

SENATE, No. 2723

STATE OF NEW JERSEY
219th LEGISLATURE

INTRODUCED JULY 28, 2020

Sponsored by:

Senator STEPHEN M. SWEENEY

District 3 (Cumberland, Gloucester and Salem)

Senator SHIRLEY K. TURNER

District 15 (Hunterdon and Mercer)

SYNOPSIS

“21st Century Integrated Digital Experience Act.”

CURRENT VERSION OF TEXT

As introduced.



(Sponsorship Updated As Of: 11/15/2021)

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

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.

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

21
22 5. Section 12 of P.L.2007, c.56 (C.52:18A-230) is amended to
23 read as follows:

24 12. The Chief Technology Officer, in consultation with the
25 Chief Innovation Officer, shall:

26 a. be authorized to establish the internal organizational
27 structure of the Office of Information Technology in a manner
28 appropriate to carrying out the duties and functions, and fulfilling
29 the responsibilities, of the office;

30 b. be authorized to coordinate and conduct all information
31 technology operations in the Executive Branch of State
32 Government, including agency technology operations;

33 c. be authorized to draft and establish Service Level
34 Agreements with each department and agency in the Executive
35 Branch of State Government;

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

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

43 f. in consultation with the New Jersey Information Technology
44 Project Review Board, evaluate the feasibility of using artificial
45 intelligence and machine learning by State agencies to provide
46 public services and the development of data analytics capabilities to
47 enable data-driven policy development by State agencies; and

