NASCIO 2015

State IT Recognition Awards

2015 BEST PRACTICES

In The Use Of Information Technology In State Government

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NASCIO Representing Chief Information Officers of the States

NASCIO represents state chief information officers and information technology executives and managers from the states, territories and District of Columbia.

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NASCIO 2015 AWARDS COMMITTEE WELCOME LETTERS

I was honored to serve as co-chair of this committee and would like to extend a most sincere thank you to all that served as a judge, giving of your time to undertake the difficult task of reviewing and scoring each nomination. The determination of finalists and recipients by peer review is what sets the NASCIO awards apart from other recognitions. I believe this distinction is very meaningful as it is a nod from colleagues acknowledging excellent work.

Congratulations to all who submitted a project this year; the rest of the country will be looking to your nomination as an example of best practices. I am pleased that for 27 consecutive years NASCIO has highlighted and honored the hard work and dedication of state technologists.

Bo Reese

NASCIO Awards Co-Chair
Chief Information Officer
State of Oklahoma

The NASCIO State IT Recognition Awards showcase the vital, but often unsung, role information technology plays in state government. Over 100 nominations were submitted this year; each detailing a project or initiative that made state government stronger, more efficient and more accessible to citizens. I commend each and every team for their work and congratulate those receiving special recognition.

It was a privilege to co-chair this committee and work with the dedicated individuals who volunteered to serve as judges. I was honored to be part of an awards program with such a long and prestigious history. Thanks to the NASCIO team and everyone who contributed to this process.

James Collins

NASCIO Awards Co-Chair
Chief Information Officer
State of Delaware

NASCIO 2015 BEST PRACTICES AWARDS CATEGORIES

CROSS-BOUNDARY COLLABORATION AND PARTNERSHIPS
Projects recognized in this category focus on identifying, planning, coordinating, sharing, integrating and/or joining formerly non-integrated, IT-related organizational goals and strategies.

CYBERSECURITY
Projects recognized in this category incorporate IT security and privacy into strategic state initiatives, disaster recovery planning and continuity of government operations.

DIGITAL GOVERNMENT: GOVERNMENT TO BUSINESS
This category recognizes innovative applications that foster improved interaction between government and business, including better service at less cost to business for regulatory compliance, new business formation and day-to-day government-to-business interactions.

DIGITAL GOVERNMENT: GOVERNMENT TO CITIZEN
This category recognizes governmental applications that provide innovative services or communication channels for citizens, provide for open government, increase government's efficiency and/or stimulate citizen engagement and interaction.

DISASTER RECOVERY/SECURITY AND BUSINESS CONTINUITY READINESS
Projects centered on the strategic and coordinated response to natural and man-made disasters are recognized in this category. Executed or planned projects may include business continuity strategies, plans and/or guidelines for risk assessment, critical staff and equipment, external communications and employee awareness.

EMERGING AND INNOVATIVE TECHNOLOGIES
This category recognizes projects utilizing, or providing oversight for, technologies on the cutting edge of the industry. Emerging technologies include, but are not limited to wearables, 3-D printing, autonomous automobiles, unmanned aerial systems and sensors. Projects in this category may be in an implementation or beta stage.

ENTERPRISE IT MANAGEMENT INITIATIVES
Projects focused on planning, organizing and executing enterprise-wide technology initiatives are recognized in this category.

IMPROVING STATE OPERATIONS
This category recognizes technology initiatives and business process improvements implemented to make government operations more efficient and effective.

INFORMATION COMMUNICATIONS TECHNOLOGY (ICT) INNOVATIONS
This category recognizes initiatives or services that leverage communication technologies to transform government and/or promote economic development, interoperability and improved quality of life.

OPEN GOVERNMENT AND DATA, INFORMATION AND KNOWLEDGE MANAGEMENT
This category recognizes a state's efforts to manage data as a strategic asset, including making data more transparent, as well as strategies, processes, applications, solutions, initiatives and/or programs to use, process, leverage or manage information and content.

STATE CIO OFFICE (OR EQUIVALENT) SPECIAL RECOGNITION
Projects initiated and implemented by the state CIO's office are recognized in this category. The category is open to a variety of projects.

