Environmental Protection Agency (EPA)

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

December 2020 Report

Document Revision History

Date	Revision	Author	Reviewer
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21st Century Integrated Digital Experience Act - Report to Congress on Modernizing Agency Websites and Digital Services

As required by section 3(b)(2) of Public Law 115-336,[1] the 21st Century Integrated Digital Experience Act (21C IDEA), this report includes a list of key websites and digital services operated by EPA that have been prioritized and targeted for modernization.

Background

The 21st Century IDEA requires each federal executive branch agency to provide a prioritized list of the agencies' "most-viewed or utilized by the public or are otherwise important" public websites and digital services in compliance with section 3(a) of the law, and to provide an estimation of the cost and schedule to modernize those sites and services.

Overview of EPA's Web Presence

The EPA's primary public website is www.epa.gov. It is our most important channel for sharing environmental information with the American public, and it receives approximately 20 million hits (up from 13 million in 2019) and 5 million unique visitors per month (up from 3 million in 2019). www.epa.gov is managed by EPA's Office of the Administrator (OA) / Office of Public Affairs (OPA) / Office of Web Communications (OWC) and the Office of Mission Support – Environmental Information (OMS-EI) / Office of Information Management (OIM) / Web Content Services Division (WCSD). Rigorous governance and management controls have been implemented to optimize adherence to 21C IDEA and other federal web management requirements (see Table 3: Summary of 21st Century IDEA Requirements).

EPA also owns 13 other domains and hundreds of subdomains which serve more specialized needs for more specific audiences. These domains and subdomains are managed by the individual program offices within EPA. OWC and OMS lead a central web governance council which provides agency-wide policies, procedures, standards, and guidance to help the program offices implement web management best practices. However, more resources are required to bring these other domains and subdomains into strict compliance with federal web management requirements.

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[1] 132 Stat. 5025-5028.

Modernization Priorities

Progress Since Last Report

In Fiscal Year (FY) 2020, EPA undertook several major initiatives to bring its web presence into compliance with the 21C IDEA.

EPA Web Inventory

The Agency conducted its first comprehensive inventory of all web properties by compiling data from various sources including GSA's Digital Dashboard, Google Analytics, EPA's HTTPS Tracking Report, EPA's Registry of Environmental Applications and Databases, and others. The inventory identified over 450 internal and external websites (subdomains) belonging to EPA. EPA is identifying points of contact for each website.

WebCMS Upgrade

EPA also implemented a major overhaul of www.epa.gov in FY 2020. This effort involved redesigning EPA's Web Content Management System (WebCMS) in Drupal 8, fully implementing the United States Web Design System (USWDS) 2.0, establishing a new cloud-based hosting environment, and migrating the content from the on-premise legacy environment to the cloud-based environment. The updated system, which is scheduled to go online in January 2021, will leverage the cloud technology and the USWDS 2.0 code library, tools, guidance, user research, and modern best practices, to make EPA's primary website faster, easier to maintain, and more accessible and mobile-friendly. The new design allows EPA to take advantage of modular, iterative, user-centered design, and establishes a reliable foundation capable of supporting future growth with new and emerging technologies. EPA will promote the expansion of the USWDS 2.0 implementation from www.epa.gov to additional domains and subdomains in FY 2021 and beyond.

Intranet Modernization

EPA also embarked on an Intranet Modernization effort in FY 2020. The goal of the Intranet Modernization project is to improve communication, collaboration, and information sharing in support of EPA's mission by improving the efficiency and effectiveness of EPA's Intranet. A major component of the Intranet Modernization includes taking steps to ensure that EPA's new intranet environment is compliant with 21C IDEA. Once deployed, EPA's new Intranet will use a state-of-the-art Web Content Management System to implement internal web management standards and procedures. The new design will use the USWDS 2.0 code library, tools, guidance, user research, and modern best practices make it easier to manage, organize, and present EPA's internal enterprise content in a way that meets evolving information needs.

