



Moving IT Forward: Reinventing MI Through IT

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DTMB Mission

- We provide vital administrative & technology services & information to enable Michigan's reinvention

DTMB Vision

- We will make the State of Michigan one of the most innovative, efficient & responsive governments in the world

DTMB Values

- As men & women of integrity, we will adhere to the State of Michigan's values of leadership, excellence & teamwork

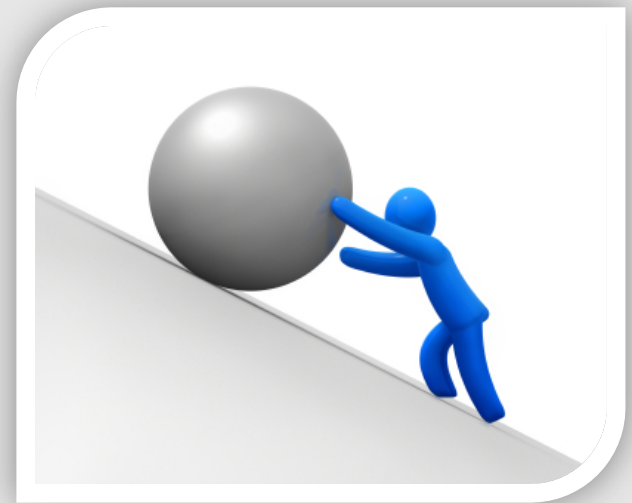


DTMB Goals

- **Customer Service Excellence** – Provide top quality, cost-effective services & information, enabling our partners to achieve their goals
- **Operational Efficiency** – Manage taxpayer dollars effectively & efficiently
- **Accountability & Performance** – Ensure sound decision making & operational excellence through transparent & consistent use of metrics
- **Expertise & Commitment** – Create an environment for employees & teams to gain the knowledge, skills & resources to get the job done
- **Shared Services** – Drive cost savings & better government through shared services
- **Innovation & Leadership** – Solve today's problems & reinvent Michigan

2011: IT in Michigan

- 400+ legacy systems
- IT gaps negatively impact customer service
 - Spends the majority of IT funds on 'keeping the lights on'
 - Lack of adequate spending on strategic IT infrastructure & innovation
 - High contractor costs supporting legacy systems



What has Michigan Done?



ICT Assessment - 1st ICT assessment in 10 years

- Gartner looked at:
 - People
 - Process
 - Technology
 - Organization
- Final Report - Michigan has aging IT infrastructure that needs to be upgraded





What has Michigan Done?

- People – utilize employees skills & assets
 - Skills inventory – above average skill maturity
 - Strengths
 - Client Technology/Desktop Support, Web Administration & Quality Assurance
 - Gaps
 - Business Analyst, Project Management, IT Leadership & Relationship Management
- Process – review all processes for efficiency & relevance
 - Customer Service
 - IT

What has Michigan Done?

- Technology – upgrade, replace or retire legacy systems
 - \$47M ongoing funding for IT modernization appropriated from Michigan Legislature
- Organization – reorganized structure
 - CTO – Rod Davenport
 - Innovation
 - Enterprise architecture
 - Service Provider Partnerships
 - Customer Service
 - Infrastructure & Operations
 - Relationship Management
 - Shared Solutions
 - Portfolio Management



Michigan's Roadmap



2 – 5 Year Plan

- \$47 M ongoing IT funding appropriated from Michigan Legislature
- Systems ripe for replacement
 - **MAIN** (Mainframe) – DTMB – Age: 17 years
 - **SUW** (Sales, Use & Withholding) – Treasury – Age: 30+ years
 - **DCDS** (Data Collection & Distribution System) – DTMB – Age: 16 years
 - **WORCS** (Workers Compensation System) – LARA – Age: 22 years
 - **CMIS** (Corrections Management Information System) – MDOC – Age: 22 years



Michigan's Roadmap

2 – 5 Year Plan

- Governor Snyder's Transformational Change Projects – improve customer service
 - DTMB – 8 Projects
 - Statewide Identity Management
 - Reinventing Procurement/Procurement Infrastructure
 - Automate Scorecard Reporting
 - Shared Call Centers
 - Printing Services Process
 - MiCloud
 - Consolidate Statewide Retirement
 - Enterprise Document Management

Modernization = Improved Shared Services

Shared Services

- IT modernization = shared services on steroids
 - Creates more opportunities to for local partners & State to work together to utilize IT systems
 - Local Partners: 83 counties & 1,400+ local governments
 - Virtual city



"Modernizing" Michigan's IT Future



Mobility & Social Media

- Mobile apps
- MiPage
- iPads/iPhones
- Hoteling
- Facebook/Twitter/YouTube/
Flickr/LinkedIn etc...





**We're in the
business of
customer service.**



Thank you
Any Questions?

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