



EN2015

Streamlining the IT Process – Making IT Consolidation Work For Us

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ABSTRACT

The process of requesting, completing and implementing IT projects has evolved in Missouri DNR since IT consolidation. Through streamlining our agency policies, and working collaboratively with state IT, Missouri DNR has been able to implement effective policies and efficient procedures to improve how we propose, evaluate, prioritize and complete IT projects. Through these new processes, Missouri DNR has established a way to avoid past pitfalls and has begun to build successes and establish credibility within the agency and IT. Using these new processes, Missouri DNR has begun a critical Master Data Management project that will modernize the way we do business. Not only will this increase our internal efficiency, but we will be better able to serve our customers and the citizens of Missouri.

Pre-IT Consolidation

Department Leadership

**Executive
Leadership/IT
Decision-Makers/PMs**

Staff Managers

**End Users
(Staff)**

Early IT Consolidation

- Confusion
- Shiny Objects
- Lack of Well-Defined Process
- Lack of Communication



New Roles for DNR and IT

Missouri DNR –
From Recipients to
Customers

- Define Requirements
- Prioritize Projects
- Define Benefits

IT – From Decision-
Makers to Service
Providers

- Present Options
- Implement Solutions
- Define Benefits

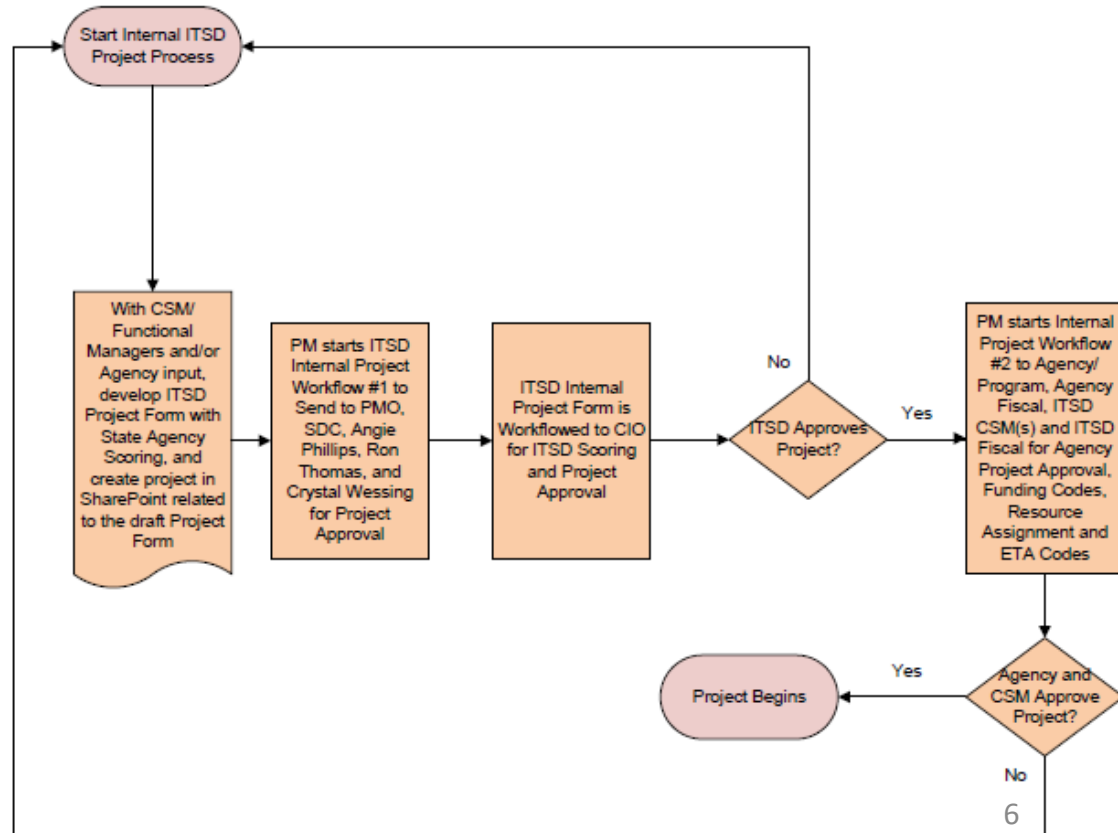
New ITSD Process



ITSD Internal Project Processing Workflow Using SharePoint



- Required Missouri DNR Scoring (Benefits, Necessity, Impact)
- ITSD Estimates Level of Effort
- ITSD Scoring (Feasibility, Goal Alignment, Cost, ROI)
- All projects must be approved by State CIO



