



Senate

General Assembly

File No. 431

January Session, 2013

Senate Bill No. 111

Senate, April 11, 2013

The Committee on Government Administration and Elections reported through SEN. MUSTO of the 22nd Dist., Chairperson of the Committee on the part of the Senate, that the bill ought to pass.

AN ACT IMPLEMENTING THE RECOMMENDATIONS OF THE PROGRAM REVIEW AND INVESTIGATIONS COMMITTEE CONCERNING THE CREATION OF A GOVERNANCE STRUCTURE TO IMPLEMENT E-GOVERNMENT.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Section 4d-1 of the general statutes is repealed and the
2 following is substituted in lieu thereof (*Effective from passage*):

3 As used in this chapter and sections 2 to 5, inclusive, of this act,
4 unless the context indicates a different meaning:

5 (1) "Architecture" means the defined structure or orderly
6 arrangement of information systems and telecommunication systems,
7 based on accepted industry standards and guidelines, for the purpose
8 of maximizing the interconnection and efficiency of such systems and
9 the ability of users to share information resources.

10 (2) "Information systems" means the combination of data processing

11 hardware and software in the collection, processing and distribution of
12 data to and from interactive computer-based systems to meet
13 informational needs.

14 (3) "State agency" means each department, board, council,
15 commission, institution or other agency of the Executive Department
16 of the state government, provided each board, council, commission,
17 institution or other agency included by law within any given
18 department shall be deemed a division of that department. The term
19 "state agency" shall include (A) the offices of the Governor, Lieutenant
20 Governor, Treasurer, Attorney General, Secretary of the State and
21 Comptroller, and (B) all operations of an Executive Department agency
22 which are funded by either the General Fund or a special fund.

23 (4) "Telecommunication systems" means telephone equipment and
24 transmission facilities, either alone or in combination with information
25 systems, for the electronic distribution of all forms of information,
26 including voice, data and images.

27 (5) "Commissioner" means the Commissioner of Administrative
28 Services.

29 (6) "Chief Information Officer" means the head of the Division of
30 Information Technology within the Department of Administrative
31 Services.

32 (7) "E-Government Board" means the E-Government Board created
33 under section 2 of this act.

34 Sec. 2. (NEW) (*Effective from passage*) (a) There is established an E-
35 Government Board to identify business and customer service needs
36 and facilitate the development and implementation of e-government
37 initiatives and strategies for the state. Said board shall: (1) Develop and
38 adopt a definition of e-government, (2) advise the Department of
39 Administrative Services regarding the use of the state central Internet
40 web site as the centralized source for state government information
41 and services and recommend changes to the web site's design or

42 content, (3) create priorities for new on-line services, (4) recommend
43 the sharing of common state e-government functions, (5) consider
44 whether to propose convenience fees for state on-line services, (6)
45 assist in the selection and development of Internet traffic statistics, (7)
46 provide input for and approve the annual strategic plan for e-
47 government developed under section 4 of this act, and (8) adopt
48 performance measurement goals for the state central Internet web site,
49 including, but not limited to, goals for implementing new on-line
50 services, and increasing the use of existing and new on-line services.

51 (b) The board shall consist of the following members:

52 (1) One appointed by the speaker of the House of Representatives,
53 who shall be a representative of a municipality;

54 (2) One appointed by the president pro tempore of the Senate, who
55 shall be a representative of a municipality;

56 (3) One appointed by the minority leader of the Senate, who shall be
57 a member of the public;

58 (4) One appointed by the majority leader of the Senate, who shall be
59 a member of the public;

60 (5) One appointed by the minority leader of the House of
61 Representatives, who shall be a representative from the business
62 sector, provided such representative shall not be an information
63 technology vendor to the state;

64 (6) One appointed by the majority leader of the House of
65 Representatives, who shall be a representative from the business
66 sector, provided such representative shall not be an information
67 technology vendor to the state;

68 (7) Eight appointed by the Governor, who shall each be a
69 representative of a state agency in one of the following eight state
70 service areas: (A) Human services, (B) health, (C) transportation, (D)
71 regulation and protection, (E) economic development, (F) conservation

72 and development, (G) education, and (H) judiciary;

73 (8) The Chief Information Officer of the Division of Information
74 Technology within the Department of Administrative Services;

75 (9) The Secretary of the Office of Policy and Management, or a
76 designee;

77 (10) The Secretary of the State, or a designee;

78 (11) The State Librarian, or a designee;

79 (12) The Comptroller, or a designee;

80 (13) The Consumer Counsel, or a designee; and

81 (14) One representative from the Judicial Department, appointed by
82 the Chief Court Administrator.