CROSS BOUNDARY COLLABORATION AND PARTNERSHIPS

State of Colorado
Universal Application: Partnering for Colorado

Uniting programs across government entities, localities, education institutions, and nonprofit programs has historically been a challenge for state governments. The State of Colorado looked at this problem specifically from the perspective of Colorado families, who often were not informed about the benefits programs available to them. If they were aware, the long process to complete multiple applications was daunting and timeconsuming for busy Coloradans. The reality that applicants might still be determined ineligible after the lengthy application process further compounded the issues. In the end, many households were not applying for programs and, ultimately, not receiving aid that could significantly benefit their families.

In light of these issues, the state determined that the Universal Application project was necessary to serve the families of Colorado. The state identified several key goals in creating this project:

- Remove barriers to eligibility determination and reporting updates for Coloradans
- Empower families to screen and apply for benefits and manage their own cases
- Increase visibility for Early Childhood programs across government entities, localities, education institutions, and nonprofit programs
- Increase efficiencies for county offices and medical assistance sites

Utilizing the existing and very successful online Program Eligibility and Application Kit (PEAK), the state worked with eleven programs that varied from government agencies to nonprofits to educational groups, and included programs spanning a wide variety of assistance.

Each program came together by setting aside their individual application processes and agreeing on a single point of entry that allows families to anonymously screen for eligibility in PEAK. After receiving an eligibility determination, families can then decide whether or not to submit applications to the programs for which they were deemed eligible. The entire process is easily accessible by families, guides applicants smoothly through the intuitive process, and helps families efficiently allocate their valuable time in choosing what programs to apply for.

The State of Colorado is proud of the success it has achieved with the Universal Application. By saving families time, building awareness for Early Childhood programs across the state, and promoting good stewardship of state resources, Colorado has delivered a partnership solution that benefits all parties involved.

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Universal Application
L to R: Jane Brand, Colorado Department of Education; Susan Havens, Governor's Office of Information Technology; Paul Potts, Governor's Office of Information Technology; Colin Tackett, Colorado Department of Human Services; Lyza Shaw, Colorado Department of Education; Stephen Fogle, Deloitte; Pawan Chaudhary, Deloitte

Not Pictured: Aggie Berens, Colorado Department of Human Services; Catherine Floyd, Colorado Department of Education; Heather Tritten, Colorado Parent & Child Foundation; Heidi McCaslin, Colorado Department of Education; Julie Griffith, Colorado Department of Education; Linda Gale Dowlen, Colorado Department of Public Health & Environment; Melissa Buchholz, Healthy Steps; Sheila Groneman, Colorado Department of Human Services; Stephanie Helle, Invest in Kids; Tamara Schmidt, Colorado Department of Human Services; Wayla Murrow, Colorado Department of Human Services

"Colorado's Universal Application is about removing barriers, empowering families and using technology to make government programs more accessible to people who need them the most. This project is inspired by the hard work of our partners at the Colorado Department of Human Services and by the Colorado families whose lives they touch every single day."

Suma Nallapati, Colorado Secretary of Technology & CIO

CYBERSECURITY

State of Colorado
Secure Colorado: Achieving Quick and Sustainable Risk Reduction

The often named "Year of the Data Breach" 2014 proved to us that no enterprise, regardless of the size of security investment, is immune to attack. Attackers' weapons are changing daily, technology is advancing exponentially, and businesses are evolving constantly requiring rapid response and preventative tools to detect and thwart the increasingly sophisticated level of cyber attacks.

With both the public and private sectors facing increasing threat to their IT landscape that makes their information and technology assets vulnerable to attackers, state government is uniquely targeted because of the amount of sensitive and valuable data on state systems. At the Colorado Governor's Office of Information Technology (OIT), our security team averts approximately 8.4 million malicious events each day. As the increased volume and level of sophistication of security threats continue to grow, we recognized a new approach was needed for protecting State of Colorado information and assets.

That new approach came through Secure Colorado, the state's first cybersecurity strategic plan. It is focused on achieving quick and sustainable risk reduction at a reasonable cost, while promoting an environment of technology innovation, adoption of open source and cloud based technology and the open sharing of data where appropriate. Secure Colorado is a huge innovation in cybersecurity for the government sector, and it has revamped the state's approach to security by aligning priorities and control framework.

"Securing our residents' sensitive information is among the most important responsibilities we have in Colorado. I am proud that we have taken a progressive and proactive approach to securing the state's data. No doubt, this is one of the biggest challenges facing the private and public sector. With Secure Colorado, we aim to be at the forefront of information security."

