

HB0816



101ST GENERAL ASSEMBLY

State of Illinois

2019 and 2020

HB0816

by Rep. Emanuel Chris Welch

SYNOPSIS AS INTRODUCED:

20 ILCS 1370/1-65 new

Amends the Department of Innovation and Technology Act. Provides that on or before July 1, 2020, each State agency shall submit to the Department of Innovation and Technology a plan to improve the provision of digital services, including modernizing websites and enhancing the use of data analytics. Provides for the contents of the plan to be submitted to the Department. Provides that on or before July 1, 2021, all State agency websites intended for use by the public shall be mobile-friendly and accessible by persons with disabilities. Requires the Department to adopt rules necessary to implement this Section. Provides findings and purpose provisions. Effective immediately.

LRB101 04736 RJF 49745 b

A BILL FOR

1 AN ACT concerning State government.

2 **Be it enacted by the People of the State of Illinois,**
3 **represented in the General Assembly:**

4 Section 1. Findings and purpose.

5 (a) The General Assembly finds and declares the following:

6 (1) Restoring Illinois' global leadership position in
7 technology and electronic government requires a new
8 approach, one that narrows the growing gap between the
9 digital demands of citizens and the fashion in which the
10 government provides digital services to the citizens of
11 Illinois.

12 (2) In addition to changing the paradigm for government
13 services delivery, enhanced citizen-facing digital
14 experiences can dramatically reduce the cost of government
15 operations.

16 (3) Government lags far behind the private sector in
17 providing a modern, seamless, personalized, and consistent
18 digital experience to those seeking government information
19 or services. Illinois currently ranks 36 out of 50 states
20 in its ability to deliver e-government services.

21 (4) Legislation is needed to accelerate the transition
22 from an analog and paper-based government to a 21st Century
23 digital government that delivers information and
24 government services in a fashion that most Americans take

1 for granted in the private sector.

2 (5) Key to this transition will be the implementation
3 of modern customer service experiences, such as
4 citizen-centric design, comprehensive self-service
5 capabilities, and uniform mobile rendering, regardless of
6 how Illinois' citizens interact with government.

7 (6) Additionally, a large and growing number of
8 citizens in Illinois access government services via a
9 mobile device and many State websites are not optimized for
10 mobile use.

11 (7) Transitioning from paper processes to adaptive and
12 intuitive digital forms would significantly improve
13 government services to citizens.

14 (8) All State websites must be accessible to
15 individuals with disabilities.

16 (9) Given the foregoing, digital governance and
17 website modernization is necessary to improve public
18 accessibility to Illinois State government resources.

19 (b) The purpose of this legislation is:

20 (1) to accelerate the transition of the government from
21 an analog to a digital service delivery model by
22 modernizing government interactions with citizens to
23 create a modern digital government experience;

24 (2) to ensure that citizens of Illinois are able to
25 access State websites from mobile devices;

26 (3) to create a legislative framework that improves the

1 delivery of citizen-facing services of State agencies by
2 better leveraging government's use of modern technology
3 that ensures consistent responses to inquiries and service
4 requests whether submitted on-line, by telephone, or in
5 person;

6 (4) to ensure that persons with disabilities are able
7 to access information and interact with State websites;

8 (5) to reduce the cost of government operations through
9 the more effective use of digital technology; and

10 (6) to reduce State government's reliance on outdated
11 technologies and manual processes.

12 Section 5. The Department of Innovation and Technology Act
13 is amended by adding Section 1-65 as follows:

14 (20 ILCS 1370/1-65 new)

15 Sec. 1-65. Digital governance and website modernization.

16 (a) On or before July 1, 2020, each State agency shall
17 submit to the Department a plan to improve the provision of
18 digital services, including modernizing websites and enhancing
19 the use of data analytics. The plan submitted to the Department
20 under this Section shall be posted on the State agency's
21 Internet website and shall include the following:

22 (1) a website modernization plan focused on the
23 effective delivery of digital services that is designed
24 around user needs and leveraging data analytics and related

1 tools to determine user goals, needs, and behaviors;

2 (2) a plan to ensure the effective rendering of all
3 publicly facing websites on mobile devices; and

4 (3) a plan to increase the use of data analytics to
5 improve website operation and enhance digital service
6 delivery.

7 (b) On or before July 1, 2021, all State agency websites
8 intended for use by the public shall be mobile-friendly,
9 meaning that it performs equally as well on mobile devices as
10 on a desktop computer.

11 (c) On or before July 1, 2021, all State websites intended
12 for use by the public shall be accessible for persons with
13 disabilities.

14 (d) On and after the effective date of this amendatory Act
15 of the 101st General Assembly, no public-facing State agency
16 website shall become operational if it is not mobile-friendly
17 and accessible by persons with disabilities.

18 (e) The Department shall adopt rules necessary to implement
19 this Section.

20 Section 99. Effective date. This Act takes effect upon
21 becoming law.