

Leadership Vision

“Collaborate”

Manager Created Process

“Collaborate”

Employee/Customer Engagement

“Collaborate”



Wisconsin State Government

- Executive Branch
- Legislative Branch
- Judicial Branch

DOA Vision/Mission

DOA Vision – Be the most effective, secure, innovative, and transparent agency for our customers.

DOA Mission – DOA delivers effective and efficient services at the best value to government agencies and the public.

DOA's Strategic Goals –

1. Increase the effectiveness and efficiency of operations
2. Innovate state government
3. Improve customer relations
4. Develop our workforce
5. Ensure safety and security of operations
6. Promote open and transparent government

DET Focus

- **Vision** – Work to be the Service Provider of Choice.
- **Mission** – Deliver IT resources that optimize citizen interactions with State Government.

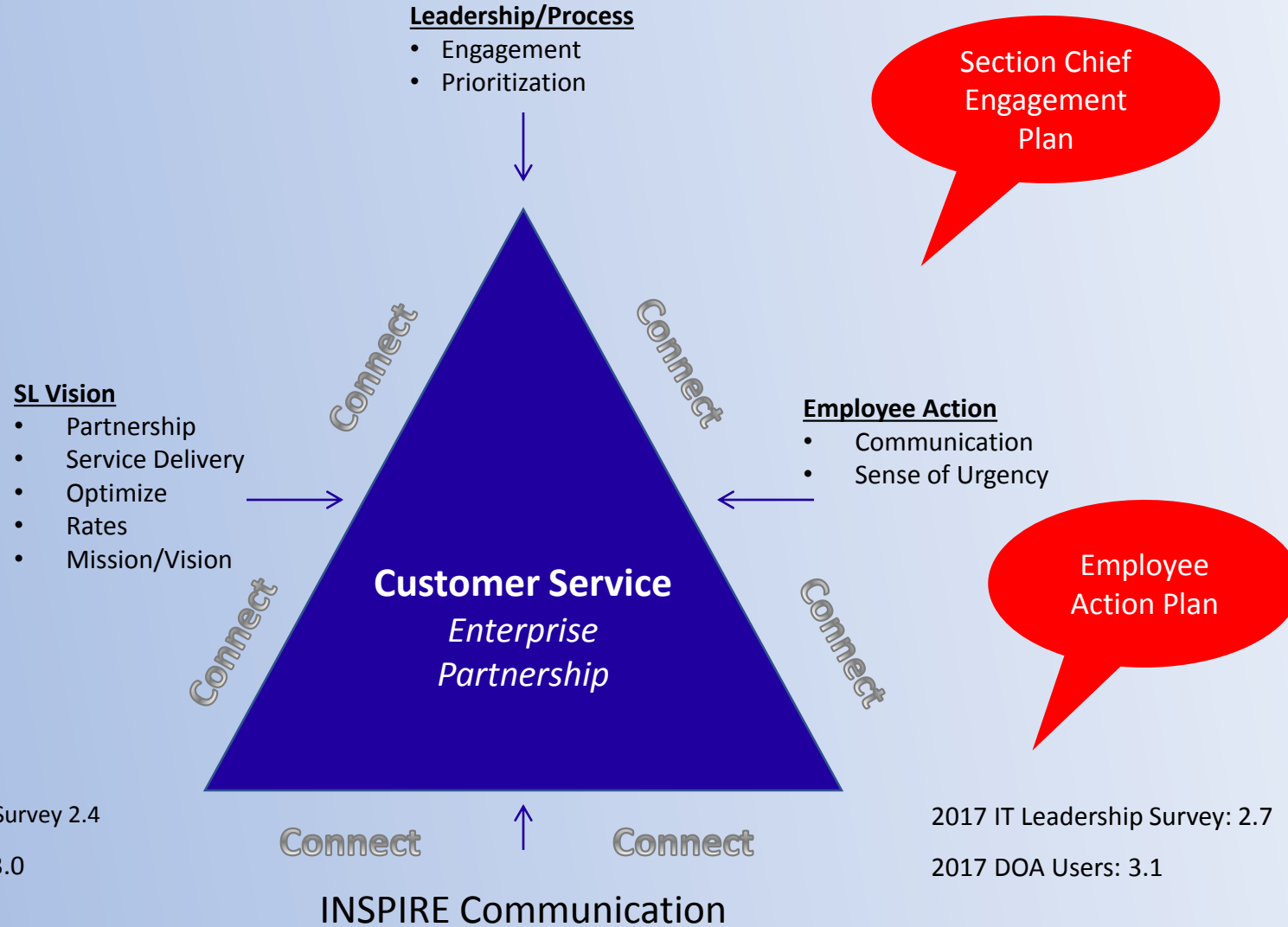
DET Senior Leadership

- David Cagigal – State CIO, DET Division Administrator
- Herb Thompson – Deputy CIO
- Laura Radtke- DAIT
- Kelli Kaalele- DET Policy Office
- Greg Beach- Innovation
- Joe Patterson- Print and Publishing
- Kathy Skiera – Applications
- Bill Nash- Security Operations
- Trina Zanow- Infrastructure Support/Data Center
- David J Meyer- Office Project Management/Desktop Support
- James Sylla- Business/Financial Support

Rockstars and major
“Value-Adders”
Becky Voysey- CIO
Executive Assistant
Pamela Benisch – DET
Front desk/receptionist

Do we have...
ESP?

- Enterprise
- Service
- Partnership



2016 Optimization Survey Summary Action Plan

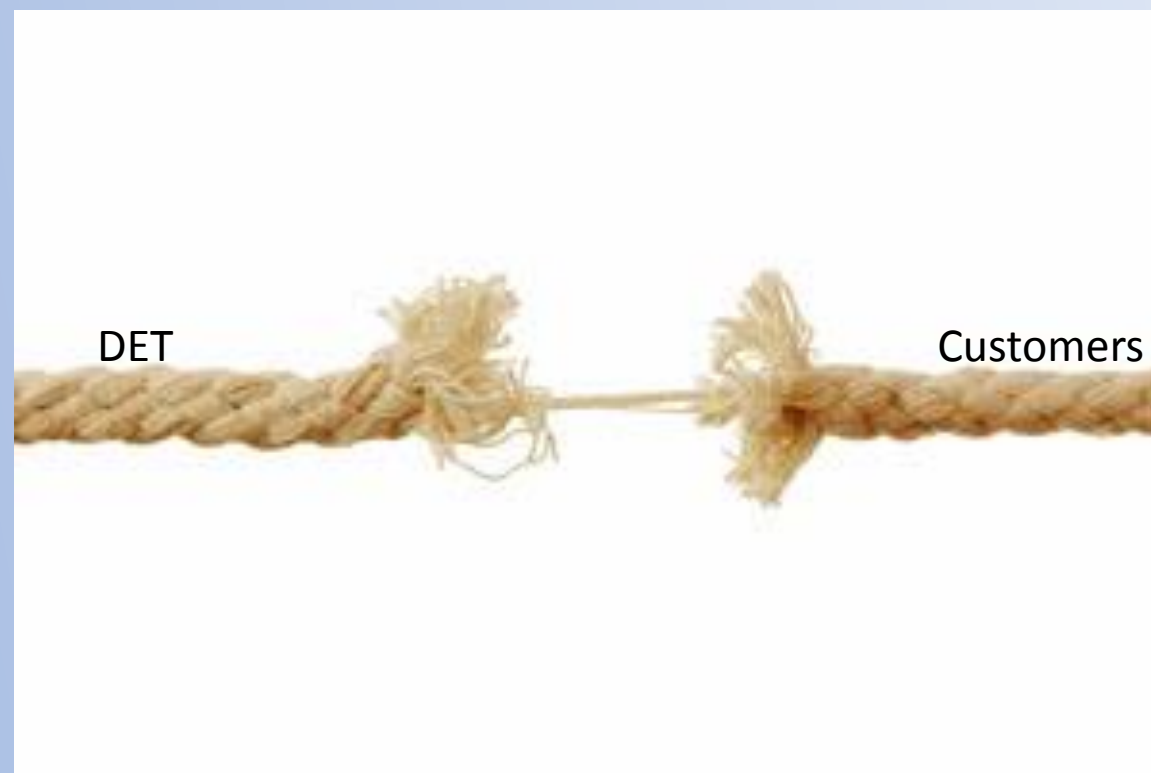
“Thinking as a Part of the Enterprise, Acting with Urgency to Customer Needs”

