

State of Michigan



Business Process Management (BPM)

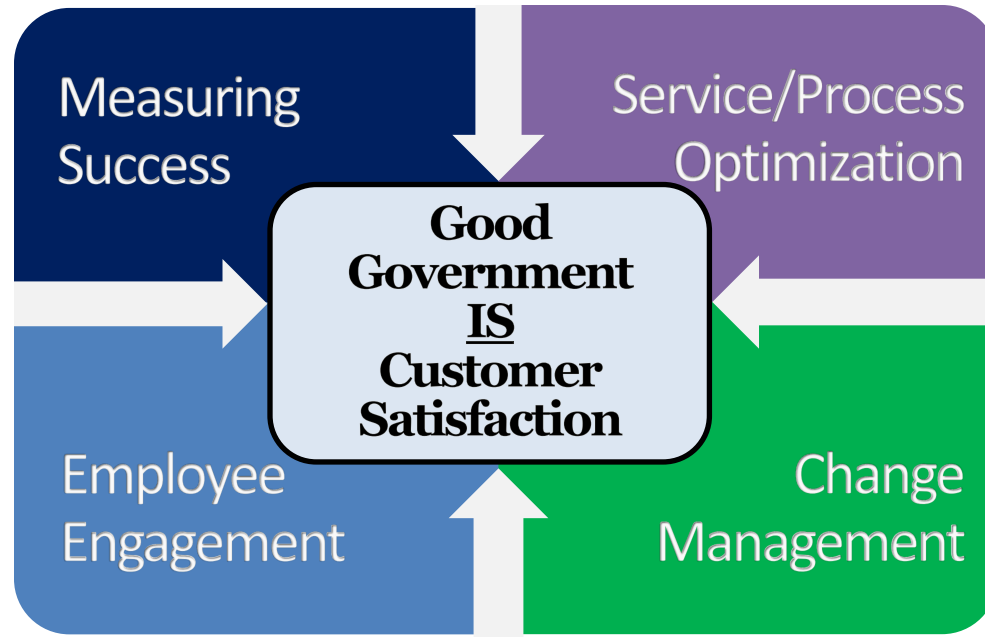


2014 MIDYEAR CONFERENCE

MAY 6-9, 2014 | HILTON BALTIMORE | BALTIMORE, MD

**Bringing
It All Together:
Mapping The Journey**

Essential Components of BPM



Creating a Shared Vision...

Our state government has to be innovative and efficient in order to deliver the services citizens deserve with the revenue it has available. As Governor, I will implement billions in structural reforms, bring innovation to government, and deliver a new level of transparency and accountability in Michigan.

~ Governor Rick Snyder



Reinventing Michigan

- 1 Create more and better jobs
- 2 Leverage our new tax system
- 3 Reinvent our government
- 4 Keep our youth—our future—here
- 5 Restore our cities
- 6 Enhance our national and international image
- 7 Protect our environment
- 8 Revitalize our educational system
- 9 Reinvent our health care system
- 10 Winning in Michigan through Relentless Positive Action

www.michigan.gov/gov

Measuring Michigan's Performance

| Public Safety | | | |
|---|----------------|----------------|----------|
| | Prior | Current | Progress |
| Violent crime rates (per 100,000 population) | 442.8 (2011) | 454.5 (2012) | |
| Property crime rates (per 100,000 population) | 2,544.6 (2011) | 2,530.5 (2012) | |
| Individuals fatally or seriously injured in traffic accidents | 6,595 (2011) | 6,612 (2012) | |

| Economic Strength | | | |
|---|-----------------|-----------------|----------|
| | Prior | Current | Progress |
| Monthly unemployment rate* | 8.8% (Feb 2013) | 7.7% (Feb 2014) | |
| Real Gross Domestic Product (GDP) | 3.5% (2011) | 2.3% (2012) | |
| Percent of structurally deficient bridges | 12.31% (2012) | 11.78% (2013) | |
| Real personal income per capita | \$28,350 (2011) | \$28,719 (2012) | |
| Children living in poverty | 25% (2011) | 25% (2012) | = |

| Value for Money Government | | | |
|---|-----------------------|-----------------------|----------|
| | Prior | Current | Progress |
| Credit rating: | | | |
| - Moody's | Aa2 (Stable) (2012) | Aa2 (Positive) (2013) | |
| - S & P | AA- (Stable) (2012) | AA- (Positive) (2013) | |
| - Fitch | AA- (Positive) (2012) | AA (Stable) (2013) | |
| Government debt burden per capita | \$785 (2011) | \$800 (2012) | |
| State government operating cost as a percent of GDP | 14.1% (2011) | 12.9% (2012) | |
| State and local government operating cost as a percent of GDP | 24.7% (2010) | 23.3% (2011) | |
| Access to state government - number of online services** | N/A | 356 (2013) | N/A |

| Quality of Life | | | |
|---|----------------|----------------|----------|
| | Prior | Current | Progress |
| State park popularity - annual visits per capita | 2.60 (2012) | 2.47 (2013) | |
| Population change (ages 25-34) | -.5% (2010-11) | -.2% (2011-12) | |
| Monitored beaches with no closures or unsafe advisories | 76% (FY 2012) | 80% (FY 2013) | |

