

LEGISLATIVE ACTION		
Senate		House
Comm: RCS		
02/19/2020		
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The Committee on Banking and Insurance (Hutson) recommended the following:

Senate Amendment (with title amendment)

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Delete everything after the enacting clause and insert:

Section 1. Subsection (2) of section 20.22, Florida Statutes, is amended to read:

- 20.22 Department of Management Services.—There is created a Department of Management Services.
- (2) The following divisions and programs within the Department of Management Services shall consist of the following



are established:

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- (a) The Facilities Program.
- (b) The Division of Telecommunications State Technology, the director of which is appointed by the secretary of the department and shall serve as the state chief information officer. The state chief information officer must be a proven, effective administrator who must have at least 10 years of executive-level experience in the public or private sector, preferably with experience in the development of information technology strategic planning and the development and implementation of fiscal and substantive information technology policy and standards.
 - (c) The Workforce Program.
 - (d) 1. The Support Program.
 - 2. The Federal Property Assistance Program.
 - (e) The Administration Program.
 - (f) The Division of Administrative Hearings.
 - (g) The Division of Retirement.
 - (h) The Division of State Group Insurance.
 - (i) The Florida Digital Service.

Section 2. Section 282.0041, Florida Statutes, is amended to read:

- 282.0041 Definitions.-As used in this chapter, the term:
- (1) "Agency assessment" means the amount each customer entity must pay annually for services from the Department of Management Services and includes administrative and data center services costs.
- (2) "Agency data center" means agency space containing 10 or more physical or logical servers.

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- 40 (3) "Breach" has the same meaning as provided in s. 501.171. 41
 - (4) "Business continuity plan" means a collection of procedures and information designed to keep an agency's critical operations running during a period of displacement or interruption of normal operations.
 - (5) "Cloud computing" has the same meaning as provided in Special Publication 800-145 issued by the National Institute of Standards and Technology.
 - (6) "Computing facility" or "agency computing facility" means agency space containing fewer than a total of 10 physical or logical servers, but excluding single, logical-server installations that exclusively perform a utility function such as file and print servers.
 - (7) "Credential service provider" means a provider competitively procured by the department to supply secure identity management and verification services based on open standards to qualified entities.
 - (8) "Customer entity" means an entity that obtains services from the Department of Management Services.
 - (9) (8) "Data" means a subset of structured information in a format that allows such information to be electronically retrieved and transmitted.
 - (10) "Data-call" means an electronic transaction with the credential service provider that verifies the authenticity of a digital identity by querying enterprise data.
 - (11) (9) "Department" means the Department of Management Services.
 - (12) (10) "Disaster recovery" means the process, policies,

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procedures, and infrastructure related to preparing for and implementing recovery or continuation of an agency's vital technology infrastructure after a natural or human-induced disaster.

- (13) "Electronic" means technology having electrical, digital, magnetic, wireless, optical, electromagnetic, or similar capabilities.
- (14) "Electronic credential" means an electronic representation of the identity of a person, an organization, an application, or a device.
- (15) "Enterprise" means the collection of state agencies as defined in subsection (35). The term includes the Department of Legal Affairs, the Department of Agriculture and Consumer Services, and the Department of Financial Services.
- (16) "Enterprise architecture" means a comprehensive operational framework that contemplates the needs and assets of the enterprise to support interoperability across state government.
- (17) (11) "Enterprise information technology service" means an information technology service that is used in all agencies or a subset of agencies and is established in law to be designed, delivered, and managed at the enterprise level.
- (18) (12) "Event" means an observable occurrence in a system or network.
- (19) (13) "Incident" means a violation or imminent threat of violation, whether such violation is accidental or deliberate, of information technology resources, security, policies, or practices. An imminent threat of violation refers to a situation in which the state agency has a factual basis for believing that

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a specific incident is about to occur.

(20) (14) "Information technology" means equipment, hardware, software, firmware, programs, systems, networks, infrastructure, media, and related material used to automatically, electronically, and wirelessly collect, receive, access, transmit, display, store, record, retrieve, analyze, evaluate, process, classify, manipulate, manage, assimilate, control, communicate, exchange, convert, converge, interface, switch, or disseminate information of any kind or form.

(21) (15) "Information technology policy" means a definite course or method of action selected from among one or more alternatives that guide and determine present and future decisions.

(22) (16) "Information technology resources" has the same meaning as provided in s. 119.011.

(23) (17) "Information technology security" means the protection afforded to an automated information system in order to attain the applicable objectives of preserving the integrity, availability, and confidentiality of data, information, and information technology resources.

(24) "Interoperability" means the technical ability to share and use data across and throughout the enterprise.

(25) (18) "Open data" means data collected or created by a state agency, including the Department of Legal Affairs, the Department of Agriculture and Consumer Services, and the Department of Financial Services, and structured in a way that enables the data to be fully discoverable and usable by the public. The term does not include data that are restricted from public disclosure distribution based on federal or state

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privacy, confidentiality, and security laws and regulations or data for which a state agency is statutorily authorized to assess a fee for its distribution.