Also, in FY 2020, EPA purchased and implemented a new Web Analytics tool that provides objective data about websites' compliance with Federal web management requirements. This new tool was implemented on all EPA domains and used to provide data for this report. EPA will expand its Web Analytics capabilities to more subdomains in FY 2021 to provide more granular data to monitor and track improvements in compliance with 21C IDEA. Additionally, to track EPA's subdomains (both internal and external), EPA modified its procedures for requesting new subdomains to stop the uncontrolled proliferation of new websites and to require that new subdomains are created in compliance with 21C IDEA and other Federal Web management requirements.

Measuring Compliance

Last year's data was collected for this report by surveying all EPA domain owners across the Agency. Each domain point of contact was asked to provide their best estimate of the degree to which the web pages on their domain complied with the 21C IDEA and other federal web management requirements.

This year's data comes from web analytics tools, such as digitaldashboard.gov and Siteimprove (SI), EPA's Web Governance Framework and on-site reviews. EPA used digitaldashboard.gov to collect objective data for 4 out of the 8 requirements from the 21C IDEA. They include: accessibility; secure connections; data driven design and; mobile-ready. Digitaldashboard.gov is a federal website managed by GSA that provides information about Federal Websites' compliance with OMB directives and conformance to best practices and industry standards. SI, a website QA tool that helps identify issues relates to website quality such as accessibility, consistency, usability and touchscreen-readiness, was used to measure consistency. EPA's Web Governance Framework was used for eliminating redundancy and on-site reviews for identifying search and customization. A summary of results can be found in Table 3: Summary of the 21st Century IDEA Requirements.

In FY 2021, EPA will use these tools to measure compliance with the 21C IDEA requirements on EPA's subdomains as well.

Key Websites and Digital Services

EPA has identified the following websites and digital services as high-traffic and/or important for public engagement:

Table 1: Prioritization of EPAs Websites

Priority	DotGov Domain	Description
1	EPA.GOV	EPA.GOV is EPA's primary public access communication channel to communicate environmental and human health information to the American public.
2	AIRNOW.GOV	AirNow is the vehicle for providing timely Air Quality Index (AQI) information to the public, media outlets, other federal agencies and their applications, and to the research community.
3	ENERGYSTAR.GOV	ENERGY STAR is a U.S. Environmental Protection Agency voluntary program that helps businesses and individuals save money and protect our climate through superior energy efficiency.
4	FOIAONLINE.GOV	FOIAonline is a shared service that supports a diverse number of federal agencies meet their responsibilities under the Freedom of Information Act.
5	E-ENTERPRISE.GOV	E-Enterprise for the Environment is a new model for collaborative leadership among environmental co-regulators, engaging with all interested and affected parties, to achieve positive environmental, human health, and economic outcomes.
6	FEDCENTER.GOV	FedCenter.gov is the federal government's home for comprehensive environmental stewardship and compliance assistance information for federal facility managers and their agencies.
7	FRTR.GOV	The Federal Remediation Technologies Roundtable (FRTR) works to build a collaborative atmosphere among federal agencies involved in hazardous waste site cleanup.
8	SUSTAINABILITY	The Office of Federal Sustainability (OFS) coordinates policy to promote energy and environmental sustainability across federal government operations.

Table 2: Excluded Domains

The table below shows the domains which were excluded from the estimates and the reasons.

Domain Name	Reason for exclusion
cbi-epa.gov	No longer active
glnpo.gov	Under development; not active yet
greengov.gov	No longer active; managed by the Council on Environmental Quality (CEQ)
relocatefeds.gov	Redirect
urbanwaters.gov	Redirect

Table 3: Summary of 21st Century IDEA Requirements

The table below lists the website modernization requirements of the 21C IDEA, and shows, for each domain, the percentage of pages that comply with the requirements based on scores from digitaldashboard.gov, SI, EPA's Web Governance Framework and on-site reviews accordingly.

