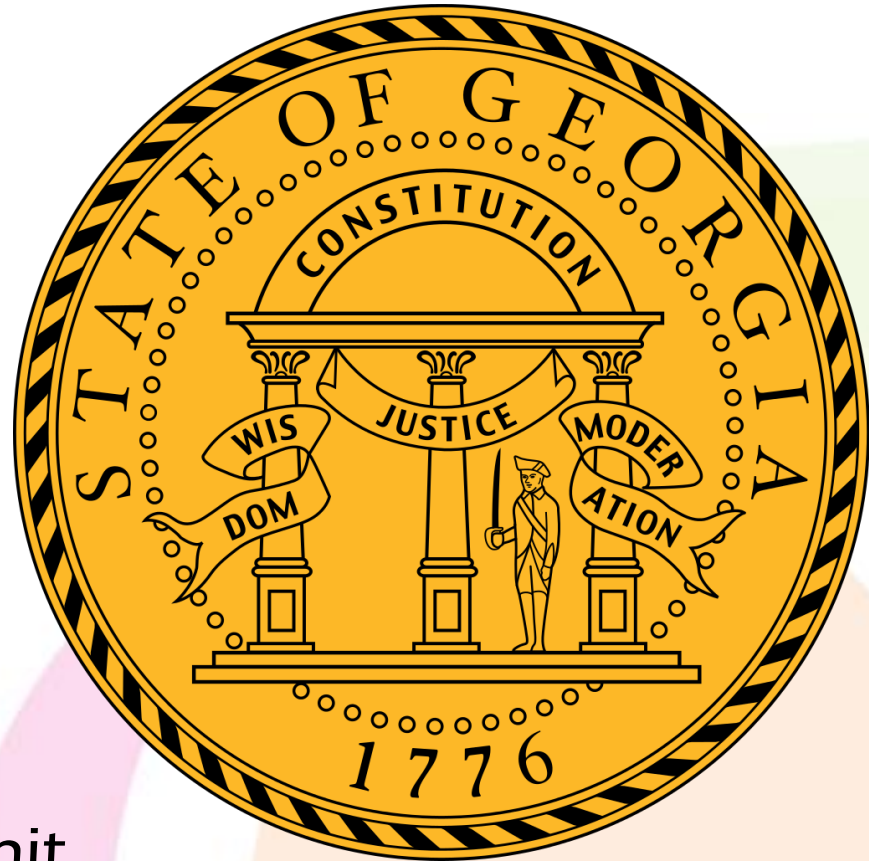


Business Innovation

New Strategies for New Solutions



Georgia Strategy Summit

October 27, 2014

Innovation Opportunity Brief: Summary

Decision Support 1

Sharon Misnuner & Nichole Miles Facilitating

- Name of Opportunity: How-To in Georgia:
- Opportunity Summary (what is the problem/opportunity we're addressing – brief synopsis): Ability to Collect & Share Data from Multiple Agencies
- Ensuring Decisions are Focused on the Constituents
- Data Sharing and Knowing What Data is Available and Where it Resides
- A Common Data Dictionary
- Team Spokesperson: Merritt Beaver
- Primary Agency Contact for further information: Merritt Beaver
- Collaborating Agencies: Different Sets of Agencies Depending Upon Constituent Needs

Opportunity Brief - High-level Business Impact Decision Support 1

- Business Functions and/or Processes and how Impacted: Feedback Loops; Reducing Number of Touch Points Constituents Have to Access; Quality Improvement
- State-wide Benefits Summary: Establishing Centralized Solutions for Entering and Retrieving Data Based Upon A Targeted Constituent Need
- Categorized Benefits:
 - Financial: Cost Savings Amongst Agencies, Information is Directly Input by Constituent, More Time to Assign to Other Tasks
 - Quality & Efficiency: Multiple Agencies Reviewing Data, Better Potential of Finding Errors; Reducing Data Entry; Consolidated Storage Space, Repurposing Positions to Improve Direct Client Contact; Timeliness
 - Customer Experience: Reducing Overall Time to Complete Task; Reduce Data Entry; Improve Customer Service
 - Employee Morale: Reducing Overall Time to Complete Task; Diversity in Role: More Marketable Within State Government Since You Have Access to Broader Knowledge Base; Exposure to More Opportunities; Better Utilization of Talent
 - Others: Better Data In Order to Make Better Decisions As a Whole
- Measures of Success: Wait Time for Constituents, Improvement in Well Being; Measure Amount of People Using Tool (Time Study); How Many Processes are Utilizing System; Financial Gains; Data Should Be Much Better Since Agencies Are Sharing Data
- Primary Customers/Constituents Impacted: All State Governments, Citizens, Employees, Potential Businesses, People Moving to Georgia, Customers in Collaboration
- Primary Agencies Impacted: Impacts All State Agencies & Their Constituents

