



10 Initiatives to Benefit State Government

A Report by the Michigan Department of Information
Technology to the Michigan Legislature
Pursuant to Public Act 345 of 2006, Sec. 581

March 1, 2007



Public Act 345 of 2006, Sec. 581

From the funds appropriated in part 1, the department of information technology shall conduct a study of the state's information technology assets, including hardware, software, and networks to determine any benefits and economies that can be achieved through, but not limited to, hardware and software consolidation and standardization, process improvements, project management improvements, and increased standards-based information sharing between agencies. The department shall provide a report on the findings of the study by March 1 to the Senate and House of Representatives standing committees on appropriations subcommittees on general government and the senate and house fiscal agencies. The report shall summarize the top 10 initiatives that would provide the most benefit to the state and the cost of implementing those initiatives.



Table of Contents

Consolidation & Standardization	4
Centralizing the Management of Telephone Networks	
Centralizing the Timekeeping System for the Department of Corrections	
Hosting GIS Data & Applications on Behalf of Local Governments	
Developing a One-stop Web Site for Doing Business in Michigan	
Process Improvements	6
Entirely Paperless Processing for the Department of Environmental Quality	
Increasing Functionality of the CRASH System	
Substituting Video, Web or Audio Conferencing for Travel	
Project Management Improvements	8
Standardizing the Approach to Large Technology Projects	
Information Sharing	9
Making the Offender Management System Web Accessible	
Extending Access to Child Foster Care Information to Key Partners	

Consolidation & Standardization

Centralizing Management of Telephone Networks

Currently, each department across state government manages their own telephone system network. This patchwork of systems results in varying levels of oversight and optimization of each department's voice circuits, switching hardware, voicemail, long distance charges and rates. In addition, due to aging equipment, some networks are becoming increasingly vulnerable to failure.

Through specific adjustments and standardization of the infrastructure over a two-year period, MDIT would be able to centrally manage and optimize a statewide system. The result would bring a projected annual savings of 10% of current expenditures.

Cost (over 2 years): \$5 million dollars

Centralizing the Timekeeping System for the Department of Corrections

Currently, there are 35 separate systems located at correctional facilities across Michigan managing the timekeeping for Department of Correction's staff. The systems at each site monitor badge swipes as employees arrive and leave for work. These systems—running on antiquated computers—must site-by-site communicate the information into the statewide employee timekeeping system (DCDS) for processing. Not surprisingly, site-by-site maintenance and support of these systems is problematic.

The new centralized system will retain the badge-swipe functionality but will be able to be supported and maintained in a single centralized location offering around-the-clock support and requiring just a single connection to the statewide timekeeping system. This reduction in complexity and upgrade in technology will make the new system less expensive to support, more secure and ensure better integrity of the information

One Time Cost: \$481,000

Annual Support Costs: \$91,800

Hosting GIS Data & Applications on Behalf of Local Governments

The Center for Geographic Information (CGI) within MDIT is able to leverage the State's computer infrastructure to deal with the large amounts of data commonly associated with geographic information. At the same time, the ownership of geographic information and the responsibility to provide that data to the public rests with county governments.

This project will partner CGI with county governments interested in efficiently and cost effectively managing their geographic data. There are a wide range of possibilities here; specific examples we are pursuing include offering storage of a county's geographic information on CGI computer systems in exchange for rights to use the data for State departments and agencies. The counties would retain ownership while State departments would get much-needed data at a highly-discounted cost. Another example of a collaborative relationship would be to have CGI act as a statewide data broker, selling data on behalf of the counties to private entities—who may be more interested in working with a single statewide entity versus working on a county-by-county basis. CGI would split the fees with the county who could actually see an increase in revenues because of an increase in the volume of sales.

Cost: The costs will vary for each partnership but will be covered by the realized savings

Developing a One-stop Web Site for Doing Business in Michigan

Businesses interact and exchange information with many State Departments and programs, each with its own contact points and business processes. This initiative will begin to create a single online starting point for business to interact with State government. Businesses will be able to log in to a single place from which they can securely conduct their business or exchange information with the State.

Initial systems to target for involvement include the Unemployment Insurance Agency business portal, Treasury tax systems and DLEG's Corporation system.

Cost: The cost will vary for each system, but will be less than building a separate site

Process Improvements

Entirely Paperless Processing for the Department of Environmental Quality

The Department of Environmental Quality (DEQ) processes approximately 40,000 document-related transactions each month. To support this volume of activity, the Department maintains over 60,000 linear feet of physical file space in 12 separate offices throughout Michigan. Location of a particular file, document or piece of information—whether it is part of a standard transaction or a response to one of the 8,000 to 10,000 annual Freedom of Information Act (FOIA) requests—is labor intensive, inefficient and costly.

By converting the DEQ's existing documents into electronic images and implementing a solution which provides a Web-based user interface, electronic forms, workflow, email integration and document lifecycle management, DEQ expects to recoup their investment within 18 months of the first year of full production. These capabilities also have the potential to generate new revenue streams through subscriptions to self-service environmental searches for real estate businesses, legal firms and environmental consulting firms as well as the ability to offer new expedited services.

