

Innovations in State Government Technology: A Business Perspective

Presentation to the
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Presentation Agenda

- ▶ Innovations in the Commonwealth of Virginia
 - ▶ Commonwealth Authentication Service
 - ▶ Data governance and information sharing
- ▶ Major challenges to implementation and full integration
- ▶ Response strategies at the enterprise, agency and process/system level
- ▶ Q&A

Innovations in the Commonwealth of Virginia



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Commonwealth Authentication Service (CAS)

- ▶ Enterprise Focus
- ▶ Cross-Secretariat Initiative
 - ▶ Technology
 - ▶ Transportation
 - ▶ Health and Human Services
 - ▶ Administration

CAS Business Drivers

- ▶ Coordinated Federal and State efforts addressing health care reform
- ▶ Efforts are being driven by the American Recovery and Reinvestment Act (ARRA) and the Patient Protection and Affordable Care Act (PPACA)

CAS Business Drivers

- ▶ There is significant Federal funding assistance available to the states from these Acts.
 - ▶ Relevant provisions in ARRA provide funding for the Health Information Exchanges (clinical information exchanges) as well as a provider incentive program for hospitals and professional practices to adopt, implement, or upgrade and meaningfully use certified electronic medical record systems (EMR).
 - ▶ Relevant provisions in PPACA include funding an expansion of Medicaid (~40%+ increase in members) and the Health Benefit Exchange (insurance exchange)

The Problem

- ▶ Feds (HHS) estimates 16% of Virginia Medicaid Eligibility records are in an “error” status
 - ▶ Represents hundreds of millions of dollars
 - ▶ Pressure on states by Feds to correct the problem
 - ▶ Eligibility fraud continues to grow
- ▶ Duplicative Processes
 - ▶ Eligibility processes performed by multiple agencies
 - ▶ Budget deficit can no longer support duplication
- ▶ No fully automated Commonwealth level communication exists between agencies for authenticating a citizen’s identity

The Opportunity

▶ Government reform is necessary

- ▶ Governor McDonnell's Executive Order #2 provides the outline for reform
 - ▶ *"It is incumbent on those charged with providing government services to protect the public from harm and theft, educate our citizenry, foster economic opportunity, provide necessary infrastructure, preserve fundamental rights and perform other essential functions in a manner that avoids duplication, delay and unnecessary regulation and bureaucracy."*

▶ Authentication improvements will be needed

- ▶ Fragmented processes for authentication lead to benefits fraud and problems with traceability
- ▶ These problems will worsen in the future as more transactions will continue to occur online instead of face-to-face
- ▶ Government resources are scarce as population and benefits programs grow

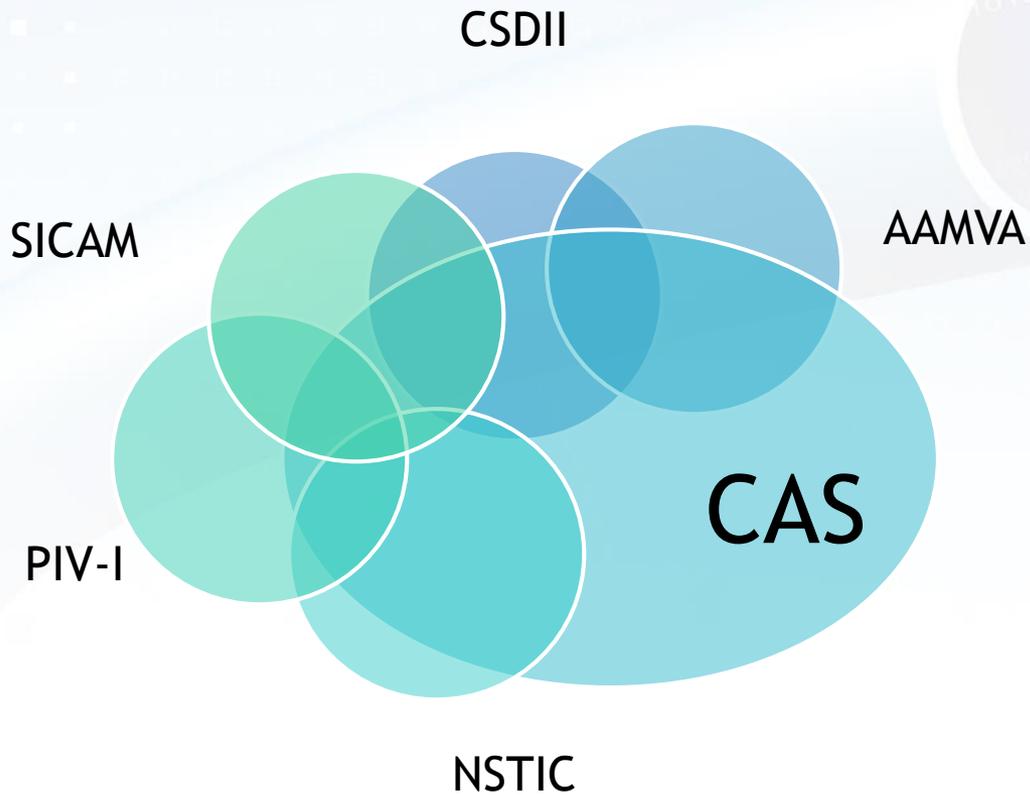
▶ Private sector benefits not typically seen in government

- ▶ Private sector authentication resulted in lower administrative costs, reduced theft and better/cheaper service to customers
- ▶ Not using this technology results in losses

Core Principles

- ▶ **Economic**
 - ▶ Initial Funding
 - ▶ Self Sustainment
 - ▶ Monetization
- ▶ **Political**
 - ▶ Privacy
 - ▶ Partnering States
 - ▶ Interagency Relationships
 - ▶ Legislative Impact
- ▶ **Technical**
 - ▶ Interoperability
 - ▶ Enterprise Service
 - ▶ Enterprise Data Management

The Big Picture



Data Governance Business Drivers

- ▶ Data tends to be maintained in “silos”
- ▶ Informal, mostly agency level governance of enterprise data
- ▶ “Tower of Babel” condition with data definitions and specifications
- ▶ No inventory or registry of enterprise data assets
- ▶ Data sharing via non-scalable point-to-point agreements



Data Governance Objectives

The operating discipline for managing data and information as a key enterprise asset.