Innovation Opportunity Brief: Summary

Decision Support 2 (A)

Mike Curtis and LaKeisha McDowell Facilitating

- Name of Opportunity: Collaboration/Data Sharing
- Opportunity Summary (what is the problem/opportunity we're addressing – brief synopsis): Increase both internal/external collaboration and utilize the information for effectively.
- Team Spokesperson: Malika Wilkins (SRTA)
- Primary Agency Contact for further information: SRTA
(mwilkins@georgiatolls.com)
- Collaborating Agencies: GSP, SRTA, GFC, GSFC, GOHS, OPB, DCH, DOD, GVRA

Opportunity Brief - High-level Business Impact Decision Support 2 (A)

- Business Functions and/or Processes and how Impacted: TBD
- State-wide Benefits Summary: Governor's goal #6 → Responsible and efficient gov't
- Categorized Benefits:
 - Financial:
 - Quality & Efficiency: *
 - Customer Experience:
 - Employee Morale:
 - Others:
- Measures of Success: Performance and Budget
- Primary Customers/Constituents Impacted: All Stakeholders

Innovation Opportunity Brief: Summary

Decision Support 2 (B)

Mike Curtis and LaKeisha McDowell Facilitating

- Name of Opportunity: Stakeholder Engagement
- Opportunity Summary (what is the problem/opportunity we're addressing – brief synopsis): Increase stakeholder involvement in leadership decision making process via Customer Sat Surveys and Needs Assessments
- Team Spokesperson: Peter Adams (DPS)
- Primary Agency Contact for further information: padams@gsp.net
- Collaborating Agencies: GSP, SRТА, GFC, GSFC, GOHS, OPB, DCH, DOD, GVRA

Opportunity Brief - High-level Business Impact Decision Support 2 (B)

- Business Functions and/or Processes and how Impacted: TBD
- State-wide Benefits Summary: Customer Experience, better decisions, increase transparency and trust
- Categorized Benefits:
 - Financial:
 - Quality & Efficiency:
 - Customer Experience: *
 - Employee Morale: *
 - Others:
- Measures of Success: Stakeholder involvement, customer satisfaction, and recognition
- Primary Customers/Constituents Impacted: All Stakeholders

Innovation Opportunity Brief: Summary

Workflow Management

Shawn Whitney and Veronica Morez Facilitating

- Name of Opportunity: Comprehensive Grants Management System
- Opportunity Summary (what is the problem/opportunity we're addressing – brief synopsis): Devising a Grants Management System with auto triggers to flag over/under spending of funds. The system would support federal reporting needs including financial expenditures.
- Team Spokesperson: Michael Cuccaro (GAAOC), Yvonne Turner (OPB)
- Primary Agency Contact for further information: James Stephens (SITF)
- Collaborating Agencies: GAADC, PAC, GVS, GPB, GPSTC, DDS, SRTA, GFC, DPH, OPB, AGR, SRTA, PAP, GAAOC, DOR, DHS, GREC, GTA, DCH, CJCC, GDOL

