

**Department of Technology,
Management & Budget (DTMB)**

New Department, New Opportunities

Ken Theis, State CIO and DTMB Director



May 26, 2010

Midwest Technology Leaders



Today's Focus



A close look at the IT landscape in Michigan

- Rewiring the business of government
- The BIG picture
 - Vision, mission, goals and action
- Opportunities Ahead
 - 12 month forecast
 - Next steps

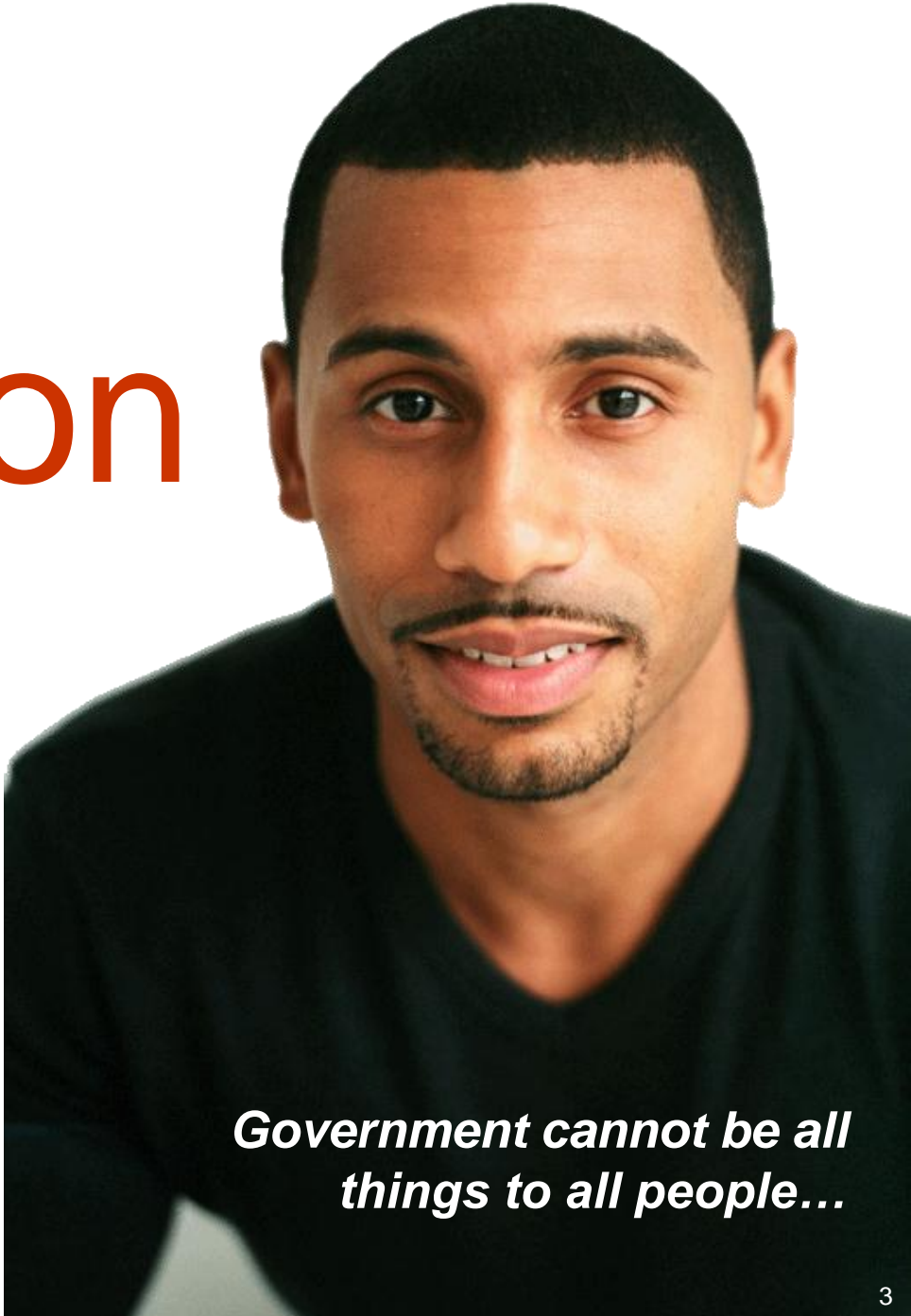
*First, some insight into what's
driving transformation
in Michigan...*



\$2.8 Billion

Michigan's budget hole
for Fiscal Year 2010.

This marks our 8th
consecutive year of
budget reductions.



*Government cannot be all
things to all people...*

State of the States

Nationally, governments are struggling with...