Legend:
✓ 100% compliance with the specific requirement
- Data not available

#	Requirement	AirNow	E-enterprise	Energy Star	Fed Center	FOIA Online	FRTR	EPA	Sustainability	Sources
1	Accessibility Section 3(a)(1)	2	5	30	7	-	1	3	4	DD
2	Consistent Look & Feel Section 3(a)(2)	✓	✓	-	✓	✓	✓	99%	-	SI
3	Eliminate Redundancy Section 3(a)(3)	✓	✓	✓	✓	✓	✓	✓	✓	EPA's Web Governance
4	Search Section 3(a)(4)	✓	0%	✓	✓	✓	0%	✓	✓	On-site Review
5	Secure Connections Section 3(a)(5)	90%	90%	90%	90%	90%	40%	90%	90%	DD
6	Data Driven Design Section 3(a)(6)	✓	✓	✓	✓	✓	✓	✓	✓	DD
7	Customization Section 3(a)(7)	0%	✓	0%	✓	✓	0%	0%	0%	On-site Review
8	Mobile-Ready Section 3(a)(8)	✓	✓	✓	✓	-	0%	✓	✓	DD

Implementing Requirements

The section below explains how EPA complies with each of the 21C IDEA requirements.

Section 3(a)(1) Ensure Accessibility for Individuals with Disabilities

EPA is committed to the principle that people with disabilities should have comparable access to accessible information and communication technology. EPA has tools and staff dedicated to ensuring implementation of this requirement on www.epa.gov however additional tools and resources are required to accurately measure and track remediation on all EPA domains and subdomains. The programs and resources that support this requirement include:

- **Section 508 Program** - EPA's Section 508 Program provides agencywide coordination and oversight to ensure compliance with federal accessibility requirements.
- **The EPA Section 508 Executive Council** - EPA's Section 508 Executive Council provides strategic guidance for the implementation of EPA's 508 Program.
- **EPA Section 508 Compliance Assessment and Remediation Plan** - EPA's Section 508 Compliance Assessment and Remediation Plan assesses and enhances the accessibility of EPA's existing Information and Communications Technology, while also developing a baseline from which to measure improvements and providing a framework for focusing EPA's Section 508 efforts moving forward.
- **Drupal WebCMS** - EPA's agencywide, content management system has a section 508 compliance certification requirement before publishing to www.epa.gov.
- **Web Analytics Program** - EPA's Web Analytics program supports the Agency's 508 goals by providing tools to help identify and recommend solutions regarding the conformance of www.epa.gov webpages.

Section 3(a)(2) Ensure a Consistent Look and Feel Across Websites

All of EPA's public content pages or web applications are required to use the One EPA Web look and feel which is based on the United States Web Design System: USWDS. The "look and feel" enables each web page to be clearly identified on EPA's public access website as belonging to EPA and ensures that each page has required navigational and other design elements. The EPA has tools and staff dedicated to ensuring implementation of this requirement on www.epa.gov.

The results for consistency were collected from SI using policies designed to identify elements of consistency. SI provides a score based on policy matches. The result for each domain is a percentage based on the number of policy matches per total number of domain pages.

Initiatives that support this requirement include:

- **EPA Content Review and Approval Process** - EPA's Office of Web Communications reviews all new or redesigned web content before it is published. This review helps ensure a consistent look and feel across EPA's websites.

- **Procedure: Complying with EPA.gov "Look and Feel"** - This procedure defines the requirement to use a standard layout for EPA's public access webpages and Web applications so that they are published with a consistent "Look and Feel." The steps for requesting a waiver or exemption from using required specifications of the EPA "Look and Feel" are also included in this procedure. The following types of pages are exempt from the "Look and Feel" specifications and require registration, but do not need a waiver: Partnership Sites, Kid Pages, Tracking Statistics, and Extranet Sites.

- **Web Standards: Look and Feel Template** - This standard template provides the look and feel for the top and bottom of each EPA web page. The WebCMS produces this look and feel automatically. All applications should use the standalone template.

- **Standalone Template for Applications** – EPA maintains a Standalone One EPA Web Template with the EPA Look and Feel which can be used for all data and content not in the Drupal WebCMS. Content owners can wrap this template around application code, to apply the EPA look and feel to their applications.

- **EPA Native and Hybrid Mobile App Look and Feel Guidance** - Describes the look and feel requirements for mobile hybrid and native mobile applications.