Opportunity Brief - High-level Business Impact Workflow Management

- Business Functions and/or Processes and how Impacted: Grant Application Process, Grant Reporting, Budgeting, IT, Auditing, Bidding Specifications, HR, Performance Mgt, Program Outcomes, Legal and Regulatory, Expenditure controls, Compliance, Outreach External Communications, Cost Allocations, Finance and Administration
- State-wide Benefits Summary:
- Categorized Benefits:
 - Financial: Utilization of State match, avoiding fines, better Compliance
 - Quality & Efficiency: timely execution, improving cycle times, maximizing funding, reducing overhead time, instituting and tracking performance measurements
 - Customer Experience: bringing more grants to state, potential IT enhancement,
 - Employee Morale: avoiding RIFS
 - Others: enhancing brand reputation of state, improve process culture in state, allows more transparency, educating legislative body, potential collaboration with other agencies, trend data (housed in single repository)
- Measures of Success: reduction in amount of returned grant funds, enterprise wide implementation, reduction in audit findings, statewide reporting, number of citizens served per dollar of grants, compliance with grantor benchmarks/guidelines, reduced RIFS incidences, successful project completion
- Primary Customers/Constituents Impacted: Grant Mgrs., constituents of GA, Executive team, Program Mgrs., Federal Gov, Enterprise Support agencies
- Primary Agencies Impacted: All State Agencies

Innovation Opportunity Brief: Summary Information Sharing

Kate Coker Daisie & Ashley Pandit Facilitating

- Name of Opportunity: Statewide Data Directory
- Opportunity Summary (what is the problem/opportunity we're addressing – brief synopsis):
 - Not a repository; A table of contents, a list of what data is available and where
 - State government employee personnel directory – contact information
- Team Spokesperson: Ananias Williams, DJJ
- Primary Agency Contact for further information: John Martin, DNR
- Collaborating Agencies: DNR, SAO, DHS, GTA, OPB, SBWC, OST, ERS, GSFC, GBI, DPS, GSFIC, OCA, GPSTC

Opportunity Brief - High-level Business Impact Information Sharing

- **Business Functions and/or Processes and How Impacted:**

- IT – keeps from having to start from scratch
- Finance – Cost savings
- Administration
- Policy

- **State-wide Benefits Summary:**

- Cost savings
- Give agencies the ability to identify where they can find information
- Timeliness, efficiency
- Reduce duplication, redundancy
- Responsible & Efficient Government

- **Categorized Benefits:**

- Quality & Efficiency: Timely delivery
- Employee Morale: Facilitates communication and relationships amongst agencies

- **Measures of Success**

- Surveys of agency participation and satisfaction
- How many people/visits to the site
- Frequency/volume of requests

- **Primary Customers/Constituents Impacted:** ALL state employees, case workers, law enforcement, decision makers

- **Primary Agencies Impacted:** ALL AGENCIES!

Innovation Opportunity Brief: Case Management

Alice Zimmerman & Peter Lee Facilitating

- Name of Opportunity: Unified Case Framework
 - Collect and access information about a citizen or “case” to facilitate efficient and informed decision-making and service delivery.
- Opportunity Summary (what is the problem/opportunity we’re addressing – brief synopsis):
 - Cases generally involve collecting the same information, and agencies don’t have access to other information to make informed decisions. The access of information among agencies will help caseworkers manage information more easily. Organized information will simplify processes for customers.

Innovation Opportunity Brief: Case Management

- Spokesperson: Nigel Lange/Paul Ruth
 - Primary Agency Contact for further information:
DDS, DOR *[no individual contact provided from group]*
 - Collaborating Agencies: Any agency that has citizen
data *[no specific collaborating agencies identified]*
- 

Opportunity Brief - High-level Business Impact - Case Management

- Business Functions and/or Processes and how Impacted:
 - Project management; Case officer management of each case; data entry; Billing, claims and payments; determination of eligible benefits
- Statewide Benefits Summary:
 - Getting the right information with the least amount of redundancy
 - Leveraging information for more streamlined service delivery and decision-making

Opportunity Brief - High-level Business Impact - Case Management

- Categorized Benefits:

- Financial: Reduce administrative costs
- Quality & Efficiency: Access to records; consolidated services; better access to analytics
- Customer Experience: Streamline data entry; state government becomes a one-stop shop
- Employee Morale: Less work, more information; can be proactive instead of reactive