- Overlap, redundancy inefficiency
- Too many layers of government
- Reduced services to citizens and business
- Fewer employees, yet more human service needs

*But with every crisis,
comes **opportunity...***



Rewiring the Business of Michigan's Government

We are striving to do the **right things with less...** streamlining, transforming and changing the business of government thru:

- Shared services
- Automation
- Mobility
- Process design and redesign
- Value to citizens and businesses



In late 2009, Executive Order 2009-55 brought business and technology together

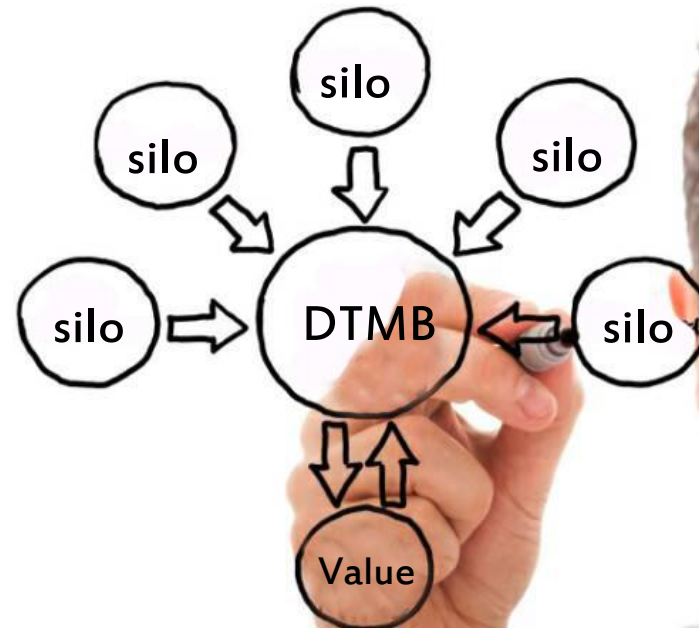
A New Department

Michigan Department of Technology, Management & Budget



This is about better government

- Capitalizing on efficiencies
- Eliminating redundancies
- Being customer-centric
- Delivering technology-enabled solutions



A look inside the new DTMB...

The New DTMB

*What **services** do we touch?*

Business and Citizen Services...

- **\$3.7 billion** portfolio of state contracts
- The behind-the-scenes **technology** for whenever a citizen...
 - Files an income tax return
 - Pays or receives child support
 - Compares schools, starts a business, votes, etc.

Services for Agencies and State Employees...

- Printing, mailing, fleet management and delivery services
- Procurement
- Four retirement plans that serve **1 in 18** Michigan citizens
- **Managing** the State's technology systems
 - 800+ critical business applications
 - 56,000+ desktop computers
- State facilities, leases, construction services, and warehousing

Our vision and mission define our focus...



DTMB: The **BIG** Picture

Vision

A **transformed Michigan** — advanced through collaborative, transparent and results-focused services to government, citizens and business

Mission

Providing leadership and **setting the pace** for customer service, resource optimization and the innovative use of information and technology



*Aligning the vision to **goals...***

DTMB Goal #1

Customer Service Excellence

Provide quality, cost-effective business services through a fully-integrated, information, communications and technology-infused service organization

Opportunities

- Customer-Centric Focus
- “Build Once / Use Often” Approach
- One-stop Service



A case in point...

DTMB Goal #1: Customer Service Excellence

One Stop: “Helping Hand”

One **online location**
for human services
help and information

Online,
not in line

- Food assistance applications – **1,800 in the first week** (400/day)
- Unemployment insurance benefits
- Need-based college financial aid
- Health care coverage for kids
- Kiosks – 110 statewide



Jobs and Training

Food Assistance

Health Care and Housing

DTMB Goal #2

Operational Efficiency

Deliver value, efficiency and a “greener” approach across all lines of service, leveraging a modernized state infrastructure

Opportunities

- Electronic Forms and Documentation
- Automation
- “Smart Buildings” and Strategic Facilities Management

A case in point...



DTMB Goal #2: Operational Efficiency

Beyond Bricks & Mortar

Michigan currently
has **2,000+** state
buildings

Fresh solutions

- Shared Service Centers
- “Hotelling” – Mobile computing hot spots



DTMB Goal #3

Accountability & Performance

Drive better decision-making and organizational effectiveness through open and consistent use of performance measures

Opportunities

- Enterprise Portfolio Management
- Enterprise Performance Management
- Accountability
- Greater Transparency



A case in point...

DTMB Goal #3: Accountability & Performance

Enterprise Performance Management

Building a **culture** around accountability and improvement

Maximizing data

- Enabling **fact-based** decision making at all levels
- Delivering transparency
- Communicating business value of DTMB to our customers



Using a framework of **key metrics and dashboards** representing complicated data in streamlined and accessible views

DTMB Goal #4

Expertise & Commitment

Attract and retain a highly-skilled and engaged workforce that is equipped with appropriate tools and training opportunities in a supportive environment

Opportunities

- Empowered Decision Makers
- Career and Development Opportunities
- Enabling Mobile Workers

A case in point...



