



The FutureTech Act of 2024

Healey-Driscoll Administration

INTRODUCTION

An Act to provide for the future information technology needs of Massachusetts, referred to as the “FutureTech Act of 2024” supports key projects that continue building out the digital experience for Massachusetts residents, allowing people to interface with state agencies online in a way that makes sense, ensuring residents can easily find and access the services and information they need, and supporting investments that make government more effective and efficient. The bill also funds future projects in AI and emerging tech that allow us to leverage Massachusetts’ innovation ecosystem to make government better for everyone, while supporting key business applications that will modernize government information technology (IT) systems **and make them more secure**. Additionally, it reaffirms the Administration’s commitment to investing in municipalities, by supporting established and successful municipal IT grant programs.

The period covered by the previous IT bond bill saw massive shifts in how workplaces function, how IT infrastructure needs are assessed, and how we evaluate and deter threats in real-time. Further, the COVID-19 Pandemic accelerated the need to access government services and information digitally. IT projects that serve these needs have been invaluable in providing state services and continuing our efforts to modernize Commonwealth government IT systems.

The previous bond authorization is set to be exhausted in fiscal year 2025. To continue progress toward the Healey-Driscoll Administration’s priority of modernizing state IT infrastructure and staying ahead of future threat actors, **we must pair vision with investment**.

The wide-ranging nature of initiatives supported by this bill is a testament to IT’s evolution in recent decades. **Information Technology has gone from being a back-office function, used to execute policy already enacted, to being a fundamental driver of all business and policy functions that we carry out in Massachusetts**. As such, this bill invests not just in IT capital projects, but in Massachusetts’ future ability to expand what is possible through public policy and good government.

BILL HIGHLIGHTS

This bill includes **\$1.23 billion** in authorization to support current and future technology needs over the next five years, in addition to **\$400 million** in authorization to spend anticipated federal funding for major Health and Human Services business application projects.

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Specifically, the bill includes **\$1 billion** in bond authorization for capital projects across executive agencies, including cybersecurity hardening, and further modernization of executive branch tech assets to make both the user experience and back-end business functions run more smoothly. It supports large IT projects that are currently underway, such as the unemployment insurance modernization project and the project to modernize the state payroll and fiscal management systems, as well as new cybersecurity and IT infrastructure initiatives.

This bill also ensures the continuation of two successful and established municipal grant programs by reauthorizing borrowing for the Community Compact IT Grant Program and the Municipal Fiber Program, which help municipalities make critical investments in technology and their fiber networks.

Additionally, the bill includes authorization that will enable Massachusetts to be forward-looking and **widen our lead in Artificial Intelligence**, by harnessing the technology, workforce, and educational ecosystems that exist here to use AI to enhance the delivery of state government services.

Promoting Government Efficiency

- **\$120 M** supports the **Business Enterprise Systems Transformation (BEST)** within the Office of the Comptroller to replace two core administrative systems used across the Executive Branch to manage financial, payroll, and human resources functions.
- **\$110 M** to support the **Commonwealth Digital Roadmap** to standardize the user experience across state agencies with a single identity that proactively points users to relevant information and services. **Since its launch last year, the Identity Access Management (IAM) single sign-on has amassed over 1 million users around the state.** Building out this platform to add more applications and launching new lines of constituent communication through live chat, SMS text functionality, and chatbot services will promote increased adoption and interoperability of the platform. In short, it becomes more useful to users as it scales.
- **\$30 M** to **modernize medical health records** hosted by the Executive Office of Health and Human Services to eliminate workflow duplication and facilitate more efficient, secure health record management.
- **\$15 M** supports the **Integrated Digital Data Services (IDDS)** project within the Executive Office of Education (EOE). This project moves EOE data that it currently holds in many different places onto cloud servers, and creates a secure, standardized platform that provides more timely and useful educational information to educators, administrators, and the public.

Supporting Municipalities

- **\$30 M** for the **Municipal Fiber Grant Program**, a competitive grant program that supports the closing of critical gaps that exist in municipal networks. Focused on connecting municipality-owned facilities, the program assists municipalities in achieving many critical goals associated with municipal fiber networks.
- **\$25 M** for the **Community Compact IT Grant Program**, a competitive grant program aimed at driving innovation at the local level available to any municipality that is part of Community Compact Cabinet Initiative. The program supports the implementation of technology projects that harness the power of IT to drive innovation, make government more efficient, save taxpayer money, and make it easier for residents to interact and transact with their local government.

Investing in State Service Access and Equity

- **\$52 M** to support the continued rollout of the **Employment Modernization Transformation (EMT)**, a project which will provide both employers and those seeking unemployment insurance with a new portal to conduct state-facing employment activities, and facilitate a streamlined claims process for uploading information with a mobile-friendly design and increased accessibility features, making it easier to apply for unemployment assistance.
- **\$13 M** supports the **Enhanced Student Financial Aid Access project**, which will simplify the financial aid discovery and application process, enhance accessibility, and facilitate higher college-going rates for Massachusetts residents, ensuring the Commonwealth fulfills the vision for having one of the most equitable and effective higher education systems in the nation. Specific benefits include a modern, user-friendly, accessible, and mobile-optimized DHE website; a Student Financial Aid Portal; system integration with my.mass.gov and IE&E; and the consolidation and streamlining of the student financial aid system.
- **\$12 M** supports the **Child Care Financial Assistance Modernization project**, which will update the business processes within CCFA to align with an updated user experience and replace or update the core technology systems managing the waitlist, application and eligibility determination, and payments. Updating the overall user experience will reduce barriers to families seeking assistance from the Commonwealth, ease administrative burdens on child care providers, and create greater operational efficiencies for the Department.

- **\$10 M** funds the **Integrated Eligibility and Enrollment program** within the Executive Office of Health and Human Services (HHS). This program eliminates duplicative documentation while streamlining the application and onboarding processes for benefits administered by HHS while making residents aware of overlapping eligibility for services.

Investing in Public Safety

- **\$5 M** supports the **DOC Radio Modernization initiative**. This project, housed in the Executive Office of Public Safety and Security (EOPSS), will upgrade the utility and security of communications technologies within the Department of Correction.
- **\$3 M** supports the **Criminal Justice360 cross-tracking system** and dashboard, empowering members of the public to view aggregated records from the Massachusetts Department of Correction (DOC) and the Commonwealth's fourteen County Sheriff's Offices.

Pioneering in Emerging Tech and Artificial Intelligence

- **\$25 M** supports **future AI projects that align with the Healey-Driscoll Administration's priorities**. Right now, Massachusetts has a chance to harness the knowledge and skills of our robust higher education and innovation-driven economy to widen our lead in the responsible development and use of AI technology in government. This bill looks forward, funding future AI capital projects for **state business and constituent experience improvement**, in a secure environment in consultation with the Executive Office of Technology Services and Security (EOTSS).

Leveraging Federal Funds

- The bill also includes **\$400 M** in authorization for the spending of anticipated federal funds on key health and human services business application projects over the next five years. This authorization represents the federal contribution to the project, and is needed for technical administration purposes. The Commonwealth does not plan to issue bonds for this authorization.