- (26) (19) "Performance metrics" means the measures of an organization's activities and performance.
- (27) (20) "Project" means an endeavor that has a defined start and end point; is undertaken to create or modify a unique product, service, or result; and has specific objectives that, when attained, signify completion.
- (28) (21) "Project oversight" means an independent review and analysis of an information technology project that provides information on the project's scope, completion timeframes, and budget and that identifies and quantifies issues or risks affecting the successful and timely completion of the project.
- (29) "Qualified entity" means a public or private entity or individual that enters into a binding agreement with the department, meets usage criteria, agrees to terms and conditions, and is subsequently and prescriptively authorized by the department to access data under the terms of that agreement as specified in s. 282.0051.
- (30) (22) "Risk assessment" means the process of identifying security risks, determining their magnitude, and identifying areas needing safeguards.
- (31) (23) "Service level" means the key performance indicators (KPI) of an organization or service which must be regularly performed, monitored, and achieved.
- (32) (24) "Service-level agreement" means a written contract between the Department of Management Services and a customer entity which specifies the scope of services provided, service

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level, the duration of the agreement, the responsible parties, and service costs. A service-level agreement is not a rule pursuant to chapter 120.

(33) (25) "Stakeholder" means a person, group, organization, or state agency involved in or affected by a course of action.

(34) (26) "Standards" means required practices, controls, components, or configurations established by an authority.

(35) (27) "State agency" means any official, officer, commission, board, authority, council, committee, or department of the executive branch of state government; the Justice Administrative Commission; and the Public Service Commission. The term does not include university boards of trustees or state universities. As used in part I of this chapter, except as otherwise specifically provided, the term does not include the Department of Legal Affairs, the Department of Agriculture and Consumer Services, or the Department of Financial Services.

(36) (28) "SUNCOM Network" means the state enterprise telecommunications system that provides all methods of electronic or optical telecommunications beyond a single building or contiguous building complex and used by entities authorized as network users under this part.

 $(37) \frac{(29)}{(29)}$ "Telecommunications" means the science and technology of communication at a distance, including electronic systems used in the transmission or reception of information.

(38) (30) "Threat" means any circumstance or event that has the potential to adversely impact a state agency's operations or assets through an information system via unauthorized access, destruction, disclosure, or modification of information or denial of service.

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(39) (31) "Variance" means a calculated value that illustrates how far positive or negative a projection has deviated when measured against documented estimates within a project plan. Section 3. Section 282.0051, Florida Statutes, is amended to read:

282.0051 Florida Digital Service Department of Management Services; powers, duties, and functions. - There is established the Florida Digital Service within the department to create innovative solutions that securely modernize state government, achieve value through digital transformation and interoperability, and fully support the cloud-first policy as specified in s. 282.206.

- (1) The Florida Digital Service department shall have the following powers, duties, and functions:
- (a) (1) Develop and publish information technology policy for the management of the state's information technology resources.
 - (b) $\frac{(2)}{(2)}$ Develop an enterprise architecture that:
- 1. Acknowledges the unique needs of those included within the enterprise, resulting in the publication of standards, terminologies, and procurement guidelines to facilitate digital interoperability;
- 2. Supports the cloud-first policy as specified in s. 282.206; and
- 3. Addresses how information technology infrastructure may be modernized to achieve cloud-first objectives Establish and publish information technology architecture standards to provide for the most efficient use of the state's information technology

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resources and to ensure compatibility and alignment with the needs of state agencies. The department shall assist state agencies in complying with the standards.

(c) (3) Establish project management and oversight standards with which state agencies must comply when implementing projects that have an information technology component projects. The Florida Digital Service department shall provide training opportunities to state agencies to assist in the adoption of the project management and oversight standards. To support datadriven decisionmaking, the standards must include, but are not limited to:

- 1. (a) Performance measurements and metrics that objectively reflect the status of a project with an information technology component project based on a defined and documented project scope, cost, and schedule.
- 2. (b) Methodologies for calculating acceptable variances in the projected versus actual scope, schedule, or cost of a project with an information technology component project.
- 3.(c) Reporting requirements, including requirements designed to alert all defined stakeholders that a project with an information technology component project has exceeded acceptable variances defined and documented in a project plan.
 - 4. (d) Content, format, and frequency of project updates.
- (d) (4) Perform project oversight on all state agency information technology projects that have an information technology component with a total project cost costs of \$10 million or more and that are funded in the General Appropriations Act or any other law. The Florida Digital Service department shall report at least quarterly to the Executive

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Office of the Governor, the President of the Senate, and the Speaker of the House of Representatives on any project with an information technology component project that the Florida Digital Service department identifies as high-risk due to the project exceeding acceptable variance ranges defined and documented in a project plan. The report must include a risk assessment, including fiscal risks, associated with proceeding to the next stage of the project, and a recommendation for corrective actions required, including suspension or termination of the project. The Florida Digital Service shall establish a process for state agencies to apply for an exception to the requirements of this paragraph for a specific project with an information technology component.

(e) (5) Identify opportunities for standardization and consolidation of information technology services that support interoperability and the cloud-first policy as specified in s. 282.206, business functions and operations, including administrative functions such as purchasing, accounting and reporting, cash management, and personnel, and that are common across state agencies. The Florida Digital Service department shall biennially on April 1 provide recommendations for standardization and consolidation to the Executive Office of the Governor, the President of the Senate, and the Speaker of the House of Representatives.

(f) (6) Establish best practices for the procurement of information technology products and cloud-computing services in order to reduce costs, increase the quality of data center services, or improve government services.

(g) (7) Develop standards for information technology reports

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and updates, including, but not limited to, operational work plans, project spend plans, and project status reports, for use by state agencies.

