

Modernization in State Government:

An Inside Perspective on Opportunities & Expectations

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Agenda

- * Background
- * Opportunities
- * Expectations
- * Questions

Background

- * Three-level administrative decision-making process
- * Fluctuating workload
- * Primarily guided by Main Frame computer system
- * Disconnect between separate systems
- * Heavy reliance on paper
- * Need to become more efficient, streamline interaction, & improve user experience

Opportunities

- * Cloud-based system: agility, scalability, & productivity
- * Comprehensive to cover every step of process
- * Automated work processes (filing, scheduling, etc.)
- * Self-service & electronic delivery of information
- * On-demand access to information
- * Electronic storage & disposition of documents
- * Data collection, ad-hoc reporting, analytics, & data mapping
- * Other technologies: VOIP telephone systems & OBIEE

Expectations

- * Lengthy & detailed requirements gathering
- * Comprehensive elaboration sessions & user testing
- * User training & change management
- * Customer marketing
- * Implementation options (including legacy conversion)
- * Law & rule changes
- * Business process & staffing changes
- * Equipment & data warehousing

Questions