

Amendment: 11

Representative Bannister proposes the following amendment:

Section 117 - General Provisions

New:

117.cags (GP: Citizen Access to Government Services) The Department of Administration's statewide Digital Government Services contract shall advance a statewide approach to standardize and improve the citizen experience in navigating websites and facilitating payment transactions with all state agencies.

To improve the consistency of the online citizen experience with South Carolina state government, state agencies are directed as follows:

(1) Agencies shall comply with website design standards and templates developed by the Department of Administration.

(2) Agencies must complete a survey to evaluate compliance against standards for current website(s) and document progress toward standards compliance.

(3) Agencies shall participate and integrate in transformational future functionality as part of the statewide approach to standardize citizen experience such as a single application (mobile and web) containing all citizen interactions, important announcements, and service recommendations in a single location.

(4) Agencies shall use the statewide Digital Government Services contract for payment gateway services.

An agency may request, and the Department of Administration may grant, an exception, to be revisited on a periodic basis, if the Department of Administration determines that an exception is appropriate.