

HB 3931 STAFF MEASURE SUMMARY

Joint Committee On Information Management and Technology

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Sub-Referral To: Joint Committee On Ways and Means

Meeting Dates: 5/2

WHAT THE MEASURE DOES:

House Bill 3931 establishes the E-Oregon Task Force for the purposes of evaluating potential solutions and methods for creating a coordinated electronic portal or portals that create a common pathway for residents of this state to apply for and receive licenses, registrations, certifications, identification cards and other credentials or permits necessary for engaging in business or other common transactions in this state. House Bill 3931 requires the identified solution to organize and reduce the complexity of interactions with state and local agencies that are now required to engage in business or undertake many common tasks that require official permission, grouping similar or related tasks into straightforward and streamlined procedures and protecting and enhancing information security and privacy where appropriate.

The Act takes effect on passage.

Fiscal impact: *May have fiscal impact, but no statement yet issued.*

Revenue impact: *May have revenue impact, but no statement yet issued.*

Detailed Summary:

- Establishes a seventeen (17) member task force. Two (2) non-voting members are to be appointed by the President of the Senate, two (2) non-voting members are to be appointed by the Speaker of the House of Representatives, twelve (12) voting members are to be appointed by the Governor, and one (1) voting member is to be appointed by the Secretary of State.
- Directs the task force to study and evaluate potential solutions and methods for creating a coordinated electronic portal or portals that create a common pathway for residents of this state to apply for and receive licenses, registrations, certifications, identification cards and other credentials or permits necessary for engaging in business or other common transactions in this state. The identified solution must:
 - Organize and reduce the complexity of interactions with state and local agencies that are now required to engage in business or undertake many common tasks that require official permission;
 - Group similar or related tasks into straightforward and streamlined procedures; and
 - Protect and enhance information security and privacy where appropriate.
- Allows the task force to:
 - Examine and evaluate available web-based solutions and electronic technology needed to establish the system described within the measure;
 - Evaluate systems established in other states for the same purpose;
 - Require state agencies and local governments to submit information about the various permits and credentials required to engage in business in or under the jurisdiction of the agency or local government;
 - Solicit and hear testimony;
 - Invite other persons with relevant responsibilities, expertise or knowledge to join the task force or attend task force meetings, if a majority of the task force votes to extend an invitation and if the Governor approves the invitation; and
 - Engage in any other activity reasonably necessary to carry out the purposes of the task force.
- Directs the task force to submit a report, which may include recommendations for legislation, to an interim committee of the Legislative Assembly related to government operations no later than December 15, 2026.

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- Directs the Oregon Department of Administrative Services to provide staff support to the task force.
- Directs all agencies of state government to assist the task force in the performance its duties and, to the extent permitted by laws relating to confidentiality, to furnish information and advice the members of the task force consider necessary to perform its duties.
- Directs all state agencies that issue permits, licenses, registrations, certifications or identification cards or credentials to compile a listing or catalog of all such documents or permits and forward the listing or compilation to the task force within 90 days after the task force issues a request to the agency for a listing or catalog.
- Sunsets the task force on December 31, 2026.

Effective Date:

- Declares an emergency and is effective on passage.

ISSUES DISCUSSED:

EFFECT OF AMENDMENT:

No amendment.

BACKGROUND:

In 2009, a thirteen (13) member Electronic Government Portal Advisory Board was established via House Bill 2146 (Chapter 829, 2009 Laws). The current statutory reference for the Electronic Government Portal Advisory Board is ORS 276A.270 - ORS 276A.276. Generally, the Board provides advice on E-Government services to the State CIO and the state's E-Government Program, managed by the Department of Administrative Services Office of Enterprise Information Services. The thirteen (13) member Board consists of staff from the executive branch of Oregon state government, a member representing the State Treasurer, legislators, and members of the public. The Board meets quarterly on topics such as e-government service strategies, how best to understand and meet the needs of Oregonians, continuous improvement of the state's web portal and online services portfolio, and appropriate use of portal provider fees. The Board's biennial report to the Legislative Assembly includes information related to year-end statistics and the results of surveys of Oregonians on a variety of topics.

In 2011 through a competitive procurement, the state of Oregon executed a 10-year master contract for e-government, web portal, and secure electronic payment services. A multi-year contract extension was signed in 2021 and is set to expire on November 21, 2025. E-Government Program and DAS State Procurement Services staff, and the assigned Department of Justice Assistant Attorney General are working with the portal provider to extend the contract for another four-year period.

In 2012, the Department of Administrative Services Chief Information Office (a predecessor of the Office of Enterprise Information Services) worked with the Department of Consumer and Business Services and other stakeholders to identify seventy-one (71) licensing and permitting agency, boards, and commissions throughout Oregon State Government. At the time, sixty-one (61) of those agencies, boards and commissions were engaged in licensing only and they administered over 938 types of business, health-related, occupational and professional licenses, registrations, and certifications for individuals and businesses throughout this state. While there was, and still is, great variation in license or certification types, most licensing organizations at the time had similar processes and workflows in common. Most of these licensing organizations owned, operated and maintained at least one (1) licensing, regulation, or certification system. Some or all of the licensing organizations used additional systems or applications (e.g., excel spreadsheets, paper forms and checklists) to manage and track applications, renewals, claims, enforcement actions, inspections, and/or continuing education processes within the particular activities they regulate.

At the time, these licensing organization systems were of various age, database platform, and configuration. Over the years, and in the current legislative session, a few of these licensing organizations have submitted individual budget requests to acquire, deploy, maintain, support, secure new licensing and case management systems and/or to upgrade their respective legacy systems on an ad-hoc basis with system implementation and deployment accomplished through diverse product and service providers, typically following a request for proposal process. Many of the legacy systems are severely limited in functions, features and capacity, are difficult and costly to maintain and secure, and do not directly support online application, renewal, oversight-related data input, license lookup, disciplinary history verification or on-line payments. Finally, many of these licensing organizations are small and have neither the funding nor staff resources, nor the technical and business process analysis expertise, to clearly define their requirements and assure that delivered products and services will meet their current and future needs.

Currently, the Secretary of State manages an online License Directory Search system, called the Business Xpress License Directory. The purpose of the Directory is to help Oregon residents and businesses interested in doing business in the State of Oregon find information about applying for or renewing business licenses, permits, and registrations, or to connect with state agencies, cities, or counties for assistance.