12 Agencies Participated

296 Opened the Survey / 119 Participants Completed the Survey

Common Theme	Action Plan Category
DET Staffing: A consistent theme is the perception that DET takes on too much and lacks adequate staff to address service requests in a timely manner	<ul style="list-style-type: none"> • Communication • Process
DET needs to improve transparency in service request resolution and project updates	<ul style="list-style-type: none"> • Communication
DET general follow-up communication with agencies is inconsistent	<ul style="list-style-type: none"> • Communication • Process
DET is often perceived as the barrier to providing agency timely resolutions to service requests	<ul style="list-style-type: none"> • Communication • Process
Expectations of service cost reductions in an IT Enterprise environment are not being met	<ul style="list-style-type: none"> • Communication • Process • Technical Platform/Design
Technical solutions vs. business needs discussions create challenging platforms for collaborative solutions and create a perception DET is concerned more about the IT enterprise than customer business needs	<ul style="list-style-type: none"> • Technical Platform/Design
Agency IT staff understanding of consolidation/optimization vision is inconsistent or not present	<ul style="list-style-type: none"> • Communication
Individual agency service experience is often varied based on individual DET staff providing the service	<ul style="list-style-type: none"> • Process
Requests to provide agencies greater involvement in decision making	<ul style="list-style-type: none"> • Process
Requests for DET to provide greater planning and process in communications	<ul style="list-style-type: none"> • Communication • Process

The Value of Connection



DET Customer Service

INSPIRE Customer Experience

The Team/Customer Model



We create a positive customer experience when....

We listen to customers and clearly understand their needs.

We are dependable and always respond with a sense of urgency.

Our platform for success with customers and co-workers is built on mutual trust.

Excellence

We understand the value proposition to our customer and each other
We don't use blame, we learn from mistakes and act with resolve

Involvement

We communicate to customers and co-workers with integrity and honesty

Notice

We listen first, seek to understand
We are empathetic, and engage in pro-active communication

Results

We invest time with things that matter to our customers
We use metrics to measure our performance



I Can

We always show we care by having an I Can attitude towards co-workers and customers

Philosophy

We always share the rationale for our policies and standards

(Push)

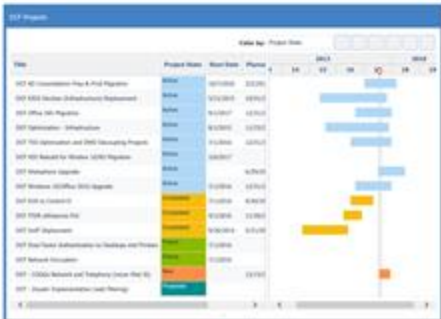
Monthly Agency Scorecards



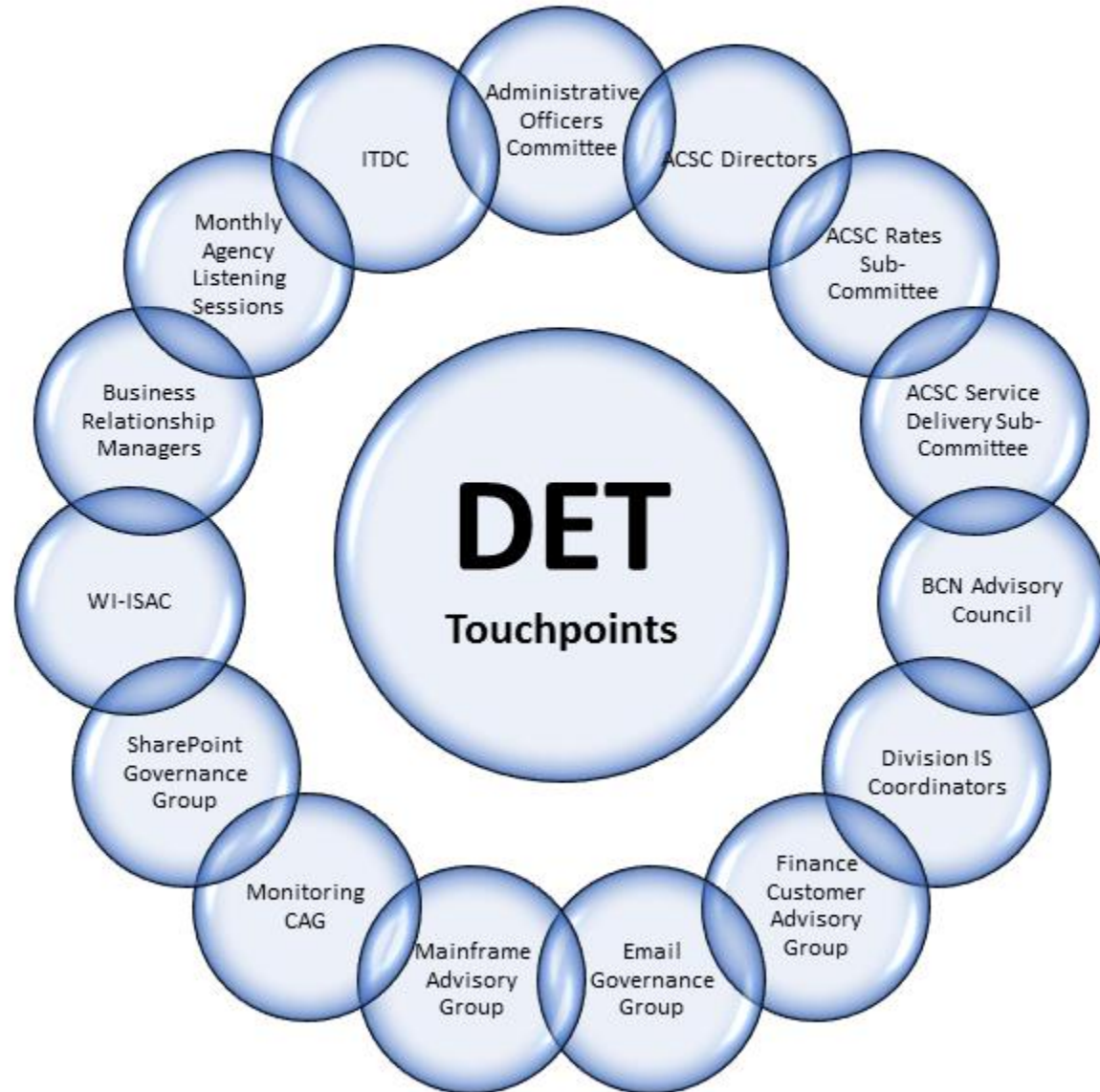
Monthly Agency SLA Metrics



Agency Project Dashboards



DET is Customer Focused....