83 (c) All appointments to the board shall be made not later than thirty
84 days after the effective date of this section and each member shall
85 serve a term of three years from the date of appointment. Any vacancy
86 shall be filled by the appointing authority. The members appointed in
87 accordance with subdivisions (1) to (6), inclusive, and subdivision (14)
88 of subsection (b) of this section shall be nonvoting members.

89 (d) The Governor shall select the chairperson of the board from
90 among the voting members of the board. Such chairperson shall
91 schedule the first meeting of the board, which shall be held not later
92 than sixty days after the effective date of this section. Future meetings
93 shall be held not less than quarterly. The chairperson of the board shall
94 propose bylaws for adoption by the board concerning the conduct of
95 its business. A majority of the members of the board shall constitute a
96 quorum for the transaction of any business or the exercise of any
97 power of the board.

98 (e) The chairperson may establish subcommittees to carry out the
99 functions of the board. The chairperson shall designate what issues the
100 subcommittees shall address.

101 (f) The Department of Administrative Services shall, within
102 available resources, provide staff support for the board and shall
103 provide any information concerning the state central Internet web site
104 requested by the board. Such information may include, but not be
105 limited to, statistics concerning the usage of the state central Internet
106 web site or other information needed for the board to perform its
107 duties in accordance with subsection (a) of this section.

108 (g) Not later than January 1, 2014, and annually thereafter, the board
109 shall submit a report on its recommendations concerning strategic
110 proposals and priorities for e-government to the Commissioner of
111 Administrative Services for inclusion in said commissioner's strategic
112 plans developed in accordance with section 4d-7 of the general statutes
113 and section 4 of this act.

114 Sec. 3. (*Effective from passage*) The E-Government Board shall devise
115 a marketing strategy to advertise the state central Internet web site as
116 the primary web site for citizens of the state to enter for information
117 about and services of state government. The E-Government Board
118 shall submit such marketing strategy to the Chief Information Officer
119 for implementation by said officer.

120 Sec. 4. (NEW) (*Effective from passage*) The Chief Information Officer
121 shall, in consultation with the E-Government Board, develop, publish
122 and annually update an e-government strategic plan. Such plan shall
123 delineate a clear strategy for providing on-line services for different
124 user groups according to such groups' specific needs. The Chief
125 Information Officer shall seek input from state agencies, including the
126 various information technology departments of state agencies, citizens
127 and businesses concerning such agencies', citizens' and businesses'
128 needs concerning e-government.

129 Sec. 5. (NEW) (*Effective from passage*) The Department of
130 Administrative Services shall, in consultation with the E-Government
131 Board, develop an on-line user survey to be posted on the state central
132 Internet web site to determine user satisfaction and any user
133 suggestions for improvements to the web site in order to enhance user

134 experience. Not later than six months after the posting of such survey
 135 and every six months thereafter, the department shall submit a report
 136 containing the aggregated results of such survey to the E-Government
 137 Board.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>from passage</i>	4d-1
Sec. 2	<i>from passage</i>	New section
Sec. 3	<i>from passage</i>	New section
Sec. 4	<i>from passage</i>	New section
Sec. 5	<i>from passage</i>	New section

GAE *Joint Favorable*

The following Fiscal Impact Statement and Bill Analysis are prepared for the benefit of the members of the General Assembly, solely for purposes of information, summarization and explanation and do not represent the intent of the General Assembly or either chamber thereof for any purpose. In general, fiscal impacts are based upon a variety of informational sources, including the analyst's professional knowledge. Whenever applicable, agency data is consulted as part of the analysis, however final products do not necessarily reflect an assessment from any specific department.

