



MISSOURI LEADERSHIP ACADEMY
CLASS 11

OA-ITSD PROJECT PREP AND INTAKE



MEET THE TEAM



Class
11



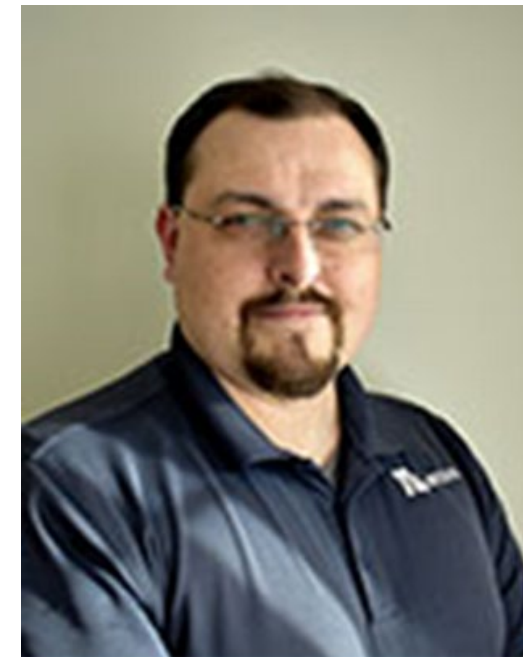
Terressa Sherlock



Rachel Hogrefe



Jake Wilson




Kevin Hall



Rachel Wiles



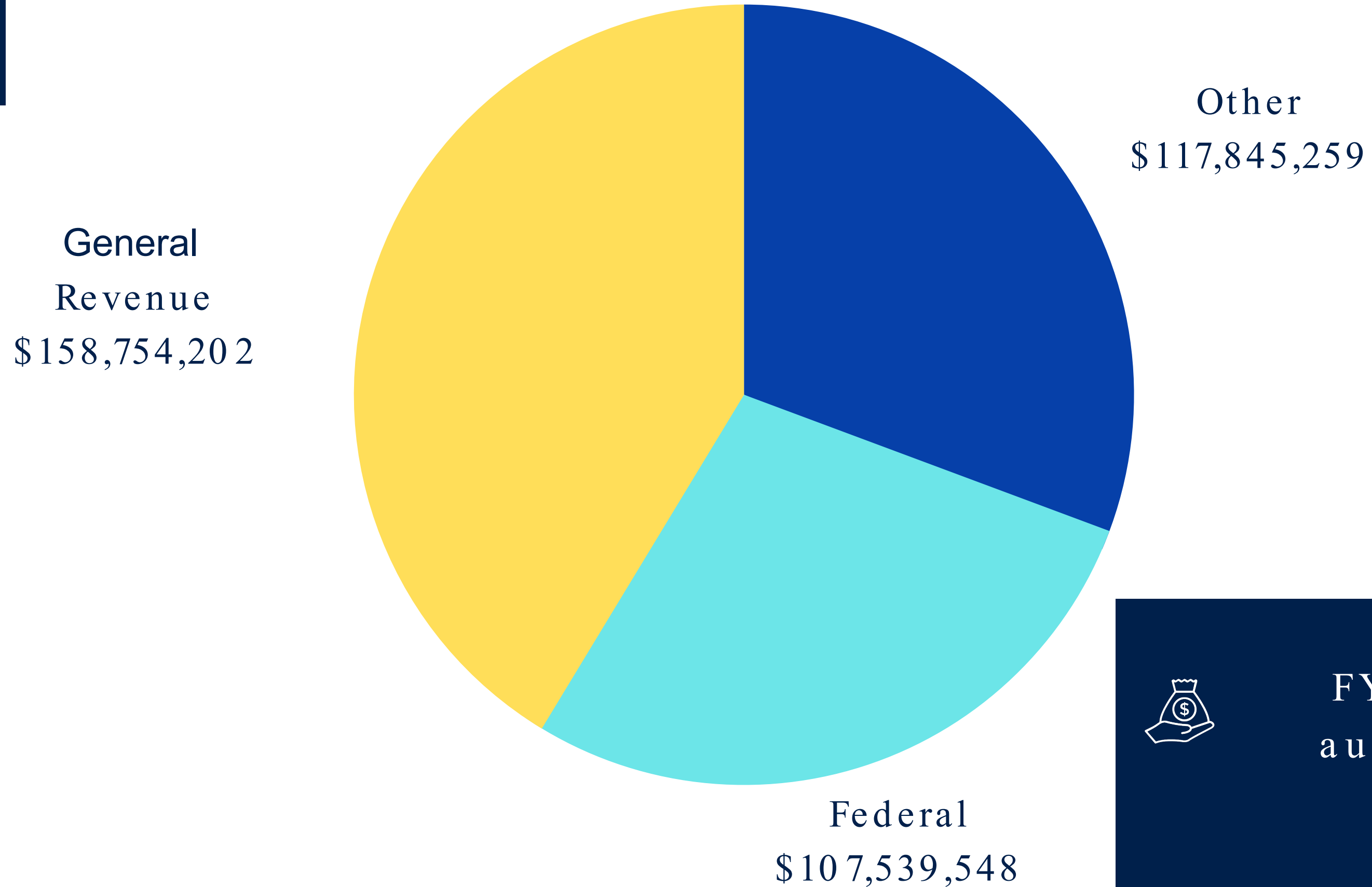


PROBLEM STATEMENT

THE STATE OF MISSOURI SHOULD IMPROVE THE PARTNERSHIP BETWEEN O A-ITSD AND DEPARTMENTS TO INCREASE EFFICIENCY AND TRANSPARENCY IN THE PROJECT PREPARATION AND INTAKE PROCESS.

