Introductions

- Nora Sackett – L&I - Business Services Manager
- Brian Culver – Cascadia CC - Information Services Director
- Marie O’Leary – DOH - EHIT Projects Coordinator
- Michael Keeling – AOC - Operations Manager
- Kelly Ann Landers – DES - Sr. Project Manager
Leadership Challenge
Governance for Enterprise IT Services

- Now that the organization structure of the State’s enterprise business units (DES, CTS, OCIO) has been established, it is time to leverage these business units to deliver effective IT solutions at reduced cost.

- A governance process that has to deliver value in the eyes of all the stakeholders will need a strategy that reconciles the competing interests of those stakeholders.

- How will the:
  - Enterprise decisions be made
  - Priorities be established
  - Standards be approved
  - Investment initiatives be sponsored and supported
Strategy and Approach

- Vision
- Approach
  - Assumptions
  - Limitations
Strategy and Approach

• External Research

• Strategies for implementation

• Best Practices
Governance for Shared Services

- Start with a limited scope
- Streamline and unify your processes
- Get a buy-in from top management
- Automate and simplify
- Convince your staff of the benefits
Survey Results from CIOs

• What went well – Maintain our successes

• What didn’t go well – So we don’t repeat the errors for our past

• Improvement Opportunities – Advice from the top IT managers in the state
Recommendations

- Adopt a Federated Governance Model
- Institute Governance Bodies
- Maintain an Enterprise Strategic Plan
- Adopt an Enterprise Architecture
Recommendations

Adopt a Federated Governance Model
Institute Governance Bodies
Maintain an Enterprise Strategic Plan
Adopt an Enterprise Architecture
Centralized
Centralized with Customer Relations
Decentralized
Federated
Federated -- Recommended
Recommendations

Adopt a Federated Governance Model
Institute Governance Bodies
Maintain an Enterprise Strategic Plan
Adopt an Enterprise Architecture
Institute Governing Bodies

Technology Services Board
OCIO – Statewide Technology and IT Architectural Direction

IT Governance Steering Committee
Shared Services Committee
Standards and Architecture Committee
Data Governance Committee
Innovations and Initiatives Committee
Recommendations

- Adopt a Federated Governance Model
- Institute Governance Bodies
- Maintain an Enterprise Strategic Plan
- Adopt an Enterprise Architecture
Maintain an Enterprise Strategic Plan

- Critical Success Factors
- Communication Strategy
- Vision Statement
- Mission/Values Statement
- Goals/Objectives/Tasks
- Prioritized Implementation Strategy and Schedule
- Monitoring of Strategic Plan
Recommendations

- Adopt a Federated Governance Model
- Institute Governance Bodies
- Maintain an Enterprise Strategic Plan
- Adopt an Enterprise Architecture
Enterprise Architecture
Enterprise Architecture

- a strategic information inventory, which defines the mission
  - the information necessary to perform the mission
  - the technologies necessary to perform the mission
  - the strategic roadmap for implementing new technologies in response to changing mission needs
Enterprise Architecture

- Where are we?
- Where do we need to go?
- How will we get there?
The LEADERPATH Experience

- What we set out to do
  - What we did
- What we learned
Summary

Be relevant and progressive
Be affordable
Make the people want it
Keep the lines of communication open
Standardize where it makes sense