



State of Georgia Strategy Summit 2015

Rick Dunn
OPB Deputy Director





Georgia's Fiscal Situation

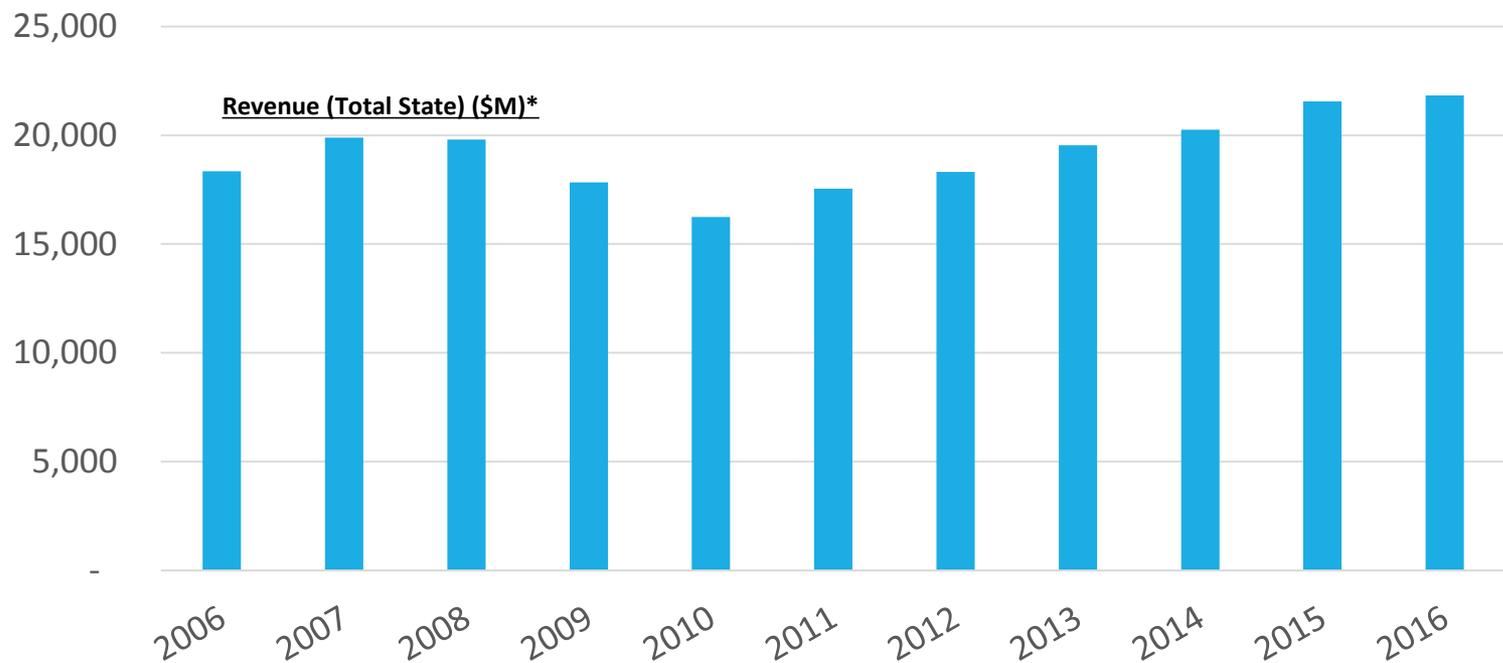
Strategy Summit 2015

October 26, 2015

Presenter: Rick Dunn, Deputy Director, OPB

State Revenue

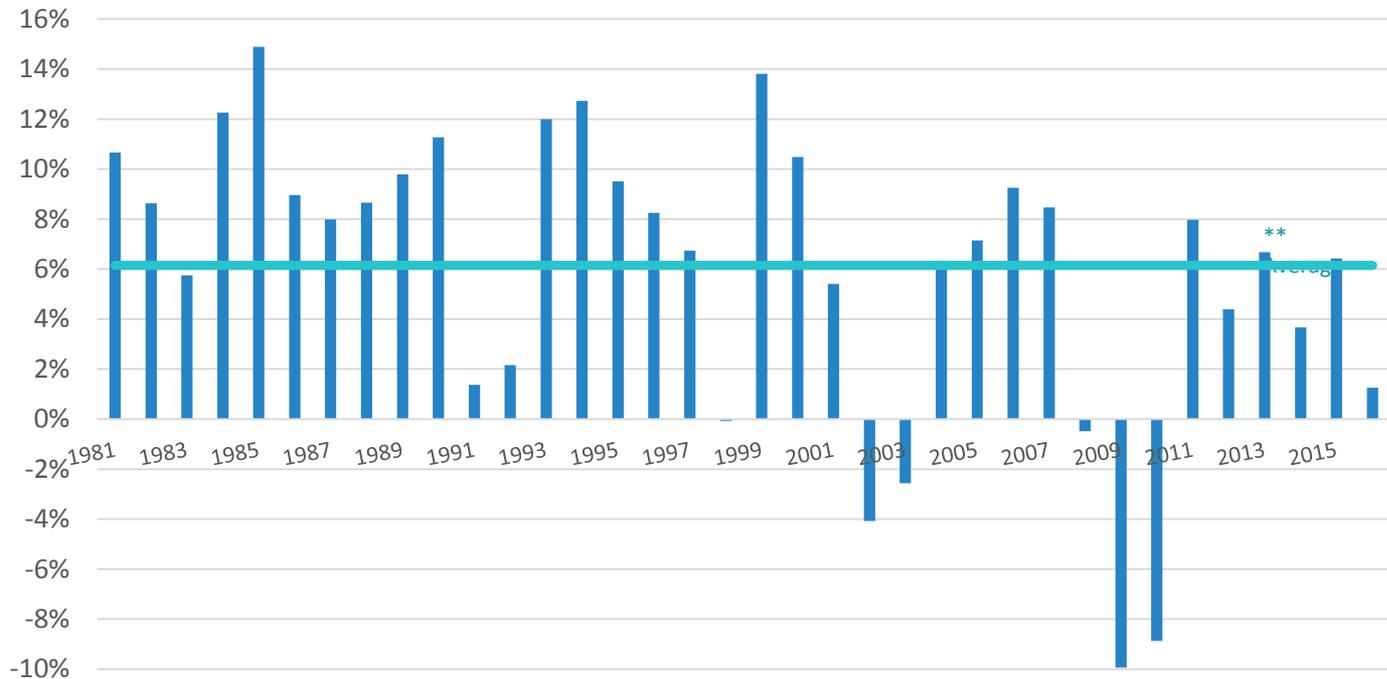
Revenue now above pre-recession levels...



**Fiscal 2015 numbers are estimated; Fiscal 2016 are state appropriations*

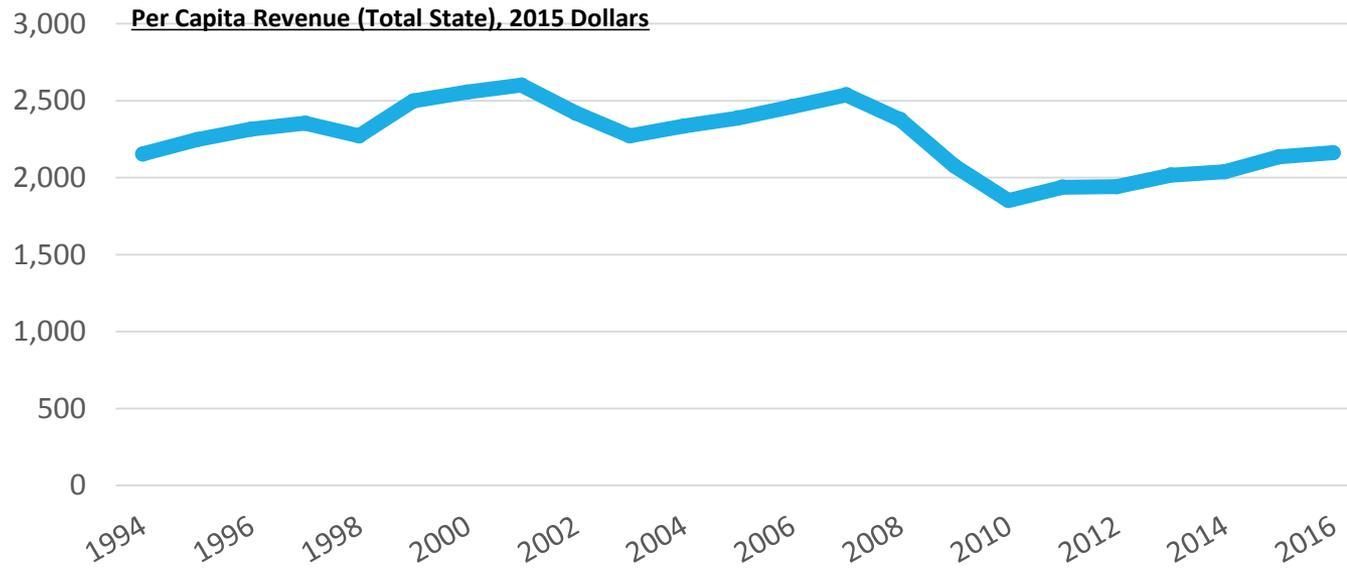
Six straight years of growth, but growth remains moderate

Revenue Growth % (Total State)*

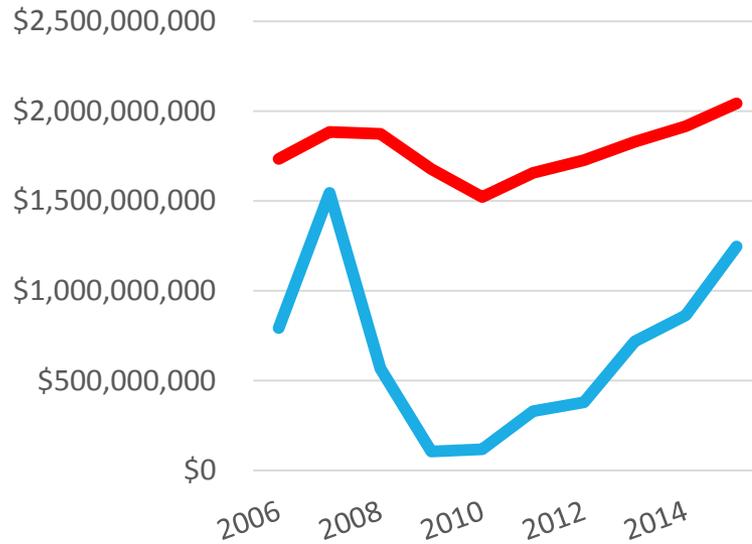


*Fiscal 2015 numbers are estimated; Fiscal 2016 are state appropriations **1981-2015 average annual rate of growth is 6.2 percent

And on a per capita, inflation adjusted basis, revenue at 1994 levels



Revenue Shortfall Reserve: Growing but still below target



2015 RSR (est)= \$1.2B

2015 RSR Target = \$2B

- Revenue Shortfall Reserve
- 10 percent of Net Treasury Receipts

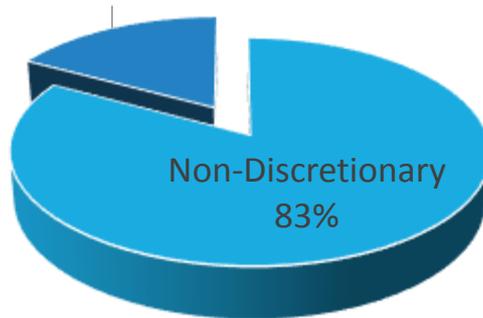
Fiscal Year 2015 RSR is estimated and excludes 1% midyear adjustment for K-12

State Expenditures

Much of the budget is “non-discretionary”

