



Report on Progress Implementing the 21st Century Integrated Digital Experience Act

December 2020

U.S. Small Business Administration

**Prepared for the Office of Management and Budget and the public per the requirements
of section 3(d) of Public Law 115-336**



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 (through 2023) to the Director of the Office of Management and Budget (OMB) on the agency's progress to implement the requirements of the 21st Century IDEA. The information below details the efforts of the U.S. Small Business Administration (SBA) to modernize the Agency's websites and digital services in 2020.

SBA Efforts to Date

SBA is leveraging the 21st Century IDEA to streamline our digital footprint and deliver an easy online experience to customers and partners. Building on the [work we began in 2019](#), our focus in 2020 was to assist entrepreneurs and partners through the challenges they faced during the face of the pandemic with enhanced digital tools. Major accomplishments for 2020 include:

LenderGateway.SBA.gov

SBA developed a portal for community banks to submit Paycheck Protection Program (PPP) loans. This alternative to ETRAN, designed for smaller banks without large IT budgets, is a web application for loan officers. This portal processed over 150,000 loans, moving billions of dollars and saving millions of jobs.

Find a Lender for the Paycheck Protection Program

SBA created an interactive map that connected small business owners with lenders near them participating in the Paycheck Protection Program created by the Coronavirus Aid, Relief, and Economic Security of 2020 (CARES) Act (Pub. L. 116-136) .

Disaster Loan Upload Form

SBA.gov published a loan upload form that was used during the height of the pandemic to receive Economic Injury Disaster Loans (EIDL) applications. This portal processed hundreds of thousands of documents.

Recovery Hub

<https://www.sba.gov/funding-programs/disaster-assistance/recovery-hub>

SBA built a section of the SBA.gov site to assist small businesses with economic recovery by providing information and access to resources for small businesses navigating the challenges of recovering from the effects of the COVID-19 pandemic.

Developer Resources Site

<https://developer.sba.gov/>

¹ Public Law 115-336, 132 Stat. 5025-5028.



This site is for software developers to gain access to the Agency's Application Programming Interfaces (API), so that researchers, students, and media would have equal access to a transparent set of APIs representing the Agency's systems and services.

Public Status Site

<https://status.sba.gov/>

SBA launched a public webpage to display the operating status of the Agency's digital services and accessibility reports. The status page automatically updates when any downtime or service disruption is detected. This is a huge step in transparency and our systems are now using this site to report their availability scores and uptime metrics via the Federal IT Dashboard.

Open Data System

<https://data.sba.gov/>

The open data system is an instance of the Comprehensive Knowledge Archive Network (CKAN), which is recommended by Data.gov. The Agency hosts its open data sets through this system.

SBA Connect

SBA Connect is a single sign-on service leveraging GSA's Login.gov for SBA customers accessing online services. SBA Connect allows users to access different services at SBA using a single username and password, replacing the need for users to use multiple credentials to access different services. Since release, the SBA Connect platform has scaled to over 160,000 users and supported the rollout of the Paycheck Protection Program and the beta.Certify.sba.gov website.

The Learning Center

<https://learn.sba.gov/dashboard>

The SBA Learning Center (LC) is an online portal that hosts a variety of self-paced online courses broken down by objectives that are short video vignettes of less than five minutes to help support entrepreneurial development. This system replaces the legacy LC that had been in place for over ten years and was based on aging technology and concepts of learning that were not keeping pace with the current environment. The LC courses are gathered by topic to help small business owners explore and learn about the many aspects of business ownership. The SBA Learning Center reaches an extensive audience and content focuses on entry-level concepts for aspiring entrepreneurs.

beta.Certify.gov

SBA's beta.Certify.sba.gov application is a platform intended to provide a standardized, automated small business certification process for America's small businesses that would like to participate in SBA's Government contracting and business development programs that require certification. In 2020, SBA developed and launched the Women-Owned Small Business (WOSB)/Economically Disadvantaged WOSB application capability. This tool reduces the administrative paperwork burden on WOSB



applicants and eases the SBA's review process. The public facing portal uses a questionnaire-style method of data collection that easily walks the applicant through all requirements.

SBIR.gov Homepage and Data Transparency through Public APIs

The Office of Innovation and Technology refreshed the SBIR.gov homepage to improve usability just in time for the large amount of traffic that occurred due to the pandemic and implementation of the CARES Act. Upgrades were made to the local assistance tool to help firms find local support as they apply for SBIR awards. The team also developed and released public APIs and created a public data dictionary. The new public APIs allow the public and researchers to easily access large quantities of data on awards and companies.

Digitization of Forms

As required in Section 4(d), we have digitized all paper-based forms related to serving the public. Our forms are published in our [SBA Forms Library](#).

A handwritten signature in black ink, appearing to read 'Keith Bluestein', written over a horizontal line.

Keith Bluestein

Chief Information Officer