The Brave New World
Shared Solutions in Michigan

Michigan Data Warehouse Conference
November 6, 2008

Eric Swanson
Center for Shared Solutions
opportunity is Everywhere

Shared Solutions

- Universal Technologies
- Data Management Investments
- BICC
- Application Sharing
- Partnerships
- Infrastructure
Universal Technologies

From Vision to Action

Shared Solutions

Universal Technologies
Data Management Investments
Application Sharing
Partnerships
Infrastructure
BICC
Universal Reporting Solution

The Story….
- Immediate Roll-Out to MDOT-90 Days to Department-wide Support
- Activities in Progress
  - Higher Education Institution Data Inventory System (HEIDI)
  - Michigan State Housing Development Authority
    - SHADoW project
  - Transportation Asset Management Council
  - Michigan Attorney General’s Office

The Future….
- Tackle Existing Agency Installations and User Demand
Universal Address Solution

The Story....

- Opportunistic Roll-out to:
  - DEQ-hazmat response
  - DCH-Vital Records – Births

- Activities in Progress
  - Legislator Look-up

The Future....

- Tackle User Demand
Universal Data Transformation Solution

The Story….

- Immediate Roll-Out to Treasury
  - Delivery--Months to Days
  - Processing--Hours to Minutes

- Activities in Progress
  - Treasury Eskort

The Future….

- Migrate Existing Agency Custom Code
Data Management Investments

Shared Solutions

- Data Management Investments
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- Partnerships
- Universal Technologies
- Infrastructure
- BICC
Shared Spatial Data Investment

- 10-year Assessment
- $32m Shared Investment
- $133 m Saved

### Availability is Assumed...past 3 yrs

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
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<tbody>
<tr>
<td>Total Users:</td>
<td>3,860,483</td>
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<tr>
<td>Total Hits:</td>
<td>210,276,763</td>
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<td>Daily Users:</td>
<td>3,525</td>
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<td>Daily Data Transfer:</td>
<td>2.7 GB</td>
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**MGF Use:** 843,155 File Transfers

State of Michigan • Department of Information Technology
High Resolution Imagery Partnership

- 38 Counties
- 25,000 Square Miles
- $9.3 m Shared Cost of Acquisition
The State’s “Information Backbone”

- 3.8 TB of active production data—Equivalent to two college research libraries filled with books
- 20,000 transactions per day—6 million per year

State of Michigan Enterprise Data Warehouse

- DHS
- UIA
- CSES
- MSHDA
- DCH
- Treasury
- SCAO
Application Sharing

Shared Solutions

- Universal Technologies
- Data Management Investments
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- Infrastructure
- BICC
Welcome

Welcome to the Michigan Surface Water Information Management System (MSWIMS). This application is an interactive map-based system that allows users to view information about Michigan’s surface water. It was developed through a cooperative effort by the Michigan Department of Information Technology (DIT), Michigan Department of Environmental Quality (DEQ), and Michigan Department of Natural Resources (DNR). Users are able to view and download data collected by the DEQ and DNR from surface water monitoring sites located throughout Michigan.

The application provides the user two ways to search for water information: text search and map search.
From Vision to Action

Surface Water Information Management System
Surface Water Information Management System

Search Results

Number of Results Found: 1

NAME=Houghton Lake AND MCDS=Markey Twp|Lake Twp|Denton Twp|Roscommon Twp AND COUNTIES=ROSCOMMON

Houghton Lake

Locality: Markey Twp|Lake Twp|Denton Twp|Roscommon Twp
County: ROSCOMMON
Area: 20,067 acres
Transportation Asset Management
Transportation Asset Management
Transportation Asset Management

Asset Investment Reporting

State of Michigan • Department of Information Technology
Wildland Fire Management System
Wildland Fire Management System
# Wildland Fire Management System

![Wildland Fire Management System](image)

## Wildland Fire Department of Natural Resources

<table>
<thead>
<tr>
<th>Office Staff</th>
<th>Qualifications</th>
<th>Call Sign/800 ID</th>
<th>Work Phone</th>
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<tr>
<td><strong>Kim Dutensie</strong>&lt;br&gt;FIRE OFFICER SUP</td>
<td>CDL:A, N</td>
<td>CS: PL-50, ID: P-3030085, M-3030363</td>
<td>(269)673-5919, (616)269-8496</td>
</tr>
<tr>
<td><strong>Mike Pine</strong>&lt;br&gt;FIRE OFFICER A</td>
<td>CDL:A, N, FLO: Moderate</td>
<td>CS: Allegan-51, ID: P-3030497, M-3030361</td>
<td>(269)673-5919, (616)442-0282</td>
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<tr>
<td><strong>Roger Hagger</strong>&lt;br&gt;FIREFIGHTER-C</td>
<td>CDL:C, A</td>
<td></td>
<td>(269)673-2194, (269)569-6202</td>
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<tr>
<td><strong>Scott Hurthof</strong>&lt;br&gt;FIREFIGHTER-C</td>
<td>CDL:B</td>
<td></td>
<td>(269)207-7589</td>
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<td><strong>Larry Lyons</strong>&lt;br&gt;FIREFIGHTER-C</td>
<td>CDL:C</td>
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<td><strong>Paul Maas</strong>&lt;br&gt;FIREFIGHTER-C</td>
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<td><strong>Becky Pine</strong>&lt;br&gt;FIREFIGHTER-C</td>
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<tr>
<td><strong>Larry Stollman</strong>&lt;br&gt;FIREFIGHTER-C</td>
<td>CDL:B, N</td>
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<td>(616)877-9906</td>
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<tr>
<td><strong>Steve Smirle</strong>&lt;br&gt;FIREFIGHTER-C</td>
<td>CDL:B, N</td>
<td></td>
<td>(269)650-0030</td>
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<td><strong>John Vogelzang</strong>&lt;br&gt;FIREFIGHTER-C</td>
<td>CDL: None</td>
<td>CS: 6163152813</td>
<td>(616)842-0242, (510)902-3093</td>
</tr>
<tr>
<td><strong>Ed Vande Capelle</strong>&lt;br&gt;FIREFIGHTER-C</td>
<td>CDL:A, N</td>
<td></td>
<td>(269)214-7320</td>
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From Vision to Action
Grand Hotel