DTMB Goal #4: Expertise & Commitment

DTMB Virtual University

**DTMB's Virtual University
brings training to the
employee, **24x7, 365****

**Engaging the
workforce**

- **Links to local and online training resources**
- **Minimizing travel**
- **Leadership development**
- **Career tools**
- **Training schedule**



DTMB Goal #5

Shared Services

Enable cost savings and better government through shared solutions and cross-boundary partnerships

Opportunities

- Shared Services and Networks
- Public/Private Partnerships

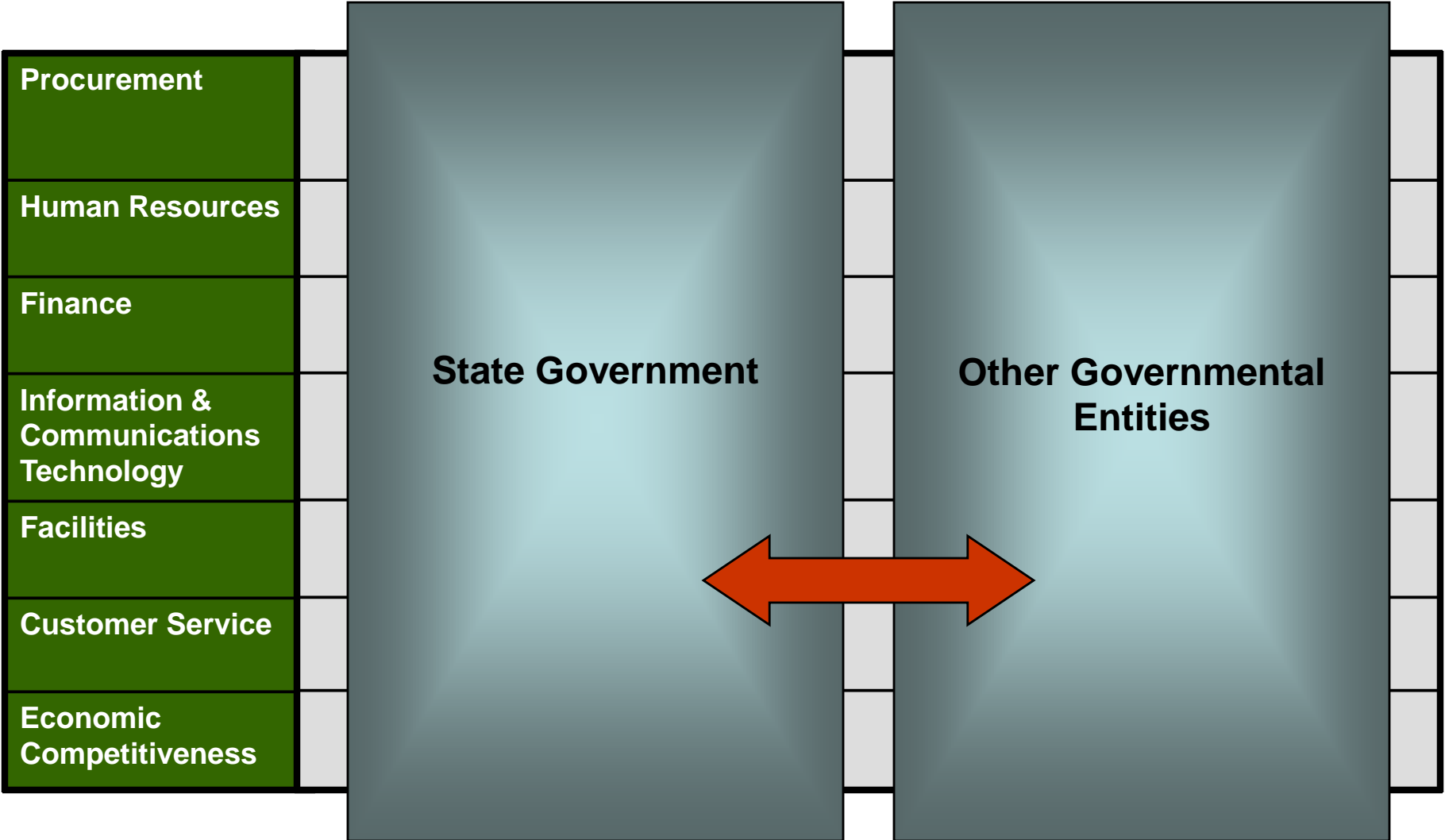
A case in point...