“Mandatory” Spending in State Budget

Discretionary 17%



Based upon enacted FY 2015 budget

“Non-Discretionary” Spending

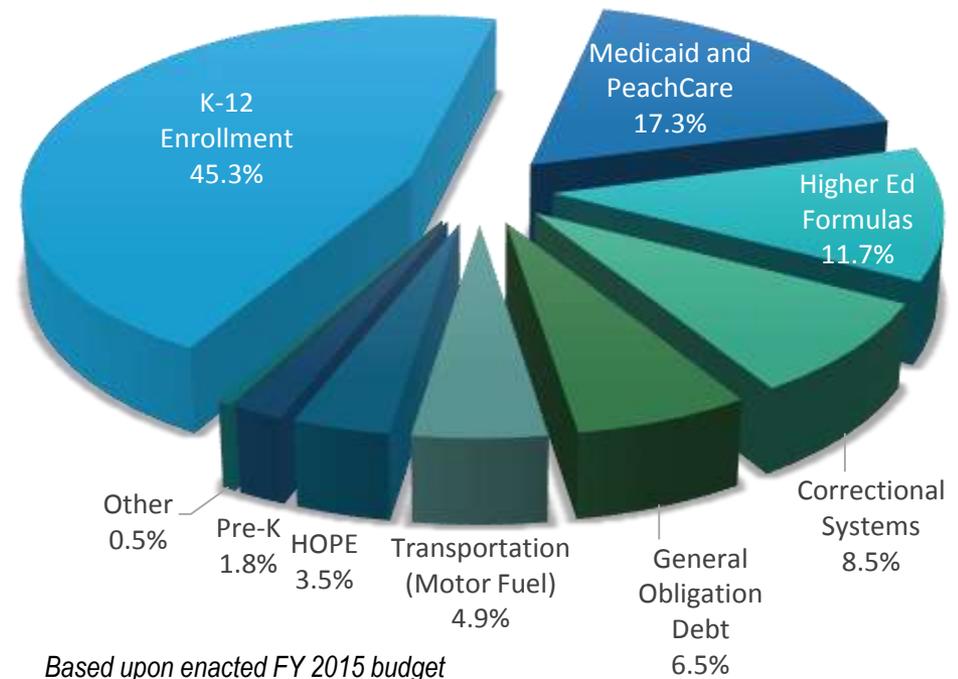
- Dedicated fund sources
- Funding formulas
- Population-driven programs
- Legal obligations

Includes:

- Motor Fuel and Lottery funds
- Education funding formulas
- Medicaid spending, prison populations, debt service

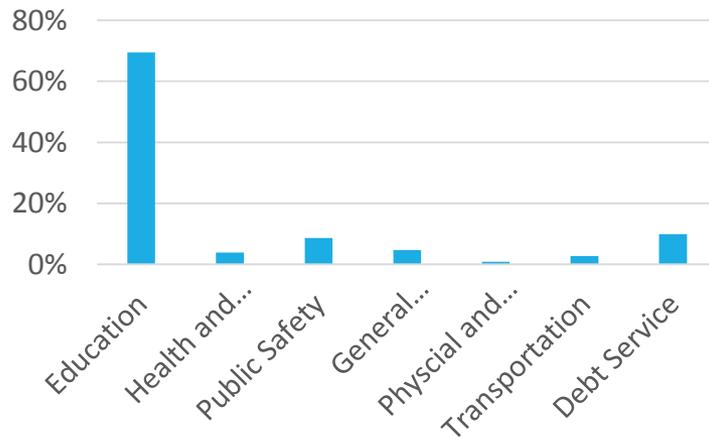
What makes up the 83% in “non-discretionary” spending?

- Enrollment driven education programs are more than 60% of non-discretionary spending
 - K-12 Programs (\$7.8B)
 - Regents (Teaching)(\$1.7B)
 - TCSG (\$296M)
 - HOPE (\$614M)
 - Pre-K (\$314M)
- Medicaid and PeachCare costs are 17% of non-discretionary spending



Anticipated revenue growth in FY 2016: Where did it go?

Percentage Change in Base Budgets,
FY 2015 – FY 2016



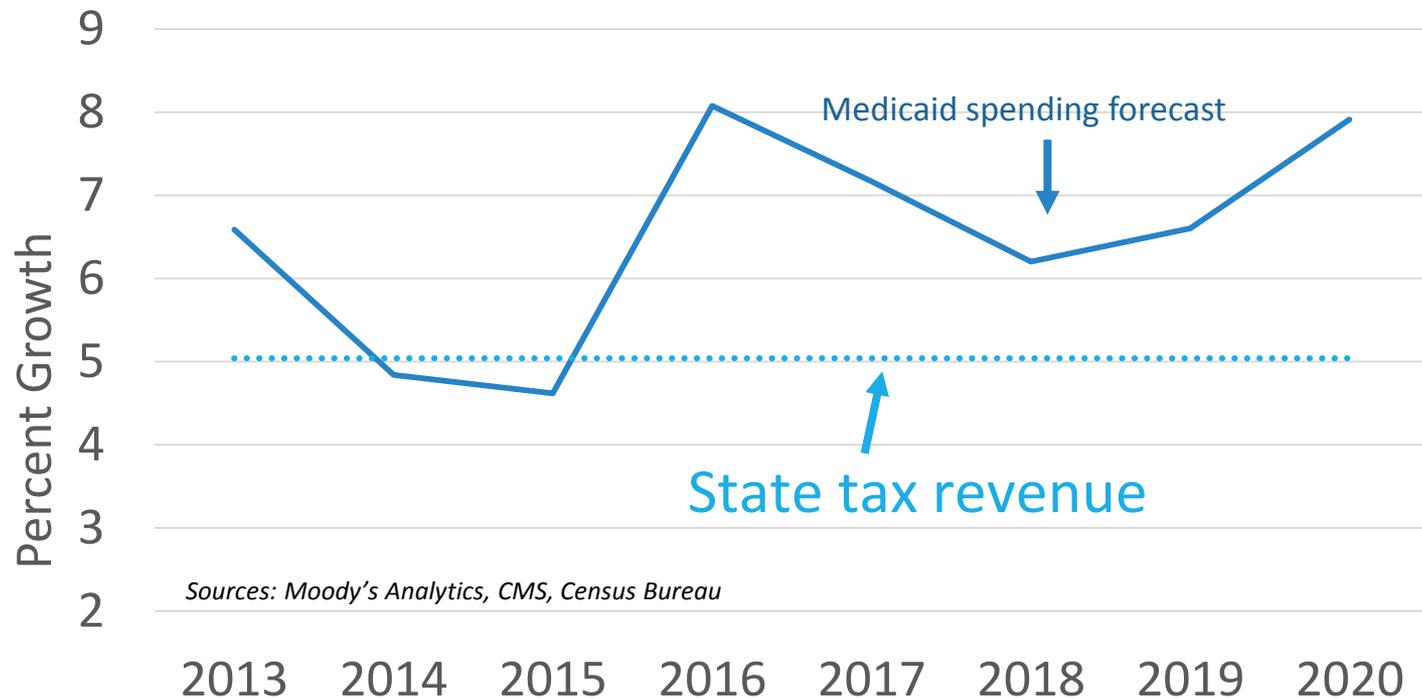
**FY16 growth = \$1B
over original FY15 estimate**

- 70% went for education
- 10% to increased debt service
- 9% to public safety

**Conservative revenue estimates allow
growth in RSR**

Budget Challenges

Medicaid Structural Imbalance (National Data)



Transportation Funding

HB 170 replaced state sales tax with additional excise tax on motor fuel – net 6.7 cent increase per gallon.

- All motor fuel tax collections must be allocated for highway/bridge construction and maintenance projects
- Eliminated the “fourth penny” of sales tax on motor fuels that was deposited into the General Fund. Estimated \$167M loss of general revenue.

HB 170 also included additional funding sources for transportation.

- New annual fee on electric vehicles and heavy trucks
- New \$5 per night hotel/motel fee
- Elimination of LEV/ZEV tax credit and jet fuel exemption

Though this revenue will be deposited into the General Fund, the intent is that the additional funds generated will be used exclusively for transportation.

Employee Retention

FY 2014 state turnover rate = 18%

Turnover rates for jobs such as corrections officer, health aide, DFCS caseworker, and nurse considerably higher.

- Over half of all executive branch hirings each year are in these positions

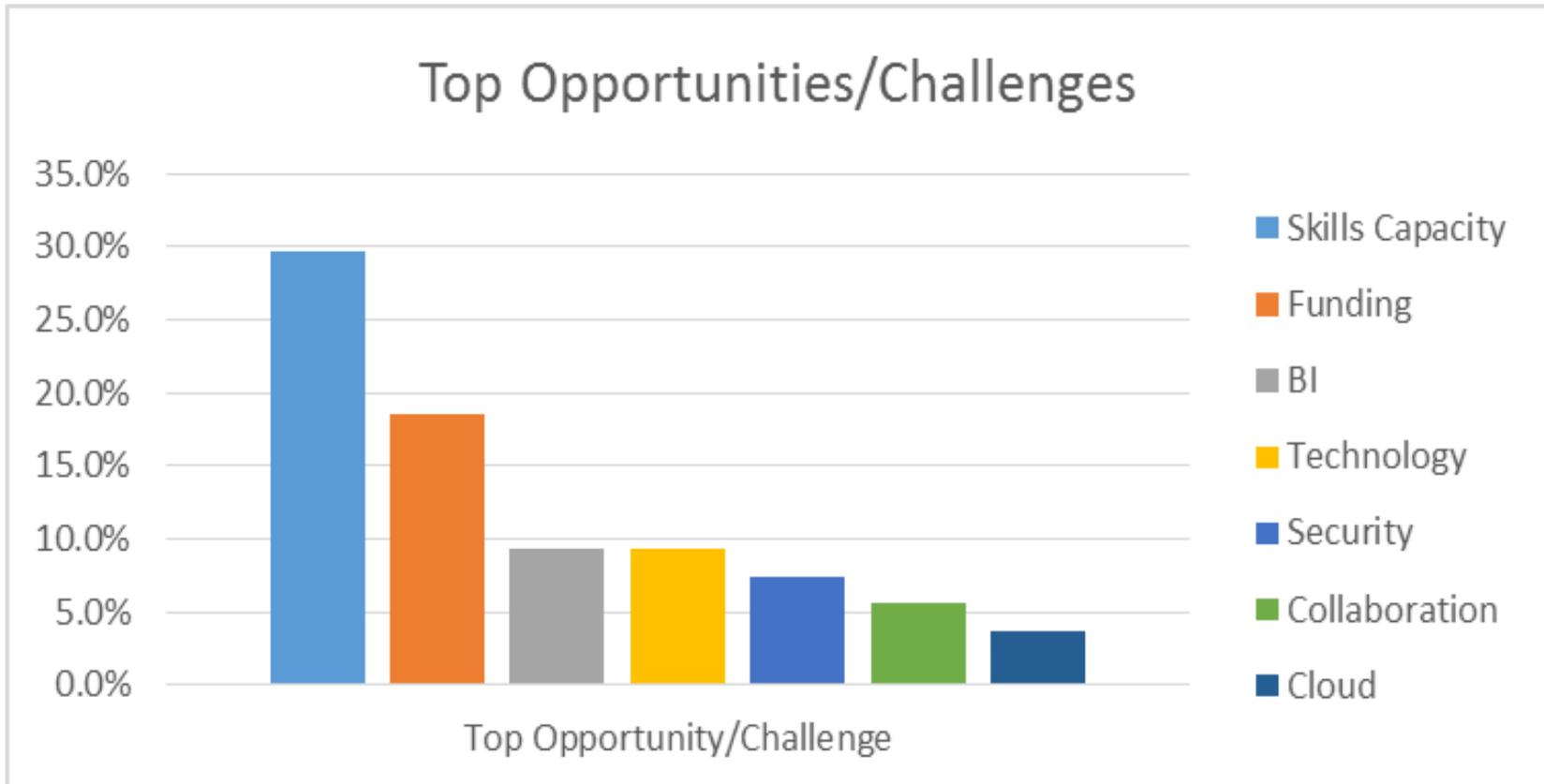
Education Reform Commission

Will be delivering recommendations that will likely require funding changes for both FY 2017 and FY 2018