Provided by
OA-ITSD
Budget

OA-ITSD STATE FINANCIAL IMPACT

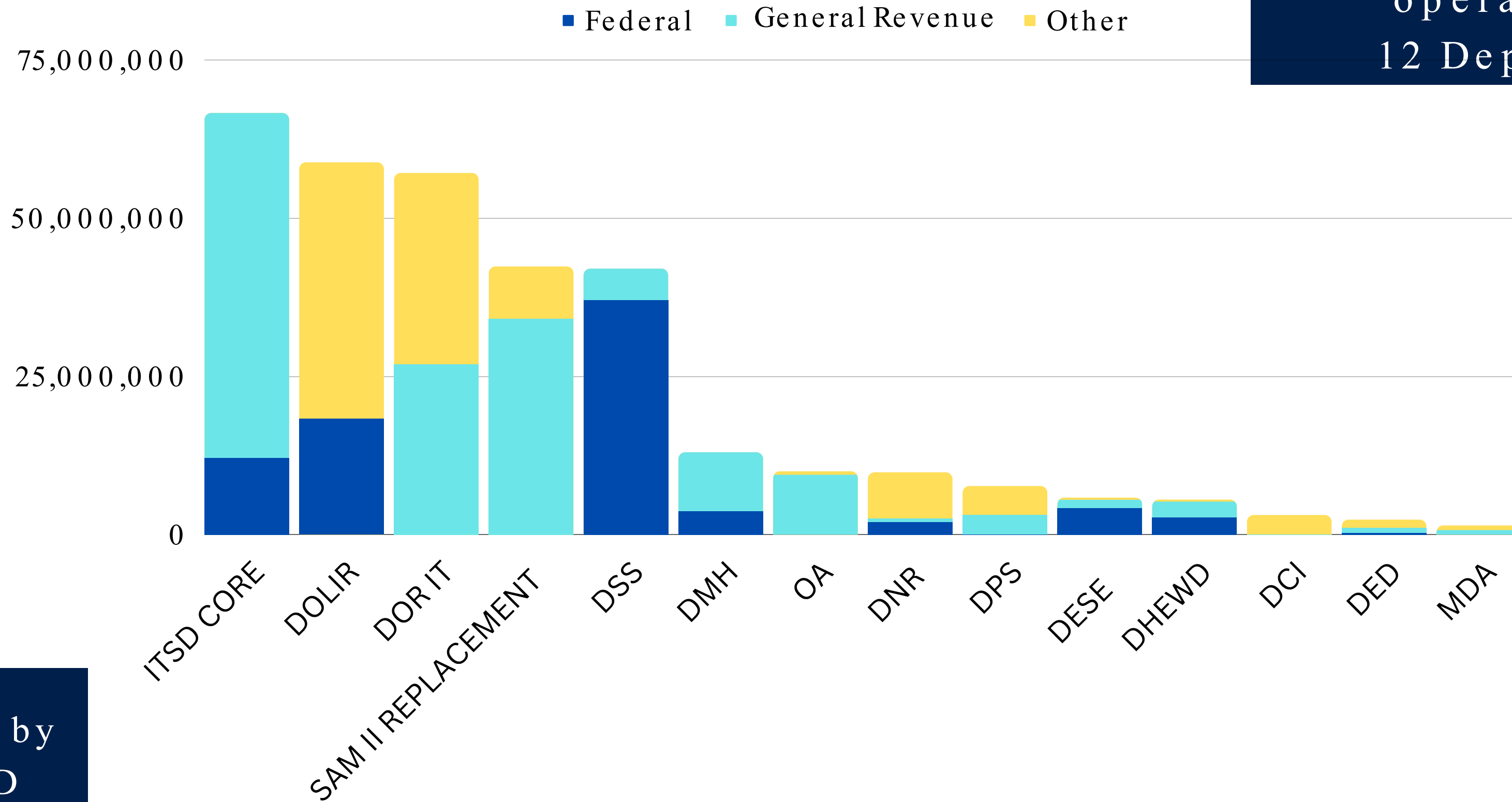


FY24 budget
authority for
OA-ITSD is
\$384M.

