



Minnesota Digital Summit 2012

Energizing interoperability and innovation

Imppositunity

People capacity



Operational limitations

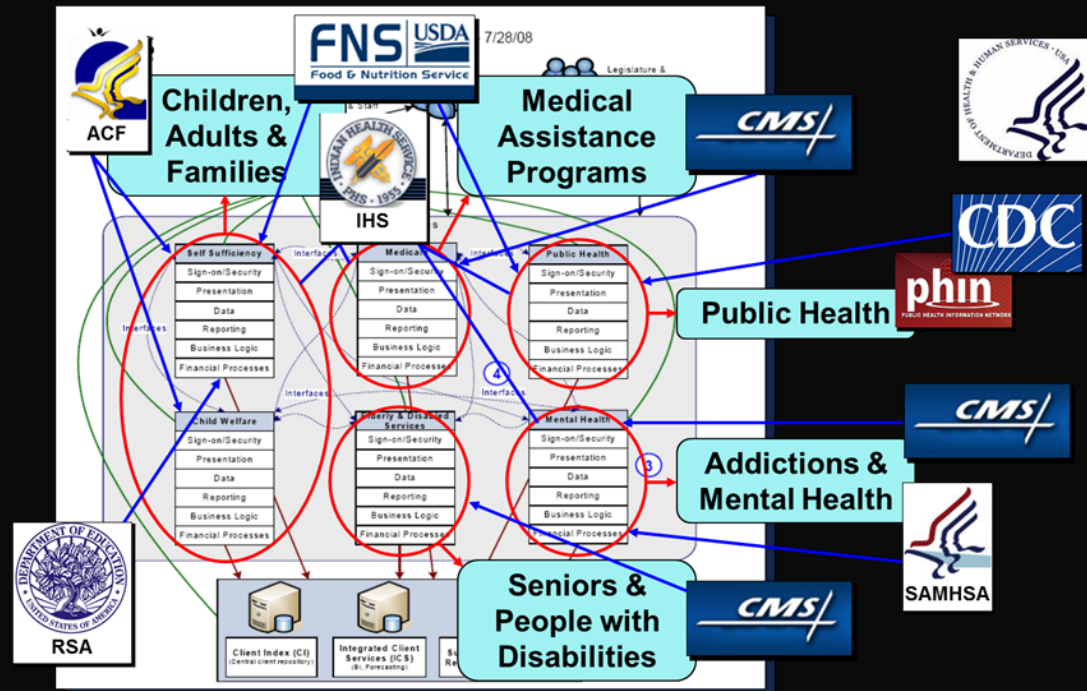


Budget challenges



Institutional complexity

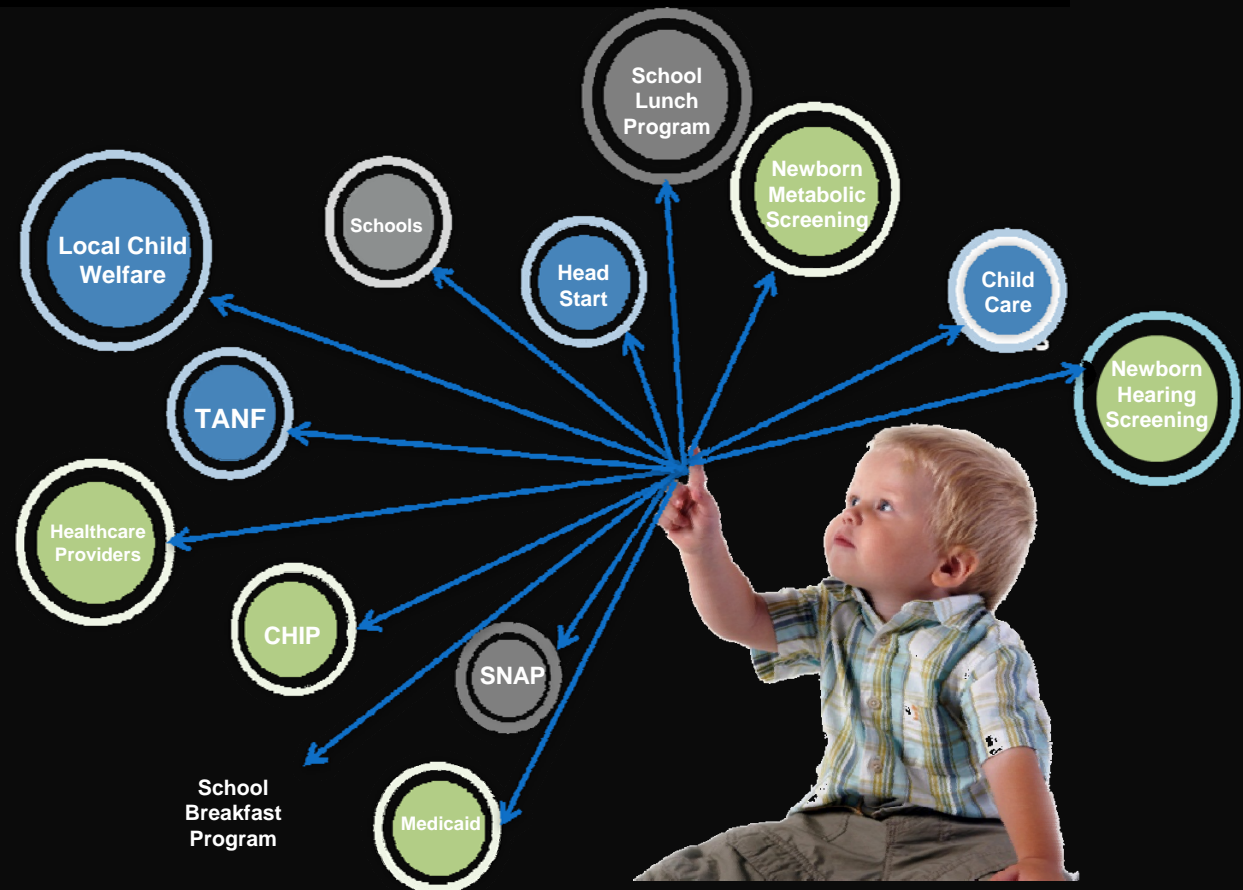
- Funding allocations
- Regulatory compliance
- Information security
- State interpretation