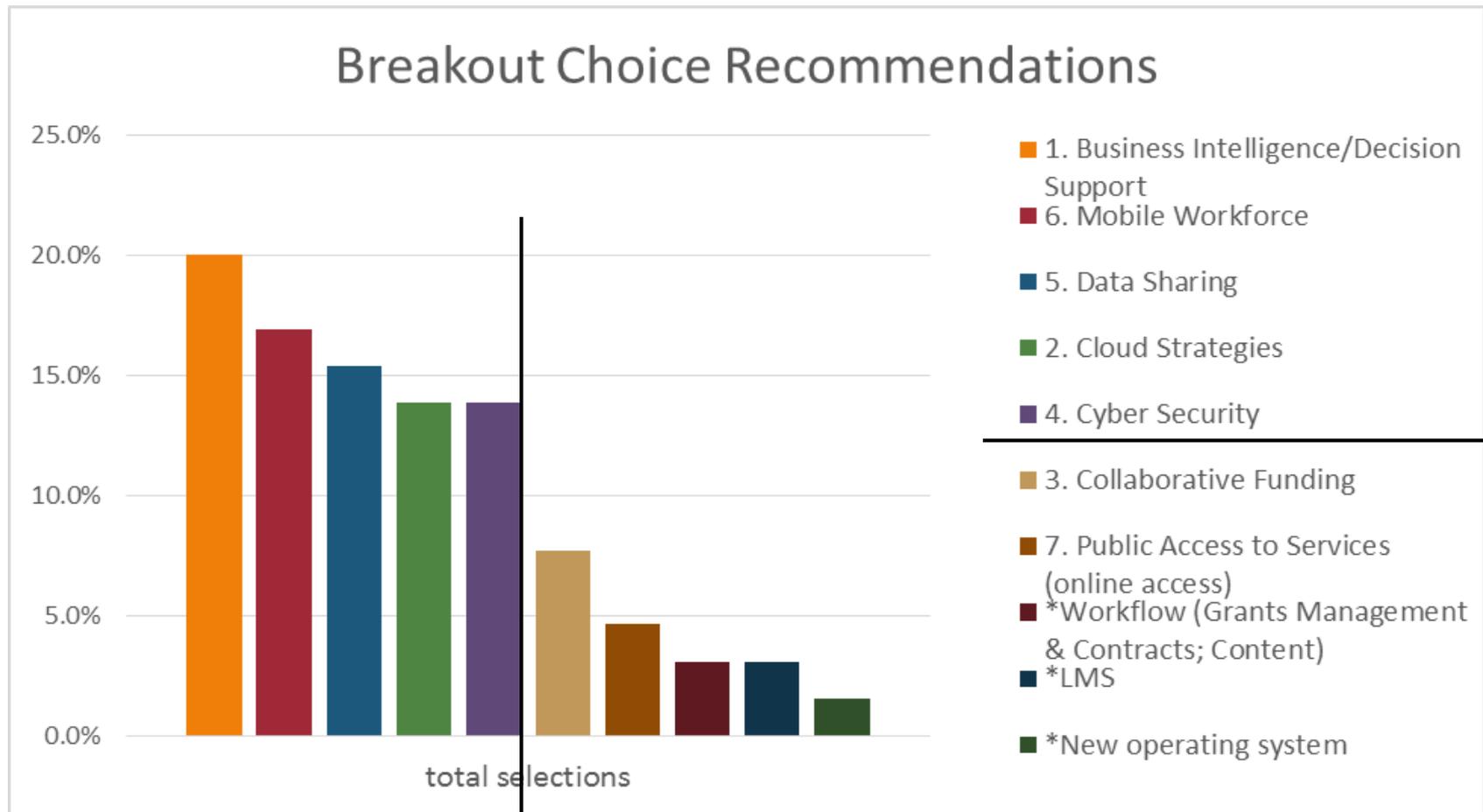
Pre Summit Survey & Breakouts
Joe Coberly, Innovation Program Director
GTA

Pre-Summit Survey

What are the top three business opportunities or challenges facing your agency in meeting the objectives of your strategic plan over the next few years?



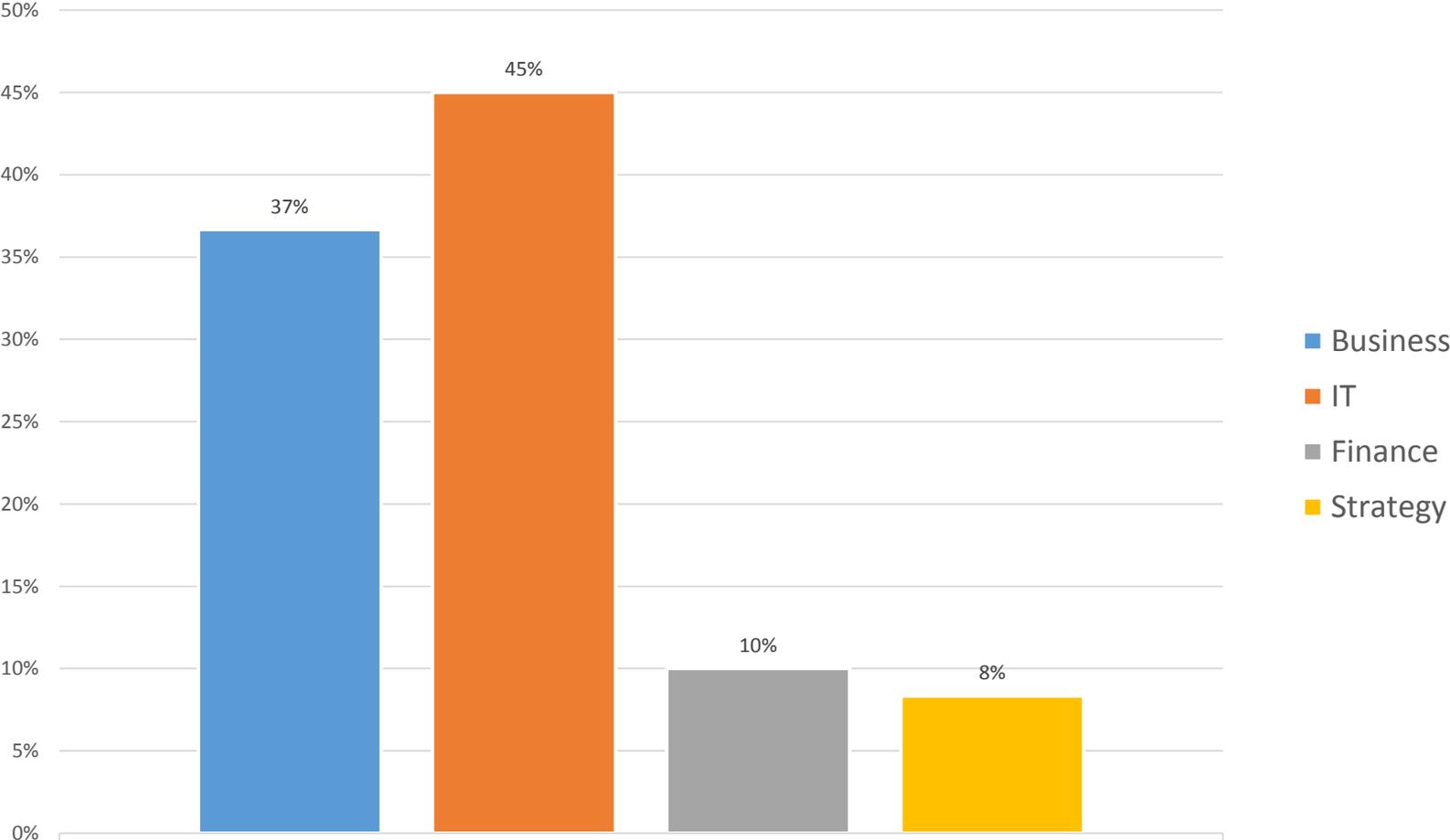
Which IT Considerations are most important in achieving your strategic objectives (select or add to list)



Top Challenges for Breakouts

IT Consideration	Room	Top Challenges
Business Intelligence / Decision Support	334	Process/ Automation Budget/Finance
Cloud Strategies	331	Staffing/ Talent Process/Automation
Cyber Security	330	Staffing/ Talent Process/Automation
Data Sharing	324	Process/ Automation
Mobile Workforce	323	Process/ Automation Budget/Finance

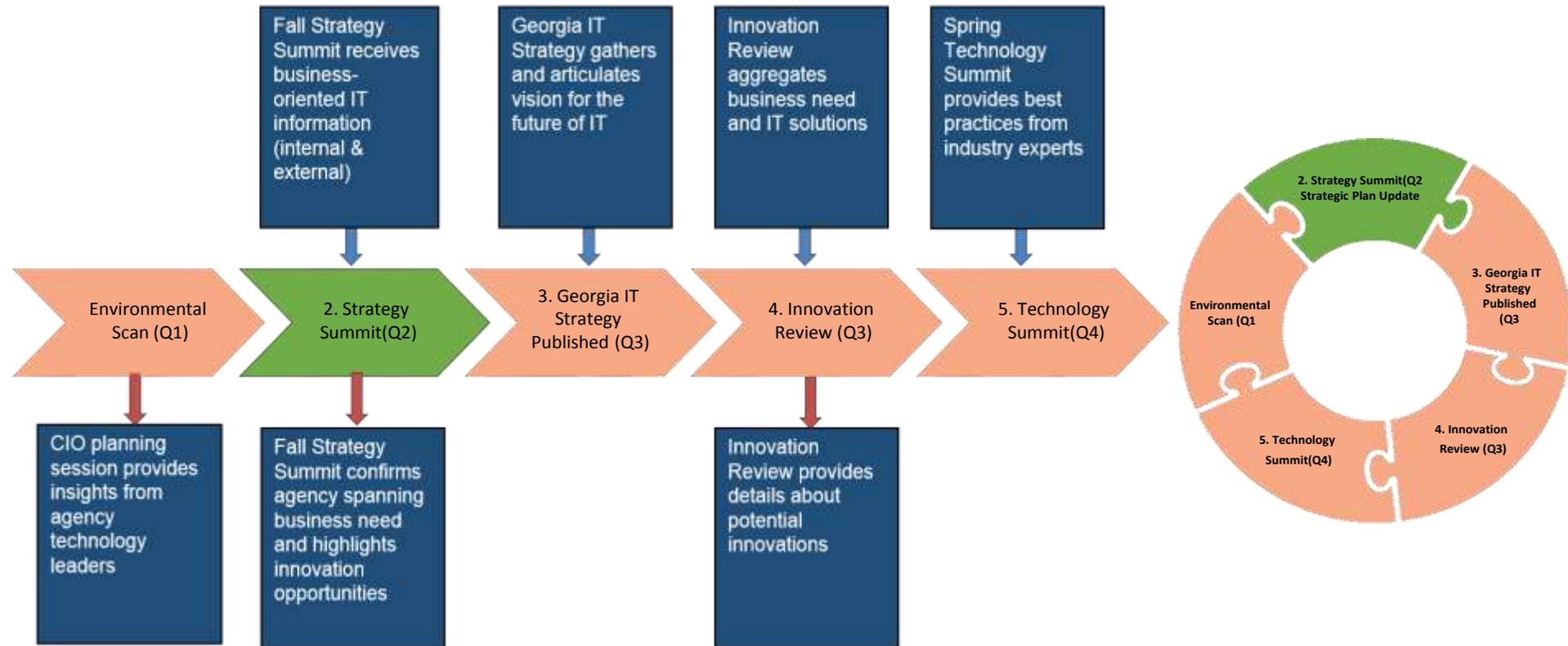
Business Functions (Registration - 60)