FY24 FINANCIAL DISTRIBUTION



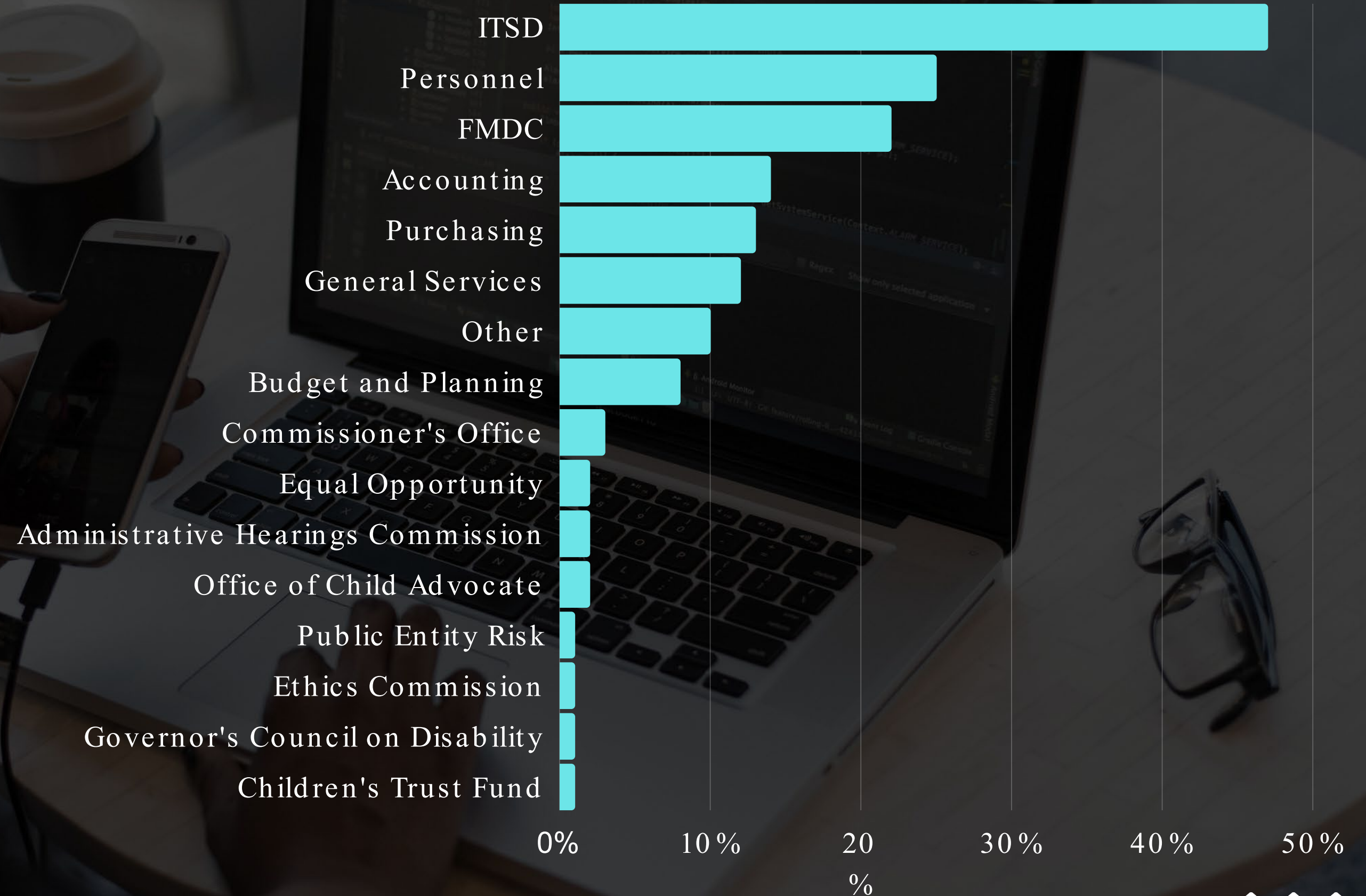
OA Budget
supports
statewide fiscal
operations and
12 Departments