Opportunity Brief - High-level Business Impact - Case Management

- Measures of Success:
 - Reduction in employee turnover; Reduction in duplicate records; improvement in the timeliness of managing cases
- Primary Customers/Constituents Impacted:
 - All citizens interacting with government
- Primary Agencies Impacted:
 - Health and human services agencies, public safety agencies, natural resources

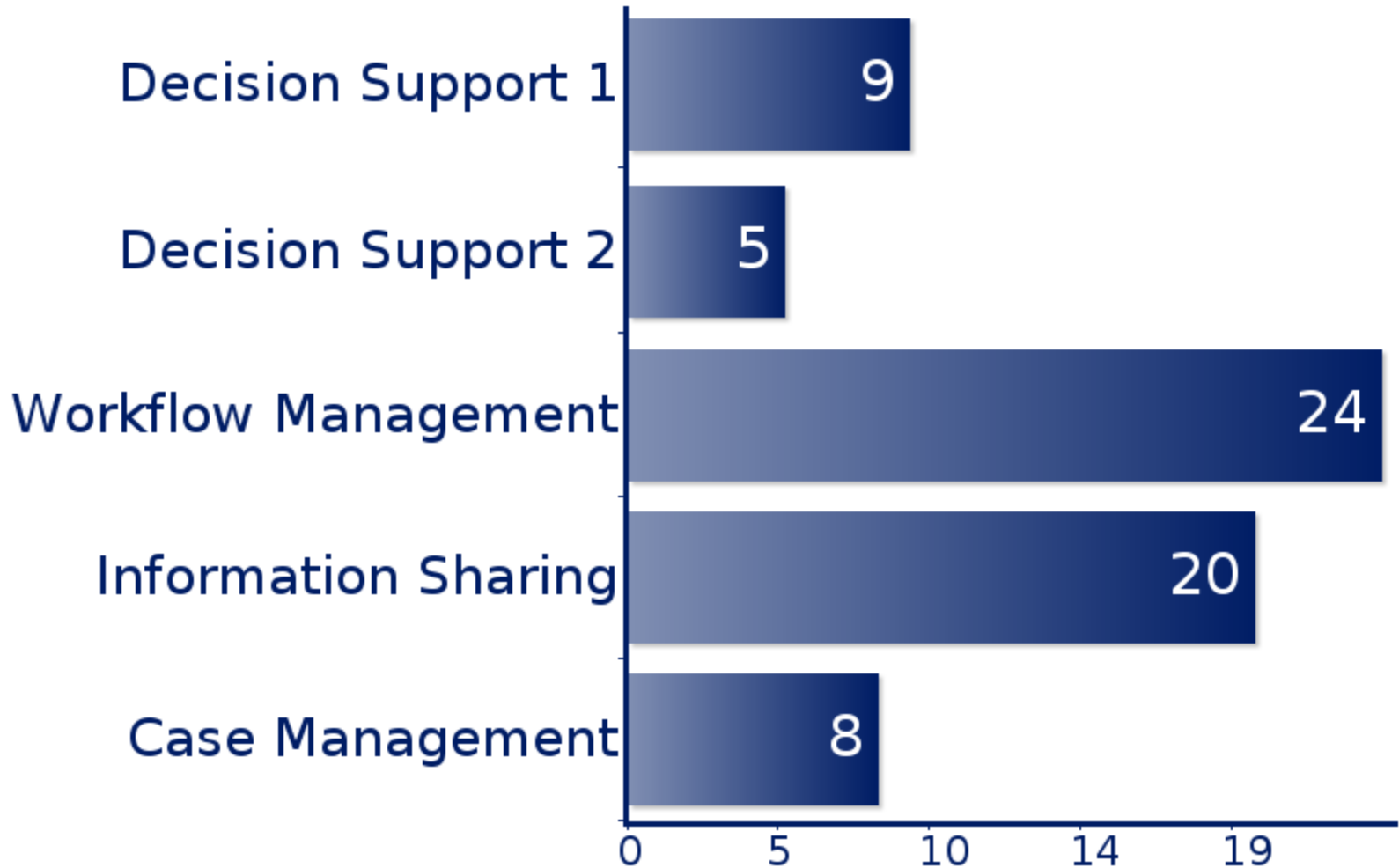
In-Summit Poll

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

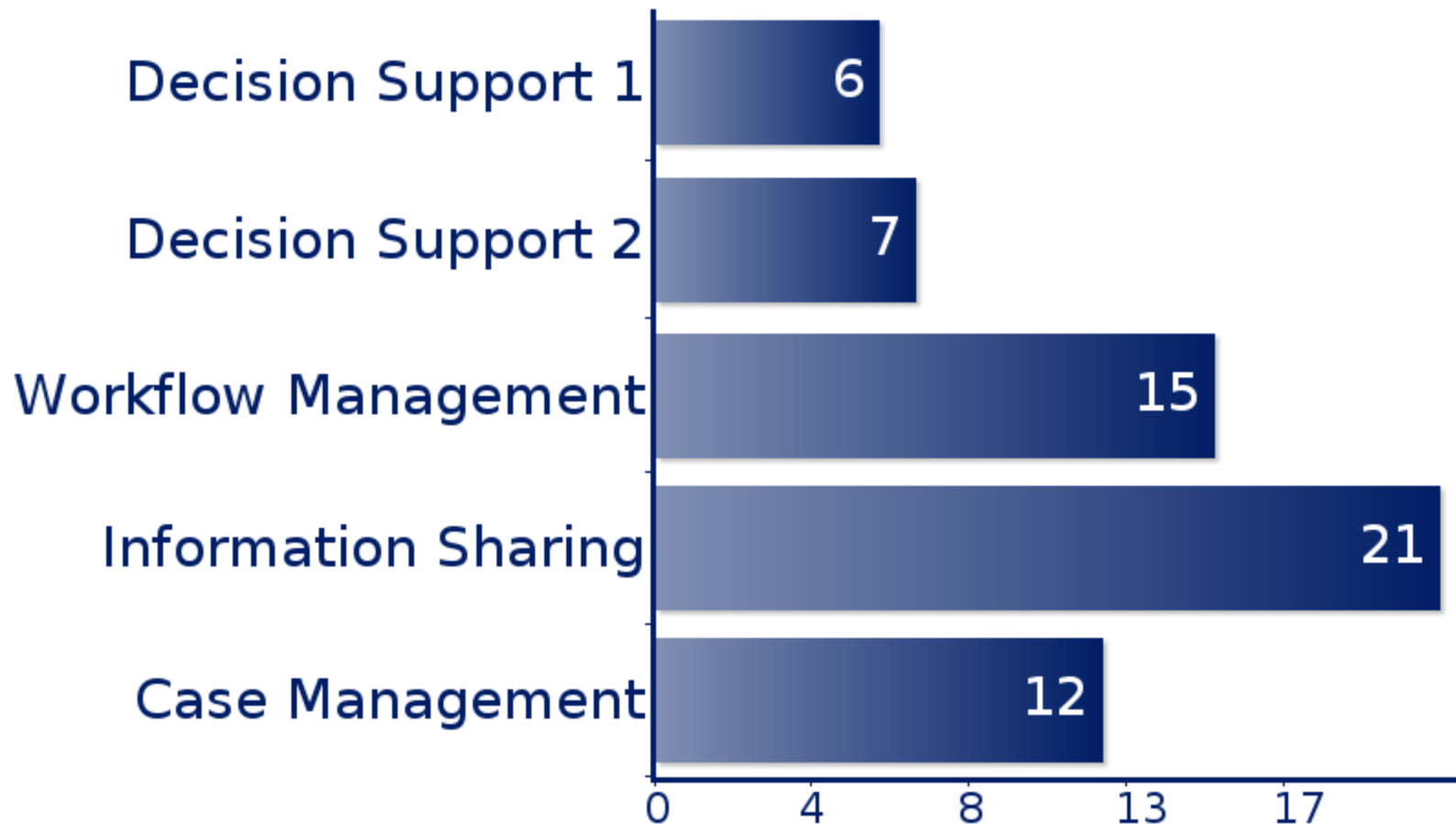
i Start this poll to accept responses



66 Responses

Which opportunity has the potential for greatest citizen impact?

