



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

Date: January 26, 2023

Bill: Senate Bill 30 Public Safety - 3-1-1 Systems - Nonemergency Information

Position: Letter of Information

The Honorable Brian J. Feldman, Chair
Education, Energy, and the Environment Committee
Miller Senate Office Building, 2 West
Annapolis, MD 21401

Dear Chair Feldman and Members of the Education, Energy, and the Environment Committee:

The Department of Information Technology (DoIT) provides this letter of information for Senate Bill 30 - Public Safety - 3-1-1 Systems - Nonemergency Information. The Department of Information Technology recognizes the positive effects that a 3-1-1 system would have on the citizens of Maryland, who would have a single point of contact for information regarding nonemergency government services, as well as on our emergency call centers, which would have less incoming nonemergency calls. While acknowledging the positive effects of a statewide 311 system, we also must recognize the significant cost with which the creation and implementation of this system would come.

Through the proposed legislation, the Maryland Department of Emergency Management (MDEM) would have to establish minimum standards for cybersecurity and cybersecurity training for statewide and county 3-1-1 systems in consultation with DoIT. MDEM and DoIT have a great working relationship which has grown over the past few years due to their collaboration in helping counties and municipalities increase their cyber preparedness. The Office of Security Management in DoIT is able and willing to assist MDEM in any cybersecurity needs they may have as the result of this new system.

If this legislation is passed, DoIT would be willing to assist MDEM in the procurement, development, oversight, and implementation of the 3-1-1 system. This system will likely be designated as a Major Information Technology Development Project (MITDP) and will have to go through the documented process of a MITDP. A MITDP is an information technology (IT) development project that meets one or more of the following criteria:

1. The total estimated cost of development equals or exceeds \$1 million;
2. The project is undertaken to support a critical business function associated with the public health, education, safety, or financial well-being of the citizens of Maryland; or

3. the Secretary determines that the project requires the special attention and consideration given to a major information technology development project due to:
 - a. The significance of the project's potential benefits or risks;
 - b. The impact of the project on the public or local governments;
 - c. The public visibility of the project; or
 - d. Other reasons as determined by the Secretary.

With the passage of this legislation, DoIT would also take on a large role in assisting with procuring software and setting up physical infrastructure and equipment needed for an undertaking of this magnitude.

While DoIT understands the potential positive effects of this legislation, we also understand that it likely will have a significant financial burden on the state, and more specifically on MDEM, which would be predominantly responsible for the creation and management of the statewide 3-1-1 system.

If you have any further questions, please do not hesitate to contact me.

Sincerely,

Secretary Katie Savage