

The BEAT GOES ON....

BAM is a multi-year project involving a complete review and re-design of all our business processes and supporting technology. Beginning in early August, subject matter experts from across DOS and DIT were brought together to document all the DOS business processes; including driver, vehicle, voter registration, financial processing, and other business functions within the department.

Led by EDS (BAM contractor), the sessions were broken into two segments; the first segment captured the current or "as-is" process. The second portion of the sessions allowed staff to be creative and to recommend a "to-be" or desired process. These review and redesign sessions were completed at the end of October.

During the month of November, the BAM team will focus on integrating all the information gathered over the last few months. A plan will also be developed that will recommend how and when the business processes and any technical changes will take place.

The input and insights from subject matter experts over the last several months has been a great asset for the BAM project. The BAM team appreciates all the hard work and "out-of-the-box" thinking. Stay tuned to the BAM BEAT for further updates on what changes will go forward and implementation plans.



INTEGRATING CHANGE

Given BAM's review of both business processes and the technical infrastructure, it will be important to understand any changes and their impact before going forward. Although we don't know what changes will be coming, we are fairly certain there will be change.

To assist both DOS and DIT in planning for potential changes, the BAM project has initiated

BAM BEAT: Keeping Employees Informed

Welcome to the BEAT, the bi-monthly newsletter for Department of State (DOS) and Department of Information Technology (DIT) employees on the Business Application Modernization (BAM) project. The newsletter's intent is to keep everyone informed of our ongoing progress. Our editor, Darlene Graham, of the Bureau of Business Integration, welcomes your questions and suggestions for future issues. Darlene can be reached at GrahamD@michigan.gov. Rose Jarois, Project Lead

INTEGRATING CHANGE, cont.

a *change management* component. For BAM, change management is simply a method to assist us in adapting to future changes, whether it be a new process or new technology. To begin this component, you or one of your peers may have recently been asked to participate in a focus group specifically about dealing with change. Discussing how we can best handle change and helping us be prepared for change, including how we can COMMUNICATE better will assist both DOS and DIT as BAM moves forward.

We appreciate those of you who are participating in a focus group to help us define how we can be better prepared for changes.

EDS TEAM MEMBERS

Members of the EDS Team working on BAM take a break for a team picture. Back Row (L to R) John Dullock, Judy McInturf, Chuck Nicolai, Yvonne Readman, Susan Williams, Brenda Leonard, Geoff McFather. Front Row (L to R) John Cally, Mickey Hadick, Doug Cook, Tim O'Connell, David Reinhardt. Not Pictured: Noel Clark, Beth Rohde, & David Szarenski

GETTING TO KNOW YOU....

In order to better understand MDOS and to help EDS facilitators develop a point of reference for their business re-engineering meetings, the EDS team was invited to spend time in BDVR/OCS/DVIC, Finance, and select branch offices throughout the State.

Enthusiastic EDS staff spent quality time with MDOS staff asking valuable and enlightening questions about our operations, while soliciting input and ideas on how we could improve current business processes as well as possible future IT enhancements. Following are some comments made by EDS staff members after their visits around the department.

"I want to thank the entire staff at the Secretary of State Branch Office in Delta Township. Cindy Jaye and her staff were wonderful. They welcomed me and spent time showing me many different areas of the operation. Each staff member took time to answer my questions and offer recommendations and suggestions." Doug Cook

"I want to thank Ida Ridgeway, Linette Betts and all who organized the Secondary Complex tour. It was obvious that a lot of planning and preparation went into the tour. Each of us learned a lot and was amazed by all of the functions performed by the various work groups." Doug Cook

"Thanks to the Mason branch personnel who were so accommodating for my visit. Also to the leaders at the Secondary Complex who gave us an excellent tour of the facilities. People at both locations were more than happy to answer any questions and to make us feel comfortable and welcome. The branch visit and the Secondary Complex tour were great learning experiences." Yvonne Readman

The EDS team is also meeting many DOS and DIT staff members in the BPR sessions and has been very complimentary to staff involved in those sessions. Following are a sample of comments made after a few of the BPR sessions.

"The State of Michigan Subject Matter Experts are enthusiastic and knowledgeable. Lots of great ideas were generated." Sue Williams

"Thanks to Misc 1 SMEs for providing a wealth of information during the facilitated session." John Cally

A BIG THANK YOU from the entire BAM team for the warm welcome extended to EDS, as well as all the constructive feedback, hard work, and willingness to accommodate all the

Business Sessions: An "Inside" Perspective

Over the last few months, staffs from both DOS and DIT have been attending business process reengineering sessions. The sessions ran for 12 weeks and were typically scheduled for three full days each week. We asked one of the attendees to write up her thoughts about being one of the "SME"s (or Subject Matter Expert) and how she viewed the process. Below are her thoughts...

"When I was asked to participate on the BAM project, I was a little hesitant. I wasn't really sure what my role would be and what I could say that would really impact and improve the Department of State customer and employee service satisfaction. With this in mind, I agreed to participate with some reluctance.

Here I am two months later oozing with enthusiasm and excitement knowing I will have played an intricate role as a valuable team participant in improving and bringing the department up to speed in a high tech business world.

Our on-going brain storming sessions have been at times challenging, but with teamwork we have accomplished an impressive high level "To Be" process in the areas of driver, vehicle, finance, QVF, and document processing just to name a few areas.

When all is said and done, the department will have expanded customer self-service, and created a "single client focus" where the customer and/or employee can get to all applicable information at once with a single inquiry.

Customers will be able to process their transactions from home on the web, in a branch at a kiosk, and/or talk directly to an employee in the branch.

As a BAM team member I have had the good fortune of meeting new people, learning a great deal about programming and in-house processes and activities, while sharing my branch knowledge and expertise with my team counterparts.

I am very excited about our "To Be" future and cannot wait for some of the processes to be implemented. Scanners, real-time data, rapid responses, and electronic record keeping will allow us to expand our services, and still allow us to offer and deliver quality customer service."

Betty Noechel
Sterling Heights Branch Manager