Shared Services Opportunities

Procurement	<ul style="list-style-type: none"> • Vendor Management System • Transparency 	<ul style="list-style-type: none"> • State / Local Buying Power • Flexibility 	<ul style="list-style-type: none"> • Streamlined & Automated
Human Resources	<ul style="list-style-type: none"> • Payroll Processing • Compensation • Records 	<ul style="list-style-type: none"> • Hire to Retire • Benefits Administration • Succession Planning 	<ul style="list-style-type: none"> • Travel & Expense • Self Service • Virtual University
Finance	<ul style="list-style-type: none"> • General Ledger • Accounts Payable 	<ul style="list-style-type: none"> • Accounts Receivable • Planning & Budgeting 	<ul style="list-style-type: none"> • Internal Audit
Information & Communications Technology	<ul style="list-style-type: none"> • Standards • Technology Development • Desktop Support 	<ul style="list-style-type: none"> • Application Development • Data Center Operations • Application Maintenance 	<ul style="list-style-type: none"> • Telecommunications • Shared Networks • eDiscovery
Facilities	<ul style="list-style-type: none"> • Strategic Sourcing • Asset Management 	<ul style="list-style-type: none"> • Inventory Management • Mobile Worker Enabled 	<ul style="list-style-type: none"> • Hotelling • Warehousing
Customer Service	<ul style="list-style-type: none"> • Call Centers • Automation / Self-Service 	<ul style="list-style-type: none"> • Field Services • One Stop Services 	<ul style="list-style-type: none"> • Streamlined / Electronic Forms
Economic Competitiveness	<ul style="list-style-type: none"> • Public / Private Partnerships 	<ul style="list-style-type: none"> • Workforce Development, Attraction & Retention 	<ul style="list-style-type: none"> • Statewide Economic Programs

Beyond Boundaries!



DTMB Goal #5: Shared Services

A New Era for Partnerships

Great Lakes Information & Technology Center –
A **springboard** to cloud computing, better government and economic development

A new era for partnership

Michigan's future includes a **public sector network**

Connected!

- Leveraging critical services **across government entities**
- Improving efficiency
- Maximizing energy utilization
- Delivering economic development; supporting job creation
- Promoting better government and collaboration

DTMB Goal #6

Transformation & Economic Competitiveness

Transform government services and Michigan's economic vitality through innovation and the depth, breadth and strength of DTMB

Opportunities

- Updated, More Flexible Procurement
- More e-Services and “e-Access”
- Economic Development Initiatives

A case in point...



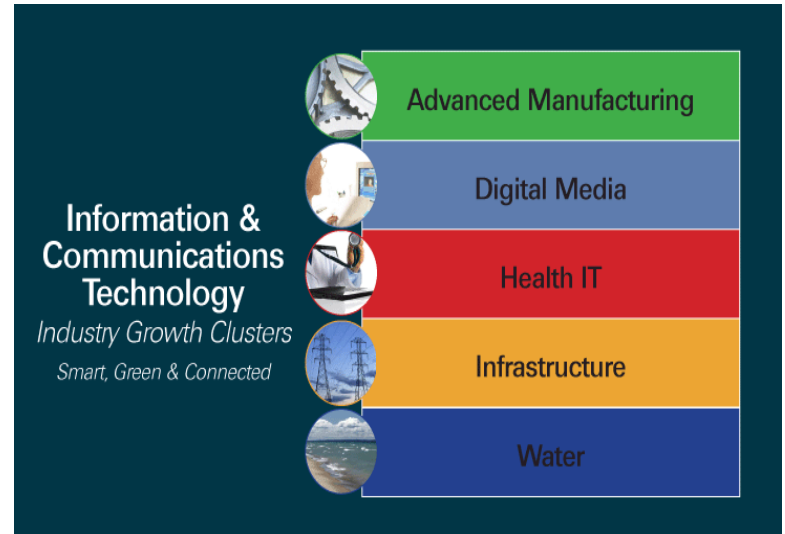
DTMB Goal #6: Transformation & Economic Competitiveness

New Economy Partnerships

Accelerating the growth of
Michigan's IT sector

IT as Economic
Driver

- Increase job and investment growth
- Support workforce development, attraction and retention
- Advance IT innovation and capability



Areas for growth...

DTMB Goal #6: Transformation & Economic Competitiveness

NEP Progress

- **Regional and sectoral partners** are coming together
- Employer toolkit online
- And, most notably, growth...
 - Nearly 6,000 jobs committed by companies such as:
 - IBM
 - Ciber
 - Systems in Motion
 - INgage Networks



*With our mission, vision and goals in place,
we've **already made some headway...***

Rewiring Government

Lowering the Costs, Improving Service



Reforming, restructuring
and **streamlining** government:

- Building partnerships and **shared** services
- Doing the **right things** with less
- Pursuing every efficiency

**It's all about supporting Michigan citizens,
families and businesses**

Questions

