

ASSEMBLY BILL

No. 2204

Introduced by Assembly Members Eggman and Gordon

February 18, 2016

An act to add Article 2 (commencing with Section 11999.50) to Chapter 11 of Part 1 of Division 3 of Title 2 of the Government Code, relating to state government.

LEGISLATIVE COUNSEL'S DIGEST

AB 2204, as introduced, Eggman. Office of Digital Services: establishment.

Existing law establishes in state government the Government Operations Agency, headed by the Secretary of Government Operations. The secretary is required to review the operations and evaluate the performance of each department, office, or other unit within the agency and seek to continually improve, among other things, the operating policies and the management of information systems of those entities within the agency. The agency includes, among other state government entities, the Department of General Services and the Department of Technology. The Department of Technology is under the supervision of the Director of Technology, who is also known as the State Chief Information Officer. Existing law generally requires the Department of Technology to be responsible for the approval and oversight of information technology projects by, among other things, consulting with state agencies during initial project planning to ensure that project proposals are based on well-defined programmatic needs.

This bill would establish the Office of Digital Services, within a proposed Department of Customer Service, to be headed by a Director of Customer Service. The bill would require the office to, among other

things, provide teams, on an as-needed basis, of technologists, engineers, designers, and other qualified individuals with technology skills to state agencies and departments to solve technology issues and create technology tools and platforms. The bill would make related legislative findings.

Vote: majority. Appropriation: no. Fiscal committee: yes.
State-mandated local program: no.

The people of the State of California do enact as follows:

1 SECTION 1. It is the intent of the Legislature that this act
2 establish an Office of Digital Services to recruit, train, and retain
3 technologists, engineers, designers, and other qualified individuals
4 with technology skills who will collaborate as a new digital services
5 team to, at the direction of the Director of Customer Service,
6 generally improve efficiency in state technology programs and
7 customer service across state agencies and departments.

8 SEC. 2. Article 2 (commencing with Section 11999.50) is
9 added to Chapter 11 of Part 1 of Division 3 of Title 2 of the
10 Government Code, to read:

11
12 Article 2. Office of Digital Services
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14 11999.50. (a) There is in state government the Office of Digital
15 Services within the Department of Customer Service that is within
16 the Government Operations Agency.

17 (b) The Office of Digital Services shall be headed by the
18 Director of Customer Service.

19 11999.55. For purposes of this article, the following terms shall
20 have the following meanings:

21 (a) "Agency" means the Government Operations Agency.

22 (b) "Director" means the Director of Customer Service.

23 (c) "Office" means the Office of Digital Services.

24 11999.60. The office shall do all of the following:

25 (a) Coordinate with the director to improve efficiency in state
26 technology programs and customer service across state agencies
27 and departments.

28 (b) Provide teams, on an as-needed basis, of technologists,
29 engineers, designers, and other qualified individuals with

- 1 technology skills to state agencies and departments to solve
- 2 technology issues and create technology tools and platforms.
- 3 (c) Provide technology consultation services for the agency.
- 4 (d) Assist and coordinate in the knowledge transfer and the
- 5 training of agency technology employees.
- 6 (e) Support the duties of the director relating to technology.
- 7 11999.65. The office may develop pilot projects to implement
- 8 the provisions of this article, as applicable.

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