

House Bill 676 (COMMITTEE SUBSTITUTE)

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 2016."

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, authorities, and commissions will continue to  
19 increase;

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

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

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

29 (b)(1) All state agencies, boards, authorities, and commissions of the executive branch  
30 of state government shall provide a written business case for every information  
31 technology project that exceeds \$1 million in value. Such business case shall include at  
32 a minimum:

33 (A) A description of the business need for the project;

34 (B) A budget for the project;

35 (C) An estimate of its operational impacts;

36 (D) A scan of available options to meet the business need;

37 (E) An outline of the benefits of a successful implementation to the citizens of Georgia  
38 and an outline with time frames of anticipated benefits;

39 (F) An analysis of the risks of not acting and how the proposed solutions will mitigate  
40 those risks; and

41 (G) An assessment of business process improvement, the need for process  
42 improvement, and corresponding change management.

43 (2) Written business cases for covered projects shall be provided to the Georgia  
44 Technology Authority at least 30 days prior to the request of any state funds or the  
45 issuance of any procurement documents for the project. The Georgia Technology  
46 Authority shall consult with the Department of Administrative Services and report to the  
47 Governor's Office of Planning and Budget on findings and recommendations.

48 (c)(1) All state agencies, boards, authorities, and commissions of the executive branch  
49 of state government shall provide for a change management plan and resources necessary  
50 for plan execution for projects that exceed \$1 million in value, projects that directly  
51 involve two or more state agencies, or service delivery changes in existing programs that  
52 significantly change existing business processes.

53 (2) A change management plan and execution shall, at a minimum, incorporate:

54 (A) A stakeholder analysis covering all impacted parties, including impacted groups,  
55 number of stakeholders impacted, type and degree of impact, and like areas and degree  
56 of resistance;

57 (B) A change risk assessment;

58 (C) Primary sponsors for the change program;

59 (D) A change management program approach; and

60 (E) A change management work plan for communication, coaching, training,  
61 sponsorship, and resistance management.

62 (3) It is the intent of the General Assembly that agencies shall seek best practices with  
63 private or public sector experts when appropriate to develop and implement change  
64 management plans. Change management consulting should be independent of project  
65 implementation, and no consultant shall provide change management services on a  
66 project for which they are also providing implementation services.

67 (4) Written change management plans for covered projects shall be delivered to the  
68 Governor's Office of Planning and Budget and the Georgia Technology Authority."

69 **SECTION 3.**

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