

[First Reprint]

**SENATE, No. 2723**

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**STATE OF NEW JERSEY**  
**219th LEGISLATURE**

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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 reported by the Senate State Government, Wagering, Tourism & Historic Preservation Committee on November 15, 2021, with amendments.



**(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 <sup>1</sup>**[this act]** P.L. \_\_, c. (C. )(pending  
 39 before the Legislature as this bill)<sup>1</sup>:

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 <sup>1</sup>,<sup>1</sup> 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:

<sup>1</sup>Senate SSG committee amendments adopted November 15, 2021.

1 <sup>1</sup>“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.<sup>1</sup>

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) Not later than one year following the date of  
13 enactment of P.L. , c. (C. ) (pending before the Legislature as  
14 this bill), <sup>1</sup>and every year thereafter,<sup>1</sup> each agency shall develop and  
15 submit to the Chief Technology Officer and Chief Innovation Officer  
16 for the State of New Jersey an information technology modernization  
17 and improvement plan. The plan shall<sup>1</sup>:

18 a.<sup>1</sup> describe how the agency will improve the provision of digital  
19 services by leveraging data analytics and related tools to ensure an  
20 effective rendering of all publicly facing websites on mobile devices,  
21 increasing the use of data analytics to improve website operation,  
22 enhancing the delivery of digital services <sup>1</sup>through the adoption of  
23 commercial cloud computing services<sup>1</sup>, promoting the use of intuitive  
24 and adaptive electronic forms (<sup>1</sup>【HTML-5】 HTML Living Standard<sup>1</sup>),  
25 utilizing electronic signatures, and digitizing government processes  
26 and workflows <sup>1</sup>【. The plan shall】 ;

27 b.<sup>1</sup> outline a process to be utilized by the agency to ensure that  
28 each State website intended for public use is mobile-friendly and  
29 accessible by persons with disabilities within one year following the  
30 submission of each agency’s plan <sup>1</sup>【. The plan shall】 ;

31 c. outline ways to improve wireless connectivity Statewide,  
32 including underserved urban and rural communities, as well as  
33 recommendations to expedite the implementation of the necessary  
34 infrastructure for wireless connectivity; and

35 d.<sup>1</sup> be developed within the limits of fiscal and other resources  
36 available to the agency. Each agency shall make its plan available to  
37 the public electronically through a link displayed on its website.

38  
39 5. Section 12 of P.L.2007, c.56 (C.52:18A-230) is amended to  
40 read as follows:

41 12. The Chief Technology Officer, in consultation with the Chief  
42 Innovation Officer, shall:

43 a. be authorized to establish the internal organizational structure  
44 of the Office of Information Technology in a manner appropriate to  
45 carrying out the duties and functions, and fulfilling the responsibilities,  
46 of the office;

1       b. be authorized to coordinate and conduct all information  
2 technology operations in the Executive Branch of State Government,  
3 including agency technology operations;

4       c. be authorized to draft and establish Service Level Agreements  
5 with each department and agency in the Executive Branch of State  
6 Government;

7       d. be authorized to review and analyze the results of the Statewide  
8 Information Technology Assessment Study; **and**

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

14       f. in consultation with the New Jersey Information Technology  
15 Project Review Board, evaluate 'on an annual basis' the feasibility of  
16 using artificial intelligence 'and', machine learning', and  
17 commercial cloud computing services, as well as other emerging  
18 technologies,' by State agencies to provide public services and the  
19 development of data analytics capabilities to enable data-driven policy  
20 development by State agencies; and

21       g. 'develop a process to' promulgate', and update no less than  
22 every other year,' a set of metrics to assess each 'State' agency's  
23 implementation of a modern digital experience'. The set of metrics  
24 shall be reevaluated every three years'.

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

26  
27       6. This act shall take effect immediately.