

GENERAL ASSEMBLY OF NORTH CAROLINA

SESSION 1993

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SENATE BILL 323

Short Title: GPAC/SIPS Customer Services.

(Public)

Sponsors: Senator Martin of Guilford.

Referred to: Government Performance Audit.

February 23, 1993

A BILL TO BE ENTITLED

1 AN ACT TO IMPLEMENT A RECOMMENDATION OF THE GOVERNMENT
2 PERFORMANCE AUDIT COMMITTEE TO REQUIRE STATE INFORMATION
3 PROCESSING SERVICES TO IMPROVE SERVICES TO ITS CUSTOMERS.
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5 The General Assembly of North Carolina enacts:

6 Section 1. The State Information Processing Services (hereafter referred to as
7 "SIPS") shall develop a written plan for providing service to its customers that
8 incorporates SIPS needs to be competitive in the total costs of such services to SIPS
9 customers. The plan shall compare SIPS service plans and capabilities with services
10 from alternative sources of technology, such as purchase of service from commercial
11 vendors and purchase of agency computers and networks that are smaller than
12 mainframes. SIPS shall present the written plan to the Information Resource
13 Management Commission (hereafter referred to as "IRMC") for approval not later than
14 September 1, 1993.

15 Sec. 2. The State Information Processing Service shall develop a written plan
16 (i) for instituting a client service management program and (ii) for instituting procedures
17 for improving its relations with all of its customers. SIPS shall submit the written plan
18 to the IRMC for approval not later than September 1, 1993, and shall implement the
19 plan upon this approval.

20 Sec. 3. The State Information Processing Service shall develop specific
21 measures of service performance that are oriented to meeting the needs of its clients and
22 shall develop written service level agreements for committing to meet these
23 performance standards when requested to do so by a user of SIPS services. SIPS shall
24 submit the measures of service performance and its plans for instituting service level

- 1 agreements with clients to the IRMC for approval not later than September 1, 1993, and
2 shall begin the service level agreement process upon approval of its plan by the IRMC.
3 Sec. 4. This act is effective upon ratification.