



DIVISION OF ADMINISTRATION *Angele Davis, Commissioner*
STATE OF LOUISIANA

Information Technology Leadership and Performance

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Teamwork is The Road To Success

- Teamwork is about people not quality or productivity
- Quality and productivity are by products of people working well together
- Effective teams model trust





Initial Observations ...

- ✓ Emergency Preparedness
 - Lessons learned
 - Underscores the need for Statewide email
 - Hardened data centers

- ✓ Mixed Project Implementation Results
 - Project Management needs focus
 - Requires phased implementation methodology
 - Oversight beyond IT-10 approval
 - Agency IT strategy/plan required



Initial Observations continued ...

- ✓ Application architecture needs to be established for long range planning
 - MITA (Medicaid IT Architecture) - business process guiding application development
 - SOA i.e. reusable components across the enterprise
 - Shared applications/portfolio management
 - Value not consistent with current spend
- ✓ Information Technology Strategy coupled with agency strategy
 - TAG
 - TAB
 - PSEC



Initial Observations continued ...

- ✓ Metrics/Transparency
 - Measure IT effectiveness
 - Service level agreements
 - Decided customer focus
 - Electronic access to government
- ✓ External HIT (Health Information Technology) Initiatives
 - More state, division, agency collaboration
 - Common infrastructure
 - Privacy/data sharing



Key focus areas

- ✓ Governor's Goals
 - Hurricane recovery and emergency preparedness
 - Health Care reform
 - Economic reform
 - Social Service reform
 - Natural resource preservation
 - Education reform
 - Crime and Safety reform
 - Transparent and accountable government



Key focus areas

- ✓ ERP
- ✓ Road Home
- ✓ Infrastructure
 - Core services provided via shared services
 - Disaster Recovery site
 - Security



Key focus areas

- ✓ Effectiveness & Efficiency
 - Service delivery
 - Customer satisfaction
 - Access to government
 - Avoid overlaps/minimize duplication

- ✓ Procurement and contracting practices
 - Linkage with phased implementation methodology
 - Feedback of project results formalized
 - IT & Purchasing partnership



Key focus areas

- ✓ Establishment of Project Management Organization
 - Key to successful project implementations
 - Trained and experienced project managers
 - Responsible and accountable

- ✓ Resources
 - Limited
 - Attracting & retaining
 - Training
 - Build high performance team



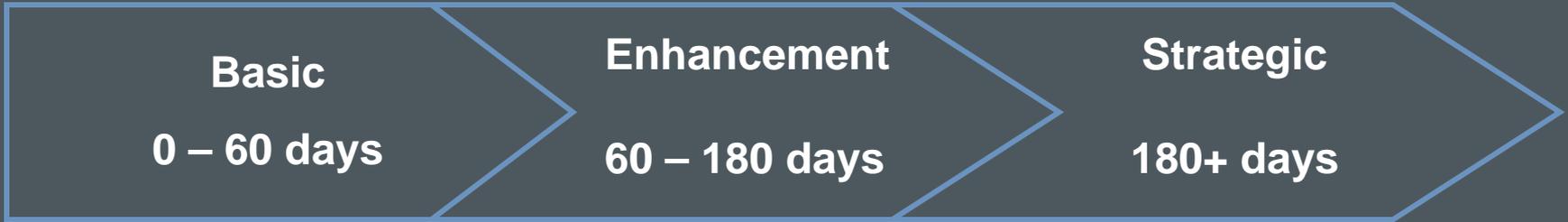
Key focus areas

- ✓ Build an IT strategy which supports agency, division and state needs
 - Provide value for cost expenditures
 - Establish an integrated application portfolio
 - Create a comprehensive telecommunications network infrastructure
 - More application integration
 - “Citizen friendly” and accessible



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Emergency Preparedness	Project Management Office	Strategic Planning
Road Home IT RFP	Metrics / Transparency	Application Architecture
Infrastructure Optimization	Infrastructure Optimization	Infrastructure Optimization
Statewide E-mail	Statewide E-mail	Statewide E-mail
ERP	ERP	ERP



Questions

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