

Success through Shared Services

Kumar Rachuri, CIO - OBM



OBM

Building a Foundation for Shared Services

- Governor: Reduce IT Spend 30% **01/09**
- Executive Order 2009–07S: 7 IT Spending Strategies
- ETA Launch **09/09**
- Inter-Agency Collaboration to Develop Common Component Architecture using 80/20 Rule
- Reduced TCO using Enterprise Ohio:
 - Economies of scale pricing
 - Existing state intellectual capital
 - Consolidated Training
- 29 of 39 Studies Completed **10/10**

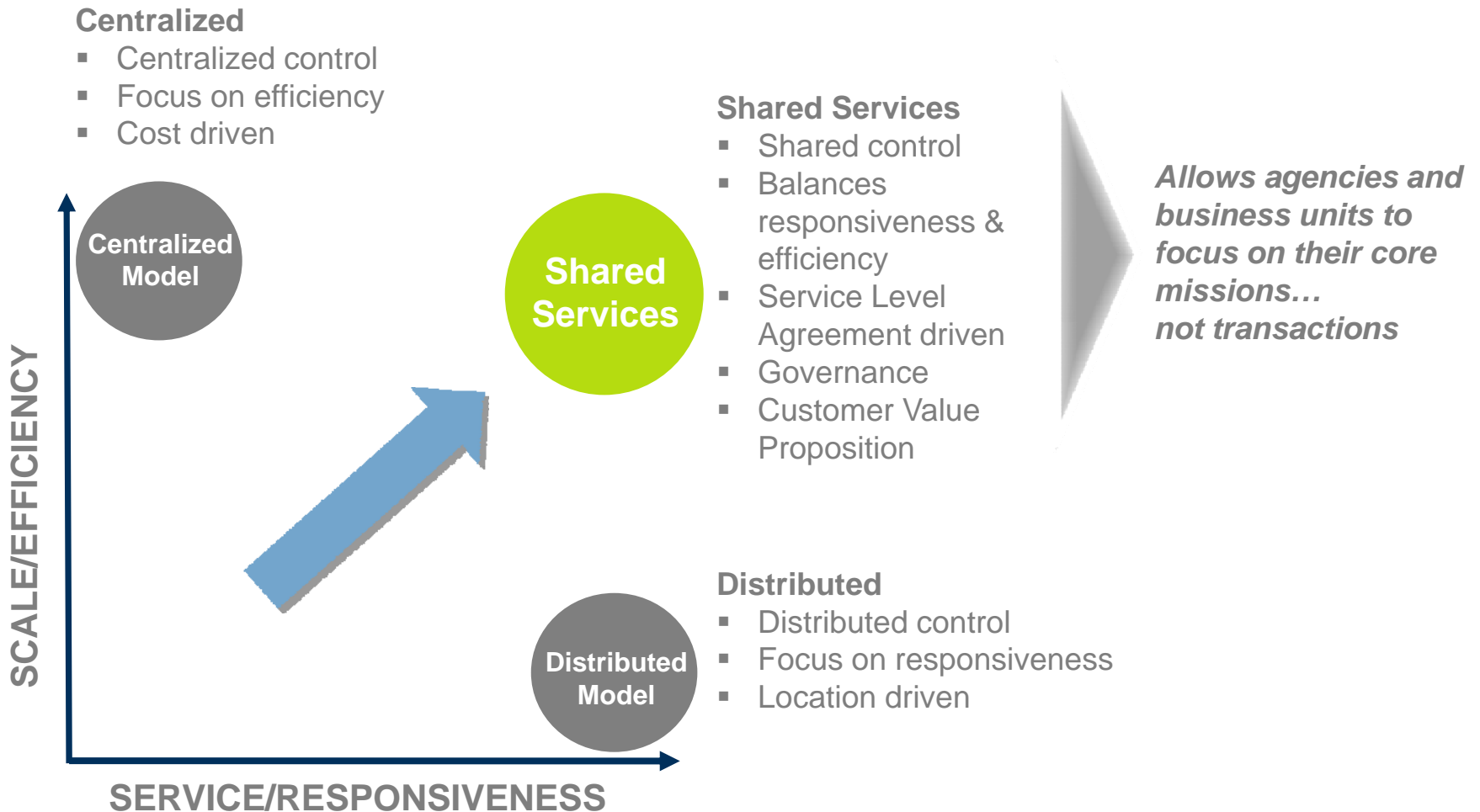


The Need for Enterprise Architecture

- A single Technical Architecture for the State of Ohio will generate major benefits for all agencies by:
 - Standardizing systems to make integration easier
 - Reducing purchase, upgrade, maintenance costs via price consolidation
 - Making knowledge transfer amongst agencies easier
- State agencies are encouraged to promote and support an environment of partnership
- Ohio Shared Services has created partnerships in two key service areas



Shared Services is Different



Ohio Shared Services Contact Center

- Determined that Ohio Shared Services would need a Contact Center solution to handle interactions with agencies and outside entities
- OSS “Green Field” design allowed OBM to consider a multitude of options
 - Goal: Take advantage of the latest technologies including Voice Over IP
- Discussions were held with major vendors and OIT
 - Outside solutions did not fit OBM’s needs or were too expensive



Contact Center and ODJFS

- Reviews of existing tech in other state agencies highlighted Job and Family Services
- ODJFS has extensive experience in Contact Centers
 - Three major program areas supported at 26 locations statewide creating multiple virtual call centers
 - Also sold telecomm/call center services to other state agencies (RSC, DODD) and several county agencies
 - 2.8M calls/month as of 2009
 - Supplied emergency services to State of Texas after a hurricane within hours of the event



Partnership with ODJFS

- OBM and ODJFS personnel met and discussed various proposals
- Decision
 - Partnership was formed between OBM and ODJFS
 - Invest in a refreshed ODJFS solution also supported by UC Modernization project
 - Allowed OBM to meet all requirements
 - Gave ODJFS the opportunity to provide similar services to additional agencies in the future
 - MOU set responsibilities, service levels, and costs
 - ODJFS provides technical support
 - OBM manages the operation



OSS Contact Center Results

