

HOUSE BILL 221

P1

(PRE-FILED)

5lr0196
CF SB 242

By: **Chair, Health and Government Operations Committee (By Request –
Departmental – Information Technology)**

Requested: September 19, 2024

Introduced and read first time: January 8, 2025

Assigned to: Health and Government Operations

A BILL ENTITLED

1 AN ACT concerning

2 **Department of Information Technology – Maryland Digital Service**
3 **– Establishment**

4 FOR the purpose of establishing the Maryland Digital Service within the Department of
5 Information Technology to support improved service delivery to Maryland residents
6 and agency staff through user-centered design, software development, and product
7 management best practices; and generally relating to the Maryland Digital Service.

8 BY adding to

9 Article – State Finance and Procurement

10 Section 3.5–901 through 3.5–905 to be under the new subtitle “Subtitle 9. Maryland
11 Digital Service”

12 Annotated Code of Maryland

13 (2021 Replacement Volume and 2024 Supplement)

14 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,
15 That the Laws of Maryland read as follows:

16 **Article – State Finance and Procurement**

17 **SUBTITLE 9. MARYLAND DIGITAL SERVICE.**

18 **3.5–901.**

19 **IN THIS SUBTITLE, “SERVICE” MEANS THE MARYLAND DIGITAL SERVICE.**

20 **3.5–902.**

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



1 (A) THERE IS A MARYLAND DIGITAL SERVICE WITHIN THE DEPARTMENT.

2 (B) THE SERVICE IS A CENTRALIZED UNIT WITHIN THE DEPARTMENT THAT
3 COLLABORATES WITH UNITS OF STATE GOVERNMENT TO SUPPORT IMPROVED
4 SERVICE DELIVERY TO MARYLAND RESIDENTS AND AGENCY STAFF THROUGH
5 USER-CENTERED DESIGN, SOFTWARE DEVELOPMENT, AND PRODUCT MANAGEMENT
6 BEST PRACTICES.

7 3.5-903.

8 THE SERVICE IS RESPONSIBLE FOR:

9 (1) ASSISTING UNITS OF STATE GOVERNMENT TO PRIORITIZE THE
10 DEVELOPMENT AND PROCUREMENT OF USER-FRIENDLY, ACCESSIBLE, AND
11 MULTILINGUAL DIGITAL PLATFORMS TO ENSURE THAT ALL MARYLAND RESIDENTS,
12 INCLUDING INDIVIDUALS WITH DISABILITIES, CAN EASILY ACCESS AND USE
13 GOVERNMENT SERVICES AND INFORMATION;

14 (2) WORKING COLLABORATIVELY WITH UNITS OF STATE
15 GOVERNMENT TO:

16 (I) CONSOLIDATE AND STREAMLINE MARYLAND'S WEBSITES
17 AND DIGITAL APPLICATIONS TO REDUCE REDUNDANCY, COMPLEXITY, AND
18 MAINTENANCE COSTS; AND

19 (II) PRIORITIZE PROJECTS THAT ARE FINANCIALLY EFFICIENT
20 AND DRIVE POSITIVE OUTCOMES FOR MARYLAND RESIDENTS; AND

21 (3) OVERSEEING THE IMPLEMENTATION OF USER-CENTERED DESIGN
22 PRINCIPLES, ACCESSIBILITY STANDARDS, AND BEST PRACTICES IN DIGITAL
23 SERVICE DELIVERY ACROSS UNITS OF STATE GOVERNMENT.

24 3.5-904.

25 THE SECRETARY SHALL APPOINT A CHIEF DIGITAL EXPERIENCE OFFICER TO
26 LEAD THE SERVICE.

27 3.5-905.

28 UNITS OF STATE GOVERNMENT SHALL COLLABORATE WITH THE SERVICE TO
29 ENSURE THE ALIGNMENT AND FUNDING OF DIGITAL INITIATIVES WITH THE
30 OVERALL GOALS AND PRIORITIES OF THE STATE CONSISTENT WITH THE STATEWIDE
31 INFORMATION TECHNOLOGY MASTER PLAN.

1 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect July
2 1, 2025.