| Health and Education | | | |
|---|-----------------|-----------------|----------|
| | Prior | Current | Progress |
| Infant mortality (per 1,000 births) | 7.4 (2012) | 7.3 (2013) | |
| Obesity in the population (adult) | 31.3% (2011) | 31.1% (2012) | |
| Third grade reading proficiency | 68.1% (2012-13) | 70.0% (2013-14) | |
| ACT college readiness benchmarks | 17.7% (2011-12) | 18.1% (2012-13) | |
| Population with bachelor's degree or higher (25+ years old) | 25.6% (2011) | 26.0% (2012) | |

Implementing the State Vision

- Enterprise IT / Agency Strategic Planning
- Develop Business Cases
- Solidify Funding and Resources
- Consider Business Process Review
- Plan and Execute
- Document Benefits Realization

Aligning with ICT Roadmap

Completed

- ITIF Investment Fund ✓
- Project/Portfolio Management ✓
- Investment Management ✓
- Lowering Application Support Costs ✓

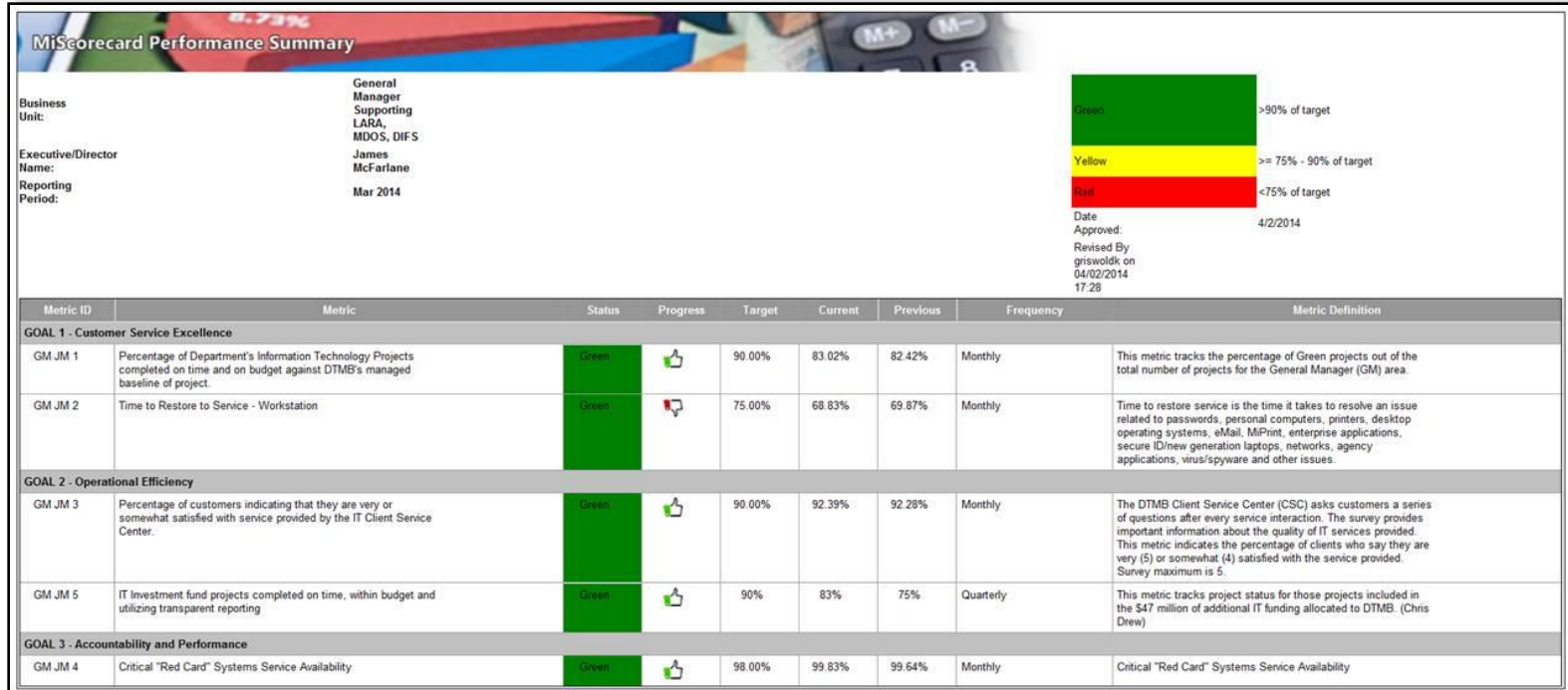
In Progress

- Transition to Target State Functional Model
- eProcurement
- Developing the Leaders of Tomorrow
- Leveraging Partners to Improve Delivery

Top Priorities

- MiPage
- Cybersecurity
- Mobility
- Health IT
- Data Governance

MiResults – Dashboard Reports



“Innovation distinguishes between a leader and a follower.” – Steve Jobs

