

Illinois Department of
Innovation & Technology

SLAM DUNK! Game-Changing Paperless Billing Portal

Business Process Innovations

State of Illinois
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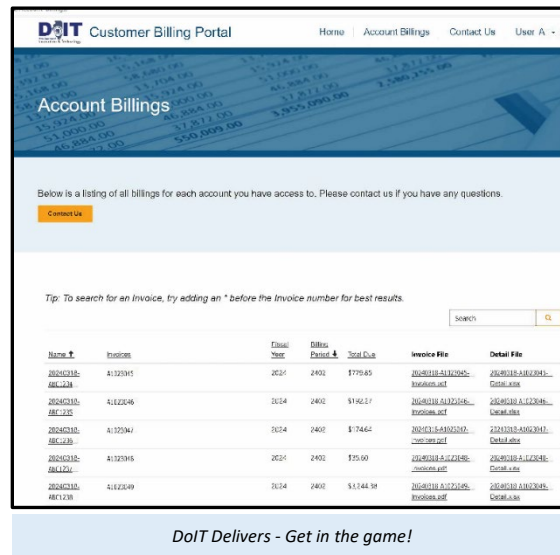
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End Date: 01/14/2024



EXECUTIVE SUMMARY

The Customer Billing Portal (CBP), brought to you by the Illinois Department of Innovation & Technology (DoIT), is a game-changer in modernizing state government operations and enhancing customer service.

Just like a clutch three-pointer, this portal has proven to be a valuable asset in transitioning over 2,000 telecommunications customers from paper billing to a digital, user-friendly platform. With real-time access and interactive features, managing bills has never been easier.



The portal replaces a very archaic and manual process that required the DoIT Accounts Receivable team to process volumes of paper each month. Now, billing is available for each individual telecommunications account or in a rollup for an entire agency as desired. In addition, aggregate information based on cost center allows agencies to more easily allocate cost internally without needing additional manual calculations.

The dynamic functionality takes advantage of Excel's inherent features and allows user accessibility with easier navigation, enhanced search and download capabilities for analysis, and easy integration with the State's enterprise financial system.

Not only has the CBP saved the State both time and money, but it has also helped reduce the environmental footprint by eliminating the need for physical invoices. With its intuitive design and comprehensive, user-friendly functionality, this initiative has significantly improved customer experience and satisfaction by providing real-time access to billing information, detailed usage data, and interactive features for better bill management – a true baller!

The transition from 22 bankers boxes of paper to just three hours of administration time is a testament to the game-changing billing portal. When the CBP entered the game, DoIT began saving nearly \$6,000 per month and reduced the need for printers and associated staff time, envelopes, boxes, and postage.

The CBP initiative stands as a testament to Illinois' commitment to digital transformation, showcasing tangible benefits in operational efficiency, cost savings, and environmental sustainability. The CBP project not only aligns with the NASCIO State CIO Top Ten Priorities but also sets a benchmark for digital service delivery in state government and future opportunities for billing automation that the data extract functionality has created. This portal represents a true green signal for digital transition and a deserving candidate for recognition at the NASCIO State IT Recognition Awards.

IDEA

What Problem or Opportunity Does the Project Address?

State agencies tend to have the reputation of being a bit behind the times, but as the name implies, the Illinois Department of Innovation & Technology (DoIT) has a mission to break those barriers and lead with innovation. Enter the MVPs of the agency who recognized the need for a game-changing solution. The Customer Billing Portal (CBP) was developed to tackle the significant inefficiencies stemming from the outdated paper-based billing system used for telecommunications services provided to other government entities. The goal? Modernize the process and implement a modern online billing system that is accessible and efficient for over 2,000 customers.

Why Does It Matter?

Just like a team preparing for a championship game, DoIT gathered its resources, rallied its skills, and dove headfirst into the challenge. Transitioning to a modern, digital billing system is crucial for enhancing customer service, promoting sustainability, and improving operational efficiency. By eliminating the need for physical billing, the portal significantly reduces the State's environmental impact and aligns with broader goals of digital transformation and eco-friendly practices within government operations.

What Makes It Different?

Now, what makes the portal stand out from the rest? It's all about the user experience! DoIT created a modern invoice presentation layout, complete with interactive comprehensive summary data and detailed files that make it a breeze for customers to filter through their information. This represents a significant leap from the previous reliance on physical mailings and the cumbersome process of accessing invoice records on a mainframe.

What Makes It Universal?

DoIT designed the CBP with the user experience in mind, giving users a home court advantage. Its interface and adaptability make it a universal solution for improving customer interaction and operational efficiency across various agencies. The CBP delivers a modern invoice presentation that's easy to navigate. With comprehensive data and detailed files at their fingertips, users can easily filter through information. Plus, DoIT is working on adding Information Technology bills to the Customer Billing Portal.