- (h) (8) Upon request, assist state agencies in the development of information technology-related legislative budget requests.
- (i) (9) Conduct annual assessments of state agencies to determine compliance with all information technology standards and guidelines developed and published by the Florida Digital Service department and provide results of the assessments to the Executive Office of the Governor, the President of the Senate, and the Speaker of the House of Representatives.
- (j) (10) Provide operational management and oversight of the state data center established pursuant to s. 282.201, which includes:
- 1. (a) Implementing industry standards and best practices for the state data center's facilities, operations, maintenance, planning, and management processes.
- 2. (b) Developing and implementing cost-recovery or other payment mechanisms that recover the full direct and indirect cost of services through charges to applicable customer entities. Such cost-recovery or other payment mechanisms must comply with applicable state and federal regulations concerning distribution and use of funds and must ensure that, for any fiscal year, no service or customer entity subsidizes another service or customer entity.
- 3.(c) Developing and implementing appropriate operating quidelines and procedures necessary for the state data center to perform its duties pursuant to s. 282.201. The guidelines and

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procedures must comply with applicable state and federal laws, regulations, and policies and conform to generally accepted governmental accounting and auditing standards. The guidelines and procedures must include, but need not be limited to:

- a.1. Implementing a consolidated administrative support structure responsible for providing financial management, procurement, transactions involving real or personal property, human resources, and operational support.
- b.2. Implementing an annual reconciliation process to ensure that each customer entity is paying for the full direct and indirect cost of each service as determined by the customer entity's use of each service.
- c.3. Providing rebates that may be credited against future billings to customer entities when revenues exceed costs.
- d.4. Requiring customer entities to validate that sufficient funds exist in the appropriate data processing appropriation category or will be transferred into the appropriate data processing appropriation category before implementation of a customer entity's request for a change in the type or level of service provided, if such change results in a net increase to the customer entity's cost for that fiscal year.
- e.5. By November 15 of each year, providing to the Office of Policy and Budget in the Executive Office of the Governor and to the chairs of the legislative appropriations committees the projected costs of providing data center services for the following fiscal year.
- f. 6. Providing a plan for consideration by the Legislative Budget Commission if the cost of a service is increased for a

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reason other than a customer entity's request made pursuant to sub-subparagraph d. subparagraph 4. Such a plan is required only if the service cost increase results in a net increase to a customer entity for that fiscal year.

g.7. Standardizing and consolidating procurement and contracting practices.

4.(d) In collaboration with the Department of Law Enforcement, developing and implementing a process for detecting, reporting, and responding to information technology security incidents, breaches, and threats.

5.(e) Adopting rules relating to the operation of the state data center, including, but not limited to, budgeting and accounting procedures, cost-recovery or other payment methodologies, and operating procedures.

(f) Conducting an annual market analysis to determine whether the state's approach to the provision of data center services is the most effective and cost-efficient manner by which its customer entities can acquire such services, based on federal, state, and local government trends; best practices in service provision; and the acquisition of new and emerging technologies. The results of the market analysis shall assist the state data center in making adjustments to its data center service offerings.

(k) (11) Recommend other information technology services that should be designed, delivered, and managed as enterprise information technology services. Recommendations must include the identification of existing information technology resources associated with the services, if existing services must be transferred as a result of being delivered and managed as

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enterprise information technology services.

(1) (12) In consultation with state agencies, propose a methodology and approach for identifying and collecting both current and planned information technology expenditure data at the state agency level.

(m) 1. (13) (a) Notwithstanding any other law, provide project oversight on any project with an information technology component project of the Department of Financial Services, the Department of Legal Affairs, and the Department of Agriculture and Consumer Services which has a total project cost of \$25 million or more and which impacts one or more other agencies. Such projects with an information technology component projects must also comply with the applicable information technology architecture, project management and oversight, and reporting standards established by the Florida Digital Service department. The Florida Digital Service shall establish a process for the Department of Financial Services, the Department of Legal Affairs, and the Department of Agriculture and Consumer Services to apply for an exception to the requirements of this paragraph for a specific project with an information technology component.

2.(b) When performing the project oversight function specified in subparagraph 1. paragraph (a), report at least quarterly to the Executive Office of the Governor, the President of the Senate, and the Speaker of the House of Representatives on any project with an information technology component project that the Florida Digital Service department identifies as highrisk due to the project exceeding acceptable variance ranges defined and documented in the project plan. The report shall include a risk assessment, including fiscal risks, associated

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with proceeding to the next stage of the project and a recommendation for corrective actions required, including suspension or termination of the project.

(n) (14) If a project with an information technology component project implemented by a state agency must be connected to or otherwise accommodated by an information technology system administered by the Department of Financial Services, the Department of Legal Affairs, or the Department of Agriculture and Consumer Services, consult with these departments regarding the risks and other effects of such projects on their information technology systems and work cooperatively with these departments regarding the connections, interfaces, timing, or accommodations required to implement such projects.

(o) (15) If adherence to standards or policies adopted by or established pursuant to this section causes conflict with federal regulations or requirements imposed on a state agency and results in adverse action against the state agency or federal funding, work with the state agency to provide alternative standards, policies, or requirements that do not conflict with the federal regulation or requirement. The Florida Digital Service department shall annually report such alternative standards to the Governor, the President of the Senate, and the Speaker of the House of Representatives.

(p)1.(16)(a) Establish an information technology policy for all information technology-related state contracts, including state term contracts for information technology commodities, consultant services, and staff augmentation services. The information technology policy must include:



417 a.1. Identification of the information technology product 418 and service categories to be included in state term contracts. 419 b.2. Requirements to be included in solicitations for state 420 term contracts. 421 c.3. Evaluation criteria for the award of information 422 technology-related state term contracts. 423 d.4. The term of each information technology-related state 424 term contract. 425 e.5. The maximum number of vendors authorized on each state 426 term contract. 427 2.(b) Evaluate vendor responses for information technology-428 related state term contract solicitations and invitations to 429 negotiate. 430 3.(c) Answer vendor questions on information technology-431 related state term contract solicitations. 432 4.(d) Ensure that the information technology policy 433 established pursuant to subparagraph 1. paragraph (a) is included in all solicitations and contracts that are 434 435 administratively executed by the department. 436 (q) (17) Recommend potential methods for standardizing data 437 across state agencies which will promote interoperability and 438 reduce the collection of duplicative data. 439 (r) (18) Recommend open data technical standards and terminologies for use by the enterprise state agencies. 440 441 (2) (a) The Secretary of Management Services shall designate 442 a state chief information officer, who shall administer the 443 Florida Digital Service and is included in the Senior Management 444 Service.