Section 3(a)(3) Eliminate Redundancy

Identifying and eliminating content that is redundant, outdated, or trivial (ROT) is an important part of regular review. ROT interferes with search results and makes it harder for people to find what they are looking for, erodes the credibility and authority of EPA web content, increases costs for maintenance and data storage, and makes site management more time-consuming and burdensome.

EPA's Web Governance provides a framework for reviewing and approving websites before they are set up. The EPA has provided tools and resources to staff to ensure implementation of this requirement and to prevent redundancy. EPA will remain focused on acquiring and implementing Web Analytics tools to provide more detailed measurements of ROT.

Initiatives that support this requirement include:

- **EPA ROT Guidance** - Domain owners and web content managers must follow this EPA guidance which explains steps that content owners must take to review content and remove redundant, outdated, and/or trivial information.

- **EPA Content Review and Approval Process** - EPA's Office of Web Communications reviews all new or redesigned web content before it is published. This review helps prevent redundant content from being published.

Section 3(a)(4) Make Information Searchable and Discoverable

Search functions are important to improving the web visitor experience and for reaching users who primarily rely on commercial search engines to find information.

The search scores were determined by an on-site review. The individual site score was 100 for websites with search engines and 0 for the ones without it.

Initiatives that support this requirement include:

- **EPA Search Engine** - EPA is currently using the Lucid Works Fusion Search Engine. The Search interface is built into the standard template, so search appears on every page. EPA's search collection is available to both EPA's search engine and external search engines such as Google and Bing.

- **Guidance on Coding forms for Metadata Search** - EPA provides content owners with guidance on coding their content to include the proper metadata to improve discoverability.

- **Reducing Search Exits** – EPA uses web analytics data to identify the number of search exits so we can take step to improve our search engine. Reductions in search exits indicate that website visitors are finding the information they need using the search engine.

- **Reducing Search Refinement** - EPA uses web analytics data to identify the number of search refinements to improve the agency's search engine. Reductions in search refinements indicate that website visitors are finding the information they need with fewer searches.

- **Best Bets** – EPA reviews the Foresee survey results and Google Analytics data to find popular search terms and manually updates the list of "Best Bets" to ensure that best results show up first.

Section 3(a)(5) Use Secure Connections (HTTPS)

EPA takes steps to ensure that all offices within the Agency meet the minimum-security requirements defined in the Federal Information Processing Standards (FIPS) Publication 200. Existing sites on www.epa.gov have been transitioned to HTTPS and any new sites will be HTTPS as well. The EPA has tools and staff dedicated to ensuring implementation of this requirement on www.epa.gov.

The secure connections scores were collected from the digitaldashboard.gov October 2020 report. The individual site HTTPS scores were based on several different metrics, including percentages for enforcing HTTPS; HSTS status; HTTPS status; preloading status and; preloading ready.

Initiatives that support this requirement include:

- **Digital Dashboard Report for HTTPS** - EPA runs the HTTPS Pulse report quarterly for www.epa.gov to measure EPA's compliance with HTTPS requirements. Any new non-compliant sites are remediated immediately.

- **Information Security Program** - EPA's Information Security Program oversees and coordinates implementation of policies, procedures, standards and guidance to ensure that EPA's websites meet minimum federal website security management requirements.

- **EPA's Information Security Policy** - This policy establishes a security policy for EPA's national data communications network.

- **Procedure: Obtaining an EPA.gov Subdomain** - EPA's procedure for registering new subdomains helps ensure that all new sites comply with the HTTPS requirement.

Section 3(a)(6) Data Driven Design

EPA is dedicated to using quantitative and qualitative data to drive improvements to our website.

The data driven design scores were collected from the digitaldashboard.gov October 2020 report. The individual site score was 100 for DAP compliant websites and 0 for non-compliant websites.

Initiatives that support this requirement include:

- **Digital Dashboard Report for DAP** - Google Analytics reports EPA web stats to the GSA Digital Analytics Program (DAP).

- **Procedure: Google Analytics (GA) Event Tracking** - EPA has a procedure that requires google analytics code on all public web content so we can provide usable data to DAP.

