State Government Efficiency Review Committee

Office of the Chief Information Officer (OCIO)

October 2015

Overview

- Background
- More than just IT spend
- Big investments take time
- Organizational changes
- Partnership in action
- No more paper!
- Time to review code
- IT surprise of the year
- Google project update
- Where we need help

Background

- Office of the CIO created in 2013
- Implemented participatory governance
  - Working together
- Enterprise focus
  - More efficient, citizen services, & access
  - Cross agency boundaries for citizens ease
  - Standardize applications and infrastructure
  - 257 agency projects reviewed/recommended
    - Project management and best practices
    - Cyber security, open records, total costs review
- Great progress – albeit a bit slow

More than IT spend

- A 2012 study that examined all 50 states found that IT investments effectively increased economic performance of those states.

- Another found that all things being equal, on average, a $1 increase in per capita IT budget can lead to $4.18 in state government productivity gains.

- A third study found that every $1 increase in IT spending by a state CIO led to as much as a $3.49 reduction in overall state expenditures.

Driving the Next Wave of IT-Enabled State Government Productivity, Alan McQuinn , Robert D. Atkinson, Amber Laxton, and Daniel Castro, October 13, 2015
http://www.itif.org/publications/2015/10/13/driving-next-wave-it-enabled-state-government-productivity

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Big investments take time

- They find that IT investments generate the greatest gains to productivity after three years.

- Another study finds that IT investments result in their most effective government cost savings after two years.

- Such a time horizon for IT investment maturity could reflect the time lag necessary to get employees accustomed to, familiarized with, and using such IT improvements effectively.

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Organizational Changes

- In a study of police departments across the United States, Garicano and Heaten find a significant effect of IT use on departmental productivity only when IT use was "complemented with particular organizational and management practices".

- These findings are similar to private-sector findings that show that getting the most out of IT requires innovative management and reorganization.

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Partnership in action

- **Department of Revenue**
  - Increased IT security
    - 50% reduction in vulnerabilities
  - Increased application development
    - 23 projects in-flight
    - 21 projects completed
  - Better integration with 3rd party products
  - Staff assigned to OCIO working in Revenue

- **Department of Natural Resources**
  - Increased IT security
    - 40% reduction in vulnerabilities
  - Increased application development
    - 1,000 program fixes
    - 8 projects completed
    - 12 projects in-flight
  - Better integration with 3rd party products
  - Staff assigned to OCIO working in DNR

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No more paper!

- After over many years of looking at electronic records solutions, countless agency meetings and review sessions, we are going to implement a solution.

- The records center is over capacity, records retention rules do not address records consistently across agencies, we located 15,000 suspended email accounts with all their attachments and storage – we duplicate storing the same record.

- This is a public record imperative and we will need funds to begin!

- Funds for the OCIO for electronic records and other projects were eliminated last year for some reason. 14 technology reinvestment fund requests, with only the OCIO and two others denied. Only two requests of the 14 were coordinated with the OCIO before legislative review.

Time to review code

- Information Technology (8B)
    - Legal clarifications throughout
    - Assigning information technology staff clarification
        - Reporting of IT personnel vs physical move
    - Definitions & IT procurement updates
    - Consolidate reports into one annual report
- Reversions (8.62)
    - Moneys encumbered under this section shall only be used by the agency during the succeeding fiscal year for *internet-based employee training, technology enhancement, or purchases of goods and services from Iowa prison industries.*
    - Could this be used for technology programs to enhance citizen access or services? Do these expenditures need a consolidated review?

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Surprise of the Year

- Agencies kept 15,000 suspended mailboxes, many for employees no longer working for the State

- 10 terabytes, 858,993,450 pages…

- Bigger than some states!

Iowa-Google Update!

- Microsoft appeals complete
  - All rulings in favor of State
- Implementation goal – 2016
  - All Executive branch agencies
- Contract executed and work started
  - Migration servers and testing underway
- Information security improvements
- Fundamental technology shift
  - Next Gen collaboration, productivity features

- Code changes
  - IT staff reporting, assignments, evaluations
  - Authority, legal and procurement clarifications
  - Reporting consolidation
- Funding
  - Tech Reinvest Funds (TRF) the only source
  - Verify agency coordinated review w/OCIO
  - Question items requested under TRF
  - Ask agencies – if they coordinate w/OCIO

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https://comment.iowa.gov/