(Pull)

DET Customer Portal



DET Scorecard

Division of Enterprise Technology Scorecard
Fiscal Year 2017 Third Quarter

Performance Measure	How It is Measured	Status	Target	Current Measure	Additional Comments/Context
DET Customer Service Enhancement Program	Customer Satisfaction Score	Yellow	4.0	3.8	Customer satisfaction score is trending down in survey data. Customer service team is working on improving the customer experience through various initiatives.
DET Customer Service	Customer Satisfaction Score	Green	4.0	4.0	Customer satisfaction score is trending up in survey data. Customer service team is working on improving the customer experience through various initiatives.
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Infrastructure Capacity Reports

Figure 19
VMs in the Enterprise Environment

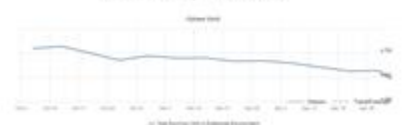


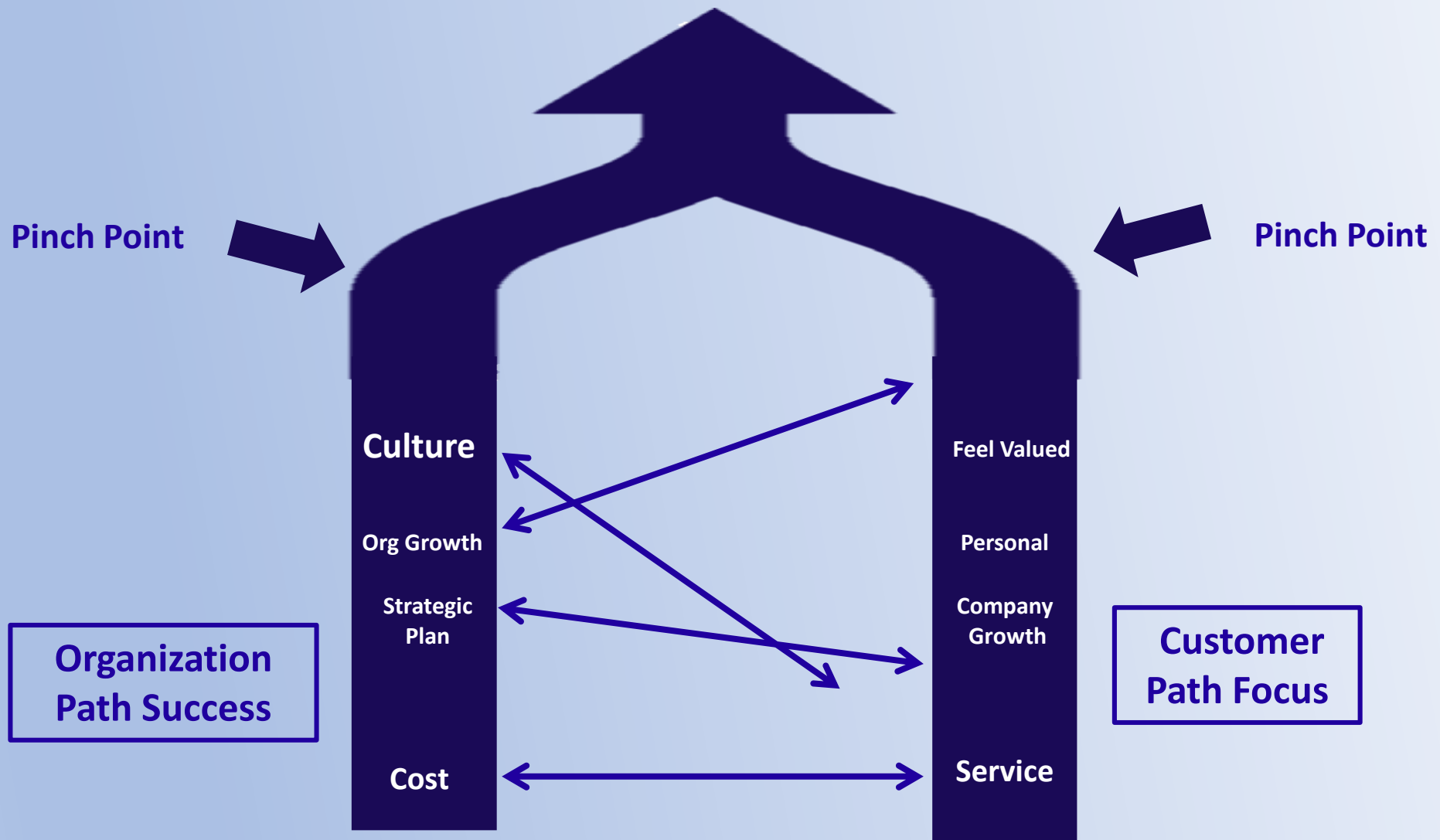
Figure 20
vCPUs in the Enterprise Environment