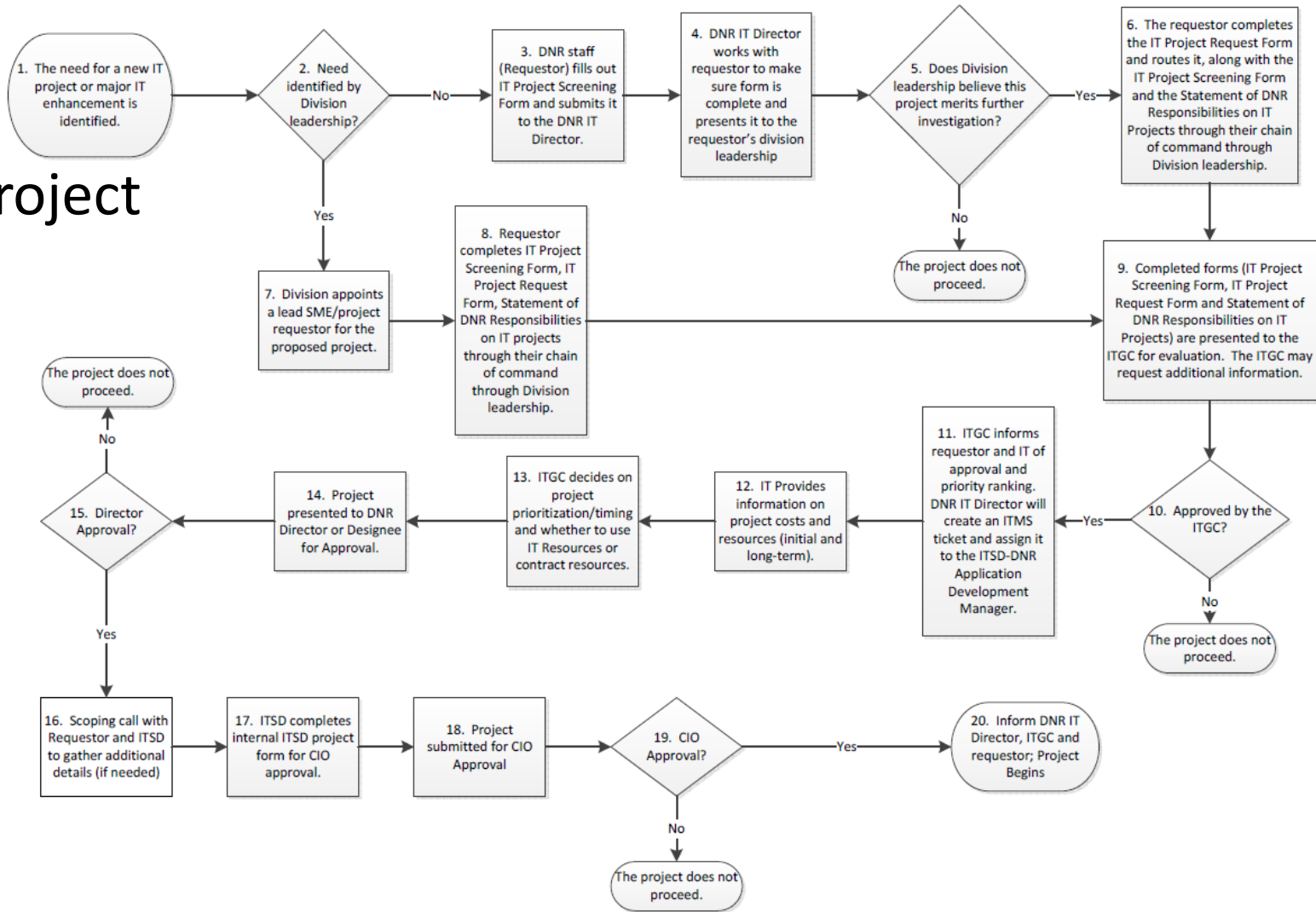
IT Governance - ITGC

- DNR IT Governance Committee
- Representatives across the agency
- Monthly Meetings/Project Submittal Deadlines
- All Information on Agency Intranet