Provided by
OA-ITSD
Budget

2021 OA CARES SURVEY

What division do you most frequently interact with?



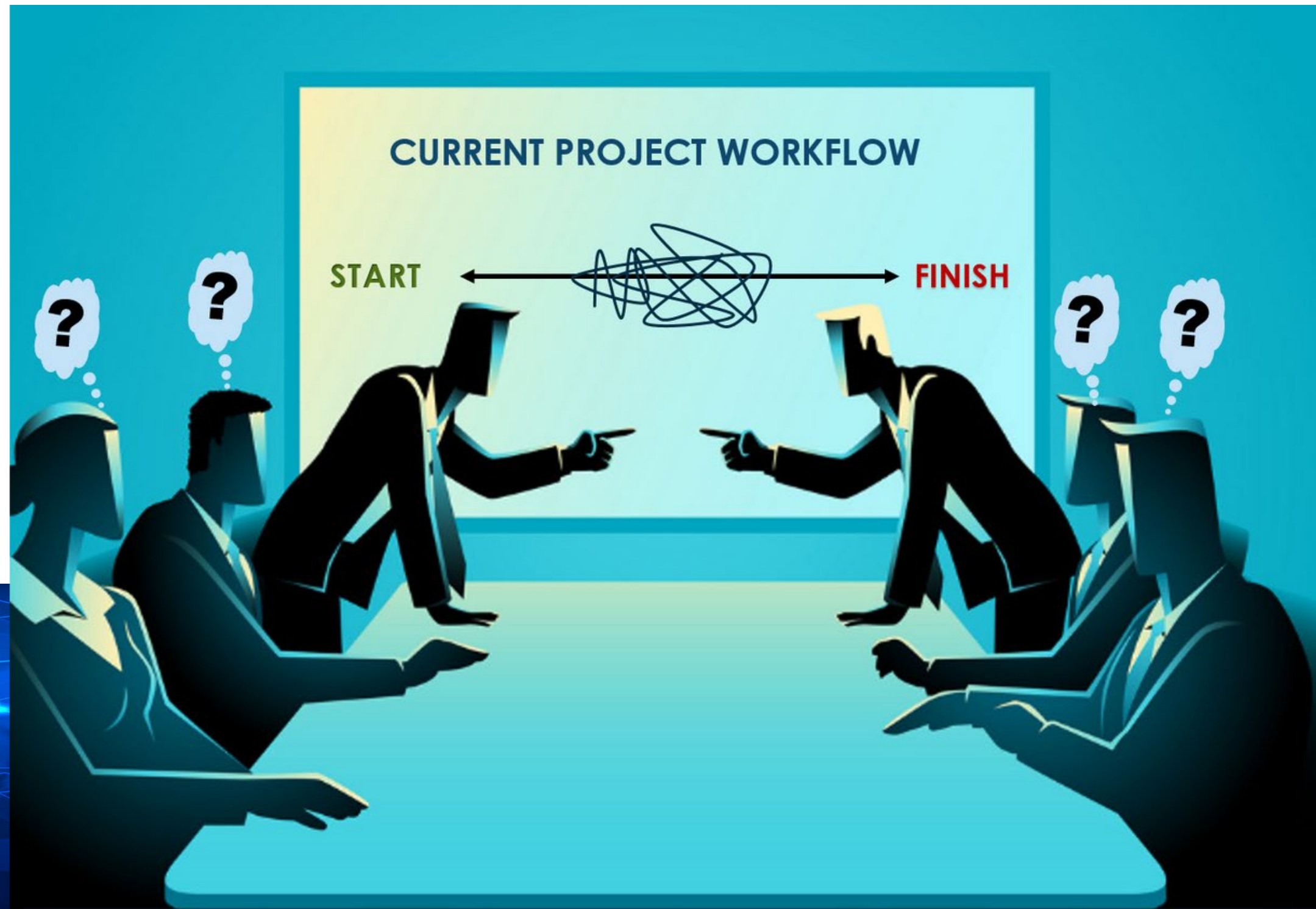
All state team members polled



5,225 Responses



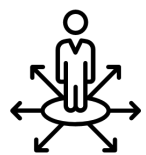
CURRENT PREP & INTAKE PROCESS



ENHANCING DEPARTMENT ENGAGEMENT AND TRANSPARENCY



Key Issues



Inconsistent IT management



Lack of meaningful input opportunities

Solutions



Effective Collaboration



Active Department participation

Action Steps



Initial discussions with OA-ITSD leadership



Feedback collected from Departments

Outcomes



Improved efficiency and transparency



Improved engagement and transparency

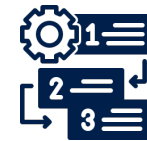
ITSD FEEDBACK



Departments need to reestablish the IT Governance Councils.



Departments need a better handle on project intake processes.



Departments should prioritize projects.



There is transparency in project management with Planview.



Business Resource Managers are working outside the scope of their job responsibility to accommodate Departments.



DEPARTMENT FEEDBACK



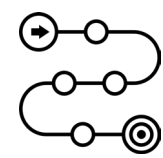
Monthly updates aren't helpful.



