

Special Committee on the Utilization of Information Technology in Government

Report Overview - January 2016

Report highlights - key themes

Information technology is a core component of government operations and no longer a peripheral tool

Consider elevating IT leadership to an executive level

Ensure that IT operations are staffed with people responsible for such things as:

Implementation - DII Commissioner

Data - Chief Data Officer

Security - Chief Security Officer

Assign a specific legislative committee to oversight of IT projects

Develop a multi-year comprehensive strategy and plans to adopt process improvement and IT projects (e.g. a roadmap for all projects throughout State government)

Create frameworks (including those for communication) for IT projects to flow within to enhance confidence in projects and improve success rates

Report highlights - key themes

Successful IT projects are an extension of successful process improvement.

IT should be part of a continuous improvement process

Adopt structures and frameworks for making decisions regarding best operational practice (such as LEAN)

Staff project teams fully and with essential personnel (and backfill)

Department Leadership

IT implementation experts

Department subject matter experts (SMEs)

Trained or contracted project managers

Report highlights - key themes

Large IT project strategies

Assess the ideal state of the business practice

Break large projects into smaller pieces

Use agile, iterative development process

Accelerate the use of cloud-based hosting and continually look to “commercial off the shelf” rather than custom solutions whenever possible

Communicate clearly through the project(s)

Report highlights - key themes

Funding IT

Consider establishing a targeted rate of spending based on national standards or best practice

Adopt predictable, regular funding mechanisms that match the lifecycle of the systems - for example, 5-10 year bonds (if bonds are used) for IT projects, not 20-30 year bonds for systems that are not expected to be viable at that age

Accelerate implementation of innovative technology solutions

Make regular, annual investments in technology, upgrades, and maintenance - deferred investments create excessive cost in the out years

When prioritizing projects, consider the return on the investment for the project under consideration

Be cautious in allowing funding streams to drive the selection and prioritization of project

Report highlights - key themes

Data

Data should be at the core, driving the approaches to identifying and responding to the State's challenges and opportunities.

Ensure that business process improvements constantly consider collecting, sharing, analyzing, and enabling decision making through the use of meaningful.

Data should be transparent (with individual privacy and security of personal information as a key caveat). Allowing the State's data to be accessible and able to be analyzed by students, educational institutions, and others will inevitably illuminate new questions and new solutions to move our State forward.

And...

Don't forget that there are many talented and enthusiastic people working in and for the State on projects that have been successful. Many of their ideas and strategies are woven into this report.

The talent exists to move the State from a position where IT projects are feared to a position where they are a cornerstone of innovative and successful governance.