Final Report of the Engage Gwinnett Excellence Through Innovation Taskforce

Presented to the Board of Commissioners
May 17, 2011

Engage Gwinnett | Excellence Through Innovation

A PARTNERSHIP OF GWINNETT COUNTY AND THE GWINNETT CHAMBER OF COMMERCE

Why we came together

▸ Convened to further the work conducted by the Engage Gwinnett Citizens Committee, specifically the recommendations focused on how technology can be utilized to help create additional efficiencies, increase productivity and/or create cost savings.

▸ Utilized business and technology leaders from both the private and public sector to:

  ▸ identify and recommend approaches that will create additional government operational efficiencies gained by business process changes and the utilization of technology to provide long-term improvements.

  ▸ call on their organizations and networks to enlist subject matter experts, as needed, to ensure we leverage as many best practices and lessons learned.

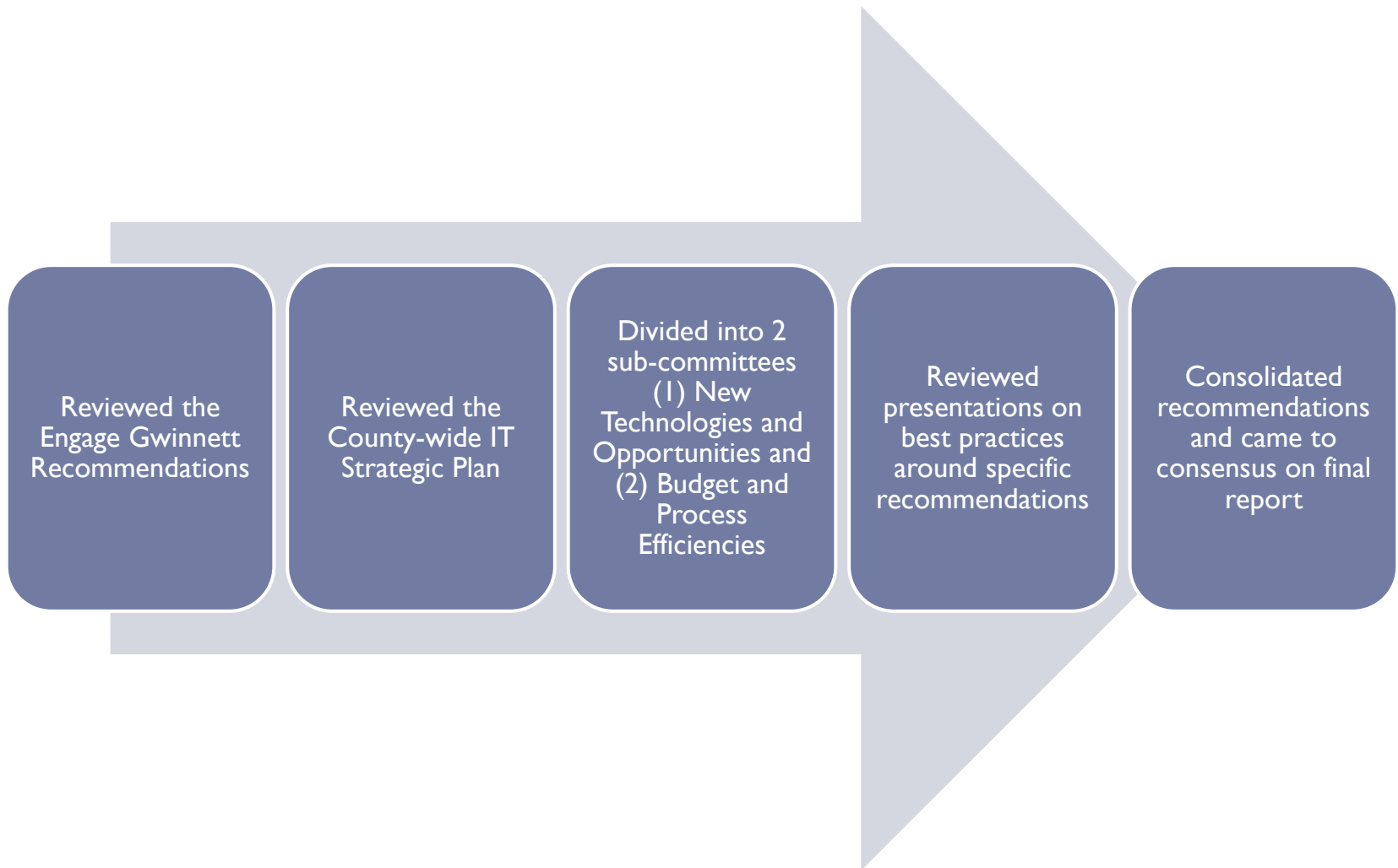▸ Coordinated a 15 member taskforce which met over a seven month period every other week to accomplish this task.