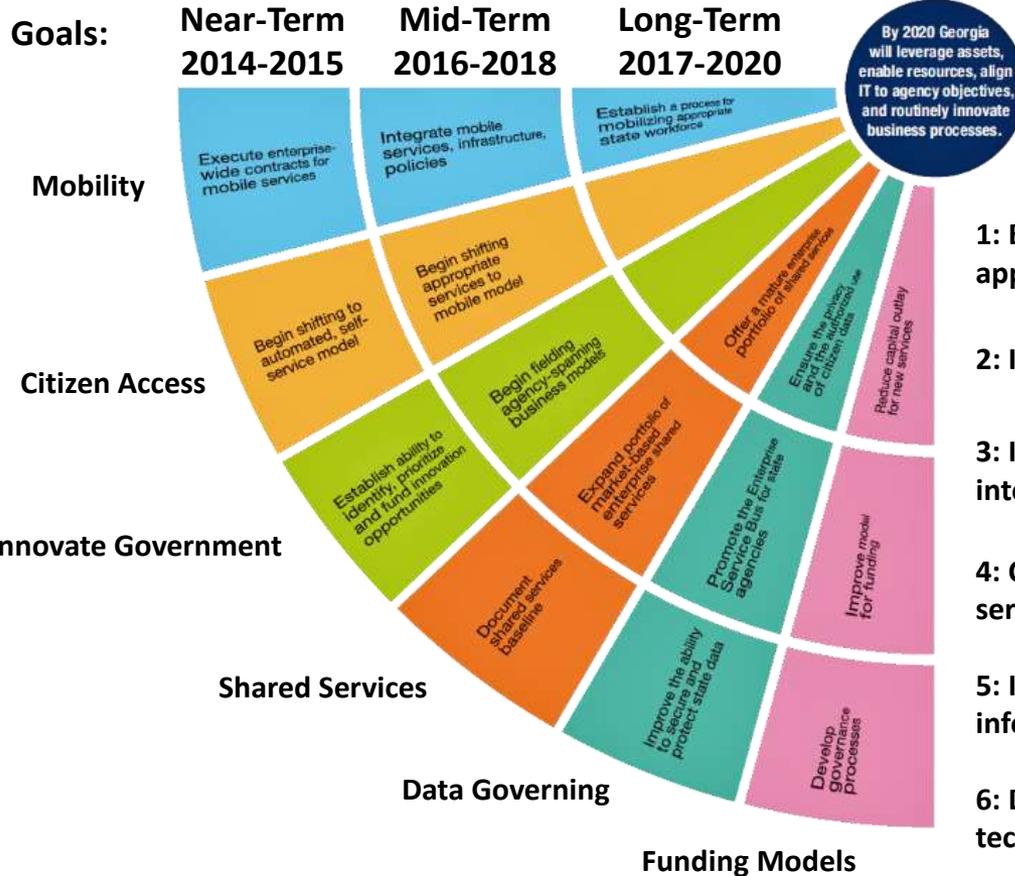
ENTERPRISE IT STRATEGIC PLAN '2020 UPDATE'
Mike Curtis, Director Planning
GTA

Download Powerpoint to see Note Slides for details

IT Strategy Cycle



GEORGIA ENTERPRISE IT STRATEGIC PLAN 2020



Roadmap of six technology capability areas to support business operations

- 1: Enable all state employees who need to work remotely, when appropriate.
- 2: Improve Georgia citizen access to state services
- 3: Innovate state government with effective, enterprise-wide integration of technology
- 4: Create an enterprise portfolio of shared, technology-enabled services.
- 5: Improve the use of state data for decision making and information sharing
- 6: Develop an agile approach to funding agency adoption of technology solutions



Mobile Workforce:

Enable all state employees who need to work remotely, when appropriate.

Near-Term

2014-2015 Objectives:

1. Execute enterprise-wide contracts for mobile services by June 30, 2015.

Mobile Contract Sprint, ATT, Verizon, TMobile

Office365 Contract

Mid-Term

2016-2018 Objectives:

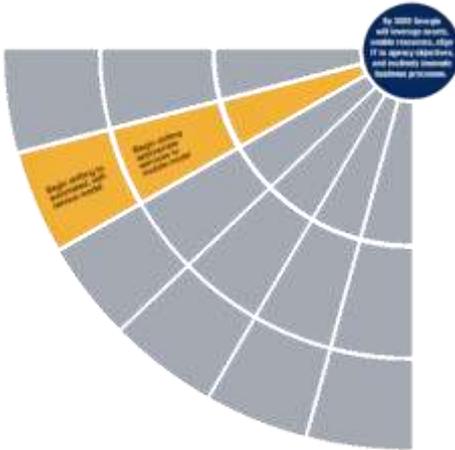
2. Integrate mobile services, infrastructure and policies by March 31, 2017.

Georgia.gov published web based 'responsive' apps design standards

Long-Term

2017-2020 Objectives:

3. Establish repeatable processes to allow appropriate state employee workflow to adapt to an increasingly mobile business model by December 31, 2017.



Citizen Access:

Improve citizen access to state services.

Near-Term

2014-2015 Objectives:

1. Begin systematically shifting agency service delivery to an online self service model by June 30, 2015.

Drupal web platform, responsive design for mobile

2014: 76 million page views and 17 million visitors.

5 months of 2015: 44 million page views, 43% mobile percent

Mid-Term

2016-2018 Objectives:

2. Begin Shifting appropriate services to a Fully enabled mobile model by June 30, 2016.

Georgia.gov provides web analytic tools for website traffic

Most agencies have social media presence, internal social media managers.

Georgia.gov; 4300 Facebook likes
20,000 followers on twitter

Long-Term

2017-2020 Objectives:



Shared Services:

Create an enterprise portfolio of shared, technology-enabled services.

Near-Term

2014-2015 Objectives:

1. Baseline the use of shared services in the state by June 30, 2015.

Baseline through the SEAC (Strategic Enterprise Applications Council))

Enterprise applications approved: Teamworks/PeopleSoft

Funnel of applications for review

Mid-Term

2016-2018 Objectives:

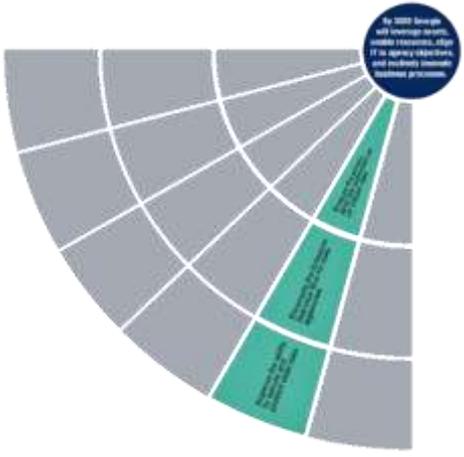
2. Facilitate the expansion of the portfolio of market-based enterprise shared services for state agencies by June 30, 2017.

Agencies use Cloud solutions on a per agency basis.

Long-Term

2017-2020 Objectives:

3. Offer a mature enterprise portfolio of shared services by June 30, 2019.



Data Governing:

Improve the use of state data for decision making and information sharing.

Near-Term

2014-2015 Objectives:

1. Improve the ability to secure and protect state data by June 30, 2015.

Published a Data Life Cycle Management Policy, Data Steward Standard and Data Sharing Standard

Governor established Cybersecurity Board and program.

Data Sharing MOU templates in support of the Data Standard.

Mid-Term

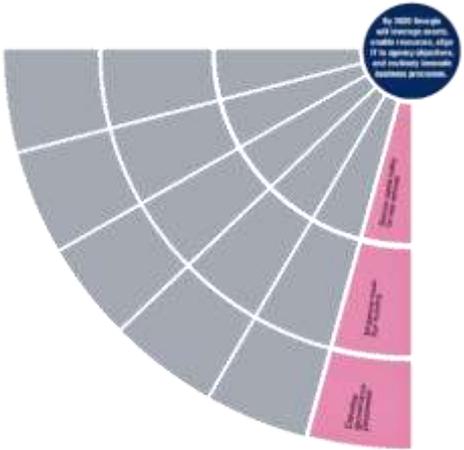
2016-2018 Objectives:

2. Promote the utilization of the Enterprise Service Bus (ESB) within state agency data management operations by June 30, 2016.

Long-Term

2017-2020 Objectives:

3. Ensure the privacy and authorized use of citizen data by June 30,



Funding Models:

Develop an agile approach to funding agency adoption of technology solutions.

Near-Term

2014-2015 Objectives:

1. Develop governance processes that allow for the adoption of enterprise technology solutions by June 30, 2016.

Strategic Enterprise Applications Council to review application candidates for enterprise application.

Enterprise Managed Services Standard

Storage consumption program.

Mid-Term

2016-2018 Objectives:

2. Analyze and revise the state technology acquisition business model for improvement opportunities by June 30, 2016.

GTA revised service sourcing business model to multi sourcing Integrator to increase providers and price competition.

Long-Term

2017-2020 Objectives:

3. Develop a more diverse portfolio of technology product and service offerings for our customers by June 30, 2017.



Innovate Government:

Innovate state government with effective, enterprise-wide integration of technology.

Near-Term

2014-2015 Objectives:

1. Establish a process for identifying, prioritizing and funding innovation opportunities by June 30, 2015.

Innovation Program in place. Seven innovation initiatives, three business cases in development, one pilot.

Innovation Teams led by agencies

Innovation Committee reviewing initiatives.

Mid-Term

2016-2018 Objectives:

2. Begin fielding agency-spanning business models by June 30, 2016.

Long-Term

2017-2020 Objectives:

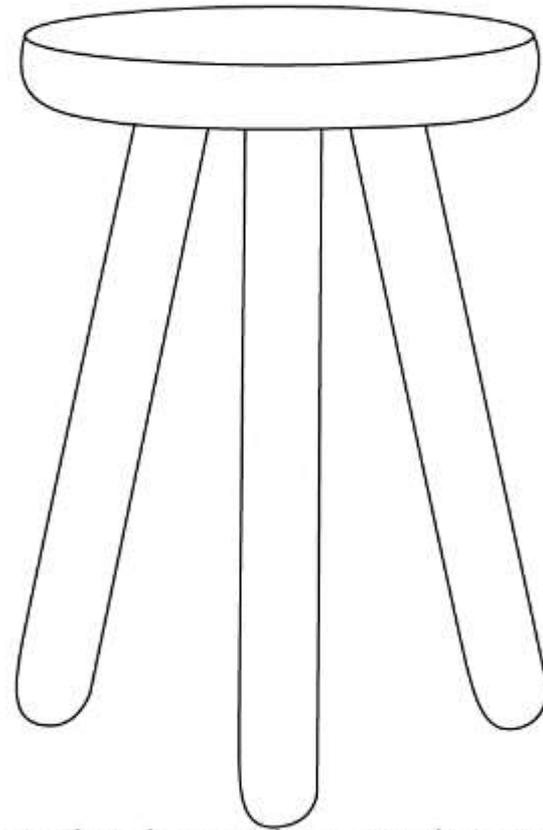
Innovation Update

Three Components of Innovation

Georgia Innovation
Program

GETS Quality and
Innovation Advisory
Council

Technology Innovation
Showcase



Innovation Team

Propose
Ideas (*Ideas
may come
from outside
Teams*)

Form team,
Cover
functions,
Prepare brief

Define
solutions,
Prepare &
Present
business case

Create plan
for pilot or
multi-agency
project

Execute plan,
Track results

Idea

Brief

Case

Project

Track

1. Identify
Opportunity

2. Prioritize
Opportunity

3. Evaluate
Solutions

4. Plan
Launch

5. Execute
and Monitor

Promote
winning Ideas,
Identify
essential
functions

Prioritize
Briefs for
business case
facilitation

Recommend
Pilot launch or
sustainable
cross-agency
solutions

Review
Project Plan,
advocate
action

Monitor
results,
adjust
process

Innovation Committee

*Executive review approves
multi-agency action when
needed*

Innovation Update: Top-down Initiatives

Idea

- Contracts Management
- MorphoTrust Tax Fraud Reduction – Ideation

Brief

- Collaboration through Data Sharing
- How-To Georgia
- User Authentication – Simple Sign-on

Case

- Enterprise LMS
- Grant Management
- Statewide Data Directory

Project

Track

- GTA LMS (*Proof of Concept*)

Crowd-Sourced Ideation & Evaluation



Georgia Agency Innovation Ideas

WELCOME

IDEAS

Submit Your Idea

*Required fields

Title*

64 characters left in Title field

Description *

Tags (Optional)

Add tags

How will your idea make a difference in achieving your agency's strategic objectives? (How does it move the needle toward better citizen services?):

Who needs to be involved to make this a success? (key roles in your agency and/or other agencies):