ILLINOIS DEPARTMENT OF INNOVATION & TECHNOLOGY TECHNOLOGY MANAGEMENT REVOLVING FUND (9999) BILLING INVOICE			
FY 2024			
CUSTOMER: BY COMPANY ATTN: ACCOUNTS PAYABLE DIVISION SPRINGFIELD, IL 62701		REMIT PAYMENT TO: TECHNOLOGY MANAGEMENT REV DOIT ACCOUNTS RECEIVABLE P.O. BOX 1234 SPRINGFIELD, IL 62701	
BILLING ACCOUNT #: 99999999		BILLING DATE: 08/28/2023	
INVOICE #: A1231232		GLIC #: 99999999	
DESC. OF ARTICLE OR SERVICES PERFORMED	QTY	UNIT PRICE	AMOUNT
COMMUNICATION CHARGES FOR ACCOUNT 99999999 AS FOLLOWS:			
COMM SVCS SERV 9999999901	3/7/2023	M	110.00
COMM SVCS SVWC 9999999911	3/7/2023	M	242.27
COMM SVCS SVWC 9999999912	3/7/2023	M	619.18
COMM SVCS SVWC 9999999913	3/7/2023	M	222.84
COMM SVCS SVWC 9999999914	3/7/2023	M	65.50
COMM SVCS SVWC 9999999916	3/7/2023	M	1.30
COMM SVCS SVWC 9999999921	3/7/2023	M	176.17
COMM SVCS SVWC 9999999922	3/7/2023	M	132.10
COMM SVCS SVWC 9999999923	3/7/2023	M	242.51
COMM SVCS SVWC 9999999924	3/7/2023	M	249.27
			2161.00
			2161.27
<u>LESS ADJUSTMENTS:</u>			
EXP. OBJ.	EXP. AMOUNT	<u>SUBTOTAL</u>	
		<u>ADJUSTMENTS</u>	
<u>TOTAL EXP.</u>		<u>TOTAL AMOUNT</u>	
PLEASE REFERENCE BILLING # 99999999 & INVOICE # A1231232 WHEN PAYING. PLEASE DIRECT REQUESTS FOR COPIES OF INVOICES OR BILLING DATA AND QUESTIONS REGARDING VALIDITY OR NATURE OF CHARGES OR CREDITS TO THE DC *BILL *COP*HELP*DEPT*TECH*ILLINOIS.GOV OR 349.489.0933.			

Ditch the paper, we are digital!

IMPLEMENTATION

What Was the Roadmap?

In September 2023, DoIT took on the challenge of creating a more modern and online invoice that included summary billing information to be sent to DoIT's telecommunications customers. To create a winning solution, the DoIT teams followed a roadmap that was as strategic as mapping out plays on the court. First, they identified the inefficiencies in the existing billing process, then designed a digital solution. The design phase utilized human-centric design principles with active user engagement. Next, it was time to develop the CBP, the star player in this game-changing solution. The team implemented a phased rollout to the users and conducted extensive testing and gathered valuable user feedback. They made adjustments along the way to ensure the platform met the needs of its diverse user base. DoIT worked tirelessly to have this implemented by January 2024.

Who Was Involved?

The project was a true team effort. There were multiple DoIT teams collaborating, including the Enterprise Application Services division and the Fiscal Division, with ongoing input and feedback from the telecommunications service users. The roster was comprised of IT developers, fiscal gurus, and business experts dedicated to creating a seamless billing experience.

How Did You Do It?

To bring it all together, DoIT utilized agile methodologies, emphasizing user feedback and iterative design improvements. The portal was built on Microsoft Power Platforms, adding a touch of modern technology to the game, with interfaces to transform data from the mainframe to the portal for processing. The goal was to expedite turn around and remove dependencies on the backend mainframe code. It was a great team effort!

IMPACT

What Did the Project Make Better?

The online and interactive portal offers a front-row seat to all billing activities, creating a more efficient and streamlined system. It automates tasks such as generating invoices and tracking payments, saving time and effort. With the self-service features, navigating the portal is a breeze, ensuring a smooth experience from start to finish.

The impact of the CBP has been significant for state agencies and a game-changer for the environment. By introducing the CBP, DoIT has not only lowered operational costs but also reduced the environmental impact. DoIT is saving on printer use, printing staff time, envelopes, boxes, and postage. DoIT's customers can easily access, understand, and analyze their telecommunication services charges with just a few clicks. By embracing digital solutions and reducing paper waste, DoIT has become a champion of sustainability.