OFA Fiscal Note**State Impact:** None**Municipal Impact:** None**Explanation**

The bill, which establishes an E-Government Board and requires the chief information officer of the Department of Administrative Services (DAS) to develop an e-government strategic plan, has no fiscal impact as its requirements fall within the current scope of the agency's expertise.

The Out Years**State Impact:** None**Municipal Impact:** None

OLR Bill Analysis**SB 111*****AN ACT IMPLEMENTING THE RECOMMENDATIONS OF THE PROGRAM REVIEW AND INVESTIGATIONS COMMITTEE CONCERNING THE CREATION OF A GOVERNANCE STRUCTURE TO IMPLEMENT E-GOVERNMENT.*****SUMMARY:**

This bill establishes a 21-member E-Government Board to (1) facilitate the development and implementation of the state's e-government initiatives and strategies and (2) identify business and customer service needs.

The bill requires the Department of Administrative Services' (DAS) chief information officer (CIO) to develop, publish, and annually update an e-government strategic plan in consultation with the board. The plan must set out a clear strategy for providing online services for different user groups according to their specific needs. The CIO must seek information from state agencies (including their information technology departments), citizens, and businesses about their e-government needs. The bill does not establish a date for publishing or updating the plan.

Lastly, the bill requires DAS, in consultation with the board, to develop an online user survey and post it on the state's central Internet website. The survey must measure user satisfaction and collect suggestions to improve the website and enhance a user's experience. DAS must report to the board on the aggregated results of the survey within six months after posting it, and every six months thereafter.

EFFECTIVE DATE: Upon passage

BOARD MEMBERSHIP

Under the bill, the 21-member board (14 of whom are voting members) consists of the Office of Policy and Management secretary, secretary of the state, comptroller, consumer counsel, and state librarian, or their designees; the CIO, and 15 appointed members.

The governor must appoint eight of these members, each representing a state agency in one of the following service areas:

1. human services,
2. health,
3. transportation,
4. regulation and protection,
5. economic development,
6. conservation and development,
7. education, and
8. judiciary.

The House speaker and Senate president pro tempore must each appoint one member representing a municipality. The Senate majority and minority leaders must each appoint one public member. The House majority and minority leaders must each appoint one member representing business, who does not sell the state information technology. Additionally, the chief court administrator must appoint a representative from the Judicial Department. The legislative and judicial appointees are nonvoting members.

All appointments must be made within 30 days after the bill passes. Each member serves a three-year term from the date of appointment. The appointing authority fills vacancies.

The governor must select the board's chairperson from its voting members. The chairperson must schedule the board's first meeting,

which must be no later than 60 days after the bill passes. Subsequent meetings must be held at least quarterly. The chairperson must propose bylaws for the board to adopt to conduct its business. A majority of the board members (apparently voting and nonvoting) constitutes a quorum for transacting business. The chairperson may establish subcommittees to carry out the board's functions and must designate what issues the subcommittees will address.

BOARD RESPONSIBILITIES

The bill requires the board to:

1. develop and adopt a definition of e-government;
2. advise DAS on the use of the state's central Internet website as the primary source for state government information and services, and recommend changes to the website's design or content;
3. create priorities for new online services;
4. recommend the sharing of common state e-government functions;
5. consider whether to propose convenience fees for state online services;
6. help select and develop Internet traffic statistics;
7. provide input on, and approve, the annual strategic plan for e-government developed under the bill; and
8. adopt performance measurement goals for the state central Internet website, including goals for implementing new online services and increasing the use of existing and new online services.

The board must also devise a marketing strategy to advertise the state's central Internet website as the primary website for information

about state government and its services. The board must submit the marketing strategy to the CIO for implementation.

By January 1, 2014, and annually thereafter, the board must report its recommendations concerning strategic proposals and priorities for e-government to the DAS commissioner for inclusion in strategic plans the commissioner develops under existing law and the bill.

DAS must, within available resources, provide staff support for the board and any information on the state's central Internet website the board requests. This information may include statistics on the website's use or other information the board needs to perform its duties.

COMMITTEE ACTION

Government Administration and Elections Committee

Joint Favorable

Yea 14 Nay 0 (03/27/2013)