

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 changing Section 1-5 and by adding Section 1-65
14 as follows:

15 (20 ILCS 1370/1-5)

16 Sec. 1-5. Definitions. In this Act:

17 "Bureau of Communications and Computer Services" means the
18 Bureau of Communications and Computer Services, also known as
19 the Bureau of Information and Communication Services, created
20 by rule (2 Illinois Administrative Code 750.40) within the
21 Department of Central Management Services.

22 "Client agency" means each transferring agency, or its
23 successor. When applicable, "client agency" may also include
24 any other public agency to which the Department provides

1 service to the extent specified in an interagency contract with
2 the public agency.

3 "Dedicated unit" means the dedicated bureau, division,
4 office, or other unit within a transferring agency that is
5 responsible for the information technology functions of the
6 transferring agency. For the Office of the Governor, "dedicated
7 unit" means the Information Technology Office, also known as
8 the Office of the Chief Information Officer. For the Department
9 of Central Management Services, "dedicated unit" means the
10 Bureau of Communications and Computer Services, also known as
11 the Bureau of Information and Communication Services.

12 "Department" means the Department of Innovation and
13 Technology.

14 "Information technology" means technology, infrastructure,
15 equipment, systems, software, networks, and processes used to
16 create, send, receive, and store electronic or digital
17 information, including, without limitation, computer systems
18 and telecommunication services and systems. "Information
19 technology" shall be construed broadly to incorporate future
20 technologies (such as sensors and balanced private hybrid or
21 public cloud posture tailored to the mission of the agency)
22 that change or supplant those in effect as of the effective
23 date of this Act.

24 "Information technology functions" means the development,
25 procurement, installation, retention, maintenance, operation,
26 possession, storage, and related functions of all information

1 technology.

2 "Information Technology Office" means the Information
3 Technology Office, also known as the Office of the Chief
4 Information Officer, within the Office of the Governor, created
5 by Executive Order 1999-05, or its successor.

6 "Legacy information technology division" means any
7 division, bureau, or other unit of a transferring agency which
8 has responsibility for information technology functions for
9 the agency prior to the transfer of those functions to the
10 Department, including, without limitation, the Bureau of
11 Communications and Computer Services.

12 "Mobile-friendly" means, with respect to a website, that
13 the website is configured in such a way that the website may be
14 navigated, viewed, and accessed on a smartphone, tablet
15 computer, or similar mobile device.

16 "Secretary" means the Secretary of Innovation and
17 Technology.

18 "State agency" means each State agency, department, board,
19 and commission directly responsible to the Governor.

20 "Transferring agency" means the Department on Aging; the
21 Departments of Agriculture, Central Management Services,
22 Children and Family Services, Commerce and Economic
23 Opportunity, Corrections, Employment Security, Financial and
24 Professional Regulation, Healthcare and Family Services, Human
25 Rights, Human Services, Insurance, Juvenile Justice, Labor,
26 Lottery, Military Affairs, Natural Resources, Public Health,

1 Revenue, State Police, Transportation, and Veterans' Affairs;
2 the Capital Development Board; the Deaf and Hard of Hearing
3 Commission; the Environmental Protection Agency; the
4 Governor's Office of Management and Budget; the Guardianship
5 and Advocacy Commission; the Historic Preservation Agency; the
6 Illinois Arts Council; the Illinois Council on Developmental
7 Disabilities; the Illinois Emergency Management Agency; the
8 Illinois Gaming Board; the Illinois Health Information
9 Exchange Authority; the Illinois Liquor Control Commission;
10 the Illinois Technology Office; the Office of the State Fire
11 Marshal; and the Prisoner Review Board. "Transferring agency"
12 does not include a State constitutional office, the Office of
13 the Executive Inspector General, or any office of the
14 legislative or judicial branches of State government.

15 (Source: P.A. 100-611, eff. 7-20-18; 100-1169, eff. 1-4-19.)

16 (20 ILCS 1370/1-65 new)

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

18 (a) On or before July 1, 2022, the Department of Innovation
19 and Technology shall create a plan to improve the provision of
20 digital services, including modernizing websites and enhancing
21 the use of data analytics for all State agencies. The plan
22 created under this Section shall be posted on the Department's
23 website and shall include the following:

24 (1) a website modernization plan focused on the
25 effective delivery of digital services that is designed

1 around user needs and leveraging data analytics and related
2 tools to determine user goals, needs, and behaviors;

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

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

8 (b) On or before July 1, 2022, all State agency websites
9 intended for use by the public shall be mobile-friendly.

10 (c) On or before July 1, 2022, all State websites intended
11 for use by the public shall be accessible for persons with
12 disabilities as provided under the Information Technology
13 Accessibility Act.

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.