Departments are compelled to lend their perspective in the project process.



Progress reports throughout the process are necessary but not always provided.



If there is an established ITSD process, departments don't know what it is or where to find it.



Hidden charges make it difficult to navigate a project and a budget.





COLLABORATION AND TRANSPARENCY

Both ITSD and Departments are interested in resolving the issues and have offered up excellent feedback to help resolve existing issues.



Sound financial management

Create a comprehensive list of contracts and fees to build transparency into the ITSD charges.



Effective communication

Organized communication with Department input is necessary.



Organize processes to increase efficiency

Work together to increase efficiency and transparency with minimal disruption to ITSD and stakeholders

DEPARTMENT ITGC STATUS

(INFORMATION TECHNOLOGY GOVERNANCE COUNCIL)

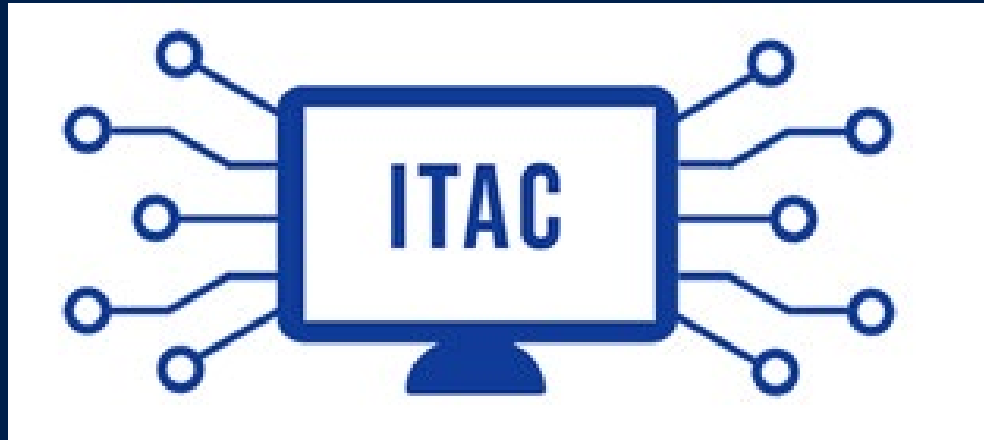
- What Departments have a committee to organize and prioritize ITSD Projects?
- Through surveys we learned that ITGCs vary tremendously across Departments.
- Even organized committees still struggle with navigating the ITSD project process.



