

OA-ITSD PREP AND INTAKE PROCESS



CHALLENGE

The State of Missouri should improve the partnership between ITSD and DEPARTMENTS to increase efficiency and transparency in the ITSD project preparation and intake process.

FACTS



9 STATE DEPARTMENTS have some form of IT Project Committee but all operate differently.



47% of State team members communicate with ITSD more than any other entity in OA



OA-ITSD operates a **\$384M** budget in FY24



Projects that take too long are a result of **issues in the prep and intake process.**

RECOMMENDATIONS



PARTNERSHIP

By clearly defining workflows, providing web-based training, and establishing clear project guidelines, IT Project Action Team can give the Department ITACs the tools for navigating their IT projects

With the training and project tools from the IT Project Action Team, Departments can now work together to standardize process improvement and navigate IT projects and prioritize requests internally before they are sent to IT to begin project processing.

MEASURABLES

USING SOFTWARE WE ALREADY PAY FOR TODAY WE CAN MONITOR THE SUCCESS OF OUR RECOMMENDATIONS.



- Quarterly Pulse Survey
- ITSD Project Surveys
- Department Project Surveys

TRANSPARENCY

Using our existing personnel, training, and data learning tools we can create transformation from operating in silos to operating as one cohesive unit.

Using our existing software we can track projects to enhance transparency.