

[First Reprint]

**ASSEMBLY, No. 5161**

**STATE OF NEW JERSEY**  
**218th LEGISLATURE**

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**Sponsored by:**

**Assemblywoman CAROL A. MURPHY**

**District 7 (Burlington)**

**Assemblyman DANIEL R. BENSON**

**District 14 (Mercer and Middlesex)**

**Assemblywoman BRITNEE N. TIMBERLAKE**

**District 34 (Essex and Passaic)**

**SYNOPSIS**

21st Century Integrated Digital Experience Act.”

**CURRENT VERSION OF TEXT**

As reported by the Assembly Science, Innovation and Technology Committee on May 16, 2019, with amendments.



**(Sponsorship Updated As Of: 3/19/2019)**

1 AN ACT concerning the modernization of State government  
2 websites, supplementing Title 52 of the Revised Statutes, and  
3 amending P.L.2007, c.56.

4

5 **BE IT ENACTED** by the Senate and General Assembly of the State  
6 of New Jersey:

7

8 1. (New section) This act shall be known and may be cited as  
9 the “21st Century Integrated Digital Experience Act.”

10

11 2. (New section) The Legislature finds and declares that:

12 a. Ensuring New Jersey’s global leadership position in  
13 technology and electronic government requires an approach that  
14 narrows the growing gap between the digital demands of citizens  
15 and the methods by which the government provides digital services  
16 to New Jersey.

17 b. The enhancement of citizen-facing digital experiences can  
18 change the paradigm for the delivery of government services and  
19 dramatically reduce the cost of government operations.

20 c. Many State websites are not equipped to provide an  
21 enhanced experience to the growing number of citizens who access  
22 government services through a mobile device.

23 d. Government lags far behind the private sector in providing a  
24 modern, seamless, personalized, and consistent digital experience  
25 that provides useful information and services to citizens, businesses,  
26 and other stakeholders.

27 e. The implementation of modern customer service  
28 experiences, such as citizen-centric design, comprehensive self-  
29 service capabilities, and uniform mobile rendering will be key to  
30 facilitating the transition to from an analog, paper-based  
31 government to a digital government that delivers information and  
32 government services in an efficient and effective manner.

33 f. Transitioning from paper processes to adaptive and intuitive  
34 digital forms would significantly improve government services.

35 g. All State websites should be accessible to individuals with  
36 disabilities.

37

38 3. (New section) As used in this act:

39 "Agency" means any of the principal departments of the  
40 Executive Branch, including the Department of the Treasury, and  
41 any division, office, board, bureau, commission, authority or entity  
42 therein or allocated thereto to comply with the provisions of Article  
43 V, Section IV, paragraph 1 of the New Jersey Constitution.

44 “Information technology modernization and improvement plan”  
45 or “plan” means the plan prepared by each agency pursuant to

**EXPLANATION – Matter enclosed in bold-faced brackets [thus] in the above bill is not enacted and is intended to be omitted in the law.**

**Matter underlined thus is new matter.**

**Matter enclosed in superscript numerals has been adopted as follows:**

**<sup>1</sup>Assembly AST committee amendments adopted May 16, 2019.**

1 section 4 of P.L. , c. (C. ) (pending before the Legislature as  
2 this bill).

3  
4 4. (New section) Not later than one year following the date of  
5 enactment of P.L. , c. <sup>1</sup>(C.\_\_\_\_)<sup>1</sup> (pending before the Legislature  
6 as this bill), each agency shall develop and submit to the Chief  
7 Technology Officer <sup>1</sup>and Chief Innovation Officer<sup>1</sup> for the State  
8 <sup>1</sup>of<sup>1</sup> New Jersey an information technology modernization and  
9 improvement plan. The plan shall describe how the agency will  
10 improve the provision of digital services by leveraging data  
11 analytics and related tools to ensure an effective rendering of all  
12 publicly facing websites on mobile devices, increasing the use of  
13 data analytics to improve website operation, enhancing the delivery  
14 of digital services, promoting the use of intuitive and adaptive  
15 electronic forms (HTML-5), utilizing electronic signatures, and  
16 digitizing government processes and workflows. The plan shall  
17 outline a process to be utilized by the agency to ensure that each  
18 State website intended for public use is mobile-friendly and  
19 accessible by persons with disabilities within one year following the  
20 submission of each agency's plan. The plan shall be developed  
21 within the limits of fiscal and other resources available to the  
22 agency. Each agency shall make its plan available to the public  
23 electronically through a link displayed on its website.

24  
25 5. Section 12 of P.L.2007, c.56 (C.52:18A-230) is amended to  
26 read as follows:

27 12. The Chief Technology Officer <sup>1</sup>, in consultation with the  
28 Chief Innovation Officer,<sup>1</sup> shall <sup>1</sup>**["be authorized to"]**<sup>1</sup>:

29 a. <sup>1</sup>**["Establish"]** be authorized to establish<sup>1</sup> the internal  
30 organizational structure of the Office of Information Technology in  
31 a manner appropriate to carrying out the duties and functions, and  
32 fulfilling the responsibilities, of the office;

33 b. <sup>1</sup>**["Coordinate"]** be authorized to coordinate<sup>1</sup> and conduct all  
34 information technology operations in the Executive Branch of State  
35 Government, including agency technology operations;

36 c. <sup>1</sup>**["Draft"]** be authorized to draft<sup>1</sup> and establish Service Level  
37 Agreements with each department and agency in the Executive  
38 Branch of State Government;

39 d. <sup>1</sup>**["Review"]** be authorized to review<sup>1</sup> and analyze the results  
40 of the Statewide Information Technology Assessment Study; [and]

41 e. <sup>1</sup>**["Enter"]** be authorized to enter<sup>1</sup> into agreements, in  
42 accordance and consistent with applicable law, regulations, and  
43 existing contracts, with private and public entities or individuals to  
44 effectuate the purposes of sections 6 through 16 of P.L.2007, c.56  
45 (C.52:18A-224 through C.52:18A-234);

46 f. <sup>1</sup>**["In"]** in<sup>1</sup> consultation with the New Jersey Information  
47 Technology Project Review Board, <sup>1</sup>**["shall"]**<sup>1</sup> evaluate the feasibility

1 of using artificial intelligence and machine learning by State  
2 agencies to provide public services and the development of data  
3 analytics capabilities to enable data-driven policy development by  
4 State agencies; and

5 g. **1**["Promulgate"] promulgate<sup>1</sup> a set of metrics to assess each  
6 agency's implementation of a modern digital experience.

7 (cf: P.L.2013, c.253, s.44)

8

9 6. This act shall take effect immediately.