- OSS Contact Center has been in operation since September 2009
- Handling inquiries regarding
 - Accounts Payable
 - Travel and Expense reimbursements
 - Vendor Maintenance
 - On-line training support for Enterprise Learning Management (ELM)
- Plans underway to provide Contact Center services to all interested agencies



OSS Document Imaging

- Determined that OSS would need Document Imaging functionality to maximize efficiency
- Hosted option went through an RFP process with no award
- Various vendor solutions were analyzed and considered
 - Could not meet project timeframe to implement
 - Cost adverse for our needs
 - Too many unknowns to make the investment



Document Imaging and OBWC

- Analysis of existing tech throughout the state highlighted Bureau of Workers' Compensation
- OBWC has 15 years of Imaging experience
 - Volume: Claims solution stores 200M+ images in 2009
 - 500K pages added each week
- Built Universal Document Service (UDS), a custom coded Document Imaging solution
 - Using knowledge base from their experiences
 - Similar architecture to claims solution
 - Stores millions of documents at BWC today
 - Avoids major licensing costs



Partnership with OBWC

- OBM partnered with OBWC to come up with a potential solution using UDS
- Cost analysis proved UDS could be implemented at far lower cost than off the shelf solutions
- An agreement was formed between OBM and OBWC to provide an Imaging solution for OSS and
 - A copy of the UDS code set was provided to OBM
 - OBWC consultant was loaned to OBM to assist in implementation—this completed knowledge transfer
 - OBM and OSS have acquired an in-house solution that meets business and technical requirements



OSS Document Imaging Results

- OSS Document Imaging has been in operation since October 2009
- Currently OSS processes documents for
 - Accounts Payable
 - Travel and Expense reimbursement
 - Vendor Maintenance
- Upcoming projects will take advantage of future Optical Character Recognition solution
- Plans underway to provide Imaging services to all interested agencies



Conclusion

- Partnerships with ODJFS and OBWC allowed OBM/OSS to quickly implement solutions at a lower price than conventional solutions
- Leveraging experience and knowledge already available within the state
- Enterprise Architecture can be accomplished via partnerships
- Working together as one enterprise to continue functioning during these tough economic times
- “Virtuous Circle” benefits everyone