DoIT State of Illinois
Department of Innovation & Technology
Telecom Billing Invoices for Account **ABC1234** on **3/18/2024**

Invoice A1023045

Customer: MF AGENCY DIVISION 123 MAIN ST SPRINGFIELD, IL 62701	Account No: ABC1234 Fiscal Year: 2024 Invoice Date: 03/18/2024 Due Date: 04/17/2024
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Cost Center	Service Type	Service Date	Cost
X1212345	STANDARD SERVICE	03/29/2024	\$779.85
			\$779.85

PAYMENT IS DUE 30 DAYS FROM BILLING DATE
Return bottom portion with payment

Please do not send cash. Make checks payable to: Illinois Department of Innovation & Technology. Please include the account number & invoice number on the check.

Remit To: DoIT Accounts Receivable
P.O. Box 1234
Springfield, IL 99999-9999

Invoice No: A1023045	Due Date: 04/17/2024
Account No: ABC1234	Amount Due: \$779.85

Check number: _____ Amount Endorsed: _____

Please direct requests for copies of invoices or billing detail and questions regarding validity or nature of charges or credits to the DoIT Billing Help Desk at: 1-811-ILLINOIS-DOIT or 618-999-9999. Page 1 of 2

Say goodbye to paper piles!

How Do You Know?

The tangible evidence of the project's success has been remarkable. DoIT has seen a significant reduction in paper usage, and billing management has become more efficient than ever. By eliminating the need to print and mail 22 bankers boxes of paper invoices every month, DoIT is on track to save about 1.32 million sheets of paper per year. The paper-based process used to take four employees two full days to compile and mail out the bills, but with the winning CBP in place, now it only takes three hours to administer. This has resulted in a monthly cost savings of nearly \$6,000 for DoIT. Talk about a win-win situation!

The CBP has significantly enhanced financial management by providing real-time access to billing information and payment status. This functionality provides agencies with better visibility into their finances to make more informed decisions. Additionally, the CBP reduces the reliance on manual assistance, freeing up valuable resources. A built-in coach if you will.

But the best part? The satisfaction and positive feedback from agency customers have been overwhelming. Here's a testimonial that captures the impact of this project:



“The Illinois Department of Information Technology (DoIT) has ushered in a new era of efficiency and innovation with the introduction of the new Customer Billing Portal. Over the past year, this transformative software has revolutionized the manner in which Illinois state agencies manage and receive vital billing information, marking a paradigm shift in administrative operations statewide.

Gone are the days of cumbersome, paper-based billing systems. Historically, agencies were inundated with mountains of printed documents on a monthly basis, resulting in a significant resource drain in terms of time, materials, and manpower. The antiquated process not only posed considerable inefficiencies but also imposed substantial financial burdens, encompassing expenses related to paper, ink, delivery, and labor.

Recognizing the urgent need for modernization, DoIT embarked on a mission to overhaul this archaic framework. Leveraging existing software infrastructure, they redesigned the system to enable seamless digital delivery of billing information to all agencies. This transformative approach eliminates the need for printing and manual sorting, liberating agencies from the burdensome task of sifting through countless pages to verify charges.

The newly implemented system empowers agencies with control and precision, facilitating granular analysis and targeted searches for specific information. By streamlining the review process, agencies can now swiftly ascertain accurate billing details and identify instances of redundant or unused services, thereby curbing wasteful expenditure and optimizing resource allocation.

The impact of this initiative cannot be overstated. It has not only elevated the operational efficiency of every agency across the state but has also yielded tangible cost savings. The foresight and dedication demonstrated by DoIT in spearheading this transformative endeavor epitomize their commitment to driving progress and innovation within the public sector.”

– Ken Steele, Deputy Chief of Staff – Chief Operating Officer, Office of the Governor

The impact is evident in the reduction of physical resources used for billing, positive feedback from customers, and the decreased need for accessing mainframe records. Metrics such as reduced paper usage and enhanced efficiency in billing management serve as tangible evidence of the project's success. The portal has strengthened the bond between DoIT and users, fostering trust and loyalty.

What Now?

Looking ahead, DoIT is not slowing down. DoIT is determined to keep building on the success of the CBP. The future plans include integrating Information Technology bills and additional functionalities that will further increase customer satisfaction. The Information Technology bills follow a similar mainframe process as the telecommunications bill. The next step for DoIT is to modernize the Information Technology bills in the same manner to enhance the functionality for better transparency and financial management.

The goal is to continually enhance and provide innovative solutions that meet the evolving needs of users. Lessons learned from these digitization projects are informing other digitization initiatives. DoIT is always on the lookout for new opportunities, collaborations, and partnerships to further drive innovation and technology as the playbook for success.