

Division of Enterprise Technology (DET) A Look Back By The State CIO



In 2015 I asked for extraordinary accomplishments from DET employees – and you delivered. As I look back on 2015, I will remember it as the year we took major steps toward turning long-term strategic goals into reality, for the benefit of customers and taxpayers.

STAR implementation is a milestone for which all of us should be very proud.

The STAR Project is a great place to start. Virtually all DET staff contributed toward the effort in some manner, and two bureaus in particular, BBAS and BIS, provided extensive support of the STAR team. The master data go-live for Release 1 (finance and procurement) occurred on July 1, and transactions went live on Oct. 1. Release 2 (human capital management) went live in mid-December. Now with one efficient and transparent enterprise-wide system, agencies can better monitor and track spending, enhance human resource and procurement efforts, and more effectively manage payroll and other administrative systems. STAR implementation is a milestone for which all of us should be very proud.

STAR deployment was a crucial element of our 2014 Statewide Strategic IT Plan, but it wasn't the only endeavor where DET made significant progress. The Bureau of Security continued to build on the enterprise-wide cybersecurity plan and provide rapid responses to threats and challenges. The bureau guided implementation of a Managed Security Services (MSS) solution – outsourced, state-of-the-art management of enterprise security devices, systems, and processes. The division implemented an advanced firewall platform, as well as a Network Access Control solution at the state data center.

DET's approach to fortifying security emphasizes the interconnectedness of the public and private sectors.

DET's approach to fortifying security also emphasizes the interconnectedness of the public and private sectors. Accordingly, DET was the primary organizer of the 2015 Wisconsin Cybersecurity Summit, which in October brought together statewide and national cybersecurity experts to share their knowledge regarding challenges for the state and how the public and private sectors can form partnerships to combat cyber attacks. Soon afterward a team of state and local government officials and private-sector critical infrastructure operators produced the Wisconsin Cyber Disruption Response Strategy. This framework helps organizations work together with Wisconsin Emergency Management Services to limit the impact if the state had a cyber disruption, and in turn maintain critical services to the public.

Business Services did an excellent job of guiding the 2015 RFP for the next generation of BadgerNet. When a contract is finalized, I expect our customers will be very pleased by the change in rates.

We in DET have long understood how all of state government's goals depend on a robust and reliable network system. Business Services did an excellent job of guiding the 2015 RFP for the next generation of BadgerNet, and when a contract is finalized, I expect our customers will be very pleased by the change in rates. The bureau likewise successfully negotiated extensions of numerous telecommunications

contracts that provide services at all levels of government in Wisconsin.

The One Stop Business Portal provides an easy step-through process where Wisconsin's businesses can find the requirements and tools they need to start a business, all in one convenient web location.

The eGovernment Program maintained its momentum. More than 3 million people have visited Wisconsin.gov since its re-launch in spring 2014; in 2015, the visitors totaled about 1.8 million. The percentage of visitors using mobile and tablet devices is steadily increasing. Among the notable new applications introduced by the eGovernment Program, working with Wisconsin Interactive Network (WIN), is the One Stop Business Portal. The portal provides an easy step-through process where Wisconsin's businesses can find all the requirements and tools they need to start a business – including registration paperwork and fee payment capability – in one convenient web location. In 2015, the state portal won two awards: the Academy of Interactive and Visual Arts (AIVA) Communicator Awards Award of Distinction, and the Summit International Awards Summit Emerging Media award. Wisconsin was the first state portal anywhere to adopt the SharePoint 2013 web content management system. BIS continues to provide first-rate infrastructure services to the WIN team.

With the Business Intelligence tools provided by DET, agencies can get advanced analytical power out of STAR.

As part of the state's Business Intelligence (BI) initiative, DET partnered with state agencies to offer a cost-effective and adaptable BI

technology and platform, so that customers can make informed, fact-based decisions and conduct reporting to improve productivity. STAR provides much more extensive and meaningful enterprise-oriented information to share with policy makers and the public. With the BI tools provided by DET, agencies can get advanced analytical power out of the new enterprise system. The majority of targeted savings – millions of dollars – will come from procurement using BI tools.

Complementing our current service offerings with additional cloud-based options presents exciting opportunities to tailor cost-effective solutions for customers.

Cloud computing likewise is a major topic of discussion with enterprise partners. Plans are underway to guide agencies' adoption of the Office 365 and Unified Communications platforms. At the same time, in consultation with agency partners, we are formulating an overarching cloud computing policy. The basic idea is that DET will serve as a broker and consultant for cloud solutions utilized by the enterprise and agencies, in order for DET to provide an integrated cloud service that leverages both the statewide private cloud and public clouds. Complementing our current service offerings with additional cloud-based options presents exciting opportunities for us to tailor cost-effective solutions for customers.

An interagency Lean team led by DET reported out on a key Lean project that streamlines approvals and billing for operational service requests.

