



## **Selective Service System**

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

**December 2021 Report**

**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

## 2021 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 Federal executive branch agency to report annually (through 2023) to the Director of the Office of Management and Budget (OMB) and the public on the agency's progress to implement the requirements of the Act, and modernize their websites and digital services. The information below details the efforts of the U.S. Selective Service System (SSS) to modernize the agency's websites and digital services in 2021.

### SSS Efforts to Date

2021 was focused on amplifying the success of the previous years by leveraging and streamlining our digital footprint to enhance the user experience for our customers and stakeholders.

Major accomplishments for 2021 included the implementation of the Enterprise Content Management System and the administration of a premier automated learning management system.

### Enterprise Content Management (ECM) System

Innovation remains a key element of success for the agency as we explore new opportunities to increase registration levels and enhance customer service. The newly implemented Enterprise Content Management (ECM) system provides technology that allows enhancements for productivity and customer service by eliminating paper-based steps within certain procedures. This automation increases efficiency, creates an instantaneous document processing, and streamlines the antiquated hard copy process into a digital package. ECM will save approximately 15,000 hours annually in labor usage (estimated \$320K). The Data Management Center is responsible for sorting, processing, and manually entering data from over 10,000 pieces of mail each day. The cost for modernizing the paper-based ECM was \$617,400.

### Modernization of Public Website at SSS.GOV

The SSS continued to enhance its online user experience for registrants, stakeholders, and third-party advocates when engaging the SSS public-facing website. Noteworthy modernization updates included simplified navigation of the agency website, access to digital outreach documents, and the development of three website pages that capture products for SSS outreach events and influencers. There were no costs associated with this initiative during FY 2021.

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

## **Automated Learning Management System**

The agency's learning management system (LMS) serves as a virtual training platform for over 250 staff and management of a population of well over 1,300 students. This initiative answered a capability gap and provides a medium to train board members and Reserve Service Members (RSM) across the country and is accessible on all computers and smart devices. In FY 2021, the agency increased the number of online courses from 13 to 23. We anticipate a growth in population exceeding 9,000 students, most of which include board member volunteers who support mobilization and are geographically located in every county and territory of the United States. The cost for streamlining the Learning Management System (LMS) was \$205,570.

## **IT Digital Telework Improvements**

The agency upgraded network Managed Trusted Internet Protocol Service (MTIP) and Multiprotocol Label Switching (MPLS) infrastructure and increased network bandwidth from 100 MB to 300 MB to enhance security cloud applications architecture to prepare the agency for migration to Microsoft 365. The cost for these improvements was \$20,785.

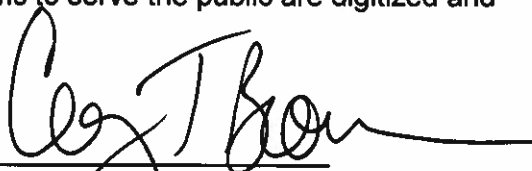
## **IT Security Improvements & Modernization Plan**

The agency deployed Cisco Adaptive Security Appliance Next Generation Firewall for internal firewall segmentation, enhancing the agency's network security posture with an advanced, in-depth defense and zero trust architecture approach to cybersecurity. This Next Generation Firewall provides application filtering, identity-based access control lists, and advanced real-time functionality. The agency responded to Executive Order 14028 and developed a Cloud Strategic Plan and Cloud Roadmap that aligns with the Federal Cloud Smart Strategy and its three pillars: security, procurement, and workforce. The cloud strategy provides a current and innovative cloud enterprise infrastructure that increases network security.

During FY 2021, the Selective Service System prioritized modernizing its three applications to prepare and leverage cloud technology and its benefits. The SSS Integrated Mobilization Information System application completed three major releases that provided additional functionality to support our peacetime mission. The agency tested and validated the Initial Operating Capability of the Central Registrant Processing Portal application during the agency lottery exercise. The cost for improvements and modernization was \$906,831.

## **Digitization of Forms**

As required in Section 4(d), all paper-based forms to serve the public are digitized and published on our [SSS Forms Page](#).



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