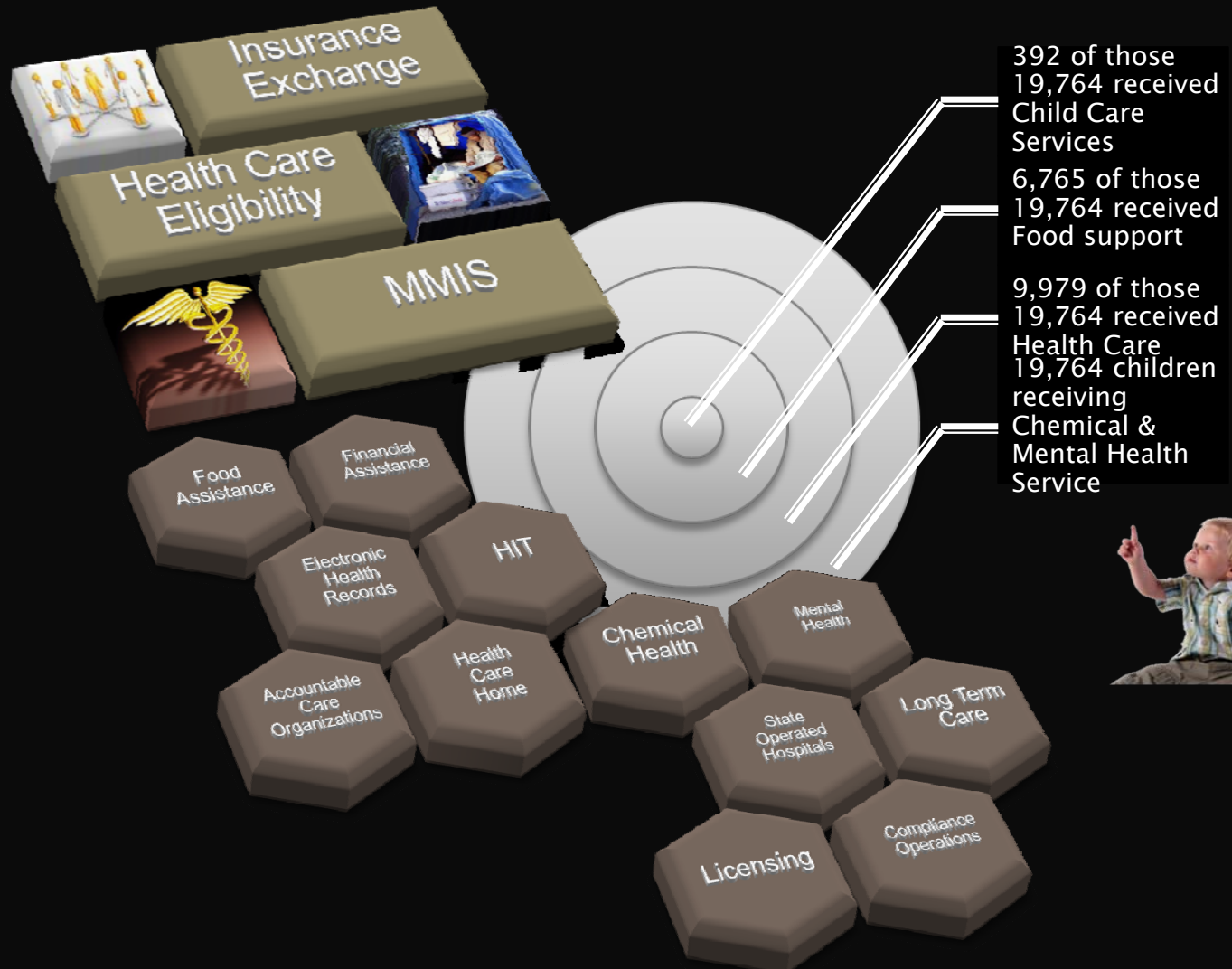
World class user experience

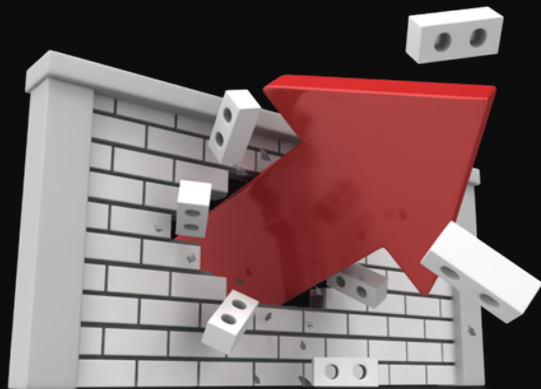
Today, the onus is on the individual and their family to navigate the landscape of federal, state, local, and private programs available to address their