Cost to Implement (over 2 years): \$13.3 million

Annual Support Costs: \$500,000

Increasing Functionality of the CRASH System

The CRASH system is used by Michigan Department of Transportation (MDOT), Michigan Department of State (MDOS) and the Michigan State Police (MSP) to store, analyze and distribute information on vehicle collisions in the State of Michigan. This system has shown that utilizing information from collisions can help to save lives and prevent injuries through better law enforcement as well as traffic and safety improvements.

An example of one of the new functions is that the electronic images of the original crash reports can be available to more participants by redacting sensitive citizen information before distribution. This will provide improved analytical processes for better decision making and result in reduced security risk. An additional goal to improve the functionality is to ease the technical barriers for local law enforcement agencies to contribute to and benefit from the CRASH system. A grant program to provide assistance for some of the local agencies to update their technology and enable the electronic submission of data will lead to more timely, accurate, and complete information for all parties.

Cost (excluding the funding of the grant program): \$500,000

Substituting Video, Web or Audio Conferencing for Travel

Video conferencing facilities exist in many locations across the State of Michigan. MDIT is presently working to get agreements from the Departments that have these facilities in order to create a pool of 30 to 40 video conferencing rooms. MDIT will then provide a reservation system so these rooms can be scheduled and used by all State employees at no additional charge. Web conferencing services are already available for connecting computers together to share presentations, or other documents during meetings held in connection with the regular audio conferencing services that also already exist. When any of these options are used in place of face-to-face meetings, or by replacing basic face-to-face training classes with pre-recorded presentations delivered via computer, there is an opportunity of significant savings from the State's annual travel re-imbursment costs of \$13 million dollars.

Cost for Video conferencing: Except for a \$50,000 annual support cost for the reservation system, based on current agreements there are no additional charges for actual video conference meetings in the 30 to 40 pooled sites

Cost for Web conferencing: \$11 an hour per computer that is connected for presentation or document sharing.

Cost for Audio conferencing: 4 cents a minutes per phone that dials into a conference call.



Project Management Improvements

Standardizing the Approach to Large Technology Projects

In FY01-03, Michigan avoided significant federal penalties by installing a Project Control Office (PCO) to manage the overhaul of its Child Support Enforcement System. The model—which requires the installment of an independent project office, along with active participation of stakeholders and involvement by the executive team—has proven successful in other large technology projects, eliminating cost overruns and reducing project delays. This initiative will make the PCO model a standard operating procedure for all projects with budgets at or above \$1 Million.

The PCO model allows an independent project office to set the standards, performance metrics and processes for day-to-day operations of the project. It focuses on specific processes, clear business drivers, accountability and communication. It provides accurate and timely reporting, and escalates issues, risks, and decisional data to the appropriate leaders in the organization. This PCO model has a proven track record of high customer satisfaction, reduced development costs, faster times to market and fewer defects.

Cost per project: 10% of the total project cost

Information Sharing

Making the Offender Management System Web Accessible

The State's Offender Management System (OMNI) tracks all information about offenders and parolees. The Michigan Prisoner Reentry Initiative (MPRI) is designed to partner with community groups to offer targeted programs to parolees based on a risk assessment.

The promise of MPRI is to reduce the number of parolees returning to prison by 30%; potentially saving the State millions each year. Making OMNI Web accessible is critical to the success of MPRI. It is the only way to get the risk assessments and other parolee information securely to the community partners and enable those partners to maintain the information to assist the Parole officers in tracking the progress of the parolee.

One Time Cost: \$400,000

Annual Support Costs: \$50,000

Extending Access to Child Foster Care Information to Key Partners

There are private and non-profit Child Placing Agencies (CPAs) which have contracts with the Department of Human Services (DHS) to provide Foster Care oversight to about 50% of the children in the Michigan foster care system. However, the Services Worker Support System (SWSS)—the case management system for foster care—is presently only accessible to DHS workers. This lack of access means there is a very paper-intensive process between the DHS monitors and the CPAs to maintain a consistent and complete exchange of information in order to effectively manage the CPAs cases.

This project will modify the SWSS so that CPAs and large foster care homes can have direct access; leading to timelier and more complete information for decision making and reducing the workload so that the monitors can focus back on directly managing foster care cases. Both of these results will lead to better outcomes for children in foster care.

One Time Cost: \$1 million

Annual Support Costs \$175,000

Jennifer M. Granholm
Governor of Michigan

Teri Takai
Chief Information Officer, State of Michigan
Director, Michigan Department of Information Technology



Michigan Department of Information Technology
Romney Building, 8th Floor
111 S. Capitol Avenue
Lansing, MI 48913
Phone: (517) 363-1006
Fax: (517) 373-8213

DIT@michigan.gov
MDIT Publication (Rev. 3/1/2007)

www.michigan.gov