



U.S. Department of Labor

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

December 2023 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 Department of Labor's Progress To Implement the 21st Century Integrated Digital Experience Act **2023 Annual Report**

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Background

Section 3(d) of the [21st Century Integrated Digital Experience Act](#) (21st Century IDEA)¹ requires the head of each Federal executive branch agency to report annually 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 presents a sample of accomplishments of the U.S. Department of Labor (DOL) to modernize the agency’s websites and digital services in 2023.

Overview of DOL’s Web Presence

DOL’s primary public web website is www.dol.gov. DOL is composed of 27 individual agencies, offices, and boards, each of which maintain one or more domains for the public. Examples of agencies with high traffic, multi-domain web sites include: the Bureau of Labor Statistics (BLS); Employee Benefits Security Administration (EBSA); Employment and Training Administration (ETA); Office of Workers Compensation Programs (OWCP); and the Office of Health and Safety Administration (OSHA).

EBSA, ETA, OWCP, and OSHA are designated as High Impact Service Providers (HISPs) by the Office of Management and Budget.

DOL Efforts to Date

DOL is leveraging the 21st Century IDEA to streamline its digital footprint and deliver an easy online experience to customers and partners. The following examples highlight DOL major accomplishments for 2023. These all align with Cross Agency Priority (CAP) Goal 1 (IT Modernization), CAP Goal 2 (Data Accountability and Transparency), and CAP Goal 4 (Improving Customer Experience).

¹ Public Law 115-336, December 20, 2018.

Accomplishment #1: Digital Transformation Directorate

The Digital Transformation Directorate (DTD) within the Office of the Chief Information Officer was formally established August 2023, thereby providing central management for digital services across DOL. In standing with policy guidance¹, Executive Orders², and President's Management Agenda³, the DTD will ensure DOL is improving the digital experience to the American public through accessible, equitable, transparent, and responsive design that focuses on the actual experience of the people whom it is meant to serve. In FY23, the Directorate invested in technologies such as an Digital Accessibility and Customer Satisfaction Survey tool to better track the user experience.

DTD supported Bureau of International Labor Affairs (ILAB) User Experience (UX) research on the ILAB Knowledge Portal to gain insight into the needs and goals of both end users and stakeholders. The research activities performed were a contextual focus group/interview and deep review into the website analytics. The focus group was held with two ILAB stakeholders/ Knowledge Portal users and included both a discussion from the POVs as user and as a stakeholder, and a "ride along" activity to observe how an end user engages with the Knowledge Portal both physically and emotionally. A comprehensive review was performed on the available Knowledge Portal website analytics with a focus on user behavior metrics. The key points uncovered in the discussion session were then compared with the results of the data research, to ensure the resulting recommendations were data driven wherever possible.

Accomplishment #2: Mine Safety & Health Administration - MSHA.gov

The U.S. Department of Labor's Mine Safety and Health Administration (MSHA) works to prevent death, illness, and injury from mining and promote safe and healthful workplaces for U.S. miners.

The agency develops and enforces safety and health rules for all U.S. mines regardless of size, number of employees, commodity mined, or method of extraction. MSHA also provides technical, educational, and other types of assistance to mine operators. The agency works cooperatively with industry, labor, and other federal and state agencies to improve safety and health conditions for all miners in the United States.

MSHA.gov completed a major modernization in 2023 which incorporated standardizing DOL theming, content improvements, and website presentation standards based on the U.S. Web Design System.

Accomplishment #3: Employment Benefits Security Administration (EBSA)

The Employee Benefits Security Administration's mission is to ensure the security of the retirement, health, and other job-based benefits of America's workers and their families. We accomplish this mission by developing effective regulations, assisting, and educating workers, plan sponsors, fiduciaries, and service providers, and vigorously enforcing the law.

¹ Delivering a Digital-First Public Experience (OMB M-23-22)

² [Executive Order 14058](#), Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government

³ President's Management Agenda [Customer Experience Priority](#)

Redesigned priority EBSA webpages

EBSA redesigned high-volume and high-importance webpages, including the home page, Mental Health Parity & Addiction Equity Act, Surprise Billing, About Us, Ask EBSA, and Resources page, to improve UX and access to information. EBSA also created standardized page templates to improve the management and content strategy for improved CX.

