included to indicate the anticipated level of effort and resources that would be needed to modernize each site and are not intended as a request for funding or a commitment by SSA to obligate such sums.

Website/Digital Service Requiring Modernization	Estimated Cost	Estimated Schedule
eServices/Digital Services		
1. my Social Security application	\$357,000	8 months
2. Field Office Locator	\$1,785,000	12 months
3. iAppeals apps	\$7,854,000	18 months
Websites		
4. www.ssa.gov (home page)	\$4,500,000	12 months
5. www.ssa.gov/ssnumber/ Social Security Number and Card	\$1,071,000	12 months
6. https://faq.ssa.gov/en-US/ Frequently Asked Questions	\$1,071,000	12 months
7. https://blog.ssa.gov/ Social Security Matters	\$1,071,000	12 months
8. www.ssa.gov/myaccount <i>my</i> Social Security account	\$1,071,000	12 months
9. www.ssa.gov/benefits/ + www.ssa.gov/planners/ Retirement and Disability Benefits	\$1,071,000	12 months

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