



Wes Moore | Governor
Aruna Miller | Lt. Governor
Katie Savage | Secretary

TO: House Health and Government Operations Committee
FROM: Department of Information Technology
RE: House Bill 221- Department of Information Technology - Maryland Digital Service - Establishment
DATE: February 4, 2025
POSITION: Support

The Honorable Joseline A. Pena-Melnyk
House Health and Government Operations Committee
Room 241, House Office Building
Annapolis, Maryland 21401

Dear Chairwoman Pena-Melnyk,

The Department of Information Technology (DoIT) supports House Bill 221- Department of Information Technology - Maryland Digital Service - Establishment. This bill codifies into law the Maryland Digital Service (MDDS) within the Department of Information. Its primary purpose is to enhance service delivery to Maryland residents and state agency staff through user-centered design, software development, and best practices in product management.

On January 8, 2024 the Moore- Miller administration announced taking major actions to transform the digital experience in state government which included the creation of the Maryland Digital Service within the Maryland Department of Information Technology.

The following are key benefits of codifying MDDS into law:

- The creation of the MDDS prioritizes the development of user-friendly, accessible, and multilingual digital platforms. By ensuring inclusivity for all residents, including individuals with disabilities, HB 221 directly addresses the diverse needs of Maryland's population.
- Consolidating and streamlining websites and digital applications will reduce redundancy, complexity, and maintenance costs. This efficiency will result in financial savings and a more seamless experience for residents and agency staff.
- The MDDS's emphasis on user-centered design, accessibility standards, and best practices will elevate the quality of digital service delivery, ensuring it meets modern expectations and fosters trust in government systems.
- The appointment of a Chief Digital Experience Officer ensures that the MDDS will have focused leadership to guide its initiatives. Additionally, mandated collaboration between



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state government units and the MDDS aligns digital initiatives with the Statewide Information Technology Master Plan, ensuring cohesive and effective implementation.

As technology becomes increasingly central to how residents interact with government services, it is critical to ensure that these systems are intuitive, efficient, and accessible. The Maryland Digital Service is poised to address existing gaps in digital infrastructure, such as inconsistent accessibility, outdated design, and fragmented platforms, which can create barriers for residents seeking services. By leveraging innovative approaches and centralizing efforts, HB 221 will continue to modernize Maryland's digital landscape and make government services more equitable and efficient.

For these reasons, the Maryland Department of Information Technology respectfully requests a favorable report on House Bill 221.

Best,

Melissa Leaman
Acting Secretary
Department of Information Technology