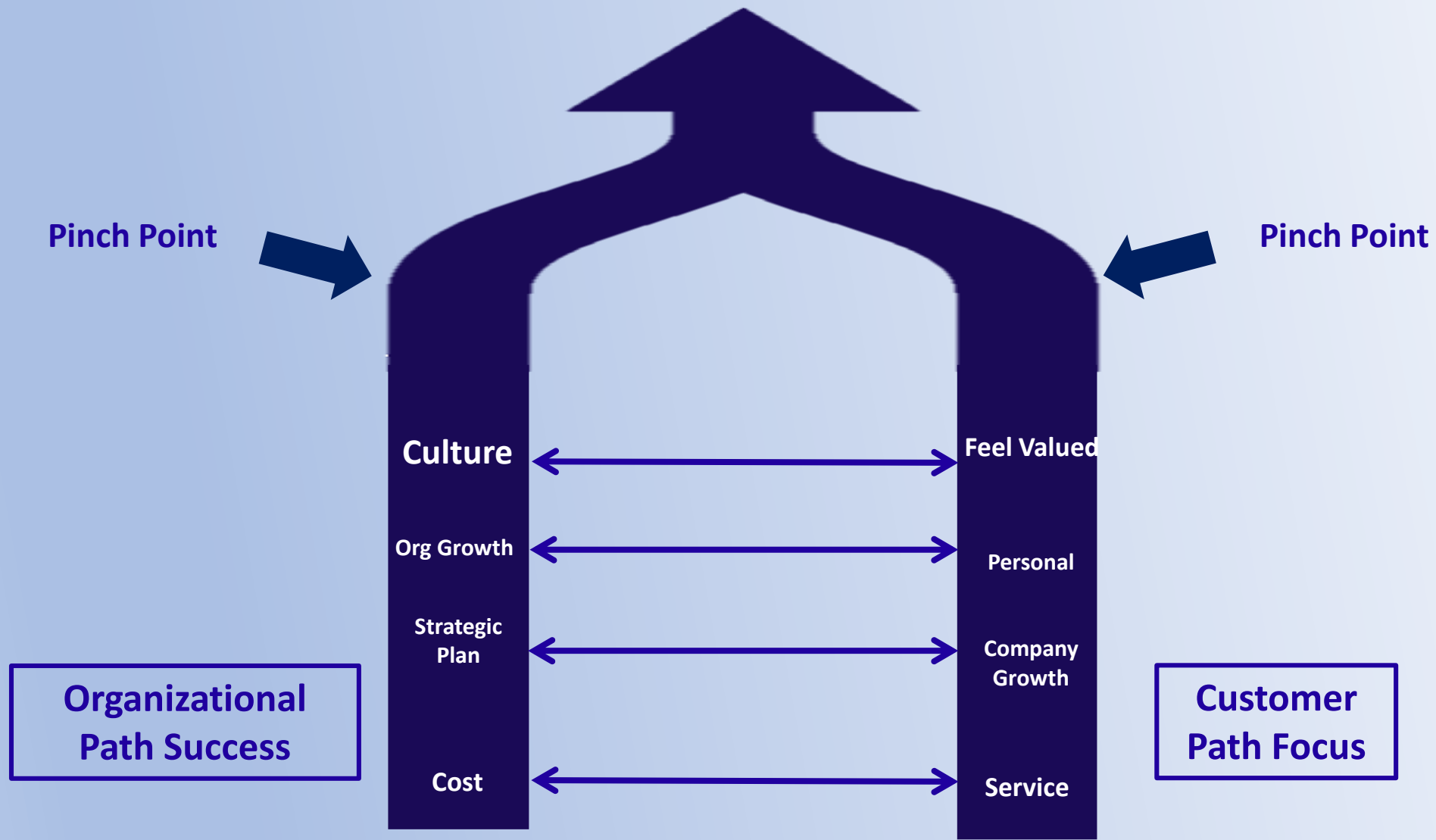
Figure 21
vRAM in the Enterprise Environment

The Value of Connection





What Creates A Single Common Path?



What INSPIRES A Single Common Path?

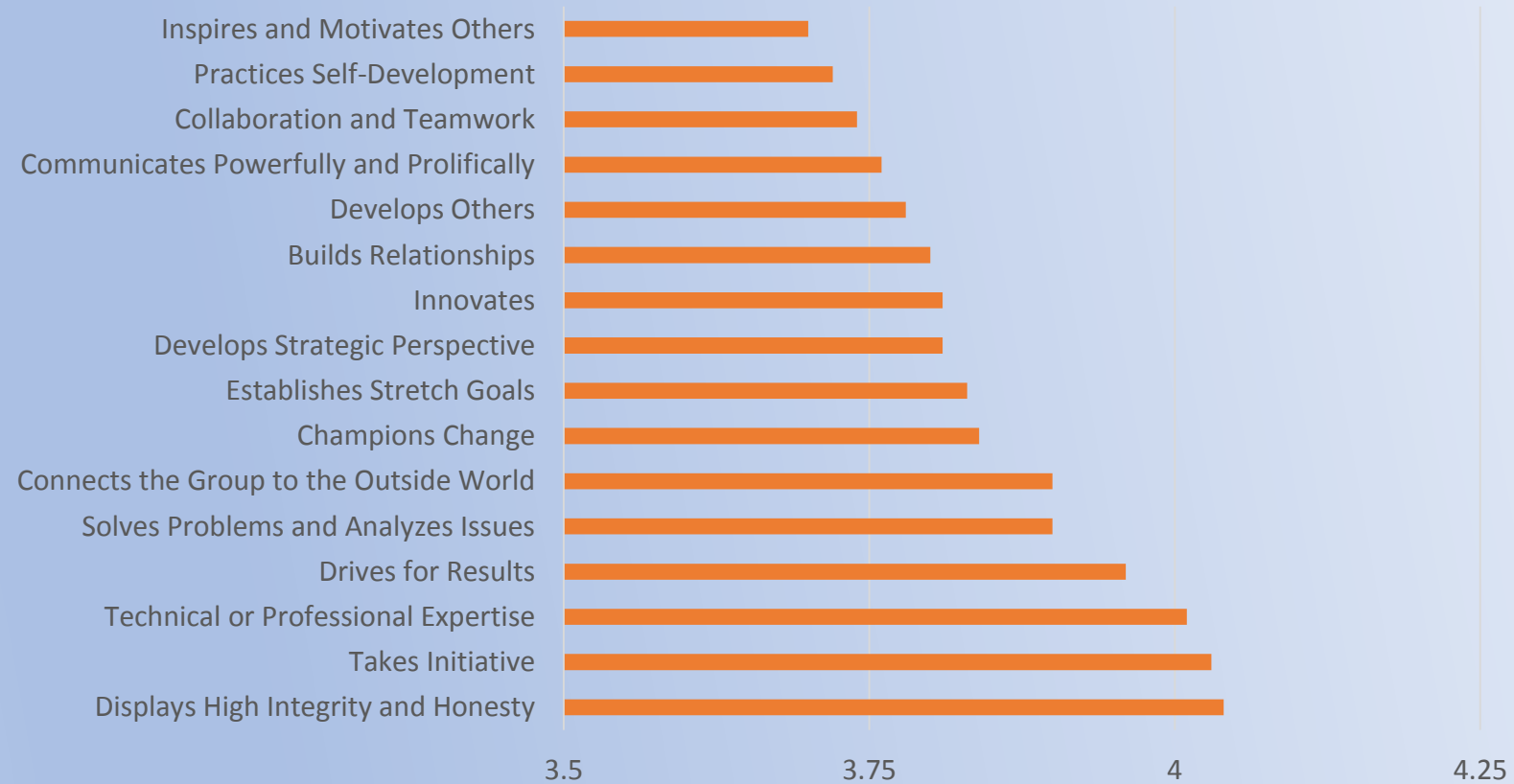
In a study of 703,041 respondents, Inspires and Motivates is rated as Most Important

	Manager	Peer	Direct Report	Self	Other	Total
Inspires and Motivates Others	24121	77955	101716	22147	4278	268717
Displays High Integrity and Honesty	17240	80837	97856	18931	48821	263685
Solves Problems and Analyzes Issues	20833	89035	82426	17707	5035	260346
Drives for Results	27753	87788	68443	21052	44863	249889
Communicates Powerfully and Prolifically	18601	82412	81293	17381	4737	247064
Collaboration and Teamwork	20786	86092	70725	15777	45900	239280
Builds Relationships	17120	74064	65420	15414	38824	211942
Technical or Professional Expertise	17035	73031	53446	12170	37202	192884
Develops Strategic Perspective	13469	59000	54022	13641	32752	172884
Develops Others	12529	39334	58898	10920	21021	142702
Takes Initiative	12831	47748	35906	7873	25733	130091
Champions Change	10103	38658	33502	8149	21031	111443
Innovates	8984	39193	32167	7675	20212	108231
Connects the Group to the Outside World	5740	30325	31827	4552	16932	89376
Establishes Stretch Goals	7429	23109	22573	4342	11570	69023
Practices Self-Development	4829	16931	19720	3462	7885	52831

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Workshop™*
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Mean Scores for the 16 Differentiating Competencies

What's the average effectiveness rating for Inspires and Motivates?