Governor John Hickenlooper, State of Colorado

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Secure Colorado
(All pictured are from the Governor's Office of Information Technology.)
Front Row: Jim Bunting, Cyber Security Specialist; Ronda Allen, Senior Security Engineer; Charli Buyalski, Network Security Analyst; Mohamed Malki, Enterprise Security Architect; Richard Steving, Enterprise Infrastructure Security Architecture Lead; John Dianni, Cyber Security Specialist; Don Wisdom, Director of Infrastructure Operations

Back Row: Alfritch Anderson, Security Operations Manager; Christian Walton, Network Security Engineer; Trace Ridpath, Director IT Governance & Security; Brendan Hourihan, IT Network Security Engineer; Tom Fowler, Senior Information Security Specialist; Daniel Teyf, Application & Database Security Architect; Deborah Blyth, Chief Information Security Officer; Julie Chickillo, Information System Security Risk and Compliance Analyst; Frank Muccio, Network Security Engineer; Adam McClellan, Cyber Security Specialist; Mark Dunham, Network Security Engineer; David Root, Security Engineer; Manjula Udeshi, Risk & Compliance Manager

Not Pictured: Andy Wilkens, Senior Cyber Security Specialist; Greig Bellum, Senior Security Engineer; Melissa Rood, Senior Security Operations Administrator; Michael Nouguier, Network Security Engineer

DIGITAL GOVERNMENT: GOVERNMENT TO BUSINESS

Commonwealth of Virginia
Enhancing Customer Service through the Mobile Collectors Application

The Virginia Department of Taxation (TAX) field collection representatives work out of their homes across the state. They visit businesses to resolve delinquent debt cases that are complex and often involve large dollar amounts, spending several hours a day preparing paperwork to be processed at TAX headquarters in Richmond. It took 10-14 days from the time a check was received for the check to be deposited and posted to a taxpayer's account.

TAX developed a new mobile collectors application that has significantly changed the way staff interacts with businesses that owe money to the commonwealth. It is cutting-edge technology that quickly proved to be a positive tool for the state and the business community. The application, used on iPad devices, enables field collectors to work smarter and save thousands of hours each year by:

- Giving field collectors easy, real-time access to business accounts
- Enabling collectors to receive tax payments on site by electronic funds transfer
- (EFT) payment, credit or debit card
- Permitting collectors to quickly update customer accounts
- Allowing collectors to eliminate time-consuming paper requirements

The new application has greatly improved the collector-taxpayer experience. Since implementation in June 2014, more than 2,000 payments have been collected totaling more than $2.7 million. Payments as small as $1.34 up to $70,000 have been processed on the spot and deposited within one day.

Along with accepting and posting payments immediately, the iPads are equipped with a GPS feature that helps agents locate addresses and businesses faster than mapping out their routes manually, as they did before. Although working in the field, collectors can now stay in close contact with the office, use a remote video conferencing feature with supervisors and colleagues, do not require personal cell phones and can easily access their Outlook email accounts.

The new technology has gone a long way in improving job satisfaction for both the collectors and the development team that entered uncharted territory and met the challenge. The new cutting-edge technology has been an unequivocal home run for all concerned.

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Mobile Collectors Application Team
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Middle Row: Yolanda Benson, Catherine Walters and RamaSanthi Nagam

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"The Virginia Department of Taxation's Mobile Collectors application is a prime example of how customer-centric innovation makes government more efficient. This application has saved the commonwealth time, money and resources while streamlining the way it works with business owners to provide customer service and settle outstanding debts. This program contributes to our goal of building a new Virginia economy."

Governor Terry McAuliffe, Commonwealth of Virginia

DIGITAL GOVERNMENT: GOVERNMENT TO CITIZENS

Commonwealth of Virginia
Electronic Death Registration and Birth Certificates on Demand

Two projects in Virginia have enhanced the government-to-citizen experience in obtaining two vital records. These important government services often required immediacy but had limited availability to the citizens of Virginia. Now, services are immediately available, paperwork has been nearly eliminated, errors reduced and staff time saved.

The first, the Virginia Department of Health's (VDH) Electronic Death Registration System (EDRS), enables participants in the death registration process to file death records online with VDH vital records.

In the second project, VDH joined with the Virginia Department of Motor Vehicles (DMV) to permit citizens to obtain same-day birth certificates at 80 DMV customer service centers across the commonwealth.

The EDRS is a secure, completely Web-based tool that allows the decedent's information to be collected and validated online. Currently, there are more than 4,000 users of the EDRS, both inside VDH and throughout Virginia.