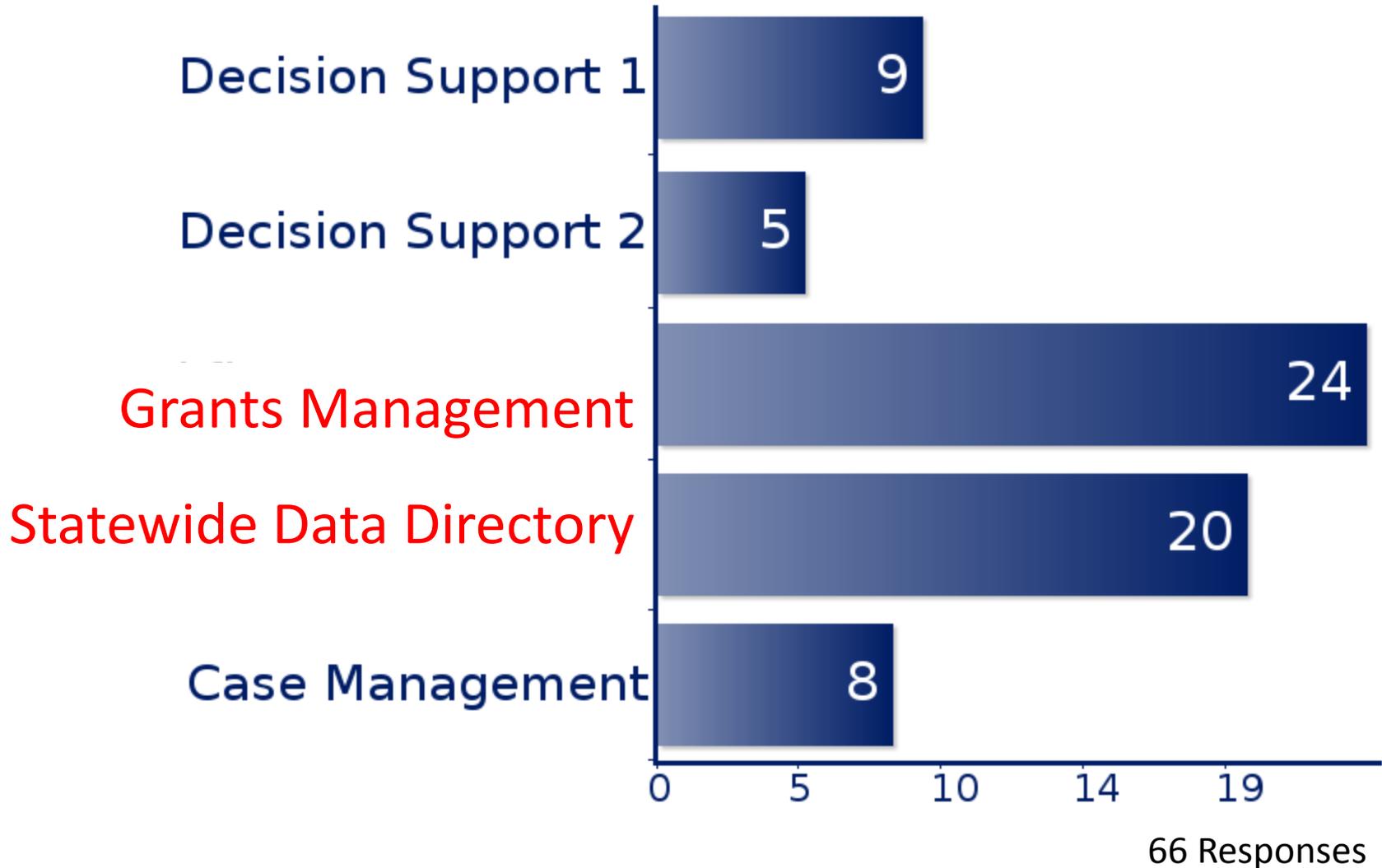
In-Summit Poll – Strategy Summit 2014

These questions were asked at the end of the Strategy Summit.

Question	Responses
1. Which opportunity best suits your agency?	66
2. Which opportunity has the potential for greatest citizen impact?	61
3. Which opportunity is most likely to be realized in the next 18 months	61
4. Is your agency likely to commit resources (Is your agency likely to commit resources (staff hours, facilities, \$\$\$) to cross-agency innovation?)	58

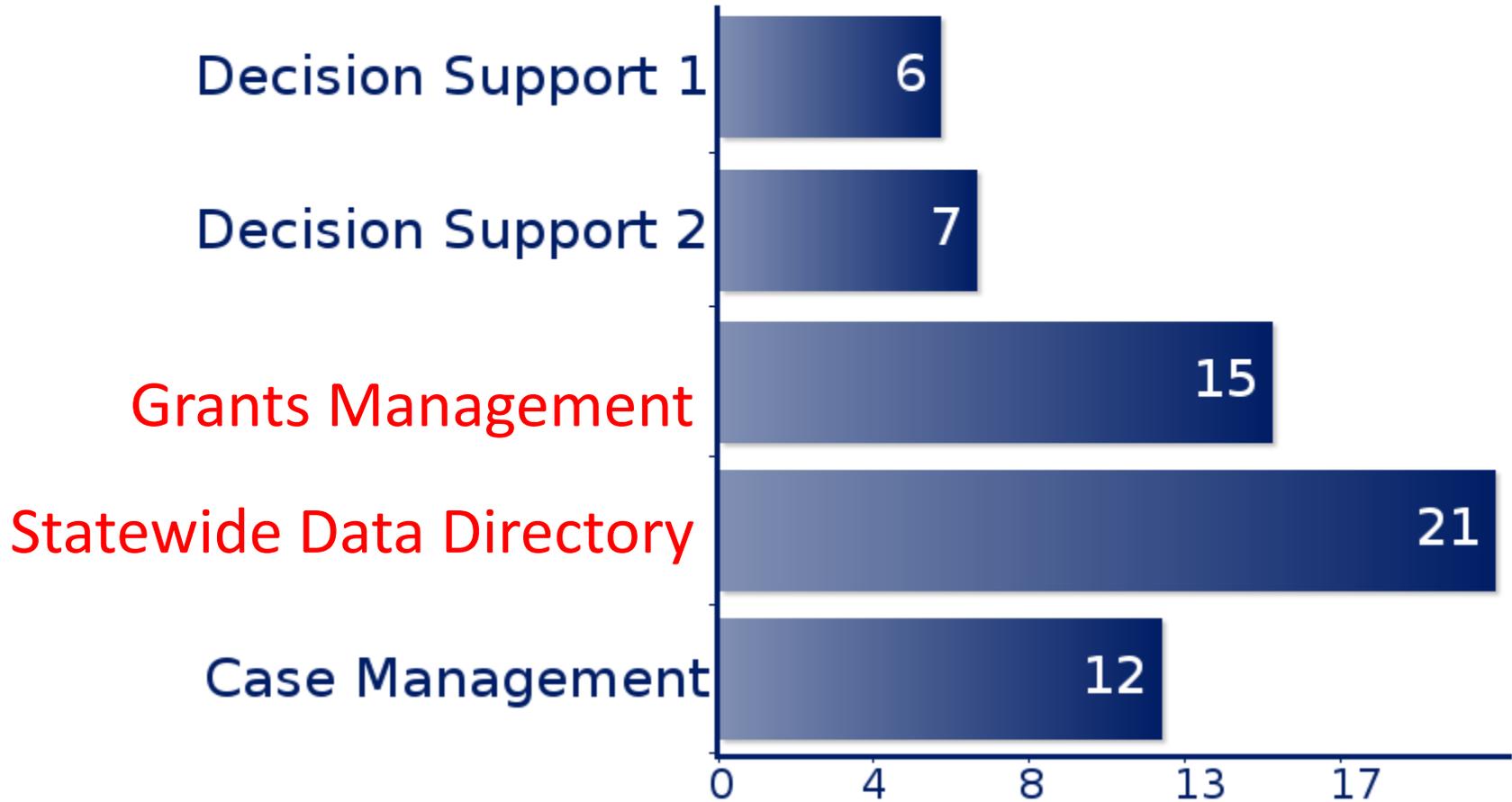
which opportunity best suits your agency

i Start this poll to accept responses



Which opportunity has the potential for greatest citizen impact?

