

Innovate
Ohio
Platform



Reimagined



Project

*EASY FOR USERS TO NAVIGATE.
EASY FOR AGENCIES & PROGRAMS TO CUSTOMIZE.*

CATEGORY:

Enterprise IT Management Initiatives

STATE:

Ohio

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PROJECT INITIATION:

January 2022

PROJECT END DATE:

July 2022



Department of
Administrative Services

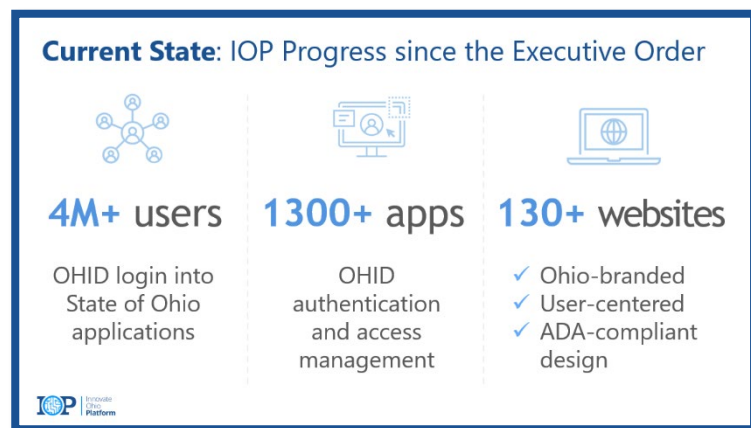


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Executive Summary

The InnovateOhio Platform (IOP) – the state of Ohio’s enterprise identity and digital experience platform - is operated within Ohio’s Department of Administrative Services (DAS) Office of Information Technology (OIT). It offers integrated and scalable capabilities that enable Ohio agencies to become more customer-centric and data-driven. IOP delivers on InnovateOhio's vision to better serve Ohioans through the delivery of customer-focused digital solutions built through collaboration and innovation. It creates efficiency and saves money while supporting a high-quality and secure digital experience for Ohioans interacting with state websites and systems.

OHID is IOP’s centralized enterprise identity solution. As of April 2023, there are more than 4 million OHID accounts. More than 1,300 applications and 130 websites use OHID to offer a secure way for Ohioans and businesses to interact with state agencies and access state programs and services with a single user account.

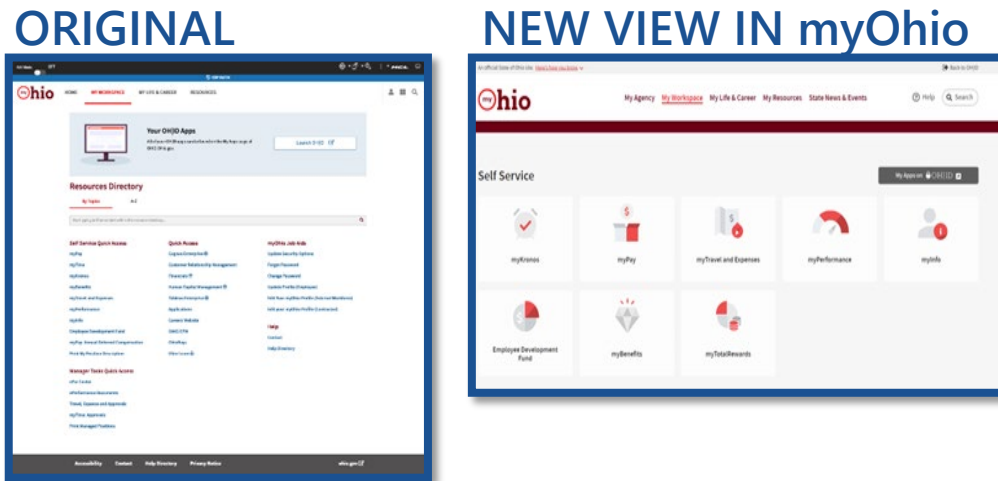


In January 2022, IOP initiated the **myOhio redesign project**. myOhio is the state’s enterprise workforce portal secured by IOP’s OHID identity and access management solution. It centralizes and streamlines how the state of Ohio workforce accesses enterprise tools to quickly perform tasks such as timekeeping, payroll (including viewing their paycheck and managing deposit and withholding), travel and expenses, benefits, training, professional development, and performance management. Content is controlled by the user’s role. For example, full-time, permanent state employees generally access all topics within myOhio, while contractors and part-time employees may have limited topics, or not see the section at all.

myOhio includes My Agency, an organizational intranet tool for Ohio’s state agencies, boards, and commissions. Organizations that opt into My Agency can post and manage their policies, resources, featured news, events, and announcements on one common intranet platform for their employees.