VDH and DMV collaborated on the second project. Staff at the two state agencies designed, developed and implemented the transactions utilizing a secure Web service with associated XML schemas to support the issuance of birth certificates at DMV customer service centers. The secure Web service enables a critical, real-time data exchange between DMV and VDH.

EDRS created the option of a paperless system in recording a death.

Approximately 130,000 birth certificates have been issued the same day as requested in the 14 months since implementation.

Through VDH's individual project, and through its joint efforts with DMV, the state has created distributed service models that generate revenue, save citizens of the Commonwealth time and money, and leverage significant commonwealth investment in existing facilities and technology infrastructure to provide critical services.

"The partnership between the Virginia Department of Health and the Department of Motor Vehicles has been highly successful and beneficial to Virginians. It saves citizens time and money by providing easy access to important documents at local DMV offices. This is a clear example of government working better for families in the commonwealth. This program contributes to our goal of enhancing services to our citizens."

Governor Terry McAuliffe, Commonwealth of Virginia

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DISASTER RECOVERY/SECURITY AND BUSINESS CONTINUITY READINESS

State of Oregon
Oregon Interoperability Service (OIS) Project

Oregon-Montana Disaster Recovery Phase 1 & 2

The State of Oregon Enterprise Technology Services (ETS) has utilized a third party vendor for all disaster recovery (DR) services since 2008. During or after a disaster, staff had to pick up the tapes and fly to a location provided by the vendor to begin the process of configuring servers and restoring data. In addition, these contracts had very limited periods of time available for actually testing disaster recovery plans.

In November 2012, the State of Oregon partnered with the State of Montana to lease rack space from Montana for the purpose of installing hardware to be used for disaster recovery. ETS established data connections with telephone service providers between locations and extended networks to the Montana data center. This allowed ETS staff to remotely manage infrastructure, with limited physical interactions from Montana data center staff.

Phase 1 of this project included backup services and Mainframe. ETS now performs system and data backups that are stored via disk instead of tapes. This has eliminated the handling, management and storage of 12,000 physical tapes and associated hardware. To repair or restore a server in the Oregon data center, staff can immediately access the backup copies in Montana and perform the required work quickly and easily. Each day ETS replicates 10TB (terabytes) of data to Montana and maintains a total of 1 PB (petabyte) of backup data.

ETS worked with Sirius Computer Solutions, IBM and Hitachi Data Systems for the purchase and installation of mainframe hardware which includes a standby mainframe, operating system disks, and a virtual tape system. This infrastructure provides both operating system and data replication in real time. Recovery times have been reduced from an estimated 10 days to roughly 4-6 hours, and lost transactions are now virtually non-existent.

Phase 2 of this project was the installation/configuration of UNIX hardware in Montana. This additional platform now provides the capacity for restoring all AIX applications. ETS now has a disaster recovery strategy for two out of four technology platforms that does not rely on third party vendors and did not require capital investments in buildings, maintenance, or staffing.

STATE PARTNER:
State of Montana, State Information Technology Services Division

CORPORATE PARTNER:
IBM

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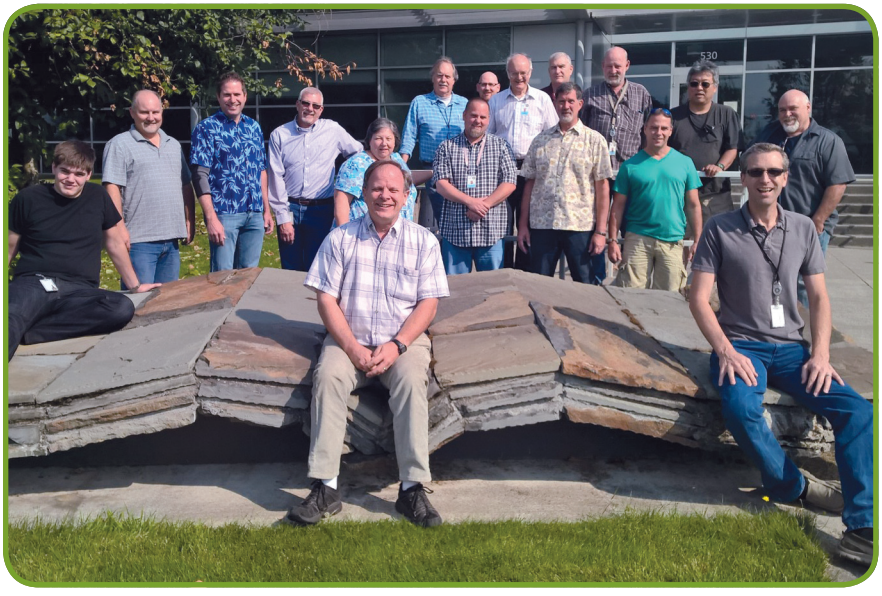