Reorganized PDF file library to improve ease of access

EBSA streamlined searching and topical navigation for PDFs hosted on the website. Access to these PDFs bring the customers one step closer to critical guidance and benefits information.

Translated important information into multiple languages

EBSA translated priority website resources to make them more accessible to non-English speaking workers.

Conducted outreach to underserved, multicultural, and limited English speakers

EBSA launched a social media campaign with a focus on the Mental Health Parity and Addiction Equity Act. The campaign drove visitors to newly designed webpages and highlighted the availability of speaking live with an EBSA Benefits Advisor in over 200 languages.

Accomplishment #4: Occupational Safety and Health Administration (OSHA)

OSHA.gov completed incorporating standard DOL theming, content improvements, and website presentation standards based on the U.S. Web Design System.

OSHA also translated important information into multiple languages to make them more accessible to non-English speaking workers.

Digitization of Forms

As required in Section 4(d) of the Act, DOL has digitized all paper-based forms related to serving the public. The [forms](#) are published on the DOL public-facing website. The Department of Labor is exploring ways to improve the accessibility of forms, for example methods to migrate existing PDF forms into easy-to-use HTML equivalents that render properly in modern browsers while retaining critical dynamic features and providing forms in multiple languages.

Implementing Requirements

DOL remains committed to following best practices for web design accessibility. Web sites and digital services are designed and supported by the programs and initiatives listed below:

- *Section 508 Program Office:* The team advises all DOL staff on 508 compliance for documents, systems, applications, and for internal and public web sites. The team provides high-level accessibility feedback by request to stakeholders on the level of accessibility of a given project, and addressing critical defects that may present Agency

risk post deployment. The team coordinates monthly with Agency 508 Officers and Operational Staff.

- *508 Live Training*: The DOL Section 508 Program Manager publishes a 2-month schedule of Tuesday/Thursday 508 document and technical training courses along two tracks. Accessibility trainings include topics such as: Alt Text, Color, Word Documents, Excel, PowerPoint, Designing eLearning, Intro to Mobile Accessibility, WCAG, and Testing with ANDI and Edge Development Tools. Agencies also may schedule staff training via the 508 Document Accessibility Program.
- *508 Q & A sessions*: Every Tuesday and Thursday, a 508-expert hosts an hour-long open session for staff to ask specific questions and receive document remediation consultation.
- *“IT Accessibility for All” Training*: In FY23, the first mandatory “DOL Accessibility for All” training was designed and launched to ensure all staff including supervisors, managers, and all executives clearly understand their role in ensuring accessibility of the deliverables and work products produced by their organizations and teams.
- *Section 508 Government-wide Assessment*: The Section 508 Program Office managed the assessment responses for the Department as a whole, as well as individual responses for thirteen of its component agencies. The preliminary assessment results places DOL at a high level of organizational maturity regarding Section 508, with additional focus needed on enforcing conformance to standards and policies.
- Adherence to *Web Site standards*, primarily the United States Web Design Systems and World Council of Accessibility Guidelines.

Implementation Challenges

Website modernization involves significant challenges, particularly when considering the shift from traditional organizational architecture to a topic-based approach. In an organizational architecture, websites are often structured around the internal departments or divisions of an organization, resulting in siloed content that can be challenging to navigate and update. Transitioning to a topic-based architecture requires a fundamental shift in mindset, as content is organized around specific themes or subjects rather than internal structures. This change demands a comprehensive content strategy, meticulous planning, and potential restructuring of existing content to align with the new thematic framework. Moreover, ensuring a seamless user experience during this transition is crucial, as visitors accustomed to the old organizational structure may face difficulties adapting to the new topic-based navigation.

As with any significant change, funding, time, persistence, and evolving skillset pose the largest challenges. DOL remains committed to implementing best practices for digital services that will bolster the customer experience.

Conclusion

DOL remains committed to implementing best practices for web design, accessibility, and succinct customer experience to DOL lines of business.

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Chief Information Officer