The redesigned myOhio delivers value for state employees and partner agencies through **enhanced transparency and streamlined access** to enterprise applications through **single sign-on**. The site provides a consistent, intuitive user experience with world-class security and ease of access.



The project drastically shortened the user journey for employees, down from an average of 4 clicks to 1 click to access agency resources.

By prioritizing content employees use daily, the team **reduced total page views by more than half (58%)**. Ongoing data is also showing that employees utilize search less for agency content, indicating **they easily find what they need on the first attempt**.

Sessions are up 23% from 7.5M sessions to 9.25M. On a typical Monday, data analytics show 32,000 visitors and 55,000 sessions. Usage drops during the week, as expected.

Employee engagement has significantly improved in the new myOhio. Interactions with the news banner and consumption of news articles has experienced traffic pattern increases as high as tenfold, affording the state improved effective communication with employees.

IDEA

Established by Governor Mike DeWine through [Executive Order 2019-15D](#), IOP provides integrated and scalable capabilities that enable state agencies to become more customer-centric and data-driven. IOP uses collaboration and innovation to create an integrated customer experience that brings higher-quality services to the public and ultimately makes Ohio a better place to live, work, and do business.

In early 2022, the DAS OIT InnovateOhio Platform IOP began the myOhio Redesign project. The effort included a new statewide intranet and onboarding of multiple state agency intranets to IOP. It rationalized outdated content and provided a seamless, federally compliant authentication experience for state employees, contractors, and external workers through the OHID portal.

In a three-phase deployment, DAS delivered a modern, user-friendly website that provided the state of Ohio workforce with a more complete, dynamic, and accessible intranet. The redesign utilized the current IOP design framework to enhance the myOhio experience. The new site is constructed on IOP's existing Portal Builder. IOP staff assisted content authors from agencies to migrate content to myOhio according to the state's content-first ideology. The content-first approach drives consistency, usability, and reliability of information presented.

The IOP User Experience (UX) and Organizational Change Management (OCM) teams executed plans that engaged and informed agency stakeholders. Project success was supported through partnerships with the ten state agencies that elected to use the "My Agency" option for hosting their intranets: Casino Control Commission; Departments of Administrative Services, Health, Mental Health and Addiction Services, Rehabilitation and Correction, and Youth Services; Office of the Ohio Public Defender; Ohio State School for the Blind; Ohio School for the Deaf; Public Utilities Commission of Ohio; and State Medical Board of Ohio.

The project also included onboarding legacy myOhio applications such as Kronos (timekeeping and payroll), OhioBuys (procurement), and Ohio Learn (learning management). The team extensively tested this project launch, with users who require assistive technology, to ensure an inclusive experience. The new myOhio went live in three waves, offering agencies adequate time to migrate their content and ensure appropriate levels of communication to support readiness for go-live.

The new myOhio intranet is more robust and user-friendly. It streamlines navigation and unifies the user experience between myOhio and agency intranet sites. The enhanced, mobile-friendly intranet makes the user experience seamless across channels and ADA-compliant, which makes the site accessible and purposeful for every member of the state workforce.

This project provided a universal solution for all agencies to house their intranets and applications. Individual agencies can host their intranet in the same location as state applications, training, and resources to allow employees to find all of their related content in one place.

Directly and indirectly, the myOhio approach supports NASCIO's goal of advancing State CIOs as key state leaders by demonstrating the effective implementation of technology projects that support a "work smart, not hard" philosophy for project deployment and implementation. This project promoted and strengthened a unified state approach and reduced siloing. This intranet solution represents no additional cost for agencies and is quick to deploy. The result is a more navigable and intuitive resource. Through the State CIO's leadership, more agencies are aligned and have faster, easier access to internal services. This allows state employees to focus more on delivering services to Ohioans.

The myOhio redesign project also supports and broadcasts the need for, and value of, innovation as a best practice in the state. The project increased identity security standards tied to a consistent platform, promoted core website design, and improved direct access to resources. This allowed IOP to deploy sites in a matter of weeks. The new myOhio intranet design also affords more effective enterprise communication.