DR Team Photo
Front Row: Andrew Waite, Roger Webster, Doug Fessler

Middle Row: Gerold Floyd, Matt Massey, Ron Jackson, Christine Andrews, Garth Werner, Leonard Lynch, Rick Ames

Back Row: Brian Tong, Dave Denson, Randy Fleshman, Brian Phillips, Robert Barker, Gerald Chao, Michael Cartwright.

Not Pictured: Bryan Nealy, Gary Krieger, Doug George, Claudia Light, Brian Swick, Lin Liu, Mike Sanchez, Frank Hoonhout, Steve Lehman, Elizabeth Jennings, Bob Kollmar, Dell Newsom

"With the development of the Montana partnership and resulting infrastructure investment, Oregon is now much better positioned to provide our customers with a recovery strategy that is sustainable, efficient, improves recovery time objectives, and reduces data loss.

This new relationship with Montana has opened doors that will allow each state to consider options in the future that potentially include being able to provide services to each other, using a common set of infrastructure."

Bryan Nealy, ETS Engineering Manager
Disaster Recovery Project Sponsor

EMERGING AND INNOVATIVE TECHNOLOGIES

State of Oregon
Oregon Road Usage Charge Program - *OReGO*

Funding for transportation systems, road maintenance, bridges, and new road construction is declining in Oregon and around the country, despite a continued increase in vehicle miles travelled. This is due, in part, to more fuel-efficient vehicles. Drivers purchase less fuel, thus pay less in fuels taxes that contribute to maintaining and building roads and highways. This slow erosion of funding prompted many state DOTs and the federal government to investigate a user-pay system where drivers pay per mile instead of per gallon. Oregon is the first government to establish this in law.

The Road Usage Charge Program (RUCP) or OReGO, represents a major shift in the way the public pays for our transportation system. Public understanding and acceptance of a road usage charge (RUC) depends on how well ODOT engages the public regarding the need for the system and how effectively a road usage charge system works.

The operational RUC Program, enacted by Oregon Senate Bill 810 (2013), gives motorists choices of technologies to report miles driven, manage and pay the road usage charge. They can obtain RUC Program services through nongovernmental entities and make market-driven choices that are efficient and cost-effective. SB 810 authorizes the Oregon Department of Transportation (ODOT) to assess a charge of 1.5 cents per mile in place of a fuel tax for volunteer drivers of light vehicles. The program, now in a public testing phase with up to 5000 volunteer citizens, provides testing for both workability and public acceptance of this funding method for Oregon highway infrastructure.

The solution set proposed in this program includes innovation in these areas:

- Supports private sector partnership in an open market by partnering with the private sector in tax system administration and collection
- Uses technology in a government context through the OBD-II device for transmitting mileage and fuel consumption data
- Supports building in stringent security provisions to support citizen privacy

"Innovation has always been a part of Oregon's character, with the first gas tax, the bottle bill, and our public beaches. Here's another opportunity to demonstrate that Oregon's pioneering spirit is alive and well."

Governor Kate Brown, State of Oregon

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ODOT OReGO Team
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ENTERPRISE IT MANAGEMENT INITIATIVES

State of Ohio
IT Optimization: Driving Business Value

After decades of decentralized IT management, the State of Ohio found itself in an untenable position: more than 80% of IT spending was directed at the operation and maintenance of highly duplicative, underutilized and often outdated IT infrastructure. Agencies operated with limited coordination and direction; conflicting strategies, funding, business cycles and prioritization made it difficult to reinvent services to stay current.

The Office of the State CIO designed and sponsored an enterprise program aimed at lowering the State's total IT costs and complexity while redirecting those savings into improved IT services and agency application that support constituents. Essentially refocusing spending on "things that make Ohio a better place to live and do business".

Key to the Program's success was a shared vision: IT leaders across the State are aligned within communities of interest, or Lines of Business, to ensure agencies understood the new direction and that they were part of the solution. This approach has facilitated better communication, assisted in the development of strategies, increased adoption of shared solutions and changed the mindset to be more enterprise in nature.