*The Inspiring Leader
Workshop™*
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Folkman

■ 51,941 LEADERS

9 Opportunities for Managers to Engage



Include DET Engagement Wheel

“Coaching” a Positive Experience

The Team/Customer Model



We create a positive customer experience when we engage and....

Appreciation

How we treat each other is an essential first step of creating a great work culture.

Growth

We take interest in our staff's career and life aspirations.

Vision/Direction

We are approachable; we provide a consistent vision for success.

Communicate

We invest time to learn our team's specific levels, and mediums of desired communication, and seek opportunity to build trust.

Listen

We invest time to understand individual and team needs.

Standards

We consistently share our section's purpose/role.

Delegation

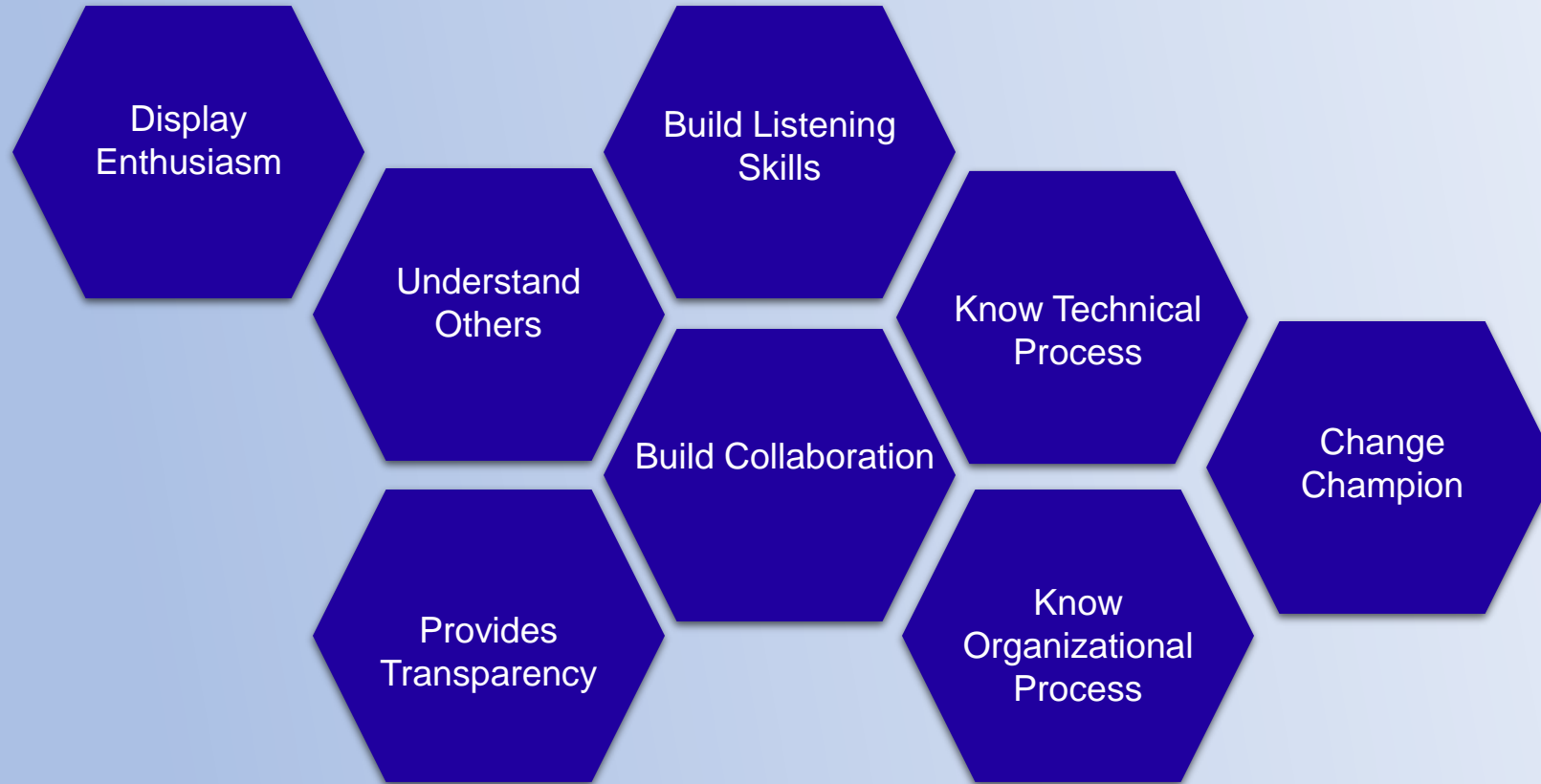
We strive to develop staff skills through delegation.



DET Senior Leadership employee engagement vision:

1. We positively engage with employees as it is an essential component of successfully executing DET's mission and vision.
2. We consciously seek to create an inclusive work climate built on integrity, honesty, and trust.
3. We take time to get to know employees and what positively impacts their performance.
4. We value and promote a sense of urgency, and purpose in our actions.

8 Opportunities for Staff to Act



DET's Approach to Customer Service

Building on the DET brand as a consistent, reliable, and dependable service provider



We succeed in executing our vision and mission when....