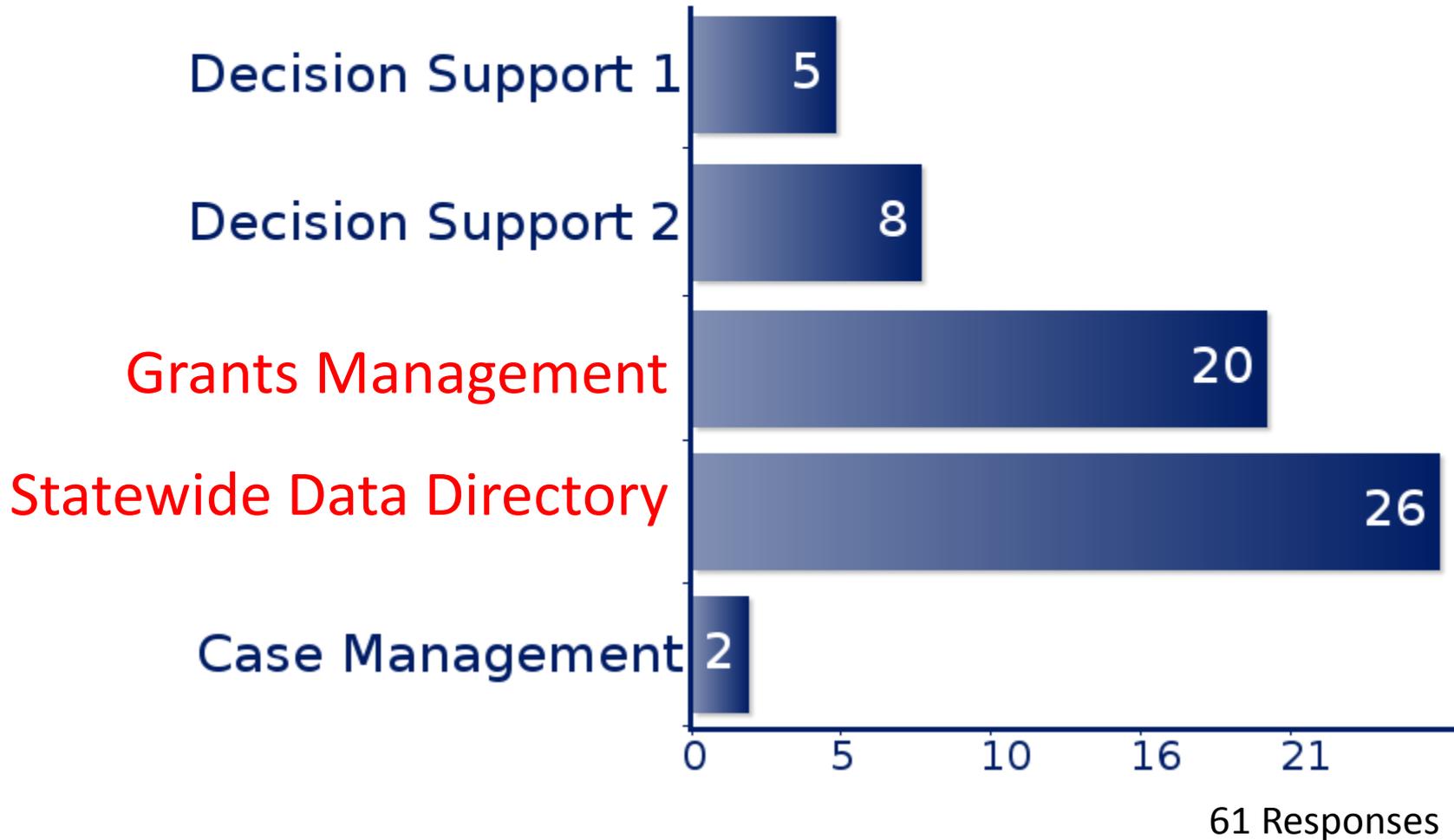
i Start this poll to accept responses



61 Responses

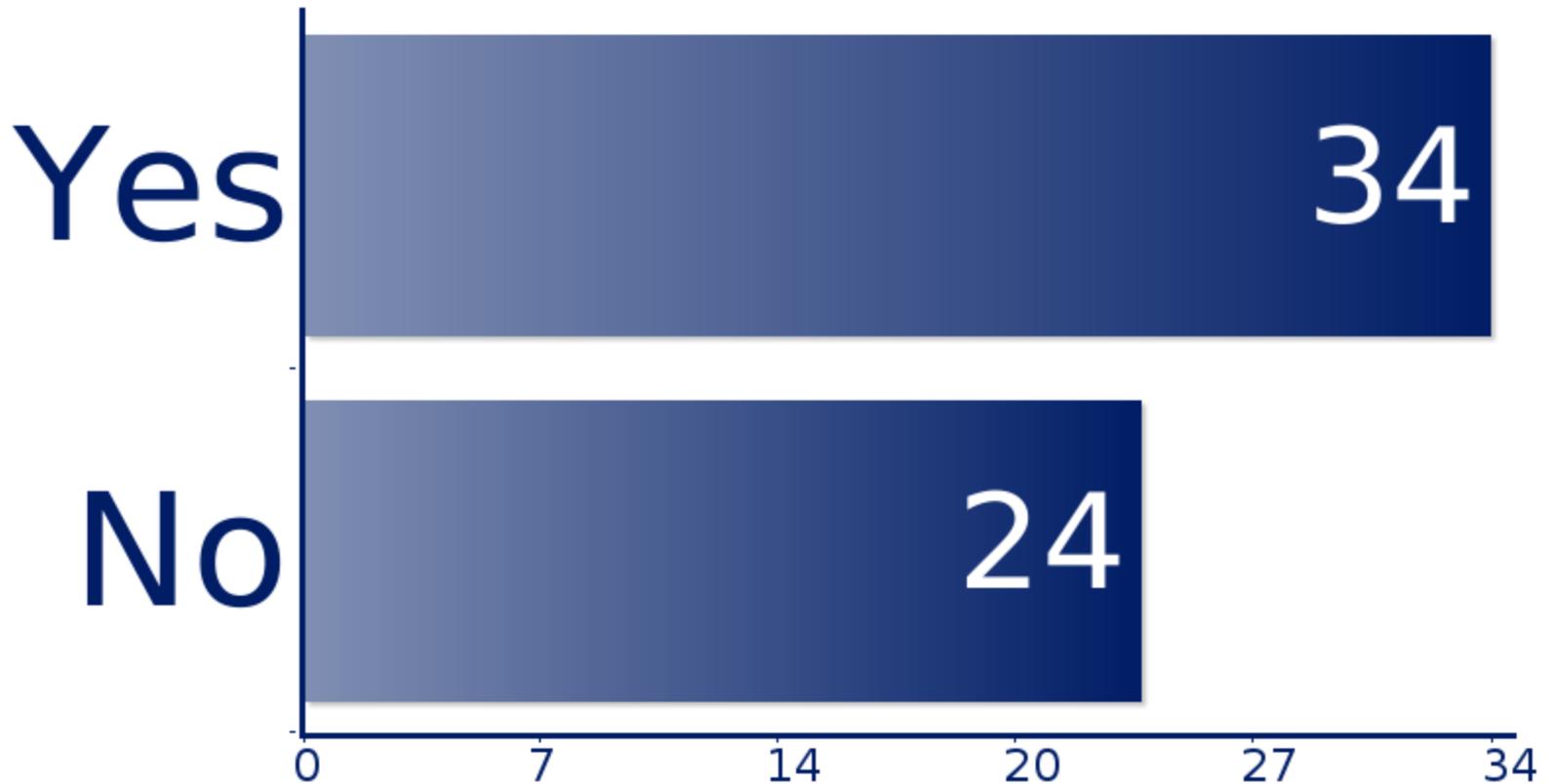
Which Opportunity is most likely to be realized in the next 18 months?

i Start this poll to accept responses



Is your agency likely to commit resources (staff hours, facilities, \$\$\$) to cross-agency innovation?

i Start this poll to accept responses



58 Responses

Grants Management

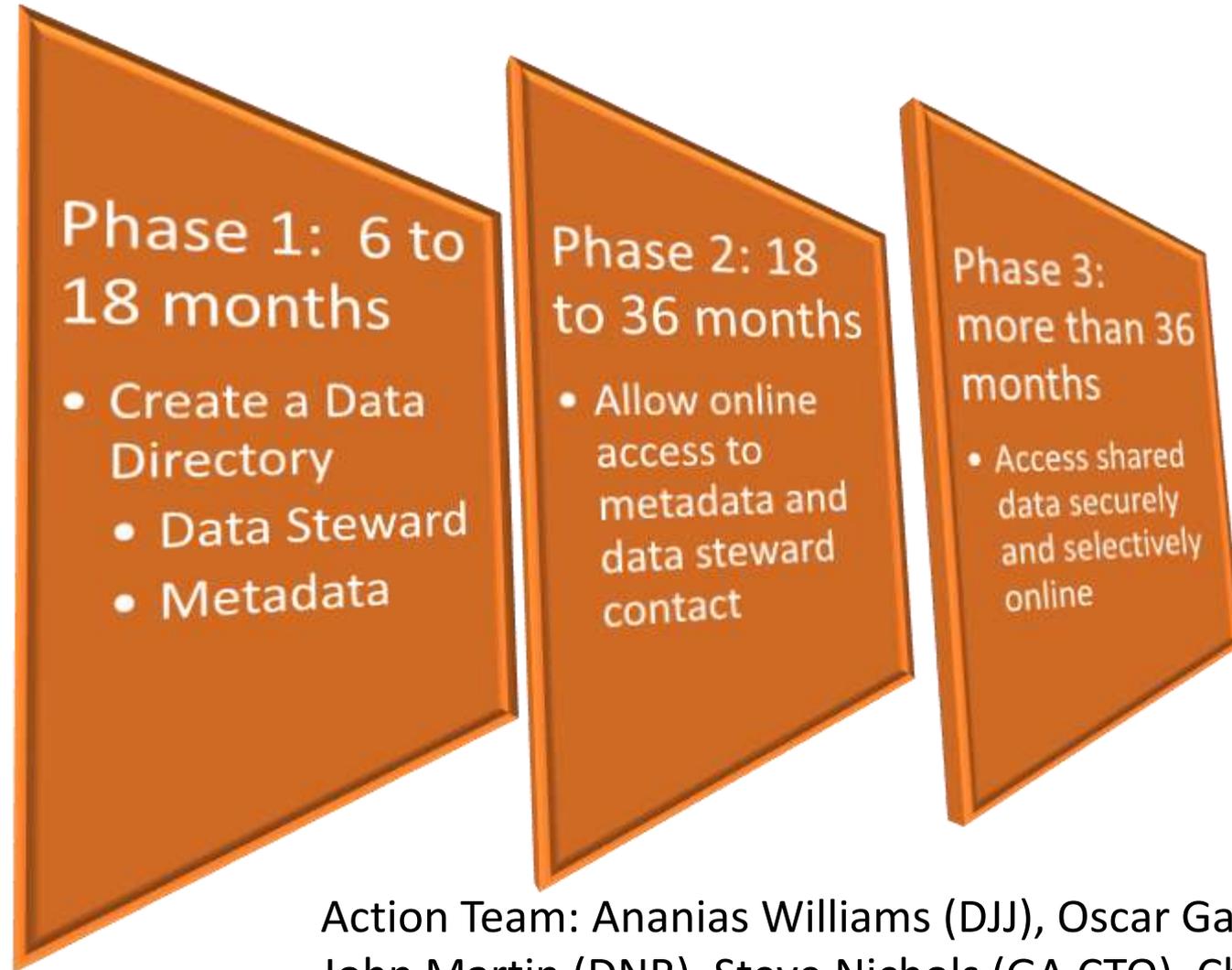
A roll of US currency is placed on a wooden stand. A small sign on a stick is positioned behind the roll, displaying the words "FREE MONEY" in handwritten capital letters. The roll is secured with a metal wire.

Receiving grants subcommittee

- Business Case under development

Action Team: Monica Bradshaw (SAO), Tisha Phillips (DHS), Kate Pfirman (DPH), Kathleen Robinson (DPH), Yvonne Turner (OPB), Renee York (DPH)

Statewide Data Directory



Action Team: Ananias Williams (DJJ), Oscar Galindo (DHS), John Martin (DNR), Steve Nichols (GA CTO), Charlie Sasser (GTA), Kym Vrooman (DDS)



IT Service Integration on the GETS Platform

Strategy Summit – October 26, 2015

What is Service Integration?

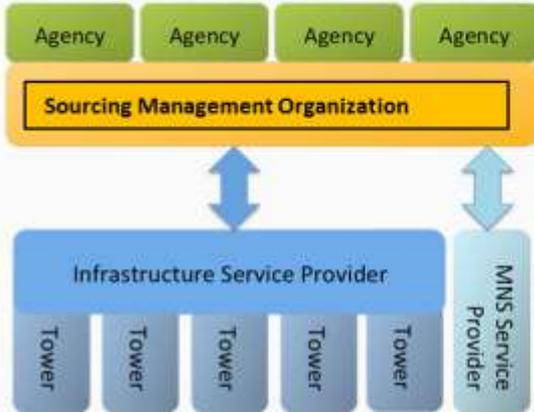


The management of separately contracted and supplied IT services to ensure they consistently work together to deliver business benefits.

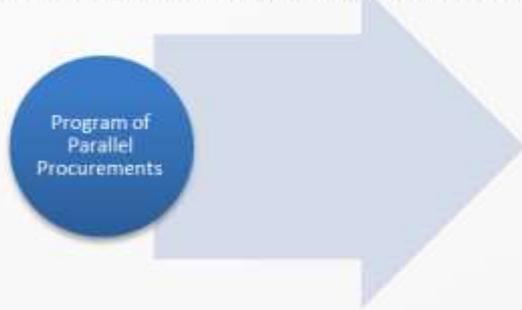
The Service Integrator is the primary operational interface between the client and its IT service providers and is accountable for service performance.

The Path to a Future State

Enterprise contracting



Secure, Reliable, Recoverable



Integrated Services Platform: iterative build



Transition



Flexible State



Integris Applied © 2014

Why now?

Three typical client scenarios

1 Considering the future

- No significant issues with current set up
- Formulating future strategy for IT sourcing

2 Dissatisfied with existing arrangements

- Client's existing supply operating to contractual commitments but still not satisfied
- Unable to drive desired business value

3 Distressed with existing arrangements

- Poor performance of existing IT supply – with material business consequences
- Client is unable to manage or influence suppliers to adapt to change and progress

Questions and considerations

- How do I shape the future?
- What do I do next?
- How should my IT be set up for the next 3-5 years?

- What are the alternatives?
- How can I improve my existing approach?
- How can I safely introduce a change?

- I need to change course quickly, but not sure how
- I don't want to end up in the same situation through a costly procurement process
- Business operations are constrained by IT performance

Key business drivers

Drivers

- Cloud service adoption 
- Need for innovation 
- Renewals & Remediation 
- Stressed IT budgets 

Description

Effective Service Integration is a pre-requisite for being able to exploit cloud services.

You have the best IT suppliers but have you got the best IT service?

