

House Bill 676

By: Representative Brockway of the 102<sup>nd</sup>

A BILL TO BE ENTITLED  
AN ACT

1 To amend Chapter 29 of Title 50 of the Official Code of Georgia Annotated, relating to  
2 information technology, so as to provide for the submission of business cases in certain  
3 circumstances; to provide for change management requirements for certain projects; to  
4 provide for legislative intent and findings; to provide a short title; to provide for related  
5 matters; to repeal conflicting laws; and for other purposes.

6 BE IT ENACTED BY THE GENERAL ASSEMBLY OF GEORGIA:

7 **SECTION 1.**

8 This Act shall be known and may be cited as the "Accountability, Change Management, and  
9 Process Improvement Act of 2015."

10 **SECTION 2.**

11 Chapter 29 of Title 50 of the Official Code of Georgia Annotated, relating to information  
12 technology, is amended by revising Code Section 50-29-3, which was previously reserved,  
13 as follows:

14 "50-29-3.

15 ~~Reserved~~ (a) The General Assembly finds that:

16 (1) As Georgia's state government seeks to provide improved service at a lower cost to  
17 its citizens and technology continues to play an increased role in service delivery, the  
18 pace of change for state agencies, boards, and commissions will continue to increase;

19 (2) Programs that involve significant expenditures or major changes for large numbers  
20 of Georgia residents should each be backed by a strong business case at its launch;

21 (3) Research has consistently shown that projects with effective change management  
22 programs are significantly more likely to be successful than projects with little or no  
23 change management and are significantly more likely to come in on time and on or under  
24 budget; and

25 (4) Leading private businesses have grown and regularly utilize change management  
 26 services to ensure technological, organizational, and other changes are effectively  
 27 implemented.

28 (b)(1) All state agencies, boards, authorities, and commissions shall provide a written  
 29 business case for every information technology project that exceeds \$1 million in value.

30 Such business case shall include, at a minimum:

31 (A) A budget for the project;

32 (B) An estimate of its operational impacts;

33 (C) A scan of available vendors in the market to perform the project;

34 (D) An outline of the benefits of a successful implementation to the citizens of  
 35 Georgia; and

36 (E) The risks of a failed implementation and the steps that the sponsoring entity has  
 37 taken to mitigate those risks.

38 (2) Written business plans for covered projects shall be provided to the Governor's Office  
 39 of Planning and Budget at least 60 days prior to the obligation of any state funds or the  
 40 issuance of any procurement documents for the project. The Governor's Office of  
 41 Planning and Budget shall consult with the Georgia Technology Authority and the  
 42 Department of Administrative Services as needed during its review of submitted business  
 43 cases.

44 (c)(1) All state agencies, boards, authorities, and commissions shall provide for a change  
 45 management plan and resources necessary for plan execution for projects that exceed  
 46 \$1 million in value, projects that directly involve two or more state agencies, or service  
 47 delivery changes in existing programs that significantly impact more than 10,000 citizens  
 48 in Georgia.

49 (2) Change management planning and execution shall emphasize the people side of  
 50 change and target leadership within all levels of subject organization, including  
 51 government leadership, commissioners, directors, managers, and program supervisors.  
 52 Change management planning and execution results on people subject to the change  
 53 being engaged in the change process and working collectively towards a common  
 54 objective, realizing benefits and delivering results.

55 (3) A change management plan and execution shall, at a minimum, incorporate:

56 (A) Stakeholder analysis covering all impacted parties, including impacted groups,  
 57 number of stakeholders impacted, type and degree of impact, and like areas and degree  
 58 of resistance;

59 (B) Change risk assessment;

60 (C) Primary sponsors for the change program;

61 (D) Change management program approach; and

62 (E) Change management work plan for communication, coaching, training,  
63 sponsorship, and resistance management.

64 (4) It is the intent of the General Assembly that agencies shall consult with private sector  
65 experts where appropriate to develop and implement such change management plans.  
66 Change management consulting should be independent of project implementation, so no  
67 consultant shall provide change management services on a project for which they are also  
68 providing implementation services. Other than this restriction, firms are eligible to  
69 provide both technology and service delivery consulting services.

70 (5) Written change management plans for covered projects shall be delivered to the  
71 Governor's Office of Planning and Budget at least 60 days prior to the obligation of any  
72 state funds or the issuance of any procurement documents for the project. The Governor's  
73 Office of Planning and Budget shall consult with the Georgia Technology Authority and  
74 the Department of Administrative Services as needed during its review of submitted  
75 change management plans."

76 **SECTION 3.**

77 All laws and parts of laws in conflict with this Act are repealed.