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SENATE, No. 2723

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SYNOPSIS

“21st Century Integrated Digital Experience Act.”

CURRENT VERSION OF TEXT

As reported by the Senate Budget and Appropriations Committee on December 16, 2021, with amendments.



(Sponsorship Updated As Of: 1/10/2022)

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 ¹**[this act]** P.L. ., c. (C.)(pending
39 before the Legislature as this bill)¹:

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

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.

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

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

11
 12 4. (New section) ²a. The Chief Technology Officer is
 13 authorized to request that any agency submit a plan in accordance
 14 with this subsection.² Not later than one year following the date
 15 ²[of enactment of P.L. , c. (C.) (pending before the
 16 Legislature as this bill), ¹and every year thereafter,¹ each] on which
 17 the Chief Technology Officer requests such plan, the² agency shall
 18 develop and submit to the Chief Technology Officer ²[and Chief
 19 Innovation Officer for the State of New Jersey]² an information
 20 technology modernization and improvement plan. The plan shall¹:

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

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

35
 36 ²[c. outline ways to improve wireless connectivity Statewide,
 37 including underserved urban and rural communities, as well as
 38 recommendations to expedite the implementation of the necessary
 39 infrastructure for wireless connectivity;]² and

40 ²[d.¹] (3)² be developed within the limits of fiscal and other
 41 resources available to the agency. Each agency shall make its plan
 42 available to the public electronically through a link displayed on its
 43 website², except that the agency may redact such information as
 44 necessary to address cybersecurity concerns².

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

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

7 12. The Chief Technology Officer, in consultation with the Chief
8 Innovation Officer, shall:

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

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

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

19 d. be authorized to review and analyze the results of the Statewide
20 Information Technology Assessment Study; **[and]**

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

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

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

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

38
39 6. This act shall take effect immediately.