



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

TO: House Health and Government Operations Committee
FROM: Department of Information Technology
RE: Senate Bill 1086 - Department of Information Technology - Evaluation and Development of a 3-1-1 Portal Using Artificial Intelligence
DATE: March 26, 2024
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 Senate Bill 1086 - Department of Information Technology - Evaluation and Development of a 3-1-1 Portal Using Artificial Intelligence. 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 non emergency government services, as well as on our emergency call centers, which would have less incoming nonemergency calls.

DoIT is willing and able to do an evaluation of the feasibility of a Statewide 3-1-1 system and the possibility of utilizing artificial intelligence in that system. For these reasons, The Department of Information Technology respectfully requests a favorable report on Senate Bill 1086.

Best,

Katie Olson Savage
Secretary
Department of Information Technology