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...

Revenue (Total State) ($M)*

*Fiscal 2015 numbers are estimated; Fiscal 2016 are state appropriations
Six straight years of growth, but growth remains moderate

*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

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%
- Non-Discretionary 83%

“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

Based upon enacted FY 2015 budget
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

*Based upon enacted FY 2015 budget*
Anticipated revenue growth in FY 2016: Where did it go?

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)

Sources: Moody’s Analytics, CMS, Census Bureau
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)

- Business Intelligence/Decision Support
- Mobile Workforce
- Data Sharing
- Cloud Strategies
- Cyber Security
- Collaborative Funding
- Public Access to Services (online access)
- Workflow (Grants Management & Contracts; Content)
- LMS
- New operating system
## Top Challenges for Breakouts

<table>
<thead>
<tr>
<th>IT Consideration</th>
<th>Room</th>
<th>Top Challenges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Intelligence / Decision Support</td>
<td>334</td>
<td>Process/ Automation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Budget/Finance</td>
</tr>
<tr>
<td>Cloud Strategies</td>
<td>331</td>
<td>Staffing/ Talent</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Process/Automation</td>
</tr>
<tr>
<td>Cyber Security</td>
<td>330</td>
<td>Staffing/ Talent</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Process/Automation</td>
</tr>
<tr>
<td>Data Sharing</td>
<td>324</td>
<td>Process/ Automation</td>
</tr>
<tr>
<td>Mobile Workforce</td>
<td>323</td>
<td>Process/ Automation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Budget/Finance</td>
</tr>
</tbody>
</table>
Business Functions (Registration - 60)

- Business: 45%
- IT: 37%
- Finance: 10%
- Strategy: 8%
ENTERPRISE IT STRATEGIC PLAN ‘2020 UPDATE’
Mike Curtis, Director Planning
GTA

Download Powerpoint to see Note Slides for details
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.

2014-2015 Objectives:
1. Execute enterprise-wide contracts for mobile services by June 30, 2015.
   Mobile Contract Sprint, ATT, Verizon, TMobile
   Office365 Contract

2016-2018 Objectives:
2. Integrate mobile services, infrastructure and policies by March 31, 2017.
   Georgia.gov published web based ‘responsive’ apps design standards

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.

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

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

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:
Data Governing:

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

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.

2016-2018 Objectives:
2. Promote the utilization of the Enterprise Service Bus (ESB) within state agency data management operations by June 30, 2016.

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.

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.

Near-Term

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.

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.

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.

2016-2018 Objectives:

2017-2020 Objectives:
Innovation Update
Three Components of Innovation

Georgia Innovation Program

GETS Quality and Innovation Advisory Council

Technology Innovation Showcase
### Innovation Team

<table>
<thead>
<tr>
<th>Stage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idea</td>
<td>1. Identify Opportunity</td>
</tr>
<tr>
<td>Brief</td>
<td>3. Evaluate Solutions</td>
</tr>
<tr>
<td>Case</td>
<td>4. Plan Launch</td>
</tr>
<tr>
<td>Project</td>
<td>Create plan for pilot or multi-agency project</td>
</tr>
<tr>
<td>Track</td>
<td>Execute plan, Track results</td>
</tr>
</tbody>
</table>

#### Innovation Committee

- Executive review approves multi-agency action when needed

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 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

Submit Your Idea

*Required fields

Title*

64 characters left in Title field

Description *

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):

Tags (Optional)

Add tags
In-Summit Poll – Strategy Summit 2014

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

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

Start this poll to accept responses

- Decision Support 1: 9 responses
- Decision Support 2: 5 responses
- Grants Management: 24 responses
- Statewide Data Directory: 20 responses
- Case Management: 8 responses

66 Responses
Which opportunity has the potential for greatest citizen impact?

- Decision Support 1: 6 responses
- Decision Support 2: 7 responses
- Grants Management: 15 responses
- Statewide Data Directory: 21 responses
- Case Management: 12 responses

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

- Decision Support 1: 5 responses
- Decision Support 2: 8 responses
- Grants Management: 20 responses
- Statewide Data Directory: 26 responses
- Case Management: 2 responses

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

Start this poll to accept responses

Yes: 34 responses
No: 24 responses

58 Responses
Grants Management

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

Phase 1: 6 to 18 months
- Create a Data Directory
- Data Steward
- Metadata

Phase 2: 18 to 36 months
- Allow online access to metadata and data steward contact

Phase 3: more than 36 months
- Access shared data securely and selectively online

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

Program of Parallel Procurements

Integrated Services Platform: iterative build

Transition

• Incumbent Realignment
• SMO maturation

Flexible State

• Plug & play capability
• Process improvement

Integris Applied © 2014
## Why now?

### Three typical client scenarios

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Questions and considerations</th>
</tr>
</thead>
</table>
| **Considering the future** | - How do I shape the future?  
  - What do I do next?  
  - How should my IT be set up for the next 3-5 years? |
| **Dissatisfied with existing arrangements** | - What are the alternatives?  
  - How can I improve my existing approach?  
  - How can I safely introduce a change? |
| **Distressed with existing arrangements** | - 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 |

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
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

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

**Shared Services Delivery Platform**

- **Problem / Need**: Managing Technology Change – speed, scale and complexity, Accountability and control of IT Service delivery, Responsiveness to business needs in a federated shared services model.

- **Solution**: A change based ‘Plug & Play’ Platform for services delivery, A separation of functional roles with documented interdependencies, An active engagement model to address shared and competing interests of multiple parties.

- **Value / Result**: Low Switching Costs – Healthy ‘co-opetition’, A shared platform - improved control and accountability, 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’
• 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
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
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
2. Understand the Business, Focus on User Experience, and Improve Business Skills of IT Personnel

3. Implement Initiatives to Improve Margin (Sales / Cost)

4. Leverage Technologies Strategically to Innovate Value

1. Provide Basic Services Exceptionally Well

Strategic IT Organization Transformation Phases

©2015 Strategere Consulting
A Process to Improve Delivery of Services

1. Deliver Commodity and Business Services Exceptionally Well

1. Identify Basic Services
2. Identify Key Stakeholders
3. Develop Business Services Catalogue
4. Socialize Across Enterprise
5. Develop/Execute Work Plan

6. Measure Service Delivery
7. Continuously Improve

©2015 Strategere Consulting
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
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

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

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

How US State Governments Can Improve Customer Service

• 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 Innovation Teams (Collaborative)
- Intra/Inter Agency Teams
- Out-Of-The Box Thinking
- Benchmarking

Innovative Services
- Vision
- Leadership
- Communication

Digital Opportunities (Skills)
- Process Centric
- Value Opportunities
- Outside-Inside Thinking

©2015 Strategere Consulting
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

pweinzimer@gmail.com
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)
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?
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 though 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