needs. There is little coordination across programs.

The individual has to determine which programs apply to their situation and provide the same information repeatedly.



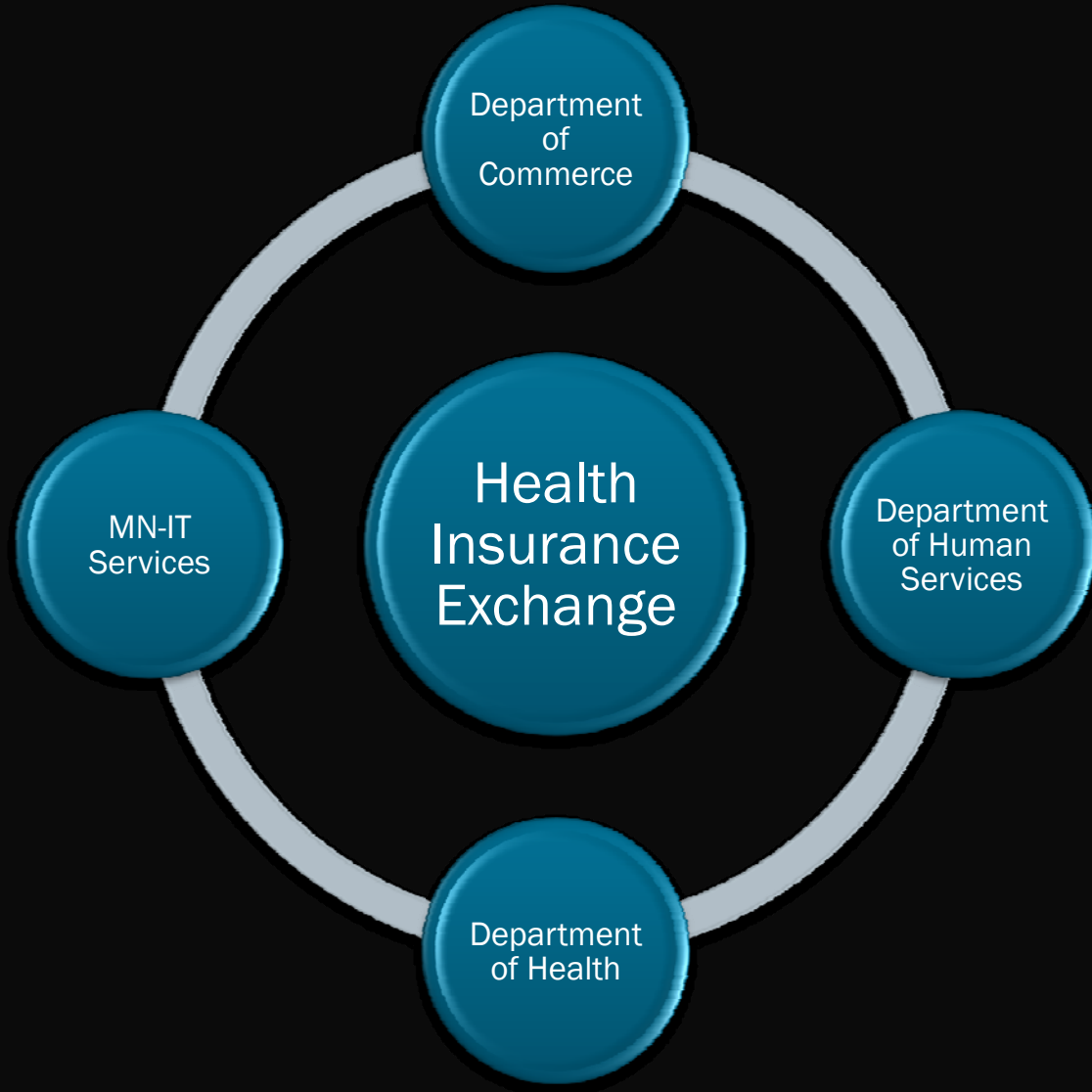
Individuals that receive health care also.....