The IT Optimization initiative has "flipped" state IT spending from 80% infrastructure and 20% application focused; the current allocation is roughly 50/50 with an onward two-year goal of 20% infrastructure and 80% applications and services supporting the public. We are focusing our IT spending, investments, workforce and technology on what matters most: making Ohio a better place to live and do business.

Specific achievements to date include:

- More than tripled spending on new public facing systems investments (to $383M)
- Centralized more than 5,000 virtual servers across 21 State agencies
- Moved 2PB of storage into the State's private cloud, saving $53M+ in the first year of the program in hardware, storage and maintenance
- Laid the foundation for an enterprise-wide disaster recovery capability to protect more than 500 of the State's most critical applications
- Realigned IT workforce around agency applications and services and reduced IT headcount by more than 150 positions without the need for any workforce actions

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"We planned the work together and we are working the plan together and together, the plan is working. We are making a difference and truly transforming how we do business within the State of Ohio. We have gotten to this point working from an enterprise perspective and I look forward to addressing the next series of challenges together."

Stu Davis, State Chief Information Officer

Technology Board
From L to R: Jeff Rowley, Tom Croyle, Katrina Flory, Spencer Wood, Stu Davis, Bruce Hotte, Randy Cole, Michelle Burk, Jencie Smith and Mark Walker.

IMPROVING STATE OPERATIONS

State of Idaho
Internet Unemployment System (iUS)

Idaho Department of Labor (IDOL) is the state government agency tasked with administering the unemployment insurance program for collection of taxes from employers and disbursement of benefits to claimants. Idaho has operated its unemployment insurance program on legacy mainframe computer systems that were built for tax in 1976 and for benefits in 1983. For nearly 40 years, IDOL relied on these systems written in outdated programming languages and without relational databases.

IDOL employees across multiple work units used these legacy mainframe systems to perform manual, time-intensive processes that were prone to inaccuracy. The mainframe systems were costly to operate at more than $1 million per year for processing charges and software licenses, which does not take into account staff and development costs. Furthermore, the mainframe provider planned to shut down main-frame services at the end of 2014. To keep the systems running thereafter, the agency would incur ongoing costs that would increase exponentially.

Idaho's solution for unemployment insurance legacy mainframe systems modernization was to replace existing mainframe functionality with the Internet Unemployment System (iUS), a web-based application built using an agile development method and new technology. Idaho budgeted $10 million for the iUS project: a fraction of the $50 million to $150 million that other states have budgeted for similar modernization endeavors.

After three years in development, on September 15, 2014, the team delivered iUS: a fully functional web-based solution that surpassed expectations. iUS was deployed on time, under budget and with no significant impediments. As a web-based system developed, supported and maintained by IDOL, iUS has eliminated outside mainframe software licensing costs and has already saved several thousand hours in labor annually across various agency bureaus and work units.

Job functions have been repurposed dramatically for many IDOL employees. Instead of fighting outdated systems that hindered job activities with manually intensive workflows, staff use iUS to perform job duties more productively. They can also rely on the accuracy of the new web-based system and its real-time responsiveness.

"It's an honor to accept the 2015 NASCIO State IT Recognition Award for Improving State Operations. The Idaho Department of Labor's new Internet Unemployment System (iUS) is creating revolutionary improvements by reducing improper payments, increasing staff efficiency, eliminating errors, saving taxpayer dollars and improving the quality of services we deliver to Idaho citizens."

Governor C.L. "Butch" Otter, State of Idaho

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Front Row: Eric Beck (Chief Information Officer), John McAllister (iUS Consortium Coordinator), Ken Edmunds (Director – Idaho Department of Labor), Jay Engstrom (Chief Operating Officer), Mark Mayfield (Executive Director – iUS)

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Not Pictured: Don Arnold (Project Manager), Brett Richard (IT Manager), Jeremy Armstrong (Software Developer), Isaac Barrett (Software Developer), Richard McCoy (Software Developer), Quinn Watt (Analyst)

INFORMATION COMMUNICATIONS TECHNOLOGY INNOVATIONS

State of Minnesota
Connecting 100,000 Minnesotans with Jobs: Using Technology to Transform Government

MN.IT Services is the Information Technology (IT) agency for Minnesota's executive branch. Our staff of nearly 2,100 dedicated and innovative IT professionals work in over 90 physical locations, including 22 agency-based offices.

