

By: Capriglione

H.B. No. 5195

A BILL TO BE ENTITLED

AN ACT

relating to the modernization of state agency systems, including the improvement of online access to services and the reduction of paperwork requirements.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. Chapter 2054, Government Code, is amended by adding Subchapter S to read as follows:

SUBCHAPTER S. STATE AGENCY WEBSITE MODERNIZATION AND DIGITAL ACCESSIBILITY

Sec. 2054.701. DEFINITIONS. In this subchapter:

(1) "Agency" means a state agency as defined by Section 2054.003.

(2) "User-centered design" means a design approach focused on optimizing the user experience by improving website navigation, accessibility, and responsiveness.

Sec. 2054.702. WEBSITE MODERNIZATION REQUIREMENTS. (a) Each agency shall assess its website and online service portals to identify areas for improved user accessibility, navigation, and digital service efficiency.

(b) An agency shall implement updates to:

(1) simplify the process for users to access forms, applications, and agency services;

(2) remove unnecessary paperwork requirements where digital alternatives exist;

1 (3) ensure compliance with accessibility standards
2 under Section 2054.460;

3 (4) improve website responsiveness for mobile and
4 desktop users;

5 (5) adopt best practices for search functionality,
6 page load speed, and service integration.

7 (c) The Department of Information Resources shall develop
8 statewide guidance for agencies to standardize modernization
9 efforts and ensure inter-agency consistency.

10 Sec. 2054.703. REDUCTION OF PAPERWORK REQUIREMENTS. (a) An
11 agency shall review its existing forms, applications, and public
12 filing requirements to identify:

13 (1) paperwork requirements that can be eliminated or
14 replaced with digital submissions;

15 (2) processes that can be automated to reduce manual
16 data entry by users;

17 (3) alternative means to verify information without
18 requiring duplicative documentation from the user.

19 (b) Each agency shall submit a report to the Legislative
20 Budget Board and the governor's office by December 1 of each
21 even-numbered year detailing the steps taken to modernize agency
22 processes and reduce paperwork.

23 Sec. 2054.704. INTERAGENCY COORDINATION AND BEST
24 PRACTICES. (a) The Department of Information Resources shall:

25 (1) provide technical assistance to agencies to
26 implement website improvements and digital service upgrades;

27 (2) establish guidelines for user-centered design

1 that prioritize ease of navigation, multilingual access, and
2 mobile-friendly design;

3 (3) coordinate a working group of agency technology
4 officers to share best practices and address modernization
5 challenges.

6 (b) The State Auditor's Office shall review agency
7 compliance with modernization requirements as part of routine
8 audits.

9 Sec. 2054.705. DEADLINES FOR IMPLEMENTATION. (a) Not later
10 than September 1, 2026, each agency shall:

11 (1) complete an internal assessment of its website and
12 digital service offerings;

13 (2) submit a modernization plan to the Department of
14 Information Resources outlining proposed improvements and a
15 timeline for completion.

16 (b) The Department of Information Resources shall submit a
17 summary report to the legislature by March 1, 2027, detailing
18 statewide progress on agency modernization efforts.

19 SECTION 2. This Act takes effect September 1, 2025.