

HOUSE BILL REPORT

HB 1757

As Reported by House Committee On:
Technology & Economic Development

Title: An act relating to monitoring the development of a one-stop portal for Washington businesses.

Brief Description: Providing monitoring of the development of a one-stop portal for Washington businesses.

Sponsors: Representatives Smith, Morris, Dahlquist, Seaquist, Magendanz, Rodne, Zeiger, Vick, Crouse, Ryu, Buys, Hayes, O'Ban, Holy, Bergquist, Hansen, Green, Riccelli, Condotta and Morrell.

Brief History:

Committee Activity:

Technology & Economic Development: 2/13/13, 2/20/13 [DP].

Brief Summary of Bill

- Requires the Office of the Chief Information Officer (OCIO) in collaboration with other agencies to provide the Legislature with a plan for establishing performance benchmarks, and for measuring the results of implementing a one-stop business portal.
- Requires the OCIO to submit annual progress reports.

HOUSE COMMITTEE ON TECHNOLOGY & ECONOMIC DEVELOPMENT

Majority Report: Do pass. Signed by 16 members: Representatives Morris, Chair; Habib, Vice Chair; Smith, Ranking Minority Member; Crouse, Assistant Ranking Minority Member; Dahlquist, Hudgins, Kochmar, Magendanz, Maxwell, Morrell, Stonier, Tarleton, Vick, Walsh, Wylie and Zeiger.

Staff: Jennifer Thornton (786-7147).

Background:

This analysis was prepared by non-partisan legislative staff for the use of legislative members in their deliberations. This analysis is not a part of the legislation nor does it constitute a statement of legislative intent.

Executive Order 12-01 directed the state's Office of the Chief Information Officer (OCIO) to work with the Department of Commerce, the Department of Revenue, the Office of Regulatory Assistance, and other executive agencies that license businesses or collect taxes and insurance premiums to review the needs of the business community and evaluate technical options for creating an integrated enterprise system using a single sign-on or "My Account" for business interactions with state agencies.

In November 2012 the OCIO produced the report *MyAccount - Streamlining business transactions with government*. The report provides an action plan with a long-range vision for creating and implementing "MyAccount," a system businesses can use to conduct all their interactions with state government in a single, web-based location. The plan outlines a high-level technology architecture and implementation steps to achieve a single online place for businesses to accomplish their state business in a way that is consistent and efficient for both business and government. The implementation plan relies on a phased approach. Phase I of MyAccount implementation includes building the system backbone, connecting core business systems into the backbone, and implementing a public-web facing web portal. The cost estimate for Phase I is between \$7 million and \$8 million, and if funded, it is projected to be operational in December 2015.

Summary of Bill:

The Legislature finds that:

- small businesses are critical to the state's economic health and vitality;
- regulatory agencies were directed through an executive order in 2006 to develop a one-stop business portal, but that a one-stop business portal has not yet been developed;
- implementing a one-stop integrated system will improve the business customer experience and increase compliance with state regulations; and
- the Office of the Chief Information Officer (OCIO) produced a high-level technology architecture for a one-stop portal.

The Legislature intends to monitor the progress towards the development and implementation of the one-stop business portal.

The OCIO, in collaboration with the Department of Revenue, the Department of Labor and Industries, the Secretary of State, the Employment Security Department, the Department of Commerce, and the Office of Regulatory Assistance, is directed to provide the Legislature with a plan for establishing performance benchmarks, and for measuring the results of implementing a one-stop business portal by November 2013.

The OCIO is required to submit annual progress reports until the portal has reached initial implementation, which will be met when a system backbone is developed, specified agencies are connected to the backbone, and a public-facing web portal is developed.

The Act expires when initial implementation is reached, or if funding is not provided, after the OCIO submits the first progress report.

Appropriation: None.

Fiscal Note: Available.

Effective Date: The bill takes effect 90 days after adjournment of the session in which the bill is passed.

Staff Summary of Public Testimony:

(In support) This vision is exciting. We have had it for a number of years. It is an expensive proposition. There are a number of antiquated systems in a number of agencies. This moves the Legislature into oversight of a one-stop portal. The Office of the Chief Information Officer has been very helpful in constructing this bill. We need a more customer service-oriented focus for the job creators in Washington. There are 1,377 licenses, inspections, and permits needed. We have a fractured system of at least three different websites, none of which has all the information needed for a small business to open its doors and maintain legal operation. When members are on the floor, they can pay bills using a computer application. We cannot do that in state government. Streamlining processes in government is very important. It surprises me that it took so long to get to this point. This is a step in the right direction.

(Neutral) Eight agencies have been working on this project to provide more efficient ways to conduct business. This is an important project that will help the many small businesses in Washington. The participating agencies are very committed to its success.

(Opposed) None.

Persons Testifying: (In support) Representative Smith, prime sponsor; Patrick Conner, National Federation of Independent Business; and Dan Seydel, Platinum Group.

(Neutral) Cheryl Smith, Department of Commerce.

Persons Signed In To Testify But Not Testifying: None.