Two of our offices, MN.IT DEED and MN.IT DHS, are embedded within Minnesota's Department of Employment and Economic Development (DEED) and Department of Human Services (DHS). These offices exclusively serve those agency businesses.

From January 2011 until December 2014, staff from MN.IT DEED and MN.IT DHS engaged in a collaborative project with business partners and end-users from DEED and DHS, and other employment and training service providers across the state. This project would improve Workforce One (WF1), an existing web-based case management application that provided job search and training services for more than 100,000 eligible Minnesotans, and tracked required data for state and federal compliance. WF1 is used daily by approximately 2,000 job counselors in DEED Workforce Service Areas, counties and independent non-profit employment service providers statewide.

The ultimate goal: rewrite WF1 to make it more usable and efficient to allow the state's job counselors to help more Minnesotans become employed more quickly. Factors that drove the project included:

- The programming language used to develop the aging WF1 application was no longer supported by the vendor, and required significant reprogramming
- WF1 had limited reporting capabilities - more robust search and report features were desperately needed to reduce drains on resources needed to fulfill growing demand for employment data
- Job counselors were located across the state, and needed instant, secure access to job search information and client files anytime, from anywhere
- WF1 was cumbersome and lacked usability, so job counselors often spent valuable time entering required data, limiting time spent helping clients find jobs and training
- This project was the first time MN.IT DEED had used Scrum, an agile project management methodology that helped complete the project on time and under budget by $1 Million

The successful WF1 project improved access to job searches, training and reports, allowing job counselors to help more unemployed Minnesota citizens find better jobs more quickly than ever.

CORPORATE PARTNER:
Microsoft

"The WF1 project is a prime example of how technology can transform government so our citizens can focus on what's important – in this case, connecting 100,000 Minnesotans to a vibrant business community in our state. Good projects are delivered when IT and agencies partner together for success. Congratulations to our team!"

Thomas A. Baden, Jr., Commissioner and Minnesota State Chief Information Officer, MN.IT Services

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OPEN GOVERNMENT INITIATIVES

State of Michigan
Enterprise Information Management

Michigan struggled with a half-hazard and decentralized approach to data management. Specifically, we had no framework to assist agencies in what types of open data to share on our open data portal. We lacked a standard data sharing framework that enabled agencies to share data with each another. We didn't have standards to help agencies classify data from a security and protection standpoint. We had each state agency storing redundant information about citizens and business – driving up costs and compromising data accuracy and integrity. We had pockets of data excellence and governance in some agencies, and limited success in others. We had no vision. On November 1, 2013, Executive Directive 2013-1 was issued establishing a data sharing, data management and data governance priority across all state agencies. The State of Michigan would manage its data as a strategic asset.

Prior to the issuance of ED 2013-1, Michigan established a small enterprise information management team to help define the problem for executive leadership. A sample study of five departments identified 108 systems that create/update identity information for 25.4M individuals and almost 1M businesses a year, which far exceed the number of citizen's and registered businesses in our state. This same study looked at data share agreements; it was found that sharing data across state departments is a lengthy, complicated and laborious process. Public facing data share efforts were equally disjointed; multiple agencies maintained their own "open data" websites and there was no single website dedicated to open data.

Subsequent to ED 2013-1, state leadership formed an Enterprise Information Management (EIM) program chaired by the Governor's Legal Counsel and led by the Director of the Department of Technology, Management and Budget (DTMB). The directive requires participation and engagement by all Executive Branch departments and agencies to establish new and improved protocols for data sharing, management and governance. In 13 months, the state has significantly streamlined the data share agreement process, created new data classification standards to be applied universally to all state data and established a governance body that meets regularly to break down barriers and provide specific direction.

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"The benefits of breaking down the silos of data that exist in state government are infinite. By truly sharing data between state agencies we are able to significantly enhance services to citizens while reducing the opportunity for fraudulent activities."

David Behen, Michigan Department of Technology, Management and Budget Director and State CIO

STATE CIO OFFICE SPECIAL RECOGNITION

State of North Carolina
North Carolina Innovation Center

North Carolina's Innovation Center (iCenter) was established in 2013 as a proving ground for information technology solutions. The Governor and State CIO announced the concept in April of 2013 and officially launched the iCenter in October of that year. The Innovation Center was pieced together from existing resources, with unused space in a state-owned building transformed into a modern, collaborative workspace filled with potential technology solutions on demo from vendors.