(b) The state chief information officer shall designate a

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chief data officer, who shall report to the state chief information officer and is included in the Senior Management Service.

- (3) The Florida Digital Service shall, pursuant to legislative appropriation:
- (a) Create and maintain a comprehensive indexed data catalog that lists what data elements are housed within the enterprise and in which legacy system or application these data elements are located.
- (b) Develop and publish, in collaboration with the enterprise, a data dictionary for each agency which reflects the nomenclature in the comprehensive indexed data catalog.
- (c) Review and document use cases across the enterprise architecture.
- (d) Develop and publish standards that support the creation and deployment of application programming interfaces to facilitate integration throughout the enterprise.
- (e) Publish standards necessary to facilitate a secure ecosystem of data interoperability which is compliant with the enterprise architecture and allows for a qualified entity to access the enterprise's data under the terms of the agreements with the department. However, enterprise data do not include data that are restricted from public distribution based on federal or state privacy, confidentiality, or security laws and regulations.
- (f) Publish standards that facilitate the deployment of applications or solutions to existing enterprise obligations in a controlled and phased approach, including, but not limited to:
 - 1. Electronic credentials, including digital proofs of a

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driver license as specified in s. 322.032.

- 2. Interoperability that enables supervisors of elections to authenticate voter eligibility in real time at the point of service.
 - 3. The criminal justice database.
- 4. Motor vehicle insurance cancellation integration between insurers and the Department of Highway Safety and Motor Vehicles.
- 5. Interoperability solutions between agencies, including, but not limited to, the Department of Health, the Agency for Health Care Administration, the Agency for Persons with Disabilities, the Department of Education, the Department of Elderly Affairs, and the Department of Children and Families.
- 6. Interoperability solutions to support military members, veterans, and their families.
- (4) Pursuant to legislative authorization and subject to appropriation:
- (a) The department may procure a credential service provider through a competitive process pursuant to s. 287.057. The terms of the contract developed from such procurement must pay for the value on a per-data-call or subscription basis, and there shall be no cost to the enterprise or law enforcement for using the services provided by the credential service provider.
- (b) The department may enter into agreements with qualified entities that have the technological capabilities necessary to integrate with the credential service provider; ensure secure validation and authentication of data; meet usage criteria; and agree to terms and conditions, privacy policies, and uniform remittance terms relating to the consumption of enterprise data.

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Enterprise data do not include data that are restricted from public disclosure based on federal or state privacy, confidentiality, or security laws and regulations. These agreements must include clear, enforceable, and significant penalties for violations of the agreements.

- (c) The terms of the agreements between the department and the credential service provider and between the department and the qualified entities must be based on the per-data-call or subscription charges to validate and authenticate an electronic credential and allow the department to recover any state costs for implementing and administering an electronic credential solution. Credential service provider and qualifying entity revenues may not be derived from any other transactions that generate revenue for the enterprise outside of the per-data-call or subscription charges.
- (d) All revenues generated from the agreements with the credential service provider and qualified entities shall be remitted to the department, and the department shall deposit these revenues into the Department of Management Services Operating Trust Fund for distribution pursuant to a legislative appropriation and department agreements with the credential service provider and qualified entities.
- (e) Upon the signing of the agreement and the enterprise architecture terms of service and privacy policies with a qualified entity, the department shall facilitate authorized integrations between the qualified entity and the credential service provider.
- (5) Upon the adoption of the enterprise architecture, the Florida Digital Service may develop a process to:

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- (a) Receive written notice from the enterprise of any procurement of an information technology project that is subject to enterprise architecture standards.
- (b) Participate in the development of specifications and recommend modifications of any procurement by state agencies so that the procurement complies with the enterprise architecture.
- (6) (19) The Florida Digital Service may adopt rules to administer this section.

Section 4. Section 282.00515, Florida Statutes, is amended to read:

282.00515 Duties of Cabinet agencies.-

- (1) The Department of Legal Affairs, the Department of Financial Services, and the Department of Agriculture and Consumer Services shall adopt the standards established in s. 282.0051(1)(b), (c), (g), (r), and (3)(e) $\frac{1}{5}$. $\frac{282.0051(2)}{5}$. and (7) or adopt alternative standards based on best practices and industry standards that allow for the interoperability of open data within the enterprise.
- (2) If the Department of Legal Affairs, the Department of Financial Services, or the Department of Agriculture and Consumer Services adopts alternative standards in lieu of the enterprise architecture standards in s. 282.0051, such agency shall notify the Governor, the President of the Senate, and Speaker of the House of Representatives in writing before the adoption of the alternative standards and annually thereafter, until such agency adopts the enterprise architecture standards in s. 282.0051. The notification must include the following:
- (a) A detailed plan of how such agency will comply with the interoperability requirements referenced in this chapter.