In-source vs. single source vs. multi source

CIO still facing cost pressures, access to skills and quality are major challenges

The bottom line: In many cases, current IT sourcing models are not delivering the expected benefits

Key Elements – Service Integrator

- Facilitates an open platform for any vendor and scope
- Presents a seasoned process management methodology acceptable to all
- Embraces shared accountability for performance in a shared environment
- Operates as a subject matter expert for the cross functional services disciplines
- Supports the ‘plug & play’ objectives of a shared services platform through proactive engagement in change management

Shared Services Delivery Platform Value Proposition

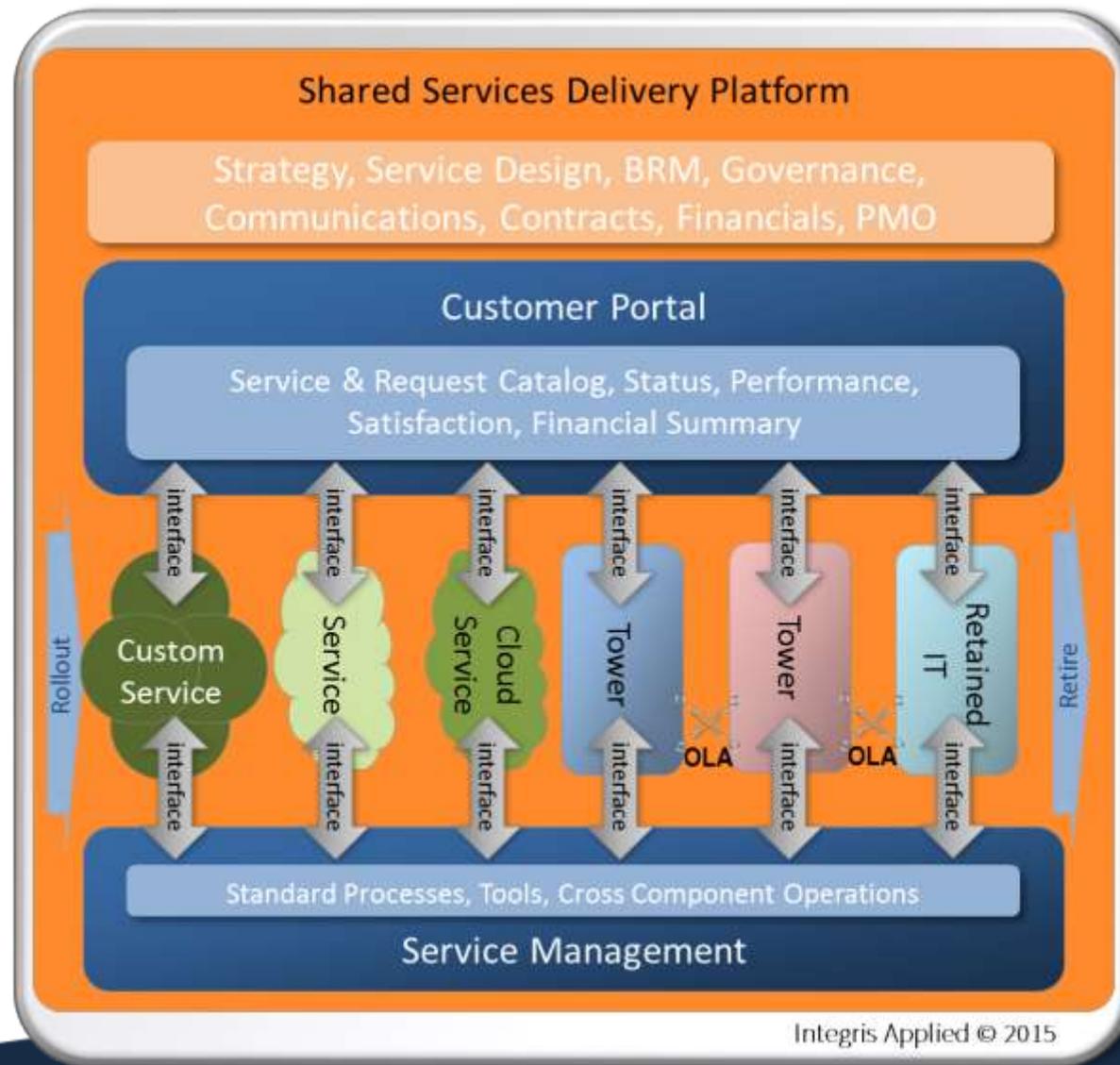
Problem / Need	Solution	Value / Result
Managing Technology Change – speed, scale and complexity	A change based 'Plug & Play' Platform for services delivery	Low Switching Costs – Healthy 'co-opetition'
Accountability and control of IT Service delivery	A separation of functional roles with documented interdependencies	A shared platform - improved control and accountability
Responsiveness to business needs in a federated shared services model	An active engagement model to address shared and competing interests of multiple parties	Flexibility and adaptability to meet change

Key Elements – Shared Services Delivery Platform

- A well-defined and transparent rules-based environment
- Capable of making equitable adjustments among competing interests
- A learning environment that can adapt to change and adopt valuable custom and practice on a consensual basis
- Able to balance the interests of the enterprise with the exceptions of the custom project
- Maintains competitive pressure through low barriers to change and an effective capability to ‘plug & play’

Shared Services Delivery Platform

- Look into the Towers to show the service ecosystem
- Shift from long-term deals to shorter service oriented agreements
- Begin incorporating more agile services, with opportunities to
 - Supplement large All-in-One Tower-based services with targeted agile market-based services to bolster the IT offering
 - Enhance the agency experience with a more digital process from Order through Payment
 - Leverage the procurement process to incorporate targeted, shorter term service arrangements into the IT Catalog for true plug-and-play services
- Maintain consistency of service delivery while responding to changing business needs



Integris Applied © 2015

Georgia Enterprise Technology Services

Collaborating For Success in the Digital Era

Phil Weinzimer
President, Strategere Consulting

October 26, 2015

Session Objective

- **How State of Georgia Can Leverage Private Sector Success to Provide Additional Innovative Services To Customers**
- **Share Insights from McKinsey Study on How US State Governments Can improve Customer Service**
- **Provide a Collaboration Framework to Help Agency Personnel Identify Innovative Services Across Multiple Agencies Enabled by Digital Technology**

Background

- **Governor's Policy Goals for Georgia**
- **Georgia Enterprise Strategic IT Plan - Goals**

Governor's Strategic Goals

- Educated → Producing Well-Prepared Students Who are Life, College, and Work-Ready
- Mobile → Economic Development Required Continued Ability to Move People and Good Efficiently
- Growing → Creation of Jobs and Growing Businesses
- Healthy → Improving the Health and Wellness of Georgians
- Safe → Implement Innovative Strategies and Solutions to Protect Citizens
- Responsible / Efficient Gov't. → Increase Availability of State Services Through Innovative Technology Solutions

Georgia Enterprise IT Strategic Plan

Planning Assumptions

“Citizens Have Come to Expect a Certain Level of Technology-Supported Services From Private Sector. Citizens Now Expect This Same Level of Service From Government”

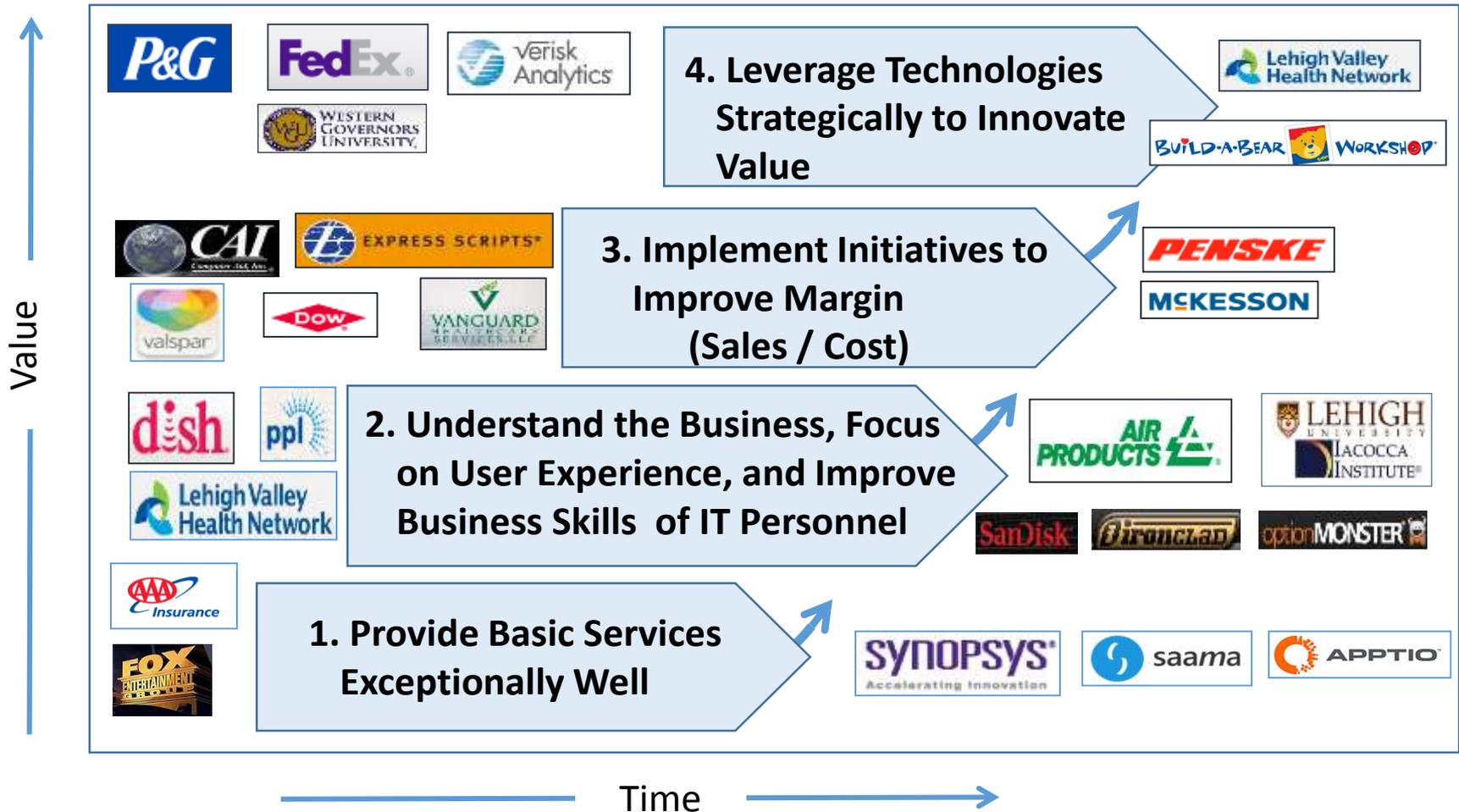
Georgia Enterprise 2020 Strategic Plan...Page 7

Georgia Enterprise IT Strategic Plan - Goals

- Enable All State Workers to **Work Remotely**, When Appropriate
- Improve Georgia **Citizen Access** to State Services
- **Innovate** State Gov't with Effective, Enterprise-Wide Integration of Technology
- Create **Enterprise Portfolio** of Shared Technology Enabled Services
- Improve **Use of State Data for Decision Making and Information Sharing**
- Develop an **Agile Approach to Funding** Agency Adoption of Technology Solutions.

How Private Sector Companies Provide Innovative Services

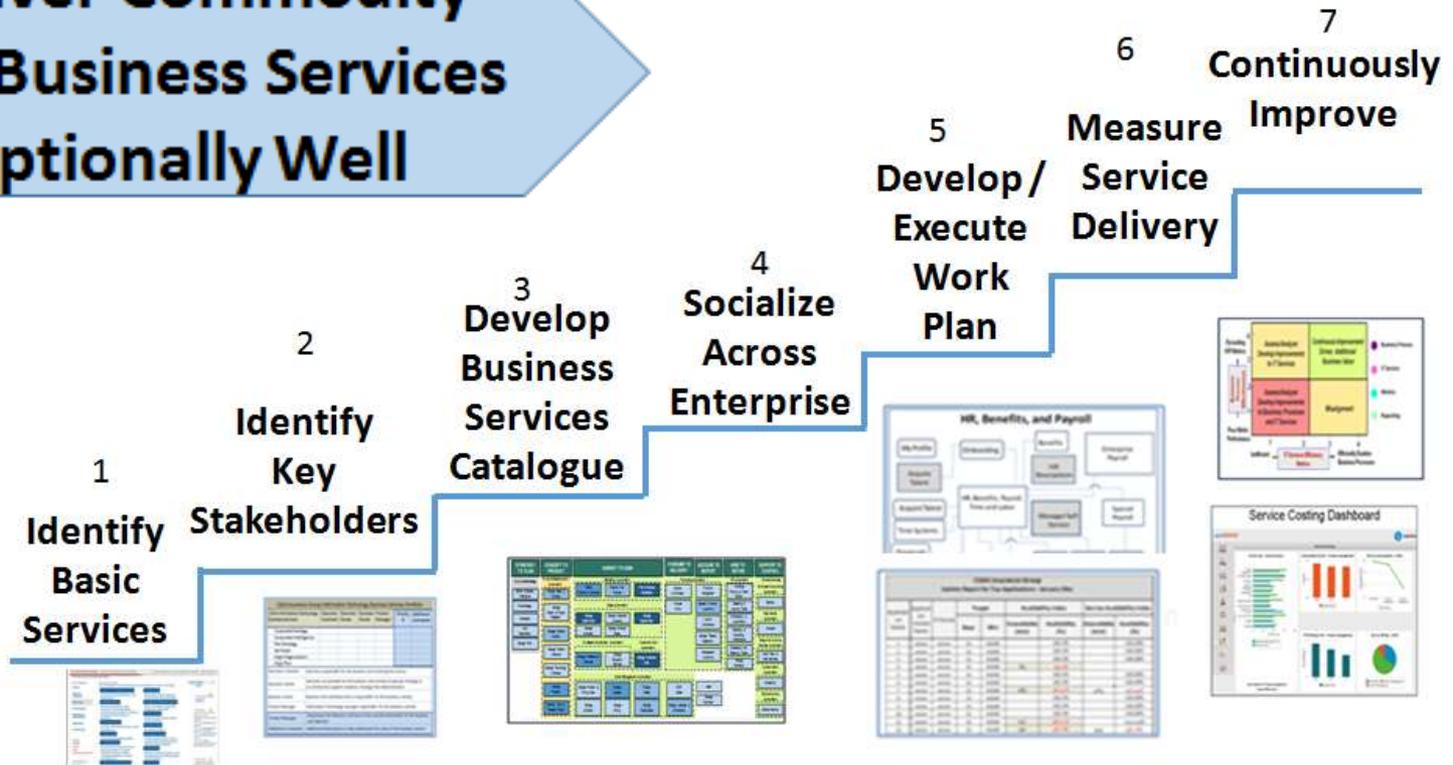
Strategic IT Organization Transformation Phases