DCI



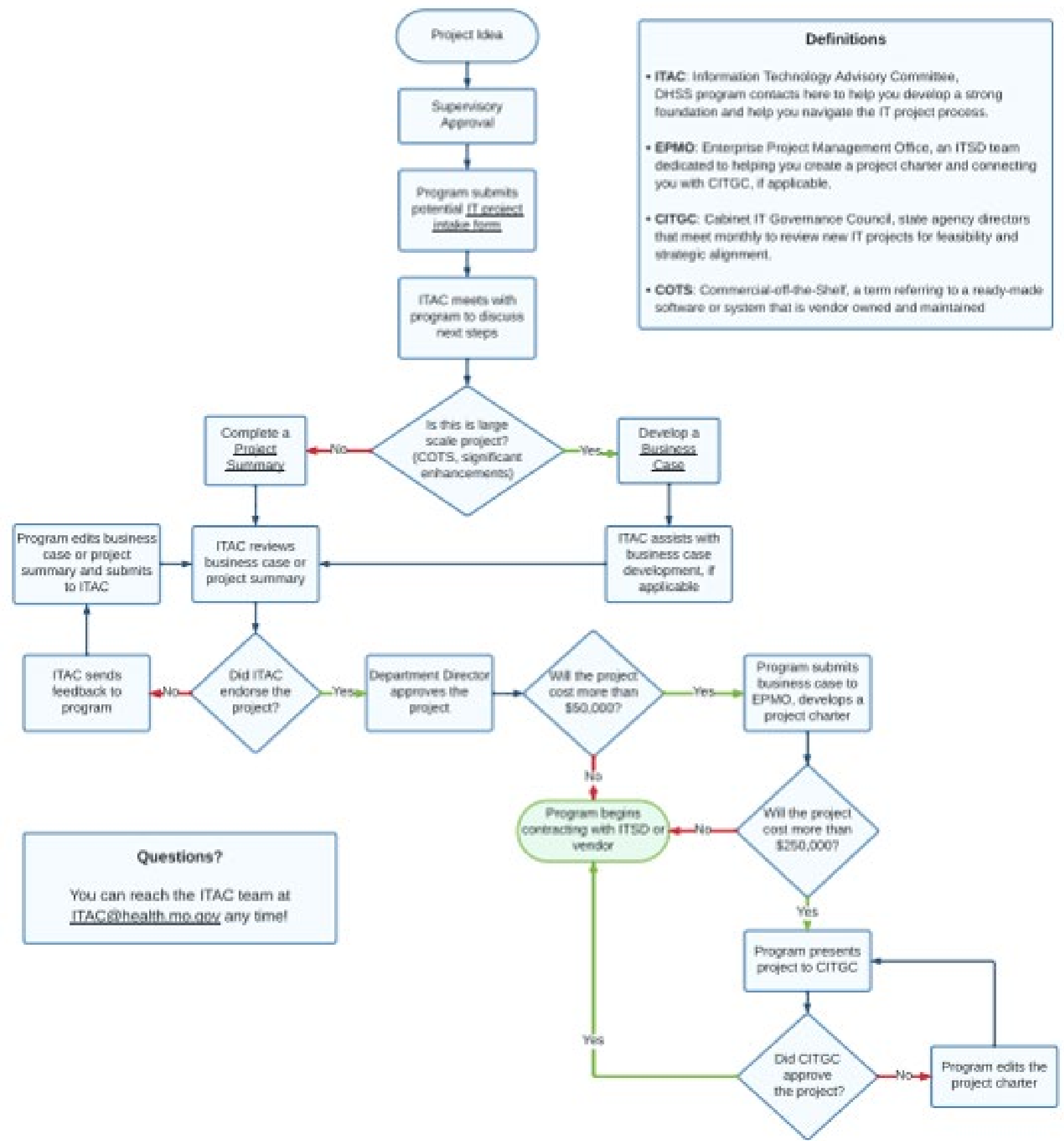
DEPARTMENT BEST PRACTICE



Information Technology Advisory Committee

- A rebranded version of the IT Governance Council guiding internal staff on navigating and ITSD project
- Customer Service focus
- Standardization
- Communication
- Resources

