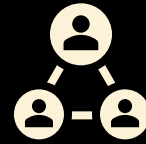


Wisconsin

**LEGISLATIVE
TECHNOLOGY
SERVICES
BUREAU**



LTSB

- 40 people in size
 - Across 5 teams
 - **Enterprise (9)**
 - Manage servers, virtualization infrastructure, Networking, cybersecurity
 - **Technical Services (10)**
 - Customer technical support, VoIP, sever 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

NOTABLE SERVICES & PROJECTS

- 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/senate/08/darling/>
- 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/UCuYEeTmd0G-286o3AbLcl2g>



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!

legis.wisconsin.gov/LTSB