A Process to Improve Delivery of Services



1. Deliver Commodity and Business Services Exceptionally Well



4. Leverage Technologies Strategically to Innovate Value



"Kids brains are wired differently than those of previous generations. They live in a world centered on technology"

"We wanted to create an experience leveraging technology to innovate value for our customers"

David Finnegan, CIO



Love Me Station



Fluff Me Station



The Store of the Future



Hear Me Station



Earned Friendship Station



4. Leverage Technologies
Strategically to Innovate
Value



“Our role is to help the business make well-informed business decisions”

*Develop a **Digitize, Visualize, and Simulate** strategy to manage, display, and model data.*

Digitize



Decision
Cockpits



Visualize



*The Virtual
Shelf*



Simulate



Business Sphere
Conference Rooms



How US States Can Improve Service to State Constituents

How US State Governments Can Improve Customer Service

McKinsey&Company

“A McKinsey Center for Government survey finds that Americans are often dissatisfied with state services—and identifies significant opportunities for improvement.”

December 2014 | by Amer Baig, Andre Dua, and Vivian Riefberg

http://www.mckinsey.com/insights/public_sector/how_us_state_governments_can_improve_customer_service?p=1

How US State Governments Can Improve Customer Service

McKinsey&Company

- McKinsey Surveyed 17,000 people across 15 States
- 29 Private/Public Sector Services(*unemployment benefits, Education, State Parks, Insurance Health Care, Education, etc.*)
- Identified Five Common Themes
- Four Major Recommendations to Seize the Opportunity

Common Themes

- Speed, Simplicity and Efficiency Make Citizens Happy
- Satisfaction is Often Lower for More Essential Services
- People Who Don't Use a Service are Often More Skeptical About its Quality
- Citizens are Less Satisfied with Government Services than with Private Sector Services
- Most Citizens Prefer to Interact with Government Online

Recommendations

Seize the Opportunity

- Put Services for Citizens on the Leadership Agenda
- Set Priorities for Innovation
- Focus Transformation Programs on Service Elements that Matter Most to the Satisfaction of Citizens
- Measure Citizen Satisfaction Regularly

Digital Innovation Collaboration Framework

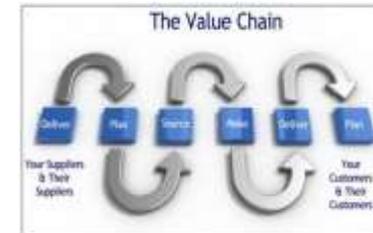
Digital Awareness (Knowledge)



- Private/Public Sector
- Technology Innovations
- Knowledge Base



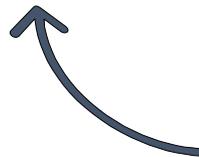
Digital Opportunities (Skills)



- Process Centric
- Value Opportunities
- Outside-Inside Thinking

Digital Innovation Teams (Collaborative)

- Intra/Inter Agency Teams
- Out-Of-The Box Thinking
- Benchmarking



Recommendations

- ✓ • Use Today's Afternoon Workshops to Collaborate on Identifying Immediate Service Improvement Areas
- ✓ • Continue to Develop a **Digital Innovation Team** Program to Focus on Identifying Information and Technology Opportunities Across State Agencies
- Develop **Digital Awareness** Program to Capture, Share, and Improve Knowledge of How Information and Technology Enables Services

continued



Recommendations

- Develop **Digital Opportunity** Program to Educate All Pertinent Agency Personnel of Value Chain of Services Provided by All Agencies
- Use McKinsey and Other **Research Studies** to Focus on Citizen/Business Opportunity Areas to Improve Services
- ✓ • Continue to **Collaborate** Across Agencies to Identify Opportunities to Achieve Governors Strategic Goals
- ✓ • **Develop a Communications Program** to Publicize Initiatives to Improve Service
- **Celebrate Successes**

Thank You

Phil Weinzimer

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www.strategere.com

Innovation Breakout Session Results



Innovation Opportunity Brief: 'Business Intelligence'

- Opportunity Name: Dashboarding
- Summary – Gather business drivers from agencies who can opt-in to an enterprise view for performance management.

Spokesperson(s)

- Mark Williams – Prosecuting Attorney's Office
- David Schwartz – Department of Juvenile Justice

Agencies

- Community Affairs
- *Dept of Corrections*
- *BOR*
- *GTA*
- *Prosecuting Attorney's Council*
- *DJJ*
- *DHS*
- *SAO*
- *DOR*

Innovation Opportunity Brief: Summary 'Business Intelligence'

1. How will this idea make a difference in achieving important state strategic objectives? (How does it move the needle toward better citizen services?)
 - Innovate government
 - Data governing
 - Mobility / Access from mobile devices – key metrics provide certain operational information at a glance. Real- time data access
 - Process integration
 - Efficiencies are critical – Cost avoidance
 - Example: Agencies are able to make data-driven decisions in a timely manner using their KPI's.

Describe Making a Difference

- Shared services would allow agencies to learn from one another.
- Ultimately citizens would be able to gain a view into government efficiency.
- OPB – saves money and maximizes funding efficiency.

Innovation Opportunity Brief: Summary 'Business Intelligence'

2. Who needs to be involved to make this a success? (list key roles and agencies)
 - Agencies
 - SAO – financial information
 - GTA – IT infrastructure
 - Department of Corrections
 - Department of Juvenile Justice
 - Advocacy Groups
 - Citizens
 - Governor's Office and OPB
 - Ex: Department of Behavioral Health and Developmental Disabilities would provide citizens the ability to view ratings of facilities.

Innovation Opportunity Brief: Summary 'Business Intelligence'

3. How will you measure success? (list Primary Customers/Constituents and how they will be Impacted)

Measures of Success:

- Cost Savings / Cost Avoidance
- Number of agencies "buy in"
- Shared services
- Citizen access
- Benchmarking standards
- Improved Business Performance
- Measurable performance

Innovation Opportunity Brief: Summary 'Cloud Strategy'

- Cloud Strategy Opportunity Name: Develop a Guideline/Framework for using cloud and an agency support structure
 - Spokesperson: Roger Custin, DOAS
 - Collaborating Agencies DHS, DOAS, DPS, DCH, OSAH, DNR, DBF
 - Opportunity Summary As agencies look to cloud, there are a number of challenges that should be examined for long term success.

Innovation Opportunity Brief: Summary 'Cloud Strategy'

1. How will this idea make a difference in achieving important strategic objectives? (How does it move the needle toward better citizen services?)
 - Lead to more informed decision making by agencies before selecting cloud solutions
 - Provide structure in a currently unstructured environment
 - Build a community around those who are using cloud to move from perceptions to reality

Innovation Opportunity Brief: Summary 'Cloud Strategy'

2. Who needs to be involved to make this a success? (list key roles and agencies)
 - Business Owners will be key stakeholders
 - Early adopters to share lessons learned
 - GTA, DOAS and OPB as support agencies

Innovation Opportunity Brief: Summary 'Cloud Strategy'

3. How will you measure success? (list Primary Customers/Constituents and how they will be Impacted)

- End product is a program that agencies can use for guidance with cloud solutioning

- Hosted on GTA website for easy access

- Framework is utilized by agencies

Innovation Opportunity Brief: Summary 'Cyber Security'

- Cyber Security Opportunity Name: Develop an innovative way to Staff/Acquire Cybersecurity Professionals and Services

Summary

- Inadequate cybersecurity resources (people, training, funding etc)

Spokesperson: Kenny Rankin

Agencies

- *GTA*
- *GPSTC*
- *GEMA*
- *GBI*
- *DOE*
- *DNR*

Innovation Opportunity Brief: Summary 'Cyber Security'

1. How will this idea make a difference in achieving important strategic objectives? (How does it move the needle toward better citizen services?)
 - Reduce security related risk through continuity.
 - Protecting Citizen sensitive data
 - # of Certified Professional

- Describe Making a Difference

Lessen the risk to the State due to inadequate cybersecurity resources.

Innovation Opportunity Brief: Summary 'Cyber Security'

2. Who needs to be involved to make this a success? (list key roles and agencies)

Roles (Security Officers, Privacy Officers)

Agencies (all State agencies)

Innovation Opportunity Brief: Summary 'Cyber Security'

3. How will you measure success? (list Primary Customers/Constituents and how they will be Impacted)
 - Retention and % of Certified Professionals
 - Develop benchmark measure of risk across the state based on critical systems
 - Evaluate the reduction of risk over time

Innovation Brief – ‘Data Sharing’

Opportunity Description:

- Team Spokesperson: James Bulot (DHS)
- Collaborating Agencies: DHS, CJCC, OPB, DOAS, DJJ, DCH, GBI, DBHDD
- Opportunity Summary:

Agencies who need various data often have trouble obtaining it quickly for time constrained situations. Personnel changes make this difficult. How do we ensure agencies get this information quickly without being re-authorized to receive this information?

'Data Sharing'

1. How will this idea make a difference in achieving important strategic objectives? (How does it move the needle toward better citizen services?)
 - Solving this issue will improve customer safety, efficiency, employee morale, accountability, and coordination of care.

'Data Sharing'

2. Who needs to be involved to make this a success? (list key roles and agencies)

- Roles (list)

- Executive Staff
- Agency Heads
- Legal Staff

- Agencies (list)

- DHS
- Attorney General
- OPB
- Agencies relating to people in general
- GBI
- DCH
- DBHDD

'Data Sharing'

3. How will you measure success? (list Primary Customers/Constituents and how they will be Impacted)
 - The length of time used to gather information in the old system vs. the new system
 - Successful prosecutions
 - Time used to close the case
 - Reduction of duplication of services
 - Improving coordination across agencies (state and local)

Innovation Opportunity Brief: Summary 'Mobile Workforce'

- Mobile Workforce Opportunity Name: Mobile Workforce
Spokesperson:
Sonja Allen Smith

Agencies

DHS

DJJ

DOA

Summary

Transitioning the state to a mobile workforce and increasing the accessibility of state programs through the offering of mobile apps.

Innovation Opportunity Brief: Summary 'Mobile Workforce'

1. How will this idea make a difference in achieving important strategic objectives? (How does it move the needle toward better citizen services?)

Increases flexibility and impacts talent acquisition and retention.

Improve customer service (JIT).

Improve safety.

Decrease costs/gain efficiencies.

Describe Making a Difference

Innovation Opportunity Brief: Summary 'Mobile Workforce'

2. Who needs to be involved to make this a success? (list key roles and agencies)

Roles (list)

CIO and upper management.

Agencies (list)

Front line workers.

Innovation Opportunity Brief: Summary 'Mobile Workforce'

3. How will you measure success? (list Primary Customers/Constituents and how they will be Impacted)

Measures of Success

- Number of individuals accessing the apps/ analyze the traffic on the app
- Volume of work completed through the app
- Volume of work conducted through the app, outside normal business hours

GTA hosts **GOV Talks: Data** *Don't tell me. Show Me.*

All about data. What to do with it. How to use it. Who can see it.



November 18, 2015 (Wed.)

10 a.m. – 2 p.m.

GTA Offices: 47 Trinity Ave., Ground Floor

Conference registration via the [GTA website](#).

[#GaGOV Talks](#)