- **Web Analytics** - EPA also uses Google Analytics for web traffic and the foresee survey for user feedback. Both tools are on the list of GSA-approved tools, so they comply with the OMB requirements and are approved for federal use.

- **Web Analytics Training** - EPA offers a variety of courses on web management best practices and using web analytics data to drive website improvements.

Section 3(a)(7) Customization

EPA's Central Data Exchange (CDX) is the only domain that provides a more customized digital experience by allowing users to login and complete digital transactions in an efficient and accurate manner.

The customization scores were determined by an on-site review. The individual site score was 100 for websites with a login screen and 0 for the ones without it.

Mobile sites and applications can provide increased visibility to the Agency's mission, while also helping us provide value to our external stakeholders.

The mobile-ready results were collected from digitaldashboard.gov October's report. The results were based on a usability status (i.e. mobile friendly, not mobile friendly). The individual site score was 100 for mobile friendly websites and 0 for not mobile friendly websites.

- **Mobile Application Development Strategy** - EPA's Mobile Application Development Strategy provides guidance on mobile app development and outlines the various development options including Mobile Web App Development, Hybrid App Development, and Native Mobile App Development.

- **Web Standards: Look and Feel Template** - EPA's standard template provides a responsive design so that EPA web content can be displayed on a variety of devices and window or screen sizes.

- **EPA Native and Hybrid Mobile App Look and Feel Guidance** - Describes the look and feel requirements for mobile hybrid and native mobile applications.

Cost Estimation Methodology

The numbers of hours estimated to bring websites into compliance were projected based on best estimates from the domain owners. The dollar estimates were calculated based on an assumption of an average of $100/hr contracting rate. As EPA moves forward with website modernization, the Agency will refine these estimates.

Table 4: Domains Estimated Costs and Schedules

From Table 1, EPA has prioritized the following websites and digital services. The table below includes an estimated cost of modernization to comply with the requirements in section 3(a) of the 21st Century IDEA, as well as other federal web management requirements (such as: Privacy, Quality, Records Management, Plain Language, Multilingual Content, Mandatory Content, and IPv6).

Website/Digital Service Requiring Modernization	Estimated Cost	Estimated Schedule
EPA.GOV	$4,560,440	45,604 hours of effort
AIRNOW.GOV	$245,700	2,457 hours of effort
ENERGYSTAR.GOV	$550,000	4,400 hours of effort
FOIAONLINE.GOV	$21,400	214 hours of effort
E-ENTERPRISE.GOV	$272,137	1,785 hours of effort
FEDCENTER.GOV	$0	N/A

Website/Digital Service Requiring Modernization	Estimated Cost	Estimated Schedule
FRTR.GOV	$50,000	400 hours of effort
GLNPO.GOV*	$0	N/A
SUSTAINABILITY.GOV****	$0	N/A
RELOCATEFEDS.GOV***	$0	N/A
CBI-EPA.GOV**	$0	N/A
GREENGOV.GOV****	$0	N/A
URBANWATERS.GOV***	$0	N/A
Total	**$5,699,677**	**54,860 hours of effort**

*   Domain still under development. Not active yet.

** Domain no longer active

*** Redirect

****Domain managed by CEQ; cost estimate is unknown.

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Vaughn Noga, Chief Information Officer

and Deputy Assistant Administrator for Environmental Information,

Office of Mission Support (OMS)

Appendix A

The following is a list of EPA's external domains and subdomains. This report contains objective data about domains but not subdomains. EPA used data from digitaldashboard.gov and web analytics tools purchased and implemented in FY 2020 to provide objective data about domain compliance with Federal web management requirements. EPA needs to acquire additional tools and devote additional resources to obtain accurate measurements for 250+ external subdomains (with the exception of www.epa.gov, which already has dedicated tools and resources).