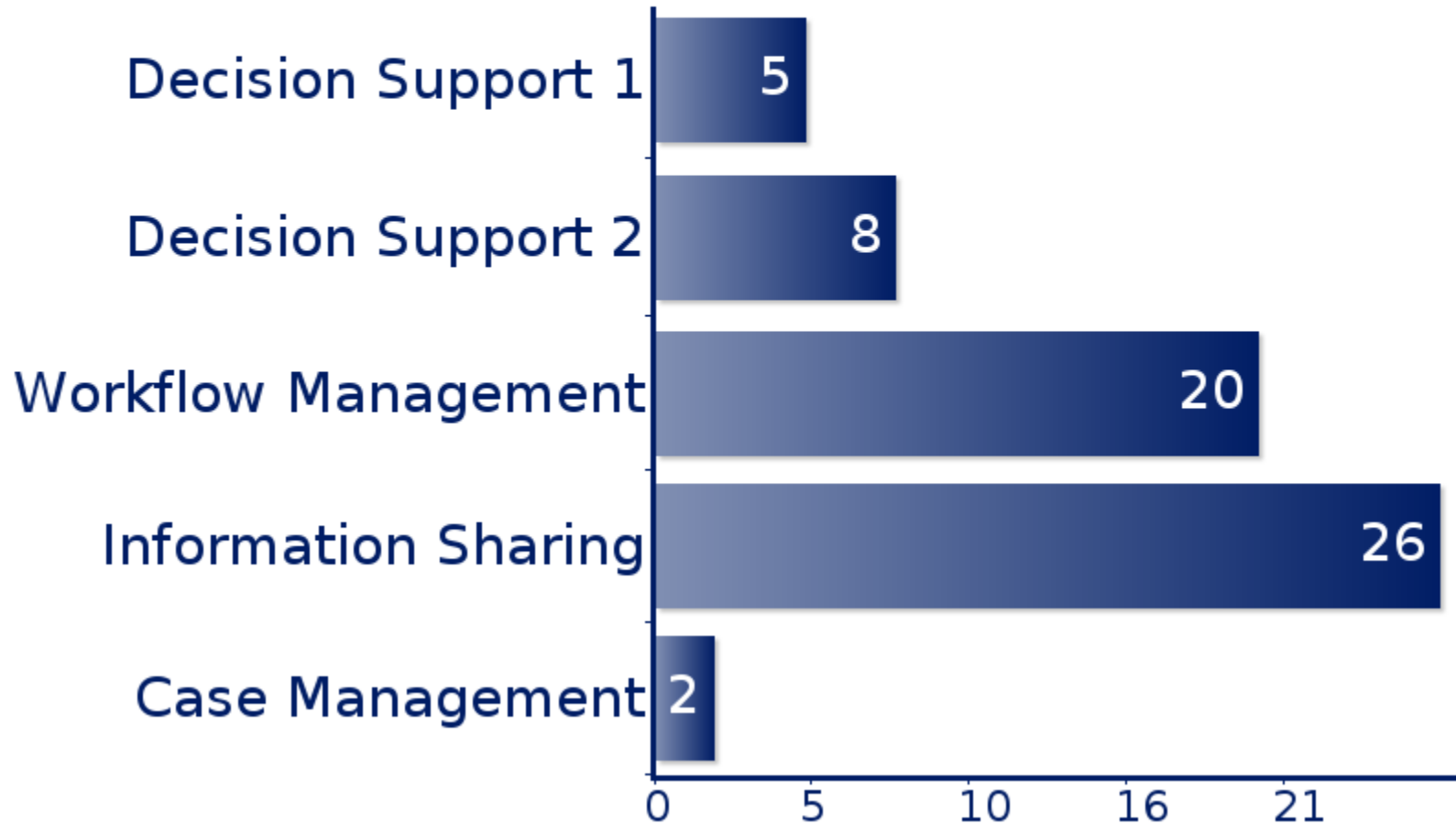
i Start this poll to accept responses



61 Responses

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

i Start this poll to accept responses



61 Responses

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

i Start this poll to accept responses



58 Responses