

(CORRECTED COPY)
P.L. 2021, CHAPTER 392, *approved January 18, 2022*
Senate, No. 2723 (*Second Reprint*)

1 **AN ACT** concerning the modernization of State government websites,
2 supplementing Title 52 of the Revised Statutes, and amending
3 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 and
15 the methods by which the government provides digital services to
16 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 enhanced
21 experience to the growing number of citizens who access government
22 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 experiences,
28 such as citizen-centric design, comprehensive self-service
29 capabilities, and uniform mobile rendering will be key to facilitating
30 the transition to from an analog, paper-based government to a digital
31 government that delivers information and government services in an
32 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 ¹**[this act]** P.L. __, c. (C.)(pending
39 before the Legislature as this bill)¹:

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:
¹Senate SSG committee amendments adopted November 15, 2021.
²Senate SBA committee amendments adopted December 16, 2021.

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

¹"Cloud computing service" means a service that enables on-demand self-service network access to a shared pool of configurable computer resources including, but not limited to, data storage, analytics, electronic commerce, streaming services, mobile services, electronic mail, and document sharing and editing, which can be rapidly provided and released with minimal management effort or cloud computing service provider interaction.¹

"Information technology modernization and improvement plan" or "plan" means the plan prepared by each agency pursuant to section 4 of P.L. , c. (C.) (pending before the Legislature as this bill).

4. (New section) ²a. The Chief Technology Officer is authorized to request that any agency submit a plan in accordance with this subsection.² Not later than one year following the date ²[of enactment of P.L. , c. (C.) (pending before the Legislature as this bill), ¹and every year thereafter,¹ each] on which the Chief Technology Officer requests such plan, the² agency shall develop and submit to the Chief Technology Officer ²[and Chief Innovation Officer for the State of New Jersey]² an information technology modernization and improvement plan. The plan shall¹:

²[a.¹] (1)² describe how the agency will improve the provision of digital services by leveraging data analytics and related tools to ensure an effective rendering of all publicly facing websites on mobile devices, increasing the use of data analytics to improve website operation, enhancing the delivery of digital services ¹through the adoption of commercial cloud computing services¹, promoting the use of intuitive and adaptive electronic forms (¹[HTML-5] HTML Living Standard¹), utilizing electronic signatures, and digitizing government processes and workflows ¹[. The plan shall] ;

²[b.¹] (2)² outline a process to be utilized by the agency to ensure that each State website intended for public use is mobile-friendly and accessible by persons with disabilities within one year following the submission of each agency's plan ¹[. The plan shall]

²[c. outline ways to improve wireless connectivity Statewide, including underserved urban and rural communities, as well as recommendations to expedite the implementation of the necessary infrastructure for wireless connectivity;]² and

²[d.¹] (3)² be developed within the limits of fiscal and other resources available to the agency. Each agency shall make its plan available to the public electronically through a link displayed on its

1 website², except that the agency may redact such information as
2 necessary to address cybersecurity concerns².

3 ²b. The Chief Technology Officer shall review the plans
4 submitted pursuant to subsection a. of this section in collaboration
5 with the Chief Innovation Officer for the State of New Jersey.²
6

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

9 12. The Chief Technology Officer, in consultation with the Chief
10 Innovation Officer, shall:

11 a. be authorized to establish the internal organizational structure of
12 the Office of Information Technology in a manner appropriate to
13 carrying out the duties and functions, and fulfilling the responsibilities,
14 of the office;

15 b. be authorized to coordinate and conduct all information
16 technology operations in the Executive Branch of State Government,
17 including agency technology operations;

18 c. be authorized to draft and establish Service Level Agreements
19 with each department and agency in the Executive Branch of State
20 Government;

21 d. be authorized to review and analyze the results of the Statewide
22 Information Technology Assessment Study; **【and】**

23 e. be authorized to enter into agreements, in accordance and
24 consistent with applicable law, regulations, and existing contracts, with
25 private and public entities or individuals to effectuate the purposes of
26 sections 6 through 16 of P.L.2007, c.56 (C.52:18A-224 through
27 C.52:18A-234);

28 f. in consultation with the New Jersey Information Technology
29 Project Review Board, evaluate ¹on an annual basis¹ the feasibility of
30 using artificial intelligence ¹**【and】** ¹ machine learning ¹, and
31 commercial cloud computing services, as well as other emerging
32 technologies,¹ by State agencies to provide public services and the
33 development of data analytics capabilities to enable data-driven policy
34 development by State agencies; and

35 g. ¹develop a process to¹ promulgate ¹, and update no less than
36 every other year,¹ a set of metrics to assess each ¹State¹ agency's
37 implementation of a modern digital experience¹. The set of metrics
38 shall be reevaluated every three years¹.

39 (cf: P.L.2013, c.253, s.44)
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41 6. This act shall take effect immediately.
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44

45
46 "21st Century Integrated Digital Experience Act."