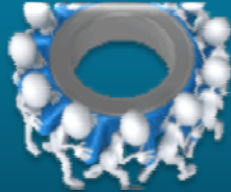


The game changer

Innovation Partners



Setting focus



People

- Customer Channels
- Service delivery model
- Ecosystem of interconnected functions



Process

- Governance
- Project execution
- Contractor management



Staff

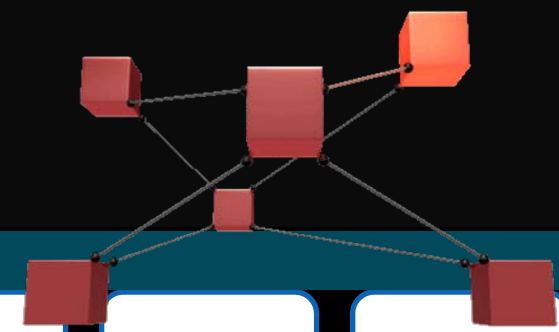
- Capacity
- Competence
- Socio-political & cultural



Finance

- Ranking of potentially conflicting values
- Leverage existing assets
- Make every investment leverage-able

Modularity Matrix



Business Modules



Integration Modules



Technical Modules



Infrastructure Modules



Balancing act

- Immovable
- Risk
- Challenge
- Opportunity

- Lever
- Speed costs
- Staff capacity & Competency

Time

