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February 29, 2016

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Executive Director

The Honorable Susan Eggman
Assemblymember, California State Assembly
State Capitol, Room 3173
Sacramento, CA 95814

RE: AB 2204 - SUPPORT

Dear Assemblymember Eggman:

The Little Hoover Commission is proud to support Assembly Bill 2204, to establish a new Office of Digital Services inside of the California Department of Customer Service proposed in your related bill, Assembly Bill 2203. In the proposed language, the Office of Digital Services, as well as the Department of Customer Service, would be a part of the Government Operations Agency (GovOps).

The Commission supports this measure based on its findings and recommendations in its 2015 report, *A Customer-Centric Upgrade for California Government*. In this report, the Commission reviewed the processes and interactions that California's citizens have with the state government, and found them to be sorely lacking. As a part of its recommendations, the Commission recommended that the Legislature and Governor establish a special digital services team to redesign processes, encourage innovation and use technology creatively, as part of a new statewide customer-centric strategy.

AB 2204 would carry out this recommendation by creating a new Office of Digital Services inside the Department of Customer Service proposed in AB 2203. This new office would be headed by the Director of Customer Service, within GovOps, and be tasked with carrying out projects to improve the state's technology skills and solve existing technology issues inside state government to make government services easier to access.

Because Assembly Bill 2204 would further the goal of facilitating a more technologically competent, customer-centric government in California, the Commission strongly supports this measure.

As the bill moves through the legislative process, I will be writing letters on behalf of the Commission to legislators urging aye votes. If you have any questions, or if I can be of any further assistance, please do not hesitate to contact me.

Sincerely,

Carole D'Elia
Executive Director

c: Commissioners, Little Hoover Commission