Take time to listen, and clearly understand the ideas, positions, and needs of DET staff and customers

With respect and transparency, we consistently share the enterprise vision with DET staff and customers

Create a platform for success built on mutual trust, honesty, and integrity



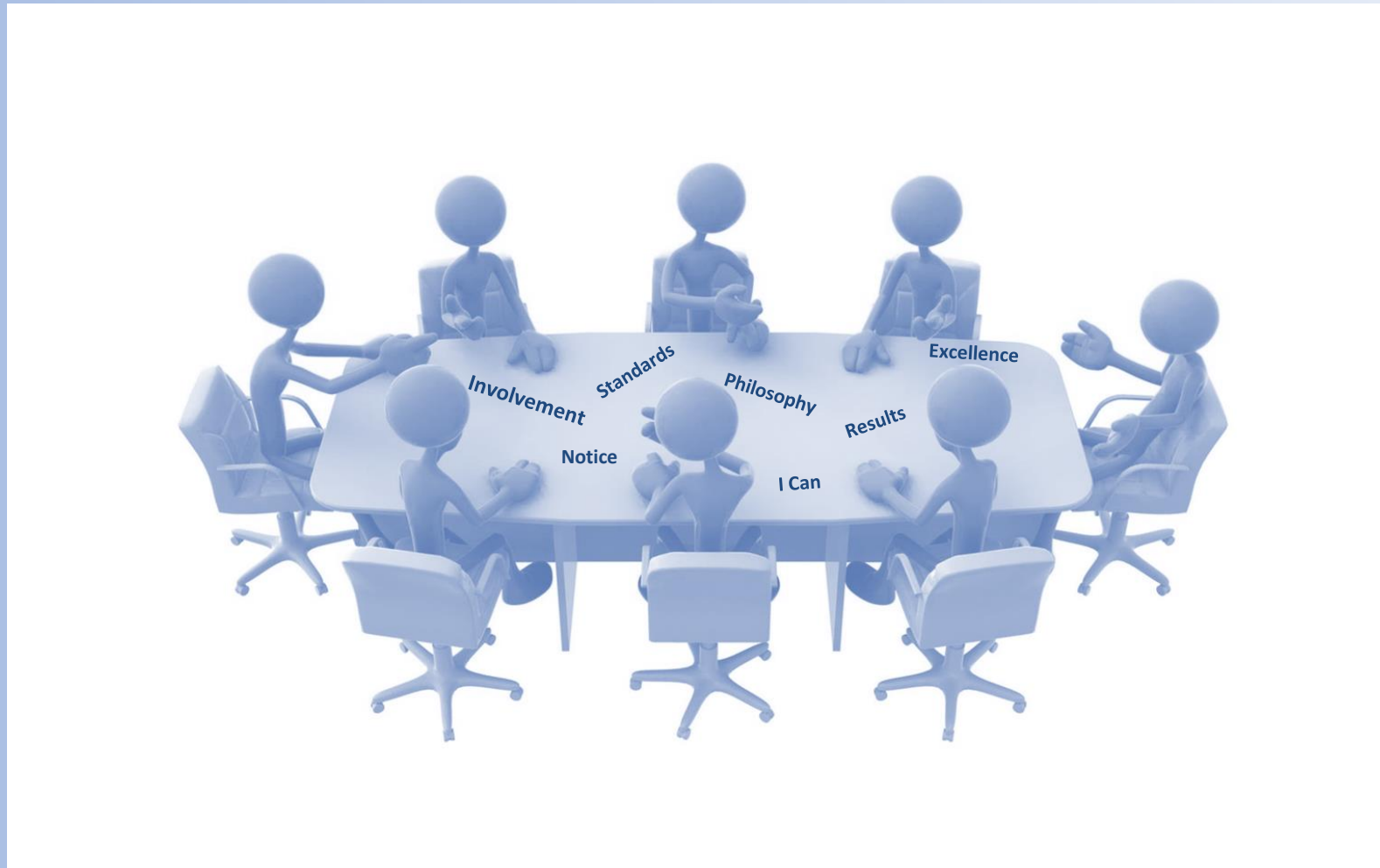
Leaders share vision



Managers create process



Employees describe actions



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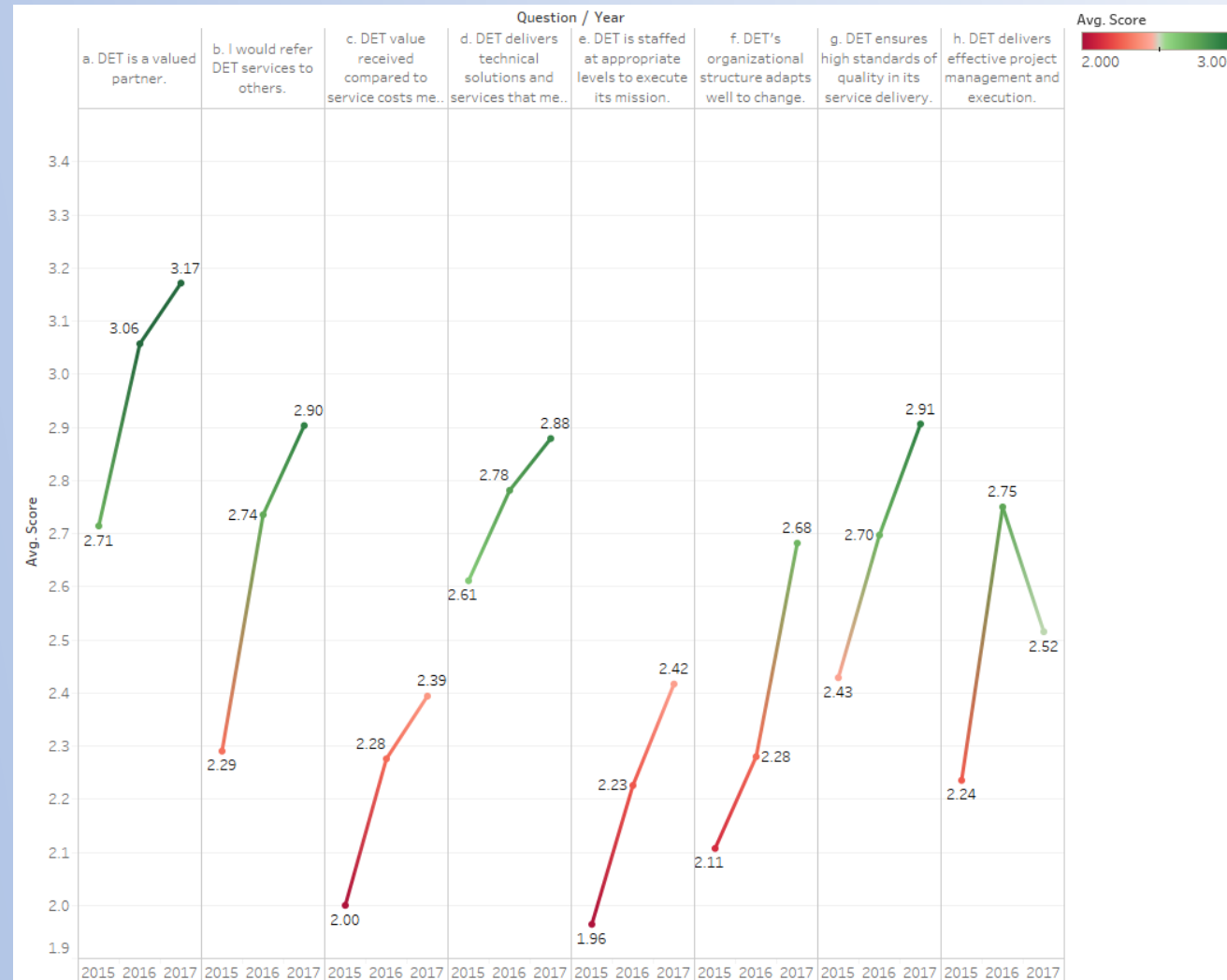
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Our top priorities for 2017/2018

