

Partner Presentation:

State of Indiana & KSM Consulting



Speaker Introduction

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Agenda

Welcome

History of Relationship

Project Oversight Case Studies

Implementation Case Studies

Summary

Questions and Answers



Introduction

State Realities:

- Consistently asked to do more with less.
- Need varied and deeper skillsets for success.
- Centralized IT can create inter-agency challenges.

Consultants:

- Provide additional bandwidth.
- Fulfill short-term labor needs.
- Reduce technical gaps to complete specialized projects.
- Offer an independent view to entire organization.



Partnership Categories

Project Oversight

Implementation



KSMC / Indiana History

KSMC / IN begin partnership with PeopleSoft Implementation.

2012

MPH executive order. KSMC provides services for creation of data hub.

2014

State of Indiana releases results of infant mortality study.

2015

Relationship continues with tackling of complex challenges and technology implementation.

2009

DCS launches MaGIK with support from KSMC.

2014

DWD launches unemployment modernization. (1st in nation)

2015

KSMC asked to tackle multiple challenges: DCS transition, DWD workforce portal, recidivism use case, DCS data, FSSA CaMSS implementation...

2016



Project Oversight Case Study: DCS MaGIK Implementation

Background: Need for replacement of legacy systems and integration of systems for intake, finance, reporting, case workers, etc.

Strategy: KSMC provided project oversight of an implementation effort to integrate an enterprise system using mixed agile and waterfall development. Effort included implementation of communication strategy for full user adoption.

Outcomes: Successful launch and implementation of system. Quick user adoption.

Next Steps: Continued development of the system.



Project Oversight Case Study: DCS MaGIK Implementation

Key Success Factor: Environment that drove success ownership from KSMC, vendor, and DCS. Collaborative team.

State Value: Quick user adoption and greater value from the final system.



Implementation Case Study: Creation of MPH

Background: The State of Indiana desired to derive more value from its data, requiring the creation of a data hub.

Strategy: Combine disparate data sets from all state agencies, clean and deduplicate data, while maintaining security and privacy.

Outcomes: Management and Performance Hub which provides up-to-date reporting about KPIs from many agencies, presents opportunity to analyze state challenges with comprehensive data.

Next Steps: Continue to work through use cases to provide actionable insights to motivate program, policy, and budget change for greater success.



Implementation Case Study: Creation of MPH

Key Success Factor: A cohesive project team.

State Value: Deep transparency into state activities, challenges, and successes.



Implementation Case Study: Infant Mortality

Background: Indiana wanted to address a significant challenge within the state to improve quality of life and care for the State's most vulnerable citizens.

Strategy: Using the MPH data hub, KSMC performed advanced data analytics to derive actionable insights for improvement.

Outcomes: Insights used to drive program budgeting and policy creation, providing detail about areas of need, success, and potential opportunity.

Next Steps: Continue analyzing program success and need and allocating funding and resources based on analysis.



Implementation Case Study: Infant Mortality

Key Success Factor: Long-term view of success not hindered by contractual terms.

State Value: Actionable insights to ignite real improvement in key social and economic challenges.



Critical Factors of Success

PROJECT OVERSIGHT

- Executive trust from state.
- Agency reputation.
- Partner autonomy and objectivity.
- Accountability for all involved.
- Partner that encourages parties to rise up for success.

Development of a cohesive team leads to success for any kind of partnership.



Critical Factors of Success

IMPLEMENTATION

- Understanding of business needs and contractual terms.
- Continued alignment of business needs and measurement of success.
- Dedication to success, despite contract terms.

Development of a cohesive team leads to success for any kind of partnership.



Critical Factors of Success

The ultimate determination of success is the value that the State realizes from the partner relationship.



Questions or Follow Up

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Case Study: DWD Unemployment Insurance Modernization

Background: Green screen system from 1989 in place; vendor was struggling to modernize all three modules in synchronization; project was underway for eight years without success.

Strategy: Governor asked IOT and KSMC to step in for project rescue, retool the project team, evaluate specifications, and move forward with a revamped plan.

Outcomes: Indiana was first in the nation to launch a modernized system for all three modules (taxes, benefits, appeals) at the same time.

Next Steps: Development of modules to increase timeliness, reduce fraud



Case Study: DWD UIM

Key Success Factor:

Autonomy to KSMC to move the project to success.

State Value:

Project launched after a long stall, improving user experience for citizens, businesses, and employees.



Project Oversight

KSMC is responsible for the outcome of the solution.

KSMC is tasked with holding all parties -- internal and external -- responsible for quality, timeliness, and budget.

Project Oversight: IV&V, Project Management, Project Rescue



Implementation

State of Indiana owns the success, and KSMC completes the work required for success.

KSMC is tasked with rising above the contract vehicle and executing work for a successful outcome. KSMC manages the client's changing needs throughout life of the project.

