

HB 2404 - DIGEST

Finds that: (1) Other than fiscal year 2017, the consolidated technology services agency has run annual deficits each year, spending more than customer agencies pay for their services;

(2) Annual deficits over the agency's first five fiscal years ranged from three to seventeen million dollars; and

(3) Independent performance audits of customer satisfaction with the agency's services reported ongoing concerns about service quality and pricing transparency from customer agencies.

Requires the office of the state chief information officer, if expenditures exceed receipts from agency fees and charges collected from public agencies for a line of business for six or more months within a fiscal year for three consecutive fiscal years, to develop a termination migration plan for migrating each customer agency from the line of business to a new provider.