19january2017snapshot.epa.gov	cdx.epa.gov	comptox-stg.epa.gov
20watersheds.epa.gov	cdxforms.epa.gov	confluence.epa.gov
acres5.epa.gov	cdxnode64.epa.gov	cpard.epa.gov
acres6.epa.gov	cdxnodenaas.epa.gov	cpardpub.epa.gov
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blt.epa.gov	cmdpbatch1.rtnccad.epa.gov	edap.epa.gov

bmds.epa.gov

bpauthhqproxy.epa.gov

bpauthproxy.epa.gov

bpworkplace.epa.gov

camd.epa.gov

cbi-epa.gov

emp.epa.gov

emts.epa.gov

encromerr.epa.gov

ends2.epa.gov

energystar.gov

enservices.epa.gov

enviro.epa.gov

enviroatlas.epa.gov

enviroflash.epa.gov

epa.gov

epamap13.epa.gov

epamap17.epa.gov

epamap18.epa.gov

epamap32.epa.gov

epamap36.epa.gov

epamap9.epa.gov

eses.energystar.gov

esound.epa.gov

espanol.epa.gov

espfl.epa.gov

essearch.energystar.gov

estar6.energystar.gov

estar7.energystar.gov

estar8.energystar.gov

esws.energystar.gov

etss.epa.gov

fedcenter.gov

fishadvisoryonline.epa.gov

foiaonline.gov

frtr.gov

cmdpbatch2.epa.gov

cmdpbatch2.rtnccad.epa.gov

cmdpservice.epa.gov

coastalcondition.epa.gov

comptox.epa.gov

glnpo.gov

geoplatform4.epa.gov

geoplatform5.epa.gov

geopub.epa.gov

ghgdata.epa.gov

ghgreporting.epa.gov

gispub.epa.gov

gispub1.epa.gov

gispub10.epa.gov

gispub2.epa.gov

gispub3.epa.gov

gispub4.epa.gov

gispub5.epa.gov

gispub6.epa.gov

gispub7.epa.gov

gispub9.epa.gov

globalchange.epa.gov

goanyd01.epa.gov

hawcprd.epa.gov

hero.epa.gov

heronet.epa.gov

his.ord.epa.gov

hisprod.rtnccad.epa.gov

iaspub.epa.gov

ibis.epa.gov

icc-reverse-proxy-pat.nccr.epa.gov

icis.epa.gov

icisairrpttest.epa.gov

icisairtestnode.epa.gov

icisbatchcdxtest.epa.gov

icisprodnode.epa.gov

edg.epa.gov

e-enterprise.gov

eis.epa.gov

eismapper.epa.gov

ejscreen.epa.gov

greengov.gov

geoplatform3.epa.gov

icras.epa.gov

icrasprd.epa.gov

image.mail.energystar.gov

inspector.epa.gov

java.epa.gov

jira.epa.gov

lasso.epa.gov

lassoprd.epa.gov

lew.epa.gov

lists.epa.gov

lookforwatersense.epa.gov

map11.epa.gov

map22.epa.gov

map3.epa.gov

map7.epa.gov

martin.rtnccad.epa.gov

mcafee.epa.gov

methane.epa.gov

metro.epa.gov

myrtk.epa.gov

mywaterway.epa.gov

nationallakesassessment.epa.gov

ncc-gtt-node9.epa.gov

nepassist.epa.gov

nepassisttool.epa.gov

nepis.epa.gov

nepis-lib1.cin.epa.gov

nepis-lib2.epa.gov

nepis-lib2.rtnccad.epa.gov

fs.epa.gov

fs.response.epa.gov

gaftp.epa.gov

geodata.epa.gov

geogateway.epa.gov

geoplatform1.epa.gov

geoplatform2.epa.gov

obipublicext.epa.gov

ofmext.epa.gov

ofmpub.epa.gov

opendata.epa.gov

owlspub.epa.gov

owsrf.epa.gov

owsrfprod.epa.gov

ozone.epa.gov

ozoneairqualitystandards.epa.
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pasteur-stg.epa.gov

pexip-dc-dmz1.video.epa.gov

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pexip-rtp-dmz1.video.epa.gov

map23.epa.gov

map24.epa.gov

pexip-rtp-dmz2.video.epa.gov

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radnet.epa.gov

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iciswsstage.epa.gov

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