

CITIZEN DIGITAL PORTAL AMENDMENTS

2022 GENERAL SESSION

STATE OF UTAH

Chief Sponsor: Jacob L. Anderegg

House Sponsor: Jon Hawkins

LONG TITLE

General Description:

This bill modifies provisions relating to the duties of the Division of Technology Services.

Highlighted Provisions:

This bill:

- ▶ modifies duties of the Division of Technology Services;
- ▶ requires the division to maintain an inventory of digital applications and services used by state agencies; and

▶ modifies the features of the single sign-on citizen portal that the division is required to develop.

Money Appropriated in this Bill:

None

Other Special Clauses:

None

Utah Code Sections Affected:

AMENDS:

63A-16-104, as last amended by Laws of Utah 2021, Chapter 382 and renumbered and amended by Laws of Utah 2021, Chapter 344

63A-16-201, as renumbered and amended by Laws of Utah 2021, Chapter 344

63A-16-803, as renumbered and amended by Laws of Utah 2021, Chapter 344



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Be it enacted by the Legislature of the state of Utah:

Section 1. Section **63A-16-104** is amended to read:

63A-16-104. Duties of division.

The division shall:

(1) lead state executive branch agency efforts to establish and reengineer the state's information technology architecture with the goal of coordinating central and individual agency information technology in a manner that:

- (a) ensures compliance with the executive branch agency strategic plan; and
- (b) ensures that cost-effective, efficient information and communication systems and

resources are being used by agencies to:

- (i) reduce data, hardware, and software redundancy;
- (ii) improve system interoperability and data accessibility between agencies; and
- (iii) meet the agency's and user's business and service needs;

(2) coordinate an executive branch strategic plan for all agencies;

(3) develop and implement processes to replicate information technology best practices and standards throughout the executive branch;

(4) at least once every odd-numbered year:

(a) evaluate the adequacy of the division's and the executive branch agencies' data and information technology system security standards through an independent third party assessment; and

(b) communicate the results of the independent third party assessment to the appropriate executive branch agencies and to the president of the Senate and the speaker of the House of Representatives;

(5) oversee the expanded use and implementation of project and contract management principles as they relate to information technology projects within the executive branch;

(6) serve as general contractor between the state's information technology users and private sector providers of information technology products and services;

(7) work toward building stronger partnering relationships with providers;

(8) develop service level agreements with executive branch departments and agencies to ensure quality products and services are delivered on schedule and within budget;

59 (9) develop standards for application development including a standard methodology
60 and cost-benefit analysis that all agencies shall utilize for application development activities;

61 (10) maintain a current inventory of all active digital applications and services used by
62 state agencies;

63 [~~(10)~~] (11) determine and implement statewide efforts to standardize data elements;

64 [~~(11)~~] (12) coordinate with executive branch agencies to provide basic website
65 standards for agencies that address common design standards and navigation standards,
66 including:

67 (a) accessibility for individuals with disabilities in accordance with:

68 (i) the standards of 29 U.S.C. Sec. 794d; and

69 (ii) Section [63A-16-209](#);

70 (b) consistency with standardized government security standards;

71 (c) designing around user needs with data-driven analysis influencing management and
72 development decisions, using qualitative and quantitative data to determine user goals, needs,
73 and behaviors, and continual testing of the website, web-based form, web-based application, or
74 digital service to ensure that user needs are addressed;

75 (d) providing users of the website, web-based form, web-based application, or digital
76 service with the option for a more customized digital experience that allows users to complete
77 digital transactions in an efficient and accurate manner; and

78 (e) full functionality and usability on common mobile devices;

79 [~~(12)~~] (13) consider, when making a purchase for an information system, cloud
80 computing options, including any security benefits, privacy, data retention risks, and cost
81 savings associated with cloud computing options;

82 [~~(13)~~] (14) develop systems and methodologies to review, evaluate, and prioritize
83 existing information technology projects within the executive branch and report to the governor
84 and the Public Utilities, Energy, and Technology Interim Committee in accordance with
85 Section [63A-16-201](#) on a semiannual basis regarding the status of information technology
86 projects;

87 [~~(14)~~] (15) assist the Governor's Office of Planning and Budget with the development
88 of information technology budgets for agencies; and

89 [~~(15)~~] (16) ensure that any training or certification required of a public official or

90 public employee, as those terms are defined in Section 63G-22-102, complies with Title 63G,
91 Chapter 22, State Training and Certification Requirements, if the training or certification is
92 required:

- 93 (a) under this chapter;
- 94 (b) by the department; or
- 95 (c) by the division.