National historic landmark on Mackinac Island, where no automobiles are permitted, featuring 343 uniquely decorated guest rooms and suites. Rates include a full breakfast and 5-course dinner daily. There is nightly entertainment, afternoon tea, and full recreational facilities. Open mid-May to mid-November each year.

Front of Hotel

The Grand Hotel is a national historic landmark on Mackinac Island, featuring 343 uniquely decorated rooms and suites. Rates include a full breakfast and 5-course dinner daily. There is nightly entertainment, afternoon tea and full recreational facilities.

Photo courtesy of Grand Hotel
Partnerships

Shared Solutions

- Data Management Investments
- Application Sharing
- Partnerships
- Universal Technologies
- Infrastructure
- BICC
New Venture: eHealth Application Sharing

- eHealth: Automated permit and licensing system
  - Oakland County wrote the application
- Key Players
  - MDIT, Department of Agriculture and DEQ, public health organizations and county health departments
- Is it a good fit?
  - Agriculture and DEQ evaluated & Agriculture has selected eHealth to replace one of their old systems
  - Next up…. Get local public health organizations onboard
Local Web Site Partnership
State & Local Courts Video Conferencing

- **Initial Program Goal:**
  - Enable outside entities (Courts) to dial into the State’s video conferencing network and conduct court procedures with DOC

- **Benefits:**
  - Eliminates personnel, transportation, and local overnight inmate housing costs
  - Enhances public safety and expedites process

- **What’s next…?**
  - Expand judicial program to many Michigan counties
  - Coordinate a sequenced, priority-based implementation plan
Leverage Kiosk Installations

- Collaborating with Judicial and SOS to pilot the paying of court tickets (civil infractions) at the Ann Arbor Kiosk
- Pilot team finalizing requirements
- Expand to local units of government and other state agencies

Possibilities on the horizon:
- Parking ticket payments
- Permit Application/Payment
- City Property Lookup
- Tax Payments
DHS allocated grant funds to Michigan, New York and New Jersey
For the purpose of establishing performing vulnerability assessments on local government Internet facing systems
Rural Health Care Pilot Program
Michigan Awarded $21 Million from FCC

- State-wide, all-inclusive approach
  - Initial focus on the most rural areas
  - Includes 200-300 medical sites
- Covers 46,690 square miles
  - 82% of the State
  - 67 of the 83 counties
  Benefits 3.8 million people
- $24.6 million over a three year plan
- 4th largest award of 62 approved applications nationwide

The challenge for all of us: Stay connected....
**Timeline**

Building on Spatial Technology, Data Warehouse and Partnerships

- **Nov. 2007**: Bored

- **Mar. 2008**: Opportunity is Everywhere

- **July 2008**: Office of Technology Partnerships · Video in Person

- **Aug. 2008**: Virtual Earth · E-health · MDOT Reporting · Addressing

- **Sept. 2008**: Treasury ETL · Alpena Network Integration

- **Oct. 2008**: Oracle Spatial Implementation · Kiosk · Vulnerability Scans · Rural Health Care
From Vision to Action

Universal Technologies

Data Management Investments

Application Sharing

Partnerships

Infrastructure

Human Capital

BICC

Shared Solutions
Capitalized Start-Up
“A New Model”

- Enterprise Software Upgrades
- Shared “Service Center Team” Formation
- Vendor Expertise On-Site
- MDIT Infrastructure Services Support Integrated
- MDIT EA Vetting Solutions
- MDIT Security Resolved
- MDIT Agency Services Delivering the Solution

“A cultural movement is born….”
Lessons Learned

- Evolve a Program-Be Opportunistic
- Do Not Get Overwhelmed
- Unite Key Political/Financial Allies
- Be Entrepreneurial-Stay Service Driven
- Leave Ownership with the Customer
- Don’t Expect your Customer’s Trust-Earn It!
From Vision to Action

Optimal State
Sustainable and Leveraged

1. Aggregate Demand
   - Underutilized (But Mature)

2. Mature and Develop
   - Niche Solutions

3. Standardize
   - Disparate (Non-Enterprise)

4. Utility
   - Entities/organizations that make use of a solution, visibility, business importance

Common methodologies, enterprise-wide standards, high level of support, scalable solutions

Maturity
Happy Customers

Priceless!
Thank You