

DODD's Information Technology County Board Conference

The CIO's Perspective

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The IT Journey

- Our Challenges
- Making the Transformation
- Core Business Framework

Challenges That We Faced

- Lack of Processes & Procedures
- Clear Direction for the Team
- IT Security
- Organizational Structure Lacking Focus
- Lack of Infrastructure Investment
- Customer Perception
- Customer Communication & Engagement
- Non-Integrated Systems

Making the Transformation....

- Customer Service Focused Organization / Support Center
- Business / IT Alignment – IMPACT Team
- Serious Commitment to Security – Appoint a focal point and execute
- High Availability / Risk Management Focus – Invest in Infrastructure
- Change Control & Project Management (Agile) Processes
- Focus on System Integration & User Interface Usability
- Policy & Standards Governance
- Narrowed Focus to Our Core Business

IT Game Plan

“...Teamwork, Have Fun, & Communicate”

- 1. Customer Service... Delivering a Consistent, Positive *Customer Experience***
- 2. Continued Commitment to Efficiency and Optimization**
- 3. Dependability and Engagement with Customers... Consistently Deliver on Commitments**
- 4. Protect and Manage the Information of DODD and our Customers**
- 5. People... Invest In, Challenge and Recognize**

Cost Savings....

- DODD is the 4th largest agency but is 20th in terms of IT actual spend
- Based on FY10 actual IT spend, DODD cost was \$30.00 per individual served
- Based on 500,000 claims per week, (for IT and Medicaid Operations combined) the cost per claim is \$1.25
- Imaging – In our Waiver Unit alone since January, the total cost avoidance of eliminating printing (204,239 pages) is over \$1200.00 in paper costs. Fast retrieval – totally paperless
- With the installation of CMO Compliance software, our OPSR group has estimated the following savings for FY12: 19% reduction in travel, 43% print reduction, 40% reduction of time for scheduling reviews

Cost Savings....

- **Server Virtualization** – DODD virtualized 100% of servers with exception of back-up and Fax servers. Also reduced physical footprint by 90%, power and heating by 80% and servers by 75%. Received State of Ohio Energy grant of \$71,000 and AEP energy grant of \$15,000
- **Printer Optimization** – Implemented the State’s Cost per Copy program and reduced printers by 50%
- **Fax Servers** – Implemented centralized fax servers to eliminate stand alone fax machines. \$2,000 per month savings
- **Desktop Virtualization** - DODD has virtualized nearly 1500 desktops that resulted in an 80% power reduction, redeployment of staff, faster desktop provisioning, better security, centralized management and software management