562 (b) An estimated cost and time difference between adhering 563 to the enterprise architecture or choosing alternative 564 standards. 565 (c) A detailed security risk assessment of adopting 566 alternative standards versus adopting the enterprise 567 architecture. (d) Certification by the agency head or the agency head's 568 569 designated representative that the agency's strategic and 570 operational information technology security plans as required by 571 s. 282.318(4) include provisions related to interoperability. 572 (3) The Department of Legal Affairs, the Department of 573 Financial Services, or the Department of Agriculture and 574 Consumer Services may contract with the department to provide or 575 perform any of the services and functions described in s. 576 282.0051. 577 (4) (a) This section or s. 282.0051 does not require the 578 Department of Legal Affairs, the Department of Financial 579 Services, or the Department of Agriculture and Consumer Services 580 to integrate with any information technology outside its own 581 department or contract with a credential service provider. 582 (b) The Florida Digital Service may not retrieve or publish 583 data without a data sharing agreement in place between the 584 Florida Digital Service and the Department of Legal Affairs, the 585 Department of Financial Services, or the Department of 586 Agriculture and Consumer Services, and may contract with the 587 department to provide or perform any of the services and 588 functions described in s. 282.0051 for the Department of Legal Affairs, the Department of Financial Services, or the Department 589

of Agriculture and Consumer Services.

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Section 5. Paragraph (a) of subsection (3) of section 282.318, Florida Statutes, is amended to read: 282.318 Security of data and information technology.-

- (3) The department is responsible for establishing standards and processes consistent with generally accepted best practices for information technology security, to include cybersecurity, and adopting rules that safeguard an agency's data, information, and information technology resources to ensure availability, confidentiality, and integrity and to mitigate risks. The department shall also:
- (a) Designate a state chief information security officer who shall report to the state chief information officer of the Florida Digital Service and is in the Senior Management Service. The state chief information security officer must have experience and expertise in security and risk management for communications and information technology resources.

Section 6. Subsection (4) of section 287.0591, Florida Statutes, is amended to read:

287.0591 Information technology.-

(4) If the department issues a competitive solicitation for information technology commodities, consultant services, or staff augmentation contractual services, the Florida Digital Service Division of State Technology within the department shall participate in such solicitations.

Section 7. Paragraph (a) of subsection (3) of section 365.171, Florida Statutes, is amended to read:

365.171 Emergency communications number E911 state plan.

- (3) DEFINITIONS.—As used in this section, the term:
- (a) "Office" means the Division of Telecommunications State

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Technology within the Department of Management Services, as designated by the secretary of the department.

Section 8. Paragraph (s) of subsection (3) of section 365.172, Florida Statutes, is amended to read:

365.172 Emergency communications number "E911."-

- (3) DEFINITIONS.—Only as used in this section and ss.
- 365.171, 365.173, 365.174, and 365.177, the term:
- (s) "Office" means the Division of Telecommunications State Technology within the Department of Management Services, as designated by the secretary of the department.

Section 9. Paragraph (a) of subsection (1) of section 365.173, Florida Statutes, is amended to read:

365.173 Communications Number E911 System Fund.-

- (1) REVENUES.-
- (a) Revenues derived from the fee levied on subscribers under s. 365.172(8) must be paid by the board into the State Treasury on or before the 15th day of each month. Such moneys must be accounted for in a special fund to be designated as the Emergency Communications Number E911 System Fund, a fund created in the Division of Telecommunications State Technology, or other office as designated by the Secretary of Management Services.

Section 10. Subsection (5) of section 943.0415, Florida Statutes, is amended to read:

943.0415 Cybercrime Office.—There is created within the Department of Law Enforcement the Cybercrime Office. The office may:

(5) Consult with the Florida Digital Service Division of State Technology within the Department of Management Services in the adoption of rules relating to the information technology



649 security provisions in s. 282.318.

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Section 11. Effective January 1, 2021, section 559.952, Florida Statutes, is created to read:

559.952 Financial Technology Sandbox.-

- (1) SHORT TITLE.—This section may be cited as the "Financial Technology Sandbox."
- (2) CREATION OF THE FINANCIAL TECHNOLOGY SANDBOX.—There is created the Financial Technology Sandbox within the Office of Financial Regulation to allow financial technology innovators to test new products and services in a supervised, flexible regulatory sandbox using exceptions to specified general law and waivers of the corresponding rule requirements under defined conditions. The creation of a supervised, flexible regulatory sandbox provides a welcoming business environment for technology innovators and may lead to significant business growth.
 - (3) DEFINITIONS.—As used in this section, the term:
- (a) "Business entity" means a domestic corporation or other organized domestic entity with a physical presence, other than that of a registered office or agent or virtual mailbox, in this state.
 - (b) "Commission" means the Financial Services Commission.
- (c) "Consumer" means a person in this state, whether a natural person or a business entity, who purchases, uses, receives, or enters into an agreement to purchase, use, or receive an innovative financial product or service made available through the Financial Technology Sandbox.
- (d) "Control person" means an individual, a partnership, a corporation, a trust, or other organization that possesses the power, directly or indirectly, to direct the management or

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policies of a company, whether through ownership of securities, by contract, or through other means. A person is presumed to control a company if, with respect to a particular company, that person:

- 1. Is a director, a general partner, or an officer exercising executive responsibility or having similar status or functions;
- 2. Directly or indirectly may vote 10 percent or more of a class of a voting security or sell or direct the sale of 10 percent or more of a class of voting securities; or
- 3. In the case of a partnership, may receive upon dissolution or has contributed 10 percent or more of the capital.
- (e) "Financial product or service" means a product or service related to a consumer finance loan, as defined in s. 516.01, or a money transmitter and payment instrument seller, as defined in s. 560.103, including mediums of exchange that are in electronic or digital form, which is subject to general law or corresponding rule requirements in the sections enumerated in paragraph (4)(a) and which is under the jurisdiction of the office.
- (f) "Financial Technology Sandbox" means the program created in this section which allows a licensee to make an innovative financial product or service available to consumers as a person who makes and collects consumer finance loans, as defined in s. 516.01, or as a money transmitter or payment instrument seller, as defined in s. 560.103, during a sandbox period through an exception to general laws or a waiver of rule requirements, or portions thereof, as specified in this section.

