



# Annual Report on Existing Websites and Digital Services

Pursuant to the 21<sup>st</sup> Century Integrated Digital Experience Act

December, 2020



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## Introduction

The Federal Deposit Insurance Corporation (FDIC) is providing this report regarding existing FDIC websites or digital services pursuant to Section 3 of the 21st Century Integrated Digital Experience Act of 2018 (“Act”). Section 3 requires the FDIC to submit an annual report that 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 Used

The FDIC’s Division of Information Technology conducted a cross-agency inventory of external public websites for purposes of compiling this report. For each website, the FDIC identified those websites “most viewed or utilized by the public or otherwise important for public engagement” and assessed each website’s compliance with the requirements delineated in Section 3.

Our inventory identified two FDIC-managed external public websites: FDIC.gov and EconomicInclusion.gov. One of those sites, FDIC.gov, represents more than 99.7% of the website traffic associated with the sites. EconomicInclusion.gov presents reporting capabilities for FDIC surveys on household banking<sup>1</sup> from 2009, 2011, 2013, 2015, 2017, and 2019. This website has a dynamic reporting capability and very little, if any, resident content. The plan is to incorporate this functionality into FDIC.gov in 2021.

All page view results on this report are from October 1, 2019 through September 30, 2020.

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<sup>1</sup> Household banking includes bank account ownership, the primary methods banked households use to access their bank accounts, bank branch visits, use of prepaid cards and nonbank financial transaction services, and use of bank and nonbank credit per housing unit.



Website or Digital Service	Background	URL	Page Views	Final Ranking	Importance to Public Ranking	Usage Ranking
<b>FDIC.gov</b>	The main website for the FDIC that contains the Corporation's content and applications.	<a href="https://www.fdic.gov/">https://www.fdic.gov/</a>	29,436,592	1	1	1
<b>EconomicInclusion.gov</b>	The website that contains the reporting capability for the data pertaining to household banking surveys of 2009, 2011, 2013, 2015, 2017, and 2019.	<a href="https://economicinclusion.gov/">https://economicinclusion.gov/</a>	76,669	2	2	2



The following is a mapping of the websites against the criteria in section 3(a) of the Act:

Section 3(A) Compliance Criteria	FDIC.gov	EconomicInclusion
508 Compliant <sup>2</sup>	89%	97%
Has a consistent appearance (consistent across FDIC external websites)	No	Yes
Does not overlap with or duplicate any legacy websites	Yes	Yes
Contains a search function that allows users to easily search content intended for public use	Yes	Yes
Is provided through an industry standard secure connection	Yes	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, and continually test the website, web-based form, web-based application, or digital service to ensure that user needs are addressed	Yes	Yes
Provide users with the option for a more customized digital experience that allows users to complete digital transactions in an efficient and accurate manner	N/A	N/A
Is fully functional and usable on common mobile devices	Yes	No

<sup>2</sup> FDIC's 508 Accessibility Program continually reviews and remediates accessibility issues on an ongoing basis. FDIC's plan of action is outlined on page 4.

## Schedule for Modernizing FDIC Websites

FDIC.gov contains both content and searchable databases (“applications”) that pertain to all external stakeholder information. FDIC.gov is undergoing a redesign that will consolidate the look and feel of all content and applications. The conversion is being published in phases, and takes into account the popularity of the pages based on user metrics. There is content being converted now, but all content will become part of a long-term project to implement a content management system (CMS, which is scheduled to begin in 2021). The redesign of pages will be completed in that project. Once the CMS implementation begins, any remaining, unconverted pages will be converted. The application redesign project is planned to end in 2022.

EconomicInclusion.gov is planned to be incorporated into FDIC.gov in 2021, as part of the aforementioned application redesign project. Doing so will bring it into compliance with the look and feel of FDIC.gov and will improve the user experience on mobile devices.

None of the FDIC websites provide a customized experience for users. Applications are provided to all stakeholders, and are not transactional in nature, but offer the ability to run reports using FDIC data.

### **Section 508 Compliance Plan**

FDIC is committed to ensuring its websites are accessible to our employees and members of the public. We continuously assess and remediate accessibility issues on an ongoing basis through targeted updates or through modernization efforts. FDIC.gov is currently 89% Section 508 compliant. All outstanding accessibility issues will be remediated during the conversion to a future content management system or during the application conversion. EconomicInclusion.gov is currently 97% compliant. All outstanding accessibility issues will be integrated in the FDIC.gov updates, projected in 2021.