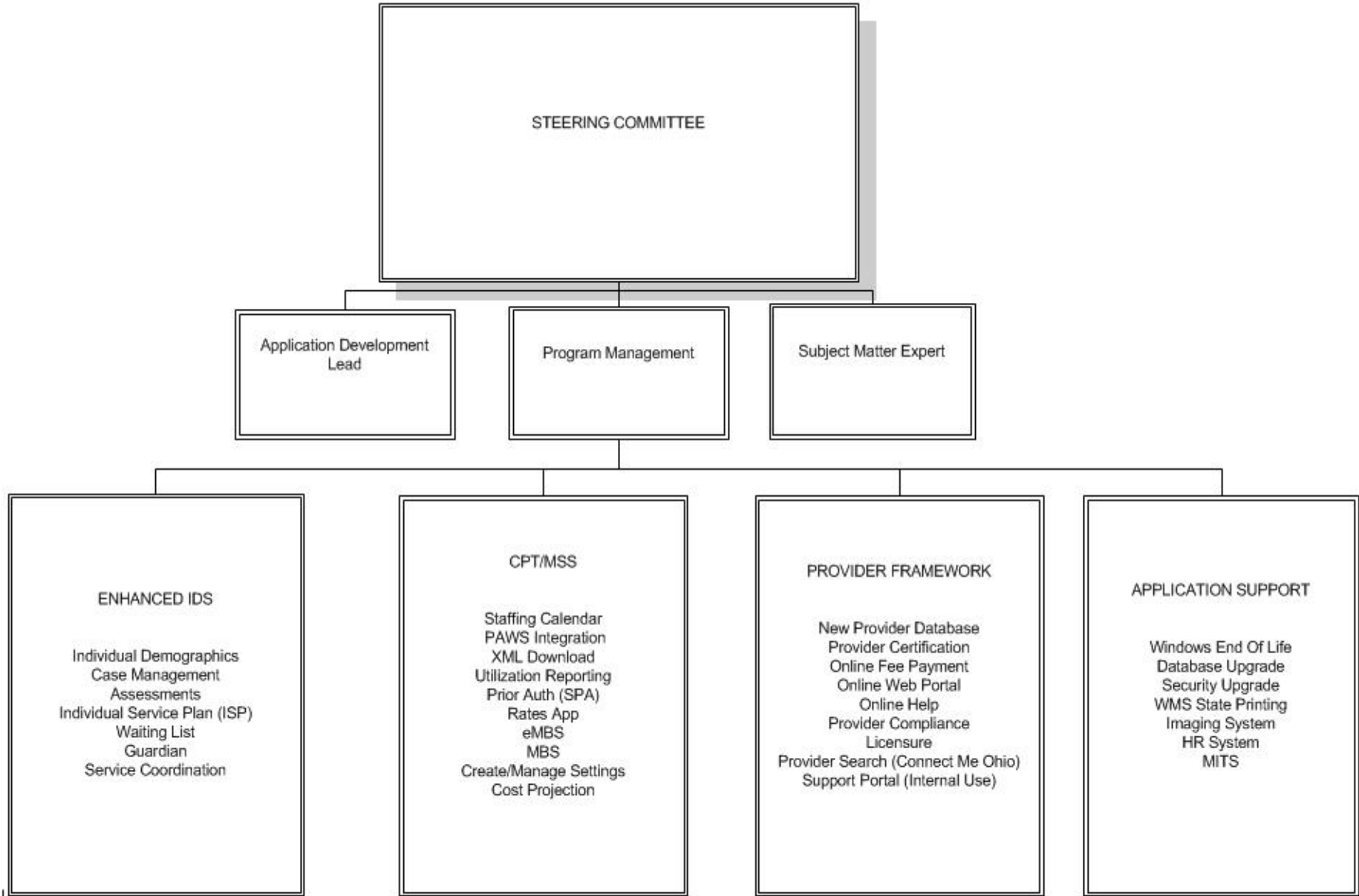
PMC....

- **Project Management Center** – Implemented standards for running projects, communication & delivering IT initiatives. (Opportunity Assessment, Elaboration, Executing & Controlling and Closing).
- Agile Methodology embedded into the PMC Framework
- Work Request System
- Critical Service Incident Management (CSI)
- Change Control
- Established Gates, Templates & Project Deliverables
- Project Dashboard & Steering Committee
- 221 WR's Have Been Opened / 83 Have Been Closed

Application Development....

- Employ an AGILE development methodology that allows for flexible and transparent software development
- Engage the user community via the *Product Owner* in the requirements gathering and product development lifecycle.
- Utilize automated testing tools that examine all aspects of the application which includes load testing.
- Actively monitor application performance and adjust accordingly.
- DODD has retired 53% of it's applications and 41% are new applications.
- IDS applications have been consolidated into one.
- Standardized on .NET and implemented TFS.
- Established a 5 tier development environment.

DODD Business Framework



Business Intelligence

Completed Projects That Support the Framework

- MSS / CPT – (staffing calendar, utilization reports, rates application, Prior Auth, ADS Enhancement & Bulk Unscheduled)
- eMBS Upgrade / MBS migration / MITS Integration
- IDS Consolidation
- New Provider Database
- New DODD Gateway – (Provider Certification Wizard, Online Fee Payment, Provider Search, Provider & County Board Messaging, Common look and feel, New Security Platform, Licensure System, Common Application framework).
- Imaging System
- New Waiver Services
- ¹¹ CMO – Web-Based Provider Compliance Tool

Projects In Flight....

- CMO – Online Compliance Rolled out to the Counties
- Self Waiver
- Gateway / Portal Phase 2
- Online Help (open support ticket online)
- PAWS Integration into CPT
- Business Intelligence / Data Warehouse
- Enhanced IDS Pilot
- EDI Retirement

Questions For The Panel

QUESTIONS