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- (g) "Innovative" means new or emerging technology, or new uses of existing technology, which provides a product, service, business model, or delivery mechanism to the public and which is not known to have a comparable offering in this state outside the Financial Technology Sandbox.
- (h) "Licensee" means a person who has been approved by the office to participate in the Financial Technology Sandbox.
- (i) "Office" means, unless the context clearly indicates otherwise, the Office of Financial Regulation.
- (j) "Sandbox period" means the period, initially not longer than 24 months, in which the office has:
- 1. Authorized an innovative financial product or service to be made available to consumers.
- 2. Granted the licensee who makes the innovative financial product or service available an exception to general law or a waiver of the corresponding rule requirements, as determined by the office, so that the authorization under subparagraph 1. is possible.
- (4) EXCEPTIONS TO GENERAL LAW AND WAIVERS OF RULE REQUIREMENTS.-
- (a) Notwithstanding any other law, upon approval of a Financial Technology Sandbox application, the office shall grant an applicant a license and a waiver of a requirement, or a portion thereof, which is imposed by rule as authorized by any of the following provisions of general law, if all of the conditions in paragraph (b) are met. If the application is approved for a person who otherwise would be subject to chapter 516 or chapter 560, the following provisions are not applicable to the licensee:

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- 1. Section 516.03, except for the application fee for a license, the investigation fee, evidence of liquid assets of at least \$25,000, and the office's authority to make an investigation of the facts concerning the applicant's background as provided in s. 516.03(1). The office may prorate the license renewal fees for an extension granted under subsection (7).
 - 2. Section 516.05, except for s. 516.05(4), (5), and (7)-(9).
- 3. Section 560.109, to the extent that it requires the office to examine a licensee at least once every 5 years.
 - 4. Section 560.118, except for s. 560.118(1).
- 5. Section 560.125(1), to the extent that subsection would prohibit a licensee from engaging in the business of a money services business during the sandbox period; and s. 560.125(2), to the extent that subsection would prohibit a licensee from appointing an authorized vendor during the sandbox period.
 - 6. Section 560.128.
- 7. Section 560.141, except for s. 560.141(1)(a)3., 8., 9., and 10. and (1)(b), (c), and (d).
- 8. Section 560.142, except that the office may prorate, but may not entirely waive, the license renewal fees provided in ss. 560.142 and 560.143 for an extension granted under subsection **(7)**.
- 9. Section 560.143(2), to the extent necessary for proration of the renewal fee under subparagraph 8.
- 10. Section 560.204(1), to the extent that subsection would prohibit a licensee from engaging in, or advertising it engages in, the selling or issuing of payment instruments or in the activity of a money transmitter during the sandbox period.



765 11. Section 560.205, except for s. 560.205(1), (3), and 766 (4). 767 12. Section 560.208, except for s. 560.208(3)-(6). 768 13. Section 560.209, except that the office may modify, but 769 may not entirely waive, the net worth, corporate surety bond, 770 and collateral deposit amounts required under that section. The 771 modified amounts must be in such lower amounts that the office 772 determines to be commensurate with the considerations under 773 paragraph (5)(d) and the maximum number of consumers authorized 774 to receive the financial product or service under this section. 775 (b) The office may grant, during a sandbox period, an 776 exception of a requirement, or a portion thereof, imposed by a 777 general law or waiver of a corresponding rule in any section 778 enumerated in paragraph (a) to a licensee, if all of the 779 following conditions are met: 780 1. The general law or corresponding rule currently prevents 781 the innovative financial product or service from being made 782 available to consumers. 783 2. The exceptions or rule waivers are not broader than 784 necessary to accomplish the purposes and standards specified in 785 this section, as determined by the office. 786 3. No provision relating to the liability of an 787 incorporator, a director, or an officer of the applicant is 788 eligible for a waiver. 789 4. The other requirements of this section are met. 790 (5) FINANCIAL TECHNOLOGY SANDBOX APPLICATION; STANDARDS FOR 791 APPROVAL.-792 (a) Before filing an application for licensure under this

section, a substantially affected person may seek a declaratory

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statement pursuant to s. 120.565 regarding the applicability of a statute, a rule, or an agency order to the petitioner's particular set of circumstances.

- (b) Before making an innovative financial product or service available to consumers in the Financial Technology Sandbox, a person must file an application for licensure with the office. The commission shall, by rule, prescribe the form and manner of the application.
- 1. In the application, the person must specify the general law or rule requirements for which an exception or waiver is sought and the reasons why these requirements prevent the innovative financial product or service from being made available to consumers.
- 2. The application also must contain the information specified in paragraph (d).
- (c)1. A business entity may file an application for licensure.
- 2. Before a person applies on behalf of a business entity intending to make an innovative financial product or service available to consumers, the person must obtain the consent of the business entity.
- (d) The office shall approve or deny in writing a Financial Technology Sandbox application within 60 days after receiving the completed application. The office and the applicant may jointly agree to extend the time beyond 60 days. Consistent with this section, the office may impose conditions on any approval. In deciding whether to approve or deny an application for licensure, the office must consider each of the following:
 - 1. The nature of the innovative financial product or

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823 service proposed to be made available to consumers in the 824 Financial Technology Sandbox, including all relevant technical 825 details.