The project design and execution required tight coordination across multiple state agencies. It also involved individuals across various roles within each agency, from the director to public affairs, to information technology and others. This model serves as a roadmap for other states to enhance relationships and increase collaboration across and within agencies to drive consistency and streamline service delivery.

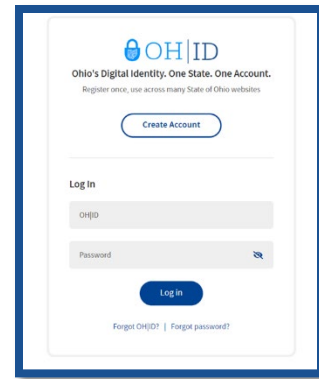
IOP platform technology capabilities and approaches support the transformation of government services. The OHID enterprise identity is used by millions of users for secure access to myOhio and other online services for Ohioans.

IMPLEMENTATION

The number of agencies impacted, the varying degrees of impact, and the level of stakeholder engagement needed were unique organizational challenges for the myOhio redesign project. Each agency has their own culture, hierarchy, and ways of working; and employees have varying levels of knowledge and experience with the IOP. Furthermore, each agency owns and operates their own independent channels for communication, making standardization of engagement strategies and engagement a challenge. As a result, the project team developed and executed a robust engagement and training plan to inform stakeholders.

IOP's Project Management Office (PMO) led the myOhio redesign project using the program's established Agile project management methodology. The PMO and OCM teams worked cohesively throughout the project to execute a comprehensive communication and OCM plan that featured lunch and learn opportunities, training sessions, technology design, product delivery, and overall project implementation.

The project required execution of a complex and purpose-focused communication plan to ensure effective dissemination to impacted stakeholders across the state. Communications required numerous levels of authorization and many reviewers and authorizers, including DAS, the myOhio Communications teams, individual agency communications teams, and senior stakeholders. The team rigorously monitored timelines to accommodate the extensive approval processes. IOP's OCM practitioners were in constant contact with stakeholders and validated that communications were developed, approved, and distributed in a timely manner.



The success of the myOhio redesign was measured against pre-defined key performance indicators (KPIs) with the final measure of success being the launch of the new intranet. Approximately 75% of the impacted workforce (roughly 50,000 employees and 50,000 contractors and external workers) visit myOhio every day. Employees at the 24 agencies that have migrated their intranets to the My Agency area of myOhio are considerably more active on the site.

The volume of content and the number of applications to be migrated were also a significant challenge for the myOhio redesign project. Multiple agency intranets and applications hosted by the Ohio Administrative Knowledge System, the State's enterprise Finance and HR application, had to be ready to deploy on day one of the new myOhio launch. The OCM and testing teams worked to ensure that each agency had an opportunity to validate their content, test application functionality, and ensure employees knew what would be changing and where to find their content.

The post-deployment hypercare approach featured a designated incident coordinator who triaged calls for support and helped customers resolve issues that could be managed on first contact. This approach diverted non-technical issues away from the operations team so they could remain focused on true technical issue resolution. The incident coordinator and hypercare teams produced a daily leadership briefing that included incident trends and resolution progress.

IMPACT

The redesigned myOhio is one of many upgrades that deliver value for state employees and partner agencies through enhanced transparency and streamlined access to enterprise applications through single sign-on via integration with OHID, which provides security services for more than 4 million Ohioans and workforce users across the state.

The site provides a consistent, intuitive user experience with world-class security and ease of access.

Prior to the myOhio project, agencies had to secure third party intranet sites. As the application is self-service it reduces the time to market as agencies are now able to control their projects in-house.

Comparing analytics from August 1, 2021, to May 14, 2022, and August 1, 2022, to May 14, 2023, the myOhio redesign project drastically shortened the user journey for employees, down from an average of four clicks to one click to access agency resources.

By prioritizing content (workspace apps and agency intranets) employees use daily, total page views reduced by more than half (58%). IOP also documented trends of employees utilizing search less for agency content, indicating employees are easily finding the content they need. Sessions are up 23% over the same period, from 7.5M sessions to 9.25M. On a typical Monday, myOhio may see 32,000 visitors, and 55,000 sessions. Usage drops during the week, as expected.

IOP continues to see excellent engagement with the news banner and consumption of news articles, clocking traffic increases as high as tenfold. This audience expansion affords the state the ability to communicate with ease and efficiency throughout the statewide workforce.

