• 40 people in size
  • Across 5 teams
    • **Enterprise (9)**
      • Manage servers, virtualization infrastructure, Networking, cybersecurity
    • **Technical Services (10)**
      • Customer technical support, VoIP, server operations, technical training, video studio
    • **Software Development (12)**
      • Custom applications – Constituent management (“Forward”), Bill Drafting document repository (“Slate”), document publishing, clerking operations (“DeskClerk”)
    • **Geographic Information Systems (4)**
      • Maps (both printed and interactive), local redistricting support, legislative and congressional redistricting support, consolidated boundary annexations survey
    • **Administration (5)**
      • Procurement, financial tracking, internal human resources, business analysis
• Legislative Bill Drafting – a suite of applications called “Slate”
  • Document repository
  • Bill document workflow management
• Content Management System (CMS) for websites
  • [http://legis.wisconsin.gov/assembly/63/vos](http://legis.wisconsin.gov/assembly/63/vos)
• We use the Atlassian applications -- Jira, Confluence, Bitbucket – as simply as possible
  • Use an add-on called “Insight” for asset management
• Slack is used for topic or team-specific chatting, along with out-of-band communication
NOTABLE SERVICES & PROJECTS (cont)

• Legislative “detail pages”
  • http://legis.wisconsin.gov/senate/

• “Find my Legislator”
  • http://legis.wisconsin.gov/

• GIS Open Data page
  • https://data-ltsb.opendata.arcgis.com/

• Skype for Business implemented as Legislature’s new **VoIP phone system** (2017)

• Operate a **video studio** for Assembly
  • https://www.youtube.com/channel/UCuYEtmd0G-286o3AbLcI2g
CHARACTERISTICS

- **CUSTOMER SERVICE** organization that provides IT services
  - We stopped using the word “user” and replaced it entirely with “customer”
  - Recognize displays of great customer service from our staff
  - Deferential release management process

- **CROSS TEAM COLLABORATION** – management encourages less silo-ing of people with responsibilities. Has proven useful in retaining staff and providing unconventional career paths
  - E.g. Design-focused GIS analyst would assist with UI design of software/app made by SoftDev team
  - Operational server tasks are delegated to a subset of the Technical Services team for faster response and better knowledge-sharing, career branching
THANK YOU!

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