Key drivers:

- ▶ *Data Discovery*
- ▶ *Data Reuse*
- ▶ *Data Sharing*
- ▶ *Data Entity Harmonization*
- ▶ *Semantic Interoperability*

NASCIO, 2008

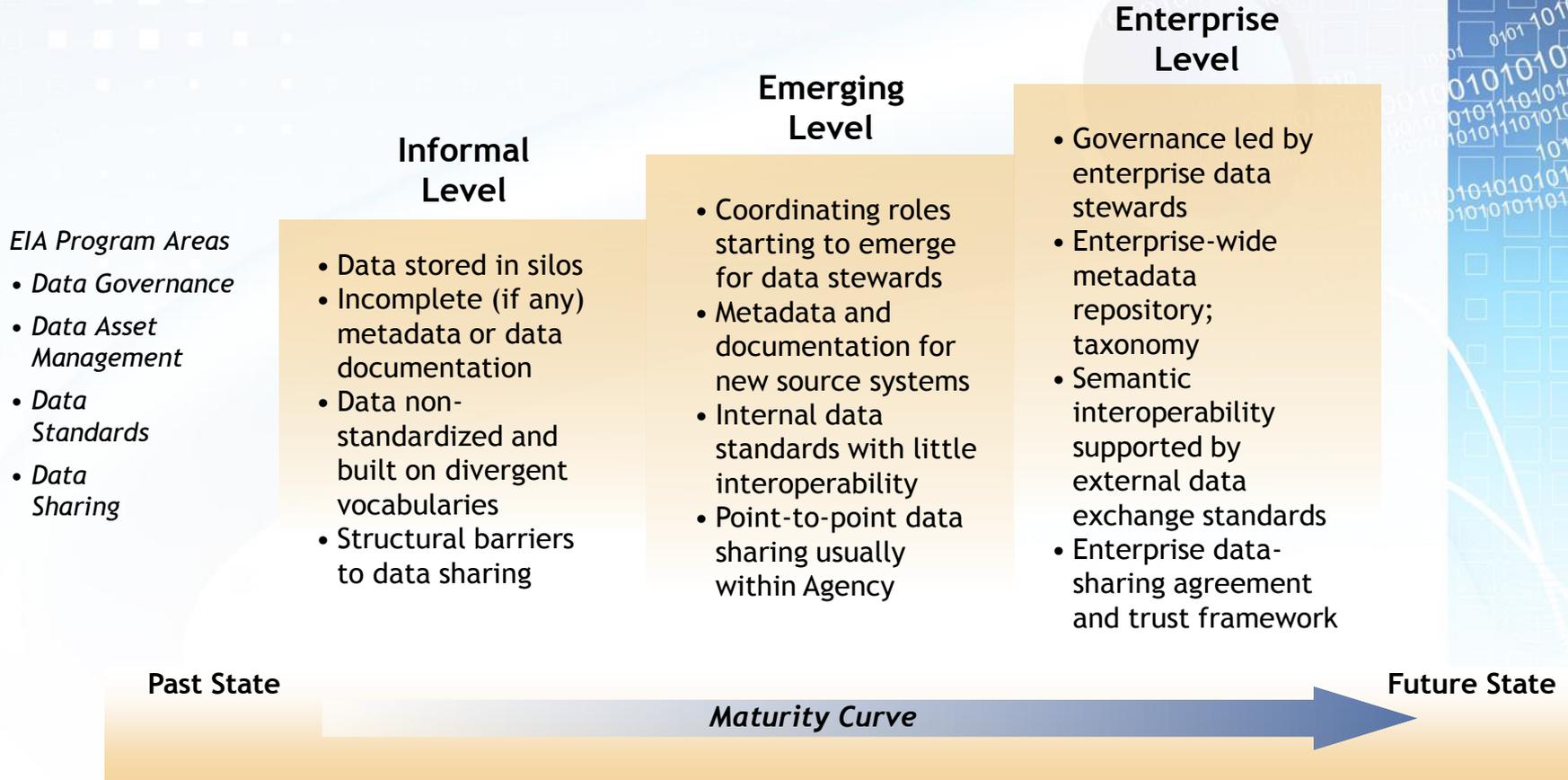
EIA Strategic Planning Process



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EIA Maturity Model



Highlights from Virginia's Data Governance Program

- ▶ National Information Exchange Model (NIEM) Engagement Process
- ▶ Master Data Management for Health and Human Services Planning
- ▶ Health IT and Health Information Exchange (ConnectVirginia HIE)
- ▶ Virginia Geographic Information Network (VGIN)

Key Takeaways

- ▶ Must be driven from strategic vision
- ▶ Executive support is critical
- ▶ Funding must be in place
- ▶ Privacy community involvement is crucial
- ▶ Key stakeholders must see business value
- ▶ Must show results and tangible outcomes
- ▶ Start small
- ▶ Align initiative with industry leaders
- ▶ Leverage opportunities as they arise

Questions?

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