

# ***INTERNET OF THINGS TO THE PROCESS OF THINGS***

***PUTTING THINGS INTO OPERATION***

***DOUGLAS AVERILL  
DIRECTOR OF BUSINESS PROCESS MANAGEMENT  
STATE OF MAINE***



# ***THINGS – DATA - ACTION***

**Interconnected devices allow for coordinated:**

- Management
- Data collection
- Action

**Device management creates the data pipeline**

**Data collection is largely:**

- Retrospective
- Reactive

**Process management is largely:**

- Efficient
- Predictable
- Proactive



# ***MAKE THINGS DO WORK***

**Devices are another channel to do something:**

- **Engage our customers**
- **Improve program integrity**
- **Improve enforcement actions**
- **Make better policy decisions**
- **Be more efficient**



# ***POTENTIAL SOLUTIONS***

- **Law Enforcement Patrol**
- **Eligibility checks based on device**
- **Find closest potential recipient from mobile**
- **Geo-fence other field survey candidates**

**In the field, with a device, to do something...**

**Process puts data to work**