State agencies, chief information officers, private industry and students collaborate at the iCenter in a "try before you buy" approach to testing technology systems before the state invests in them. The Innovation Center concept also fosters teamwork among agency IT professionals, who are now working together as a statewide enterprise rather than operating as individual businesses. The iCenter was recognized as a 2015 "Bright Idea" by the Ash Center at Harvard University, and was named a State IT Program of the Year 2015 by State Scoop.

North Carolina's commitment to an "anytime, anywhere, any device" strategy is based on the premise that doing business with the government should be as easy and cost-effective as checking a sports score or shopping on a smartphone. With the citizen as the customer in mind, the iCenter has successfully engaged in projects such as Mobile Field Application Proof-of Concepts, Immersive Virtual Collaboration and Communication, Customer Self-Service kiosks, Endpoint Computing Testing, and Form Factor testing. During a Microsoft Office 365 Proof-of Concept conducted through the iCenter, the Microsoft Office Productivity Suite was tested and will be complete with a statewide 60,000 user migration by the end of the fiscal year.

An ongoing project related to testing workspace design models that promote collaboration and demonstrate the integration of furniture into technology. Two cross-agency projects are currently underway that focus on the state's mobile and web presence and both are being run through the iCenter. The challenge for the iCenter going forward will be to maintain its operations amid high demand from agencies, with minimal staff and no dedicated funding from the state.

"The NC iCenter inspires a culture of innovation that enables emerging technology to flourish, improves the lives of citizens in North Carolina and enhances the state's ability to recruit highly skilled talent."

Chris Estes, State CIO

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FINALISTS

NASCIO State IT Recognition Award Finalists for 2015

Cross Boundary Collaboration and Partnerships
State of Iowa: Iowa Property Tax Reform
State of North Dakota: Health Information Network
State of Ohio: Health & Human Services Transformation

Cybersecurity
State of Idaho: Cyber Security Program
State of Michigan: Michigan Cyber Disruption Response Strategy
Commonwealth of Pennsylvania: Advanced Cyber Analytics Improves Pennsylvania's Cybersecurity Intelligence and Response Program

Digital Government: Government to Business
State of Kansas: Kansas Business Center
Commonwealth of Massachusetts: Enhancing the State's Healthcare Landscape through Trusted Information Exchange
State of Missouri: Geosciences Technical Resource Assessment Tool (GeoSTRAT)

Digital Government: Government to Citizen
State of Arkansas: Mobile Filing System Enables Arkansans to Receive 172% More Unclaimed Property
State of Minnesota: MPARS Permitting and Reporting System
State of Washington: Customer-Focused Service Enhancements to Online Tax Filing System

Disaster Recovery/Security and Business Continuity Readiness
State of Delaware: Combined Disaster Recovery and Continuity of Operations Program
Commonwealth of Pennsylvania: All Eyes - A Security Breach Exercise
Commonwealth of Virginia: Disaster Recovery/Continuity in the Commonwealth of Virginia

Emerging and Innovative Technologies
State of Colorado: PEAKHealth Mobile Application
State of Minnesota: Crowdsourcing Minnesota's Unsession
State of Washington: COBOL to Cloud - Transparent, Real-Time Change Detection and Data Exchange from On-Premises Legacy Mainframe System to Software as a Service

Enterprise IT Management Initiatives
State of Michigan: IT Investment Fund - Fiscal Responsibility and Accountability
Commonwealth of Pennsylvania: PA Treasury Transformation and Modernization Project
Commonwealth of Virginia: Strategic Planning with Security as a Priority

Improving State Operations
State of California: Strategic Offender Management System Project
Commonwealth of Massachusetts: Preventing Healthcare Fraud through Predictive Modeling
Commonwealth of Pennsylvania: PennDOT Mobile Highway Construction App

Information Communications Technology Innovations
District of Columbia: Citywide Wireless
State of Utah: Utah Hunting and Fishing
State of Wyoming: Wyoming Unified Network a Leap into a New Era

Open Government Initiatives
State of North Dakota: North Dakota eTranscript System
State of Texas: Texas Open Data Portal
Commonwealth of Virginia: VA Roads - Virginia's Portal for Map-Based Transportation Information

State CIO Office Special Recognition
State of California: Project Academy Series
State of Oklahoma: IT Unification – Phase I
State of Washington: Prioritization of Information Technology Budget Requests

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