DET's Lean Government program is another important activity designed to produce efficiencies. In 2015 DET staff completed five

Lean projects (which focus on specific process improvements) and four 5S projects (which focus on reorganizing physical work spaces to make use of those areas more efficient). The Bureau of Publishing and Distribution merits a special mention here, as they were responsible for two Lean projects and all of the 5S projects.

Meanwhile, an interagency Lean team led by the Infrastructure Support and Business Services bureaus recently reported out on a key Lean project that streamlines approvals and billing for operational service requests. Having personally witnessed the benefits of Lean Six Sigma in several of my prior jobs before arriving at DET, I am gratified to see our employees likewise make the effort to learn about and utilize Lean principles here.

People will always be the essential ingredient for optimizing our customer service capabilities. That's where the INSPIRE Program comes in.

By now you have picked up on a consistent theme – all of these 2015 accomplishments serve to make us a more cost-effective and responsive service provider, fulfilling our vision of being a provider of choice. Better technology can help, but people will always be the essential ingredient for optimizing our customer service capabilities. That's where the INSPIRE Program came in. Using the INSPIRE model, we engaged employees with a customer service vision; provided leadership with guidelines for achieving success; circled back with employees to determine specific process steps for how to deliver on the vision; and conducted surveys for measuring results (which we will repeat periodically). As I consistently emphasized to employees: We are good at customer service. I think we can be even better. All of your participation with the INSPIRE Program will be critical to getting us there.

Our "Grow Our Own" strategy, which includes a comprehensive internship program, produced encouraging results in 2015.

I want to wind up this look back where it started – with a focus on DET staff, and our commitment to maintain it as a first-class, innovative workforce going into the future. Our "Grow Our Own" strategy, which includes an ongoing and comprehensive internship program, produced encouraging results in 2015. We brought nine talented interns into DET during the year, and two of them are staying with us as FTEs. (I hope to raise that permanent-hire number going forward; we are definitely working on it with our DOA colleagues to make that happen.) Nothing makes me happier than seeing skilled interns ultimately recognize what the rest of us already know: that DET offers challenging, transformational work and a supportive environment. Now, we have to make the hiring process more reliable and efficient, and that is a prominent personal challenge for me heading into this new year.

With your ideas and expertise leading the way, I look forward to a productive and innovative 2016.

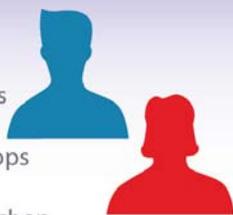
What I've cited above is just a sampling of the many highlights DET staff reached in 2015. It was an amazing year, and you deserve all the credit. As is my custom, I will once again present an ambitious agenda for 2016. But I have no doubt you will exceed my expectations. With your ideas and expertise leading the way, I look forward to a productive and innovative 2016.

David Cagigal, State of Wisconsin CIO

A Look Back On 2015

CUSTOMER SERVICE

- 9 DET all staff Town Hall meetings
- 32 DET weekly SL/staff meetings
- 12 Agency customer listening sessions
- 4 INSPIRE DET staff Lunch N Learns
- 230 Staff attended 15 INSPIRE workshops
- 10 Awareness emails to all DET staff
- 5 INSPIRE Coaching for Leaders workshop



RATES



SERVICE REQUESTS AND INCIDENTS



INCIDENTS RESOLVED
REQUESTS COMPLETED
CHANGES IMPLEMENTED



INCOMING CALLS
INCIDENTS RESOLVED
REQUESTS COMPLETED

Data was compiled from Enterprise Service Desk and DOA Help Desk.

Average Time to Resolve a

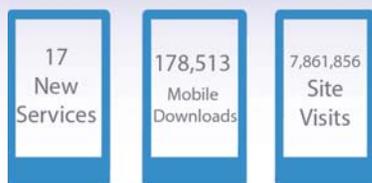


Security



APPLICATIONS AND PROJECTS

eGovernment Program



DET Projects

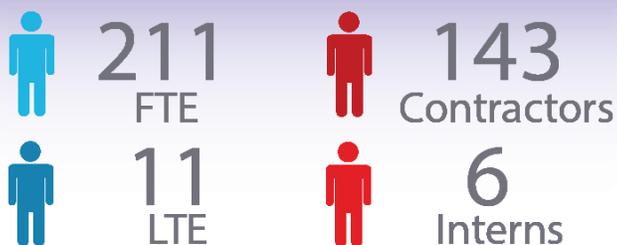
28 Projects Completed ✓



DET Applications



ORGANIZATION



Number of employees as of December 31, 2015

PUBLISHING AND DISTRIBUTION

Postcards Mailed: 6,659,291
 Envelopes Inserted and Mailed: 29,046,006
 Packages Shipped: 154,258
 Office Envelopes Metered and Mailed: 2,030,826
 Postage Savings: \$3,248,533