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Our dedicated volunteers & partners

Business Community Partners	
Bill McCargo (Co-Chair)	Atlanta Education Fund
Sean Murphy (Co-Chair)	Canvas Systems
Rick Allen	Gwinnett Medical Center
Scott Futrell	Gwinnett County Public Schools
Marian Lucia	Retired CIO (Federal Home Loan Bank of Atlanta)
Doug Meyer	Sage Software
Cindy Price	AT&T
Greg Talsky	Cisco
Phil Ventimiglia	NCR
Elected Office Stakeholder Representatives	
Sylvia Black	Gwinnett County Sheriff
Phil Boudewyns	Gwinnett County – Administrative Office of Courts
Richard Steele	Gwinnett County Tax Commissioner's Office
Task Force Support Staff	
Aaron Bovos	Gwinnett County – County Administrator's Office
John Matelski	Gwinnett County – Information Technology Services
Barry Puckett	Gwinnett County – Information Technology Services
Jann Moore (Taskforce Manager)	Gwinnett Chamber of Commerce
Melissa Solomon (Taskforce Manager)	Atlanta Education Fund

How we approached our work

Reviewed the Engage Gwinnett Recommendations

Reviewed the County-wide IT Strategic Plan

Divided into 2 sub-committees (1) New Technologies and Opportunities and (2) Budget and Process Efficiencies

Reviewed presentations on best practices around specific recommendations

Consolidated recommendations and came to consensus on final report

3 Recommendations by the New Technology & Opportunities Committee

▸ Reviewed the current technology landscape, evaluated best practices and lessons learned from the public and private sector, and made recommendations for new technology and how to better leverage existing technologies for the benefit of the enterprise.

▸ Recommendations:

  ▸ **The first category** focuses on efficiency, specifically cost savings or revenue enhancements.

  ▸ **The second category** focuses on governance and accountability, specifically improved oversight and controls.

  ▸ **The third category** looks at accessibility and making Gwinnett County services more available to its citizens.

How efficiency can save money and improve effectiveness

▸ Efficiency
- ▸ Implement e-Citation and Recorder's Court Management System
- ▸ Continue to evaluate effectiveness of mobile device usage and evaluate alternative "stipend" funding model
- ▸ Implement a single payment processing system
- ▸ Expand uncollected citation revenue initiative
- ▸ Further defray costs of E911 radio system and related wireless data communications
- ▸ Create Technology Policy Advisory Committee

New strategies for governance, accountability and accessibility

‣ Governance and Accountability

- ‣ Review Fleet Management systems and evaluate potential enhancements
- ‣ Implement Capital Project management system
- ‣ Expand Fiscal Budget Accountability and Dash-boarding

‣ Accessibility

- ‣ Increase the use of e-Government and m-Government services and technology
- ‣ Create a comprehensive Social Media strategy
- ‣ Explore self-service kiosks

3 Recommendations by the Budget and Efficiency Committee

▸ The Budget and Efficiency Committee reviewed the county technology plan, project inventory, and capital and operating budget. The committee found a technology organization that appeared well managed and accountable for results. There exist opportunities to align and organize more efficiently, improve the process that initiates, selects and manages projects, and select, manage and constantly review the technology resources to realize the greatest benefit.

▸ Recommendations:
  ▸ **The first category** addresses IT Governance which ensures that technology is aligned with the business, delivers value, properly allocates resources and measures results.

  ▸ **The second category** centers on the organizational impact of technology in the county and recommends organizational efficiencies.

  ▸ **The third category** of recommendations addresses resource procurement and management efficiencies including staff, hardware, software, and services.

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New IT approaches for the organization and its governance

- **Organization Recommendations:**
  - Recognize good stewardship and innovation
  - Reduce costs by aligning resources
  - Realize benefits of prior results

- **IT Governance Recommendations:**
  - Reestablish Program Management Office
  - Require Return on Investment (ROI) and Results
  - Establish and publish service delivery framework

How management efficiency is vital to this effort's success

- Management Efficiency:
  - Alternative Resources
  - Cloud Based Services
  - Service Level Agreements
  - Client Computing Efficiencies
  - Contract Management Efficiencies

How we become a world-class county

- We believe our work and recommendations will assist the county in moving to the next level through technology to achieve a level of excellence that we know is within our reach.

- With this, we offer two immediate action items to further the recommendations, which include quarterly reporting as part of the Engage Gwinnett report process, as well as the creation of a standing technology committee.

- Thank you for your consideration of these recommendations.

Questions & Answers