



## 101ST GENERAL ASSEMBLY

### State of Illinois

2019 and 2020

**HB4541**

Introduced 2/5/2020, by Rep. Emanuel Chris Welch

#### SYNOPSIS AS INTRODUCED:

20 ILCS 1370/1-5  
20 ILCS 1370/1-65 new

Amends the Department of Innovation and Technology Act. Provides that on or before July 1, 2023, the Department of Innovation and Technology shall create a plan to improve the provision of digital services, including modernizing websites and enhancing the use of data analytics for all State agencies. Provides that the plan created shall be posted on the Department's website. Provides for the contents of the plan to be submitted to the Department. Provides that on or before July 1, 2023, all State agency websites intended for use by the public shall be mobile-friendly. Provides that on or before July 1, 2023, all State websites intended for use by the public shall be accessible for persons with disabilities as provided under the Information Technology Accessibility Act. Provides that no public-facing State agency website shall become operational if it is not mobile-friendly and accessible by persons with disabilities. Requires the Department to adopt rules necessary to implement the provisions. Provides findings and purpose provisions. Defines "mobile-friendly". Effective immediately.

LRB101 16661 RJF 66048 b

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, 2023, 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, 2023, all State agency websites  
9 intended for use by the public shall be mobile-friendly.

10 (c) On or before July 1, 2023, 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.