96 Section 2. Section 63A-16-201 is amended to read:

97 **63A-16-201. Chief information officer -- Appointment -- Powers -- Reporting.**

98 (1) The director of the division shall serve as the state's chief information officer.

99 (2) The chief information officer shall:

- 100 (a) advise the governor on information technology policy; and
- 101 (b) perform those duties given the chief information officer by statute.

102 (3) (a) The chief information officer shall report annually to:

- 103 (i) the governor; and
- 104 (ii) the Public Utilities, Energy, and Technology Interim Committee.

105 (b) The report required under Subsection (3)(a) shall:

- 106 (i) summarize the state's current and projected use of information technology;
- 107 (ii) summarize the executive branch strategic plan including a description of major

108 changes in the executive branch strategic plan;

109 (iii) provide a brief description of each state agency's information technology plan;

110 (iv) include the status of information technology projects described in Subsection

111 63A-16-104~~(11)~~(12);

112 (v) include the performance report described in Section 63A-16-211; and

113 (vi) include the expenditure of the funds provided for electronic technology,

114 equipment, and hardware.

115 Section 3. Section 63A-16-803 is amended to read:

116 **63A-16-803. Single sign-on citizen portal -- Creation.**

117 (1) The division shall, in consultation with the entities described in Subsection (4),
118 design and create a single sign-on citizen portal that is:

- 119 (a) a web portal through which an individual may access information and services
120 described in Subsection (2), as agreed upon by the entities described in Subsection (4); and

- 121 (b) secure, centralized, and interconnected.
- 122 (2) The division shall ensure that the single sign-on citizen portal allows an individual,
123 at a single point of entry, to:
- 124 (a) access and submit an application for:
- 125 (i) medical and support programs including:
- 126 (A) a medical assistance program administered under Title 26, Chapter 18, Medical
127 Assistance Act, including Medicaid;
- 128 (B) the Children's Health Insurance Program under Title 26, Chapter 40, Utah
129 Children's Health Insurance Act;
- 130 (C) the Primary Care Network as defined in Section 26-18-416; and
- 131 (D) the Women, Infants, and Children program administered under 42 U.S.C. Sec.
132 1786;
- 133 (ii) unemployment insurance under Title 35A, Chapter 4, Employment Security Act;
- 134 (iii) workers' compensation under Title 34A, Chapter 2, Workers' Compensation Act;
- 135 (iv) employment with a state agency;
- 136 (v) a driver license or state identification card renewal under Title 53, Chapter 3,
137 Uniform Driver License Act;
- 138 (vi) a birth or death certificate under Title 26, Chapter 2, Utah Vital Statistics Act; and
- 139 (vii) a hunting or fishing license under Title 23, Chapter 19, Licenses, Permits, and
140 Tags;
- 141 (b) access the individual's:
- 142 (i) transcripts from an institution of higher education described in Section 53B-2-101;
143 and
- 144 (ii) immunization records maintained by the [Utah] Department of Health;
- 145 (c) register the individual's vehicle under Title 41, Chapter 1a, Part 2, Registration,
146 with the Motor Vehicle Division of the State Tax Commission;
- 147 (d) file the individual's state income taxes under Title 59, Chapter 10, Individual
148 Income Tax Act, beginning December 1, 2020;
- 149 (e) access information about positions available for employment with the state; and
- 150 (f) access any other service or information the department determines is appropriate in
151 consultation with the entities described in Subsection (4).

152 (3) The division shall develop the single sign-on citizen portal [~~using an open~~
153 ~~platform~~] to include features that:

154 (a) [~~facilitates~~] facilitate participation in the portal by a state entity;

155 (b) [~~allows~~] allow for optional participation in the portal by a political subdivision of
156 the state; [~~and~~]

157 (c) [~~contains~~] contain a link to the State Tax Commission website[-];

158 (d) utilize standard access management and identity services that minimize or eliminate
159 the use of duplicate identities for an individual;

160 (e) include the development and support of a standardized library of digital integration
161 services that may be reused across the state's application inventory for online payments,
162 notifications, and other commonly used functions;

163 (f) create and implement design standards that may be applied across all state digital
164 websites and services to provide a consistent look, feel, and navigation; and

165 (g) use an open platform.

166 (4) In developing the single sign-on citizen portal, the department shall consult with:

167 (a) each state executive branch agency that administers a program, provides a service,
168 or manages applicable information described in Subsection (2);

169 (b) the Utah League of Cities and Towns;

170 (c) the Utah Association of Counties; and

171 (d) other appropriate state executive branch agencies.

172 (5) The division shall ensure that the single sign-on citizen portal is fully operational
173 no later than January 1, 2025.