Cost

Quality

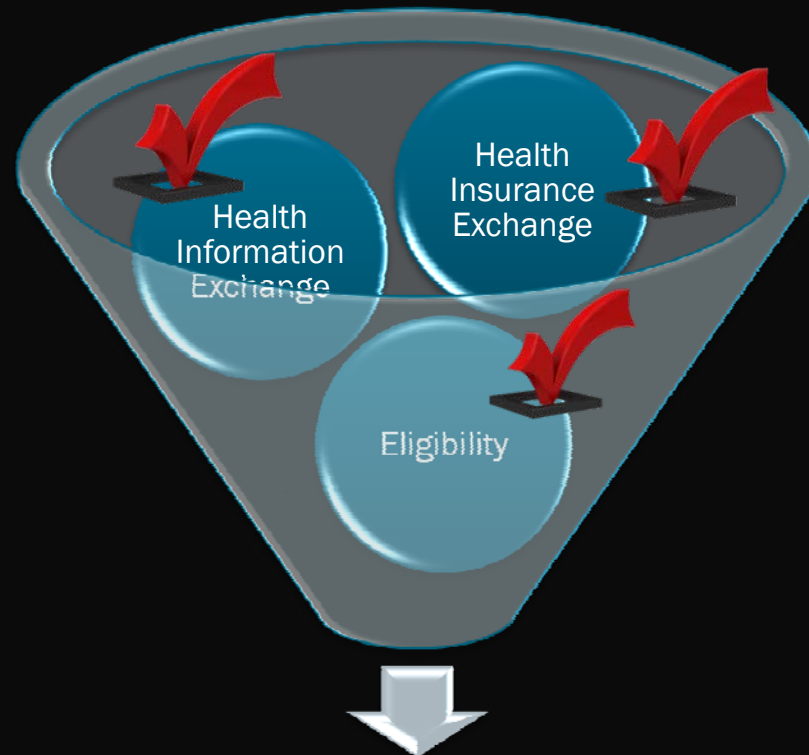
Functionality

- Focus
- Revisit decisions
- Stakeholder involvement
- Perfect is the enemy of good

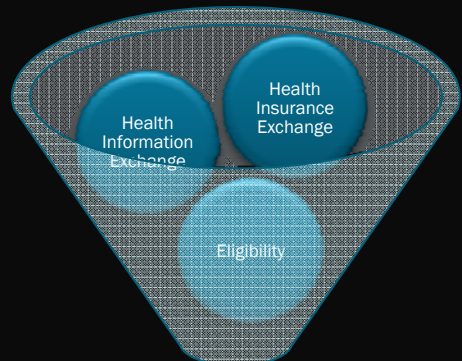
- Manage expectations
- Complex & adaptive
- Manage scope



Key decision points

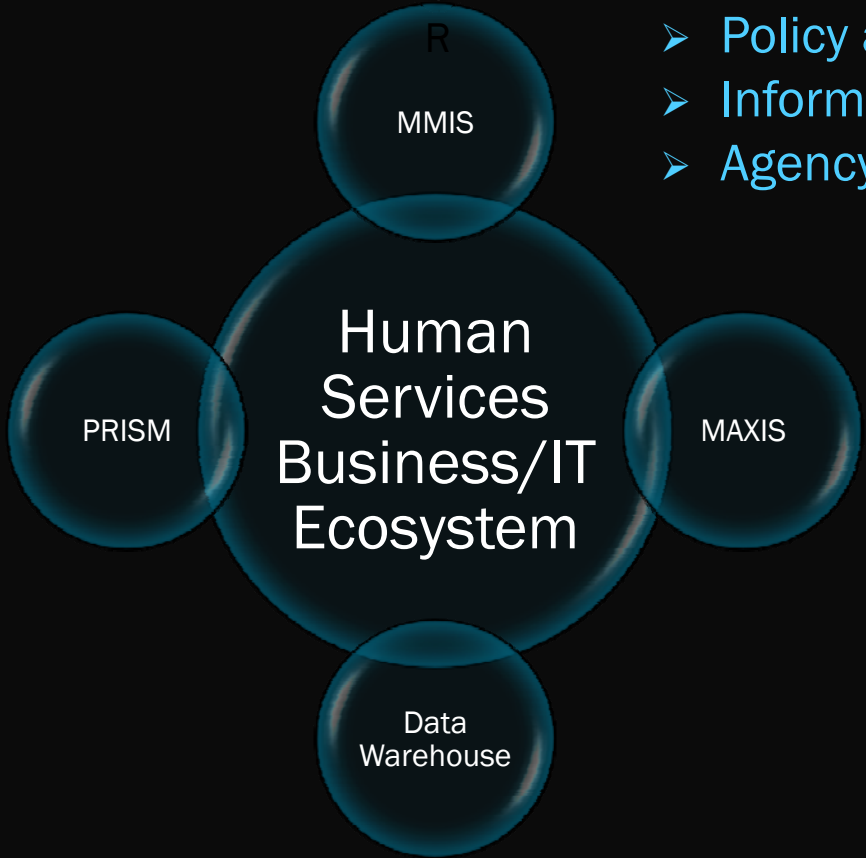


Impact to Interoperability



Impact

- Service delivery
- Policy and procedures
- Information technology
- Agency operations



Then We Build an Integrated Government



- Integrated service portal
- Modular IT Tapestry
- Broad intergovernmental analytics
 - ✓ Vision into service delivery
 - ✓ Service quality improvement
 - ✓ Deter fraud, waste and abuse

Best regards,
Greg Fetter & Thomas Baden