IT Project Proposals

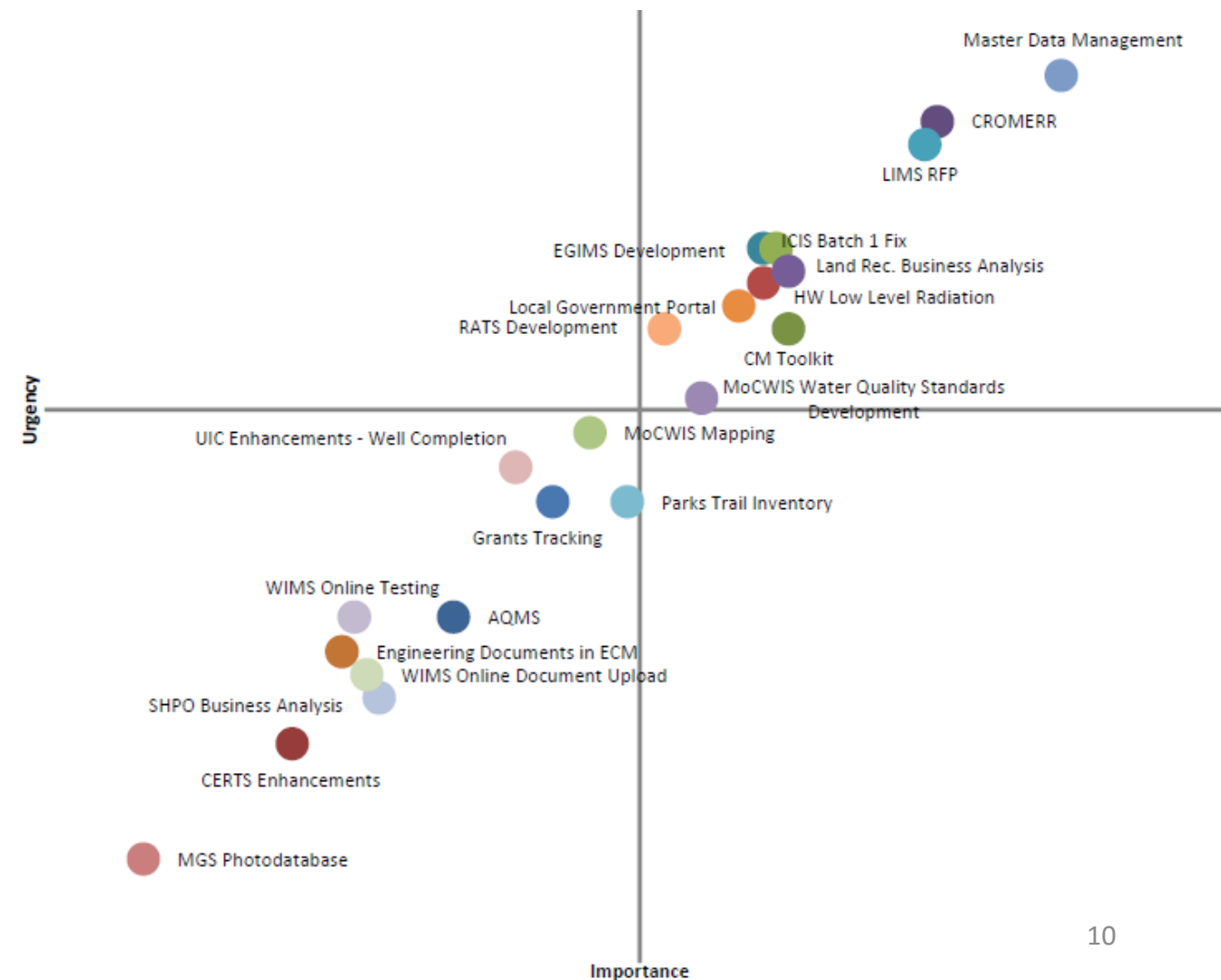
- Designed to fit into ITSD's process
- Anyone can propose
- Ask the “tough” questions
- Specify project team members
- Require Chain-of-Command approval

DNR IT Project Proposal Process



ITGC

Urgency/Priority Scores



Business Need Example



Regulated Entity Information – Current State

Future State Vision – Missouri Gateway for Environmental Management

Information Technology Governance

Planning & Prioritization
Data Standards & Quality Management
Data Stewardship
Master Data Management

MoGEM

Public Interface - CROMERR

Public Interface - View Data

Electronic Filing

Program Applications



Water Protection Data



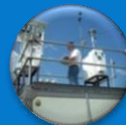
Geological Survey Data



Solid Waste Management Data



Hazardous Waste Data



Air Pollution Control Data



Environmental Services Data



Land Reclamation Data

Shared Services

Fees & Billing

Permitting

Registration

Inspection

Enforcement



Summary

- Work in Progress
- Teamwork
- Build relationships
- Communication, communication, communication



Questions?

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