

Why Think Enterprise?

State & Local Government Options for Reducing Costs and Improving Services

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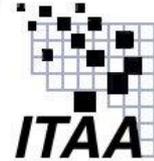
Vice President, State & Local Government

TechAmerica

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About TechAmerica

- In early 2009, ITAA, AeA, GEIA, CSIA merged to form TechAmerica
- TechAmerica is a leading voice for the technology industry around the U.S.
- Approximately 1200 member companies representing the breadth of the technology industry – from startups to multinationals
- Technology industry's only grassroots-to-global advocacy network
 - Sixteen (16) offices across the United States
 - A full array of offerings focused on State Government Affairs and on the State & Local Government marketplace.



TechAmerica's State & Local Gov't (SLG)

- In November, our SLG Board of Directors released a report arguing that SLG entities must act more like unified enterprises as they seek to contain costs and lay the groundwork for new and more efficient ways of doing business.
- We highlighted three proven approaches to implement such efficiencies and improvements:
 1. Transform programs and services through IT-enabled innovation and improvement,
 2. Consolidate IT infrastructure and apply asset-optimizing tools
 3. Apply new delivery models and technologies to drive savings and enable innovation.
- Fifteen (15) Best Practices examples support our contentions

I. Transforming programs and support services...

Transformation goes far beyond the mere embrace of technology; it requires the adoption of new enterprise- level approaches to delivering services, including leveraging of private sector business models and public-private partnerships to modernize infrastructure and applications.-- TechAmerica

Common initiatives and tools:

- Replacement, refresh, or web migration of apps
- Migration to modern, mobile, and shared platforms
- Applying business intelligence and analytical tools
- Improving work processes, arrangements, and environments
- Support functions are shared across agencies
- Service providers are engaged for support.

Examples:

- City and County of San Francisco - Open 311
- Ohio Shared Services
- State of Utah Electronic Resource and Eligibility Product (eRep)

The screenshot displays the San Francisco 311 website. At the top, the header includes the 311 logo, the text "San Francisco 24x7 Customer Service Center", and a search bar. Below the header is a navigation menu with links for Home, Search for Information, Request Service, Track Service Request, About 311, Contact Us, and Related Links. The main content area features a large image of hands typing on a laptop keyboard. To the right of the image is a "Latest News" section with headlines such as "DPW Offers \$500 Reward for Illegal Dumping", "Help San Bruno Victims", "New Ways to Contact 311", and "Veteran's Resources". Below the image is a "Select Language" dropdown menu and a "Powered by Google Translate" logo. The "Online Information and Services" section is organized into a grid of icons and text boxes, including: "Animals & Pets" (Adoption, Dog Licensing, Lost Pets, etc.), "Business" (Permits, Licenses, Starting a Business, etc.), "Garbage & Graffiti" (Ordnance, Street/Sidewalk Cleaning, etc.), "Streets & Sidewalks" (Potholes, Sidewalk Defects, etc.), "Utilities" (Cable/Internet, Sewers, Street Light, etc.), "Building & Construction" (Request Inspection, Building Codes, etc.), "Community" (Birth/Death Records, Marriage, School Information, etc.), "Parks" (Golden Gate Park, Activities, etc.), "Transportation | Transit Tools" (SFO Airport, MUNI, Taxi, Bicycles, etc.), and "Other" (Request service or information from other City Departments). On the right side, there is a "San Francisco on Twitter" section with a "CCSF Tweets" header and a list of tweets. At the bottom, there is a "FOLLOW ME ON" social media link, a "Having trouble finding a service?" section with contact information (Dial 3-1-1, TTY direct, etc.), and a "311 San Francisco" logo.

II. Consolidating Infrastructure and Optimizing Assets...

State and local governments around the country have moved to cut the costs of operating IT by consolidating their IT infrastructure, realizing that significant savings can be achieved if departments and agencies take concerted action to become a more integrated and unified technology enterprise. **-TechAmerica**

Common initiatives and tools:

- Consolidating IT infrastructure and organizations
- Optimizing assets, storage, and energy use with virtualization technology and related tools
- Streamlining/rationalizing application portfolios
- Reforming procurement to leverage savings
- Modernizing or eliminating legacy systems..

Examples:

- State of Michigan Storage Consolidation and Virtualization
- Comm. Of Mass. IT Services Consolidation
- Fairfax County Virtual Apps and Desktops

The screenshot displays the Michigan.gov website interface. At the top, there is a search bar with the text "SEARCH: enter search terms here" and a "GO" button. Below the search bar, there are several navigation icons for Home, About Michigan, Business & Economic Growth, Education & Children, Resources & Environment, Health & Services, Michigan Government, Safety & Security, and Travel & Recreation. The main content area features a "Headlines" section with several news items, a "Featured Links" section with various government services, and a "MI LOCATOR" section for finding government services. The footer contains a "Help" section, "Contacts" information, "Stay Connected" social media links, and "Multimedia" resources.

III. Applying New Delivery Models and Technologies...

To manage seemingly competing forces (lowering IT costs while improving IT services), IT leaders are considering and deploying solutions that can be considered potential “game-changers,” particularly when rolled out at an enterprise-wide level. -**TechAmerica**

Solutions:

- Software as a Service
- Cloud applications and infrastructure
- New delivery models
 - Centers of Excellence
 - Onshore delivery.

Examples:

- Cloud email: NYC, State of CA, State of MN, City of LA
- Testing for a western state tax system at an onshore Center of Excellence.



The screenshot shows the NYC.gov website interface. At the top, there's a navigation bar with links for Residents, Business, Visitors, Government, and Office of the Mayor. Below the navigation bar, a search bar is visible with the text "Search NYC.gov for" and a "Go" button. To the right of the search bar, there's a "Sign up for Email Updates" link. The main content area features a large image of Mayor Michael R. Bloomberg and Park Commissioner Adrienne Berenpe at a groundbreaking ceremony. Below the image, the headline reads "Mayor Bloomberg Breaks Ground On Second Major Development at Freshkills Park". The article text describes the renovation of Schmul Park, the largest landfill-to-park project in the country. To the left of the main article, there's a sidebar with navigation links for the Office of the Mayor, Information & Services, and Elected Officials. To the right, there's a "NYC RIGHT NOW" section with a link to "Alternate Side Parking" and a "MOST REQUESTED" section with links to "Pay a City Bill", "Business Info System - BLS", "NYC.gov System - Manual", "Food Allergies Booklet", and "Get a Birth Certificate". At the bottom right, there's a "311 Online" section with a "NYC 311" button and a "NYC Stat at NYC.gov" section with a "NYC Stat" button.

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