

STATE OF OKLAHOMA

2nd Session of the 60th Legislature (2026)

SENATE BILL 1587

By: Howard

AS INTRODUCED

An Act relating to state government; creating the Government Service Delivery Improvement Act; providing short title; defining terms; requiring the Director of the Office of Management and Enterprise Services to appoint the State of Oklahoma Government Service Delivery Lead; prescribing duties of the State of Oklahoma Government Service Delivery Lead; requiring heads of state agencies to appoint a lead agency service delivery official within certain time frame; prescribing duties of lead agency service delivery officials; requiring annual submission of certain report; providing for codification; and providing an effective date.

BE IT ENACTED BY THE PEOPLE OF THE STATE OF OKLAHOMA:

SECTION 1. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 74.2 of Title 74, unless there is created a duplication in numbering, reads as follows:

A. This act shall be known and may be cited as the "Government Service Delivery Improvement Act".

B. As used in this section:

1. "Agency" means any board, commission, department, authority, bureau, office, or other entity created with the authority to make

1 rules or formulate orders as defined in the Administrative
2 Procedures Act, as well as any correctional institution or other
3 type of institution;

4 2. "Government service delivery" means:

- 5 a. any action by an agency related to providing a benefit
6 or service to a state resident, business, or
7 organization, including, but not limited to, a grantee
8 or a state, county, municipal, or tribal entity, or
- 9 b. any such action by a contractor or nonprofit
10 organization acting on behalf of an agency or
11 administering a state-funded program;

12 3. "Government service delivery channel" means the way an
13 individual or entity significantly interacts with or engages with
14 state government, including, but not limited to, such interaction
15 by:

- 16 a. mail,
 - 17 b. digital service,
 - 18 c. telephone,
 - 19 d. a contact center,
 - 20 e. a website,
 - 21 f. outreach and communication,
 - 22 g. collaboration with a third party, or
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1 h. any other way in which an individual or entity
2 significantly interacts with or engages with state
3 government;

4 4. "High-impact service program" means an agency program
5 identified by the Director of the Office of Management and
6 Enterprise Services as such due to the scale and impact of the
7 public-facing services of such program; and

8 5. "High-impact service provider" means an agency providing a
9 high-impact service program.

10 C. The Director of the Office of Management and Enterprise
11 Services shall designate or appoint the State of Oklahoma Government
12 Service Delivery Lead within the Office of Management and Enterprise
13 Services, who shall:

14 1. Coordinate and facilitate statewide efforts to improve
15 government service delivery by agencies, particularly with respect
16 to high-impact service programs and providers;

17 2. Carry out the duties and powers granted to him or her by the
18 Director;

19 3. Serve as the lead statewide official responsible for
20 supporting government service delivery;

21 4. Advise the Director concerning the improvement of government
22 service delivery by agencies;

23 5. Collaborate with lead agency service delivery officials, and
24 any other agency officials as appropriate, to develop and oversee
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1 the implementation of statewide government service delivery
2 standards, policies, and guidelines, including standards, policies,
3 and guidelines to:

- 4 a. understand the needs of an individual or entity
5 interacting with an agency,
- 6 b. solicit and consider feedback on government service
7 delivery by an agency,
- 8 c. examine government service delivery processes,
- 9 d. assess how the factors of ease, efficiency,
10 transparency, accessibility, fairness, burden, and
11 duration, including wait and processing times, impact
12 government service delivery, and
- 13 e. encourage the adoption of products, services, and
14 procedures to enhance the efficacy of government
15 service delivery and the satisfaction of individuals
16 or entities interacting with an agency;

17 6. Collect and report qualitative and quantitative information
18 or data on government service delivery through existing reporting
19 mechanisms;

20 7. Evaluate the quality of government service delivery,
21 including through the establishment of performance metrics developed
22 using the standards, policies, and guidelines provided for in
23 paragraph 5 of this subsection and the information or data collected
24 pursuant to paragraph 6 of this subsection; and

1 8. Engage with stakeholders to identify practices to improve
2 government service delivery by agencies.

3 D. 1. The director of each agency shall be responsible for the
4 implementation of government service delivery by the agency and
5 shall seek to enhance such delivery to better achieve the mission of
6 the agency and maintain trust, transparency, and accountability with
7 those interacting with the agency.

8 2. No later than one hundred eighty (180) days after the
9 effective date of this act, the director of each agency shall
10 designate or appoint a lead agency service delivery official, who
11 shall:

- 12 a. report directly to the director of the agency, or a
13 designee,
- 14 b. possess sufficient operational authority to carry out
15 the implementation of government service delivery
16 improvements within the agency,
- 17 c. as appropriate and at the direction of the director of
18 the agency, coordinate and execute efforts to improve
19 and enhance the government service delivery and
20 channels of the agency,
- 21 d. at the direction of the State of Oklahoma Government
22 Service Delivery Lead, submit an implementation plan
23 for improving the agency's government service delivery
24 and channels,

- e. coordinate the collection and reporting of information and data on government service delivery within the agency,
- f. facilitate collaboration within the agency and, as appropriate, with other agencies in coordination with the State of Oklahoma Government Service Delivery Lead, to improve and enhance government service delivery, and
- g. assist in the incorporation of the government service delivery standards, policies, and guidelines provided for in paragraph 5 of subsection C of this section.

E. The Director of the Office of Management and Enterprise Services shall, no later than ninety (90) days prior to the beginning of the annual legislative session, electronically submit to the President Pro Tempore of the Senate, the Speaker of the House of Representatives, and the Governor a report on statewide efforts to improve government service delivery by agencies.

SECTION 2. This act shall become effective November 1, 2026.

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