- 2. The potential risk to consumers and the methods that will be used to protect consumers and resolve complaints during the sandbox period.
- 3. The business plan proposed by the applicant, including company information, market analysis, and financial projections or pro forma financial statements.
- 4. Whether the applicant has the necessary personnel, adequate financial and technical expertise, and a sufficient plan to test, monitor, and assess the innovative financial product or service.
- 5. If any control person of the applicant's innovative financial product or service has pled no contest to, has been convicted or found guilty of, or is currently under investigation for, fraud, a state or federal securities violation, a property-based offense, or a crime involving moral turpitude or dishonest dealing, the application to the Financial Technology Sandbox must be denied. A plea of no contest, a conviction, or a finding of guilt must be reported under this subparagraph regardless of adjudication.
- 6. A copy of the disclosures that will be provided to consumers under paragraph (6)(c).
 - 7. The financial responsibility of any control person.
- 8. Any other factor that the office determines to be relevant.
 - (e) The office may not approve an application if:
 - 1. The applicant had a prior Financial Technology Sandbox

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application that was approved and that related to a substantially similar financial product or service; or

- 2. Any control person substantially involved in the development, operation, or management of the applicant's innovative financial product or service was substantially involved in such with another Financial Technology Sandbox applicant whose application was approved and whose application related to a substantially similar financial product or service.
- (f) Upon approval of an application, the office shall specify the general law or rule requirements, or portions thereof, for which an exception or a waiver is granted during the sandbox period and the length of the initial sandbox period, not to exceed 24 months. The office shall post on its website notice of the approval of the application, a summary of the innovative financial product or service, and the contact information of the person making the financial product or service available.
 - (6) OPERATION OF THE FINANCIAL TECHNOLOGY SANDBOX.-
- (a) A licensee under this section may make an innovative financial product or service available to consumers during the sandbox period.
- (b) The office, on a case-by-case basis, may specify the maximum number of consumers authorized to receive an innovative financial product or service, after consultation with the person who makes the financial product or service available to consumers. The office may not authorize more than 15,000 consumers to receive the financial product or service until the licensee who makes the financial product or service available to consumers has filed the first report required under subsection

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- (8). After the filing of that report, if the licensee demonstrates adequate financial capitalization, risk management processes, and management oversight, the office may authorize up to 25,000 consumers to receive the financial product or service.
- (c) 1. Before a consumer purchases, uses, receives, or enters into an agreement to purchase, use, or receive an innovative financial product or service through the Financial Technology Sandbox, the licensee making the financial product or service available must provide a written statement of all of the following to the consumer:
- a. The name and contact information of the person making the financial product or service available to consumers.
- b. That the financial product or service has been authorized to be made available to consumers for a temporary period by the office, under the laws of this state.
- c. That the state does not endorse the financial product or service.
- d. That the financial product or service is undergoing testing, may not function as intended, and may entail financial risk.
- e. That the licensee making the financial product or service available to consumers is not immune from civil liability for any losses or damages caused by the financial product or service.
 - f. The expected end date of the sandbox period.
- q. The contact information for the office and notification that suspected legal violations, complaints, or other comments related to the financial product or service may be submitted to the office.

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- h. Any other statements or disclosures required by rule of the commission which are necessary to further the purposes of this section.
- 2. The written statement must contain an acknowledgement from the consumer, which must be retained for the duration of the sandbox period by the licensee making the financial product or service available.
- (d) The office may enter into an agreement with a state, federal, or foreign regulatory agency to allow persons who make an innovative financial product or service available in this state through the Financial Technology Sandbox to make their products or services available in other jurisdictions. The commission shall adopt rules to implement this paragraph.
- (e) The office may examine the records of a licensee at any time, with or without prior notice.
 - (7) EXTENSIONS AND CONCLUSION OF SANDBOX PERIOD. -
- (a) A licensee may apply for an extension of the initial sandbox period for up to 12 additional months for a purpose specified in subparagraph (b) 1. or subparagraph (b) 2. A complete application for an extension must be filed with the office at least 90 days before the conclusion of the initial sandbox period. The office shall approve or deny the application for extension in writing at least 35 days before the conclusion of the initial sandbox period. In deciding to approve or deny an application for extension of the sandbox period, the office must, at a minimum, consider the current status of the factors previously considered under paragraph (5)(d).
- (b) An application for an extension under paragraph (a) must cite one of the following reasons as the basis for the

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939 application and must provide all relevant supporting information 940 that:

- 1. Amendments to general law or rules are necessary to offer the innovative financial product or service in this state permanently.
- 2. An application for a license that is required in order to offer the innovative financial product or service in this state permanently has been filed with the office, and approval is pending.
- (c) At least 30 days before the conclusion of the initial sandbox period or the extension, whichever is later, a licensee shall provide written notification to consumers regarding the conclusion of the initial sandbox period or the extension and may not make the financial product or service available to any new consumers after the conclusion of the initial sandbox period or the extension, whichever is later, until legal authority outside of the Financial Technology Sandbox exists for the licensee to make the financial product or service available to consumers. After the conclusion of the sandbox period or the extension, whichever is later, the licensee may:
- 1. Collect and receive money owed to the person or pay money owed by the person, based on agreements with consumers made before the conclusion of the sandbox period or the extension.
 - 2. Take necessary legal action.
- 3. Take other actions authorized by commission rule which are not inconsistent with this subsection.
- (8) REPORT.—A licensee shall submit a report to the office twice a year as prescribed by commission rule. The report must,

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at a minimum, include financial reports and the number of consumers who have received the financial product or service.

