



Senator Brian Feldman, Chair  
Senator Cheryl Kagan, Vice-Chair  
Senate Education, Energy, and the Environment Committee  
Miller Senate Office Building, 2 West  
Annapolis, Maryland 21401

**Re: *Senate Bill 472/House Bill 581: State Government - Permits, Licenses, and Certificates - Processing (Transparent Government Act of 2024) – SUPPORT***

**February 22, 2024**

Dear Chairman Feldman and Committee Members:

As President of System Automation, I would like to take this opportunity to express my gratitude to you and the committee for considering this important piece of legislation. I write this letter in full support of Governor Moore's initiative, the *Transparent Government Act of 2024 (Senate Bill 472 House Bill 581: State Government - Permits, Licenses, and Certificates – Processing)*.

As written, SB472/HB581 would establish the Government Efficiency Commission. The commission will be tasked to make recommendations on improving departmental/agency processes and removing unnecessary barriers that stifle Maryland businesses and citizens from receiving permits, licenses, and certificates. The purpose of creating this new commission will improve government efficiency and the State's economic competitiveness by monitoring the processing of permits, licenses, and certificates.

System Automation is a Maryland-based IT company that has been operating in in the State since 1968. Our company has national experience in regulation management solutions, that have served over five hundred (500) agencies and provided nearly 20 million professional licenses across the country. We have successfully assisted other states in enhancing internal government proficiency and customer experience. More importantly, through our collaboration with various state governments, nationally, we have helped modernize their licensing and management systems with budgetary prudence.

As a Maryland-based business, we are proud of the collaboration and partnerships that we have cultivated over the last three decades. Presently, System Automation is also a vendor for the Maryland Department of Labor, the Maryland State Police (MSP), and a few of the MDH's Professional Boards and Commissions.

In recent years, System Automation has had gainful opportunities to share our unique licensing and IT perspectives with the Maryland General Assembly, the Joint Committee on Cybersecurity, IT, and Biotech, and the Moore Administration to improve the embattled Board of Nursing. Similarly, if enacted, this commission will have the ability to examine *every* departmental process and make

strategic and collaborative recommendations to improve State efficiencies and provide a better customer experience for Maryland's businesses, citizens, and working professionals.

It is for these reasons that we strongly support the enactment of SB472/HB581 and urge this committee to give this legislation a FAVORABLE report.

Thank you for your consideration and if you have any questions, please don't hesitate to contact me at any time.

Sincerely,



Charles Rubin, *President*  
System Automation