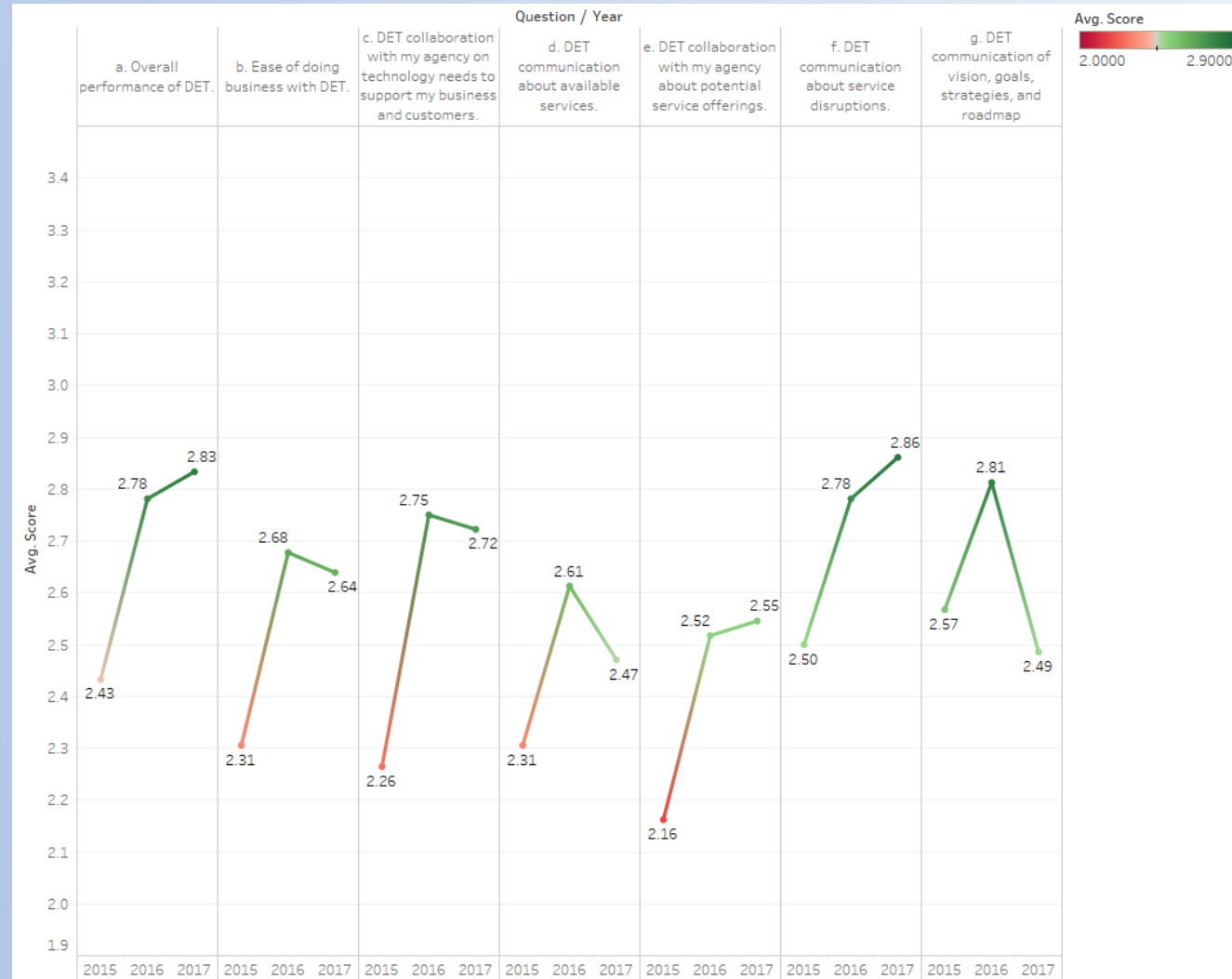
1. Cybersecurity
2. VoIP/Unified Communications
3. Office 365
4. Digital Strategy
5. BadgerNet
6. Genesys
7. Domain Consolidation
8. Document Management
9. Optimization



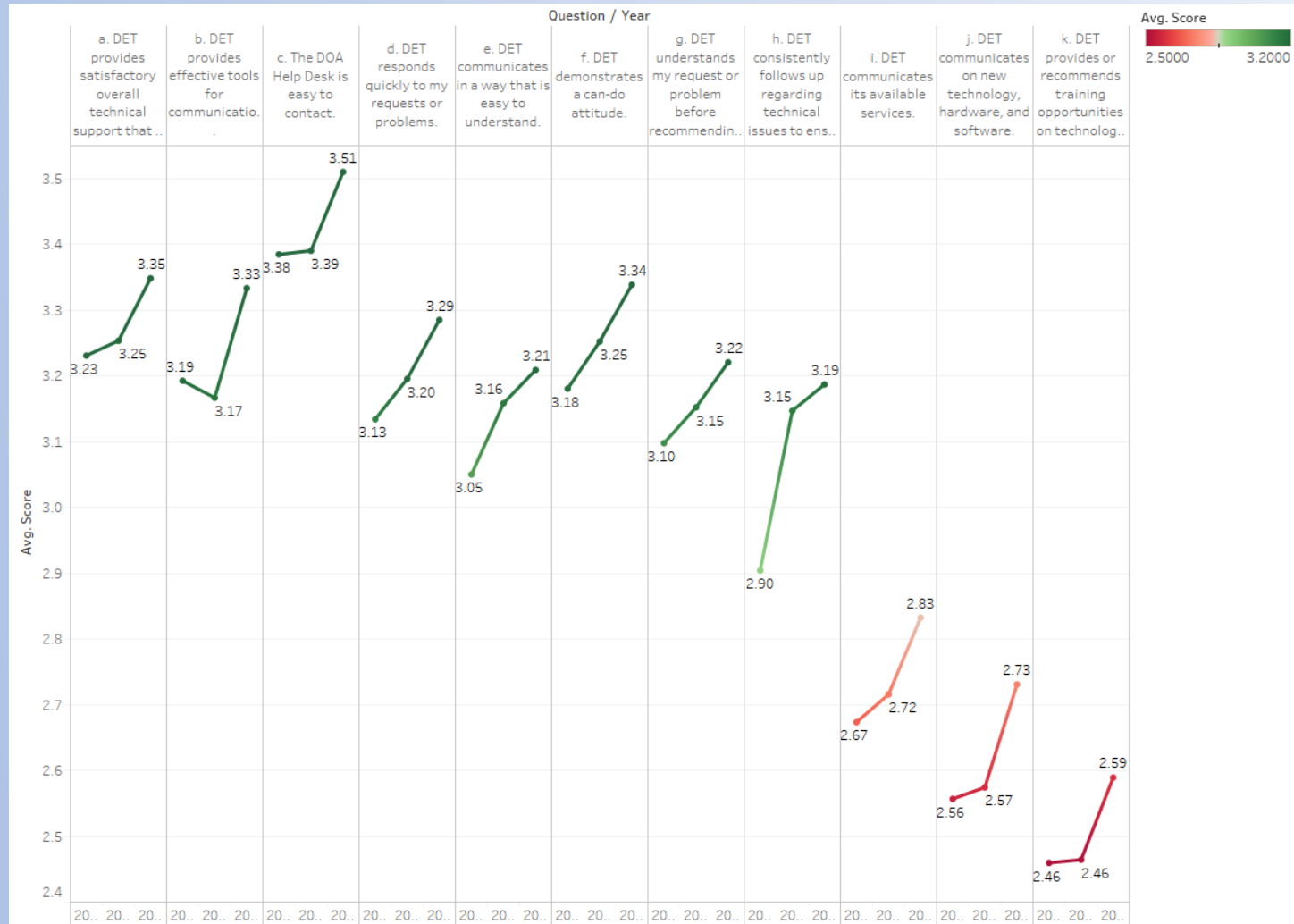
2017 Survey IT/AO Leadership Value Over Time