- (9) CONSTRUCTION.—A person whose Financial Technology Sandbox application is approved is deemed licensed under this section and is subject to chapter 516 or chapter 560 with the applicable exceptions to general law or waiver of the rule requirements of chapter 516 or chapter 560 specified under paragraph (4)(a), unless the person's license has been revoked or suspended. Notwithstanding s. 560.204(2), a licensee may not engage in activities authorized under part III of chapter 560.
 - (10) VIOLATIONS AND PENALTIES.—
- (a) A licensee who makes an innovative financial product or service available to consumers in the Financial Technology Sandbox is:
- 1. Not immune from civil damages for acts and omissions relating to this section.
- 2. Subject to all criminal and any other statute not specifically excepted under paragraph (4)(a).
- (b) 1. The office may, by order, revoke or suspend a license of a person to make an innovative financial product or service available to consumers if:
- a. The person has violated or refused to comply with this section, a rule of the commission, an order of the office, or a condition placed by the office on the approval of the person's Financial Technology Sandbox application;
- b. A fact or condition exists that, if it had existed or become known at the time that the Financial Technology Sandbox application was pending, would have warranted denial of the application or the imposition of material conditions;



997 c. A material error, false statement, misrepresentation, or 998 material omission was made in the Financial Technology Sandbox 999 application; or 1000 d. After consultation with the licensee, the office 1001 determines that continued testing of the innovative financial 1002 product or service would: 1003 (I) Be likely to harm consumers; or 1004 (II) No longer serve the purposes of this section because 1005 of the financial or operational failure of the financial product 1006 or service. 2. Written notice of a revocation or suspension order made 1007 1008 under subparagraph 1. must be served using any means authorized 1009 by law. If the notice relates to a suspension, the notice must 1010 include any condition or remedial action that the person must 1011 complete before the office lifts the suspension. 1012 (c) The office may refer any suspected violation of law to an appropriate state or federal agency for investigation, 1013 prosecution, civil penalties, and other appropriate enforcement 1014 1015 action. 1016 (d) If service of process on a person making an innovative 1017 financial product or service available to consumers in the 1018 Financial Technology Sandbox is not feasible, service on the 1019 office is deemed service on such person. 1020 (11) RULES AND ORDERS.-1021 (a) The commission shall adopt rules to administer this 1022 section. 1023 (b) The office may issue all necessary orders to enforce

this section and may enforce these orders in accordance with chapter 120 or in any court of competent jurisdiction. These

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orders include, but are not limited to, orders for payment of restitution for harm suffered by consumers as a result of an innovative financial product or service.

Section 12. For the 2020-2021 fiscal year, the sum of \$50,000 in nonrecurring funds is appropriated from the Administrative Trust Fund to the Office of Financial Regulation to implement s. 559.952, Florida Statutes, as created by this act.

Section 13. Except as otherwise expressly provided in this act, this act shall take effect July 1, 2020.

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======= T I T L E A M E N D M E N T ========== And the title is amended as follows:

Delete everything before the enacting clause and insert:

A bill to be entitled

An act relating to technology innovation; amending s. 20.22, F.S.; renaming the Division of State Technology within the Department of Management Services as the Division of Telecommunications; deleting provisions relating to the appointment of the Division of State Technology's director and qualifications for the state chief information officer; adding the Florida Digital Service to the department; amending s. 282.0041, F.S.; defining terms; revising the definition of the term "open data"; amending s. 282.0051, F.S.; establishing the Florida Digital Service within the department; transferring specified powers, duties, and functions of the department to the Florida Digital Service and

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revising such powers, duties, and functions; providing for designations of a state chief information officer and a chief data officer and specifying their duties; specifying duties of, and authorized actions by, the Florida Digital Service pursuant to legislative appropriation; providing duties of, and authorized actions by, the department, subject to legislative authorization and appropriation; authorizing the Florida Digital Service to adopt rules; amending s. 282.00515, F.S.; revising standards that the Department of Legal Affairs, the Department of Financial Services, and the Department of Agriculture and Consumer Services must adopt; specifying notification requirements to the Governor and the Legislature if such an agency adopts alternative standards; providing construction; prohibiting the Florida Digital Service from retrieving or publishing data without a data sharing agreement with such an agency; amending ss. 282.318, 287.0591, 365.171, 365.172, 365.173, and 943.0415, F.S.; conforming provisions to changes made by the act; creating s. 559.952, F.S.; providing a short title; creating the Financial Technology Sandbox within the Office of Financial Regulation; defining terms; requiring the office, if certain conditions are met, to grant a license to a Financial Technology Sandbox applicant, grant exceptions to specified provisions of general law relating to consumer finance loans and money services businesses, and grant waivers of certain

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rules; authorizing a substantially affected person to seek a declaratory statement before applying to the Financial Technology Sandbox; specifying application requirements and procedures; specifying requirements, restrictions, and procedures for the office in reviewing and approving or denying applications; requiring the office to post on its website certain information relating to approved applications; specifying authorized actions of, limitations on, and requirements for licensees operating in the Financial Technology Sandbox; specifying disclosure requirements for licensees to consumers; authorizing the office to enter into certain agreements with other regulatory agencies; authorizing the office to examine licensee records; authorizing a licensee to apply for an extension of an initial sandbox period for a certain timeframe; specifying requirements and procedures for applying for an extension; specifying requirements and procedures for, and authorized actions of, licensees when concluding a sandbox period or extension; requiring licensees to submit certain reports to the office at specified intervals; providing construction; specifying the liability of a licensee; authorizing the office to take certain disciplinary actions against a licensee under certain circumstances; providing construction relating to service of process; specifying the rulemaking authority of the Financial Services Commission; providing the office authority to issue orders and enforce the orders; providing an



1113 appropriation; providing effective dates.