



# Annual Report on Existing Websites and Digital Services

Pursuant to the 21st Century Integrated Digital Experience Act

November 2023



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## Introduction

The 21st Century Integrated Digital Experience Act (Public Law 115-336—the “Act”) was signed into law in December 2018. Section 3(d) of the Act directs the head of each executive agency to report annually (through 2023) to the Director of the Office of Management and Budget and the public on the agency’s progress in implementing the requirements contained in section 3 of the Act. This section focuses on improving the digital experience for government customers and reinforcing existing requirements for federal public websites.

Consistent with the requirements of the Act, this report includes:

- A list of the websites or digital services maintained by the FDIC that are most viewed or utilized by the public or are otherwise important for public engagement;
- A prioritization of websites or digital services that require modernization to meet the requirements under the Act; and
- An estimation of the schedule to modernize the prioritized websites or digital services.

## Methodology

The FDIC conducted an agency-wide inventory of its external public websites and identified those websites most viewed or utilized by the public or otherwise important for public engagement. The FDIC assessed FDIC.gov for compliance with the requirements in section 3(a) of the Act.

## Compliance with the Act

FDIC.gov is the FDIC’s most publicly viewed or otherwise important website for public engagement. Tables 1 and 2 provide information related to FDIC.gov and its compliance with section 3(a) of the Act.

**Table 1: FDIC Website Most Viewed by the Public or Important for Public Engagement**

Website or Digital Service	Background	Uniform Resource Locator (URL)	Page Views
<b>FDIC.gov</b>	FDIC.gov is the official public website of the FDIC. It contains resources for consumers, bankers, analysts, and other stakeholders. Such resources include, for example, electronic tools and searchable databases to perform analysis and forms to conduct business with the Corporation.	<a href="https://www.fdic.gov/">https://www.fdic.gov/</a>	39,230,060 <sup>1</sup>

**Table 2: FDIC.gov Compliance with Section 3(a) of the Act**

Section 3(a) Criteria	Compliance Status
Is accessible to individuals with disabilities in accordance with section 508 of the Rehabilitation Act of 1973 (29 U.S.C. §794d).	97% <sup>2</sup>
Has a consistent appearance (i.e., consistent across FDIC external websites).	No
Does not overlap with or duplicate any legacy websites.	Yes
Contains a search function that allows users to easily search content intended for public use.	Yes
Is provided through an industry-standard, secure connection.	Yes
Is designed around user needs with data-driven analysis influencing management and development decisions, using qualitative and quantitative data to determine user goals, needs, and behaviors. The website, web-based forms, web-based applications, and digital services are continuously tested to ensure that user needs are addressed.	Yes
Provides users with the option for a more customized digital experience that allows users to complete digital transactions in an efficient and accurate manner.	No
Is fully functional and usable on common mobile devices.	Yes

<sup>1</sup> Page views occurred during the period June 1, 2022 through May 31, 2023—the same period covered by the FDIC’s assessment of FDIC.gov for compliance with section 508 of the Rehabilitation Act.

<sup>2</sup> Based on an assessment completed by the FDIC in May 2023. The FDIC regularly tests FDIC.gov and remediates accessibility issues on an ongoing basis. The FDIC is committed to ensuring FDIC.gov is accessible to employees, contractors, and members of the public.

## Modernization Efforts

The FDIC is conducting a multi-year redesign to update and standardize the appearance of content and applications on FDIC.gov. The FDIC is conducting the redesign in a phased manner based on content popularity. The redesign implements the General Services Administration's Technology Transformation Service website standards. Twenty percent of the FDICs most trafficked web pages on FDIC.gov are in the new standard FDIC.gov template. Approximately 80 percent of the FDIC end user traffic accesses those pages. As of the date of this report, approximately 82 percent of FDIC.gov pages have a consistent appearance.

FDIC.gov does not provide a customized experience. Applications are provided to all stakeholders and are not transactional in nature. However, FDIC.gov offers users the ability to run customized reports using FDIC data.