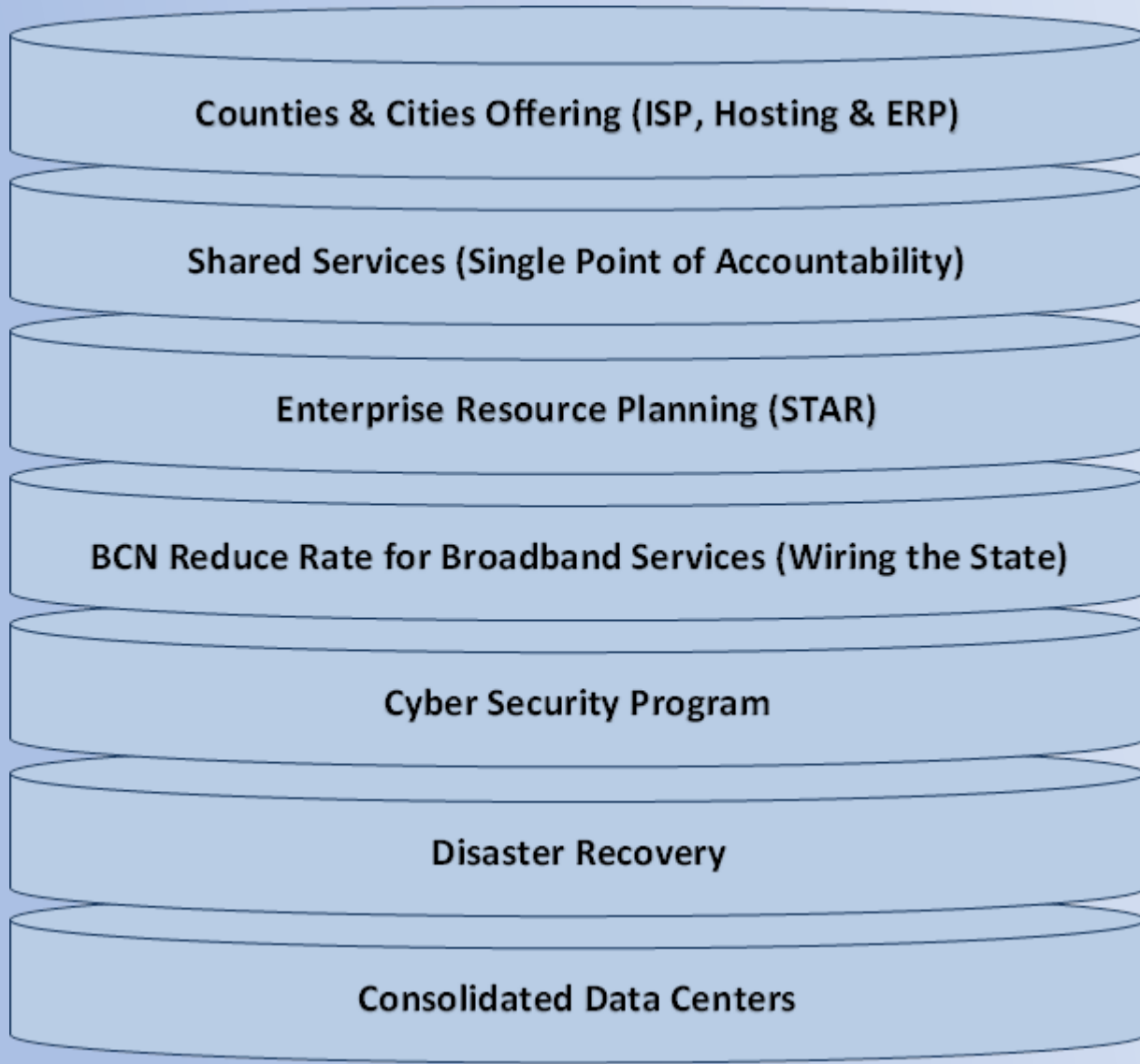


2017 IT/AO Leadership Perception Over Time



2017 DOA Survey User Individual Questions Over Time



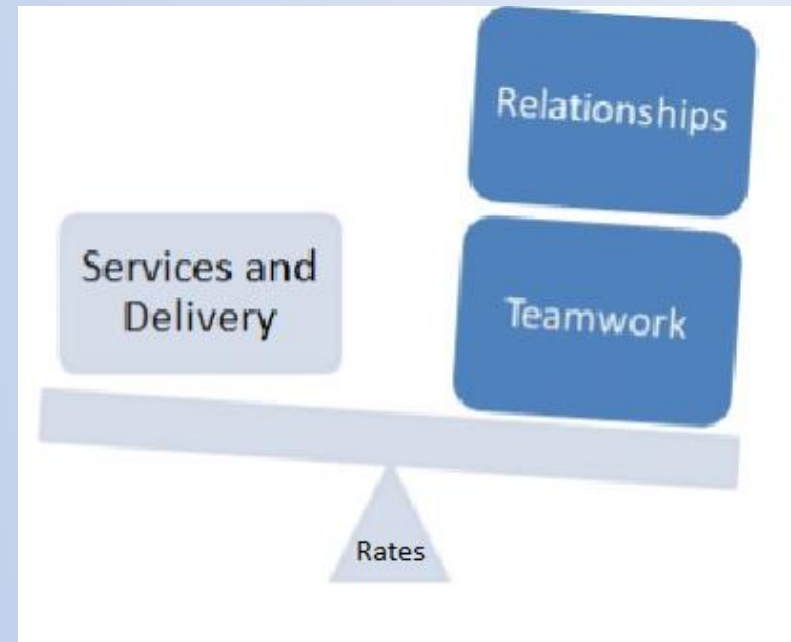


**DELIVER A POSITIVE CUSTOMER
EXPERIENCE**

Working as Partners with Agency Customers

“Thinking as a part of the enterprise, acting with urgency to customer needs”

1. Partnership
2. Optimization Team
3. Service Delivery
4. Rates



Key Takeaway

“Thinking as a part of the team, Individual actions of value”





**Thanks for
taking time
to attend!**