ITAC Project Process





RECOMMENDATION:

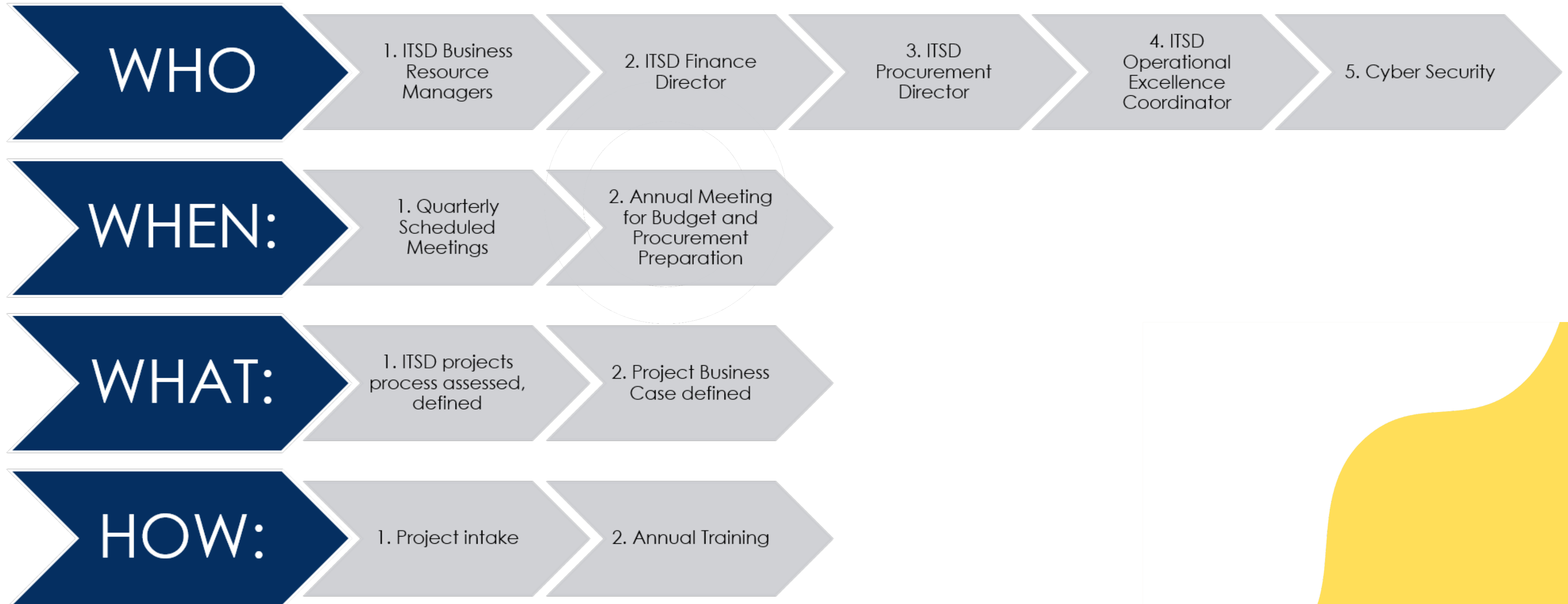
- Departments need a clear understanding of processes, timelines, and expectations from ITSD.
- ITSD needs well organized and prioritized projects.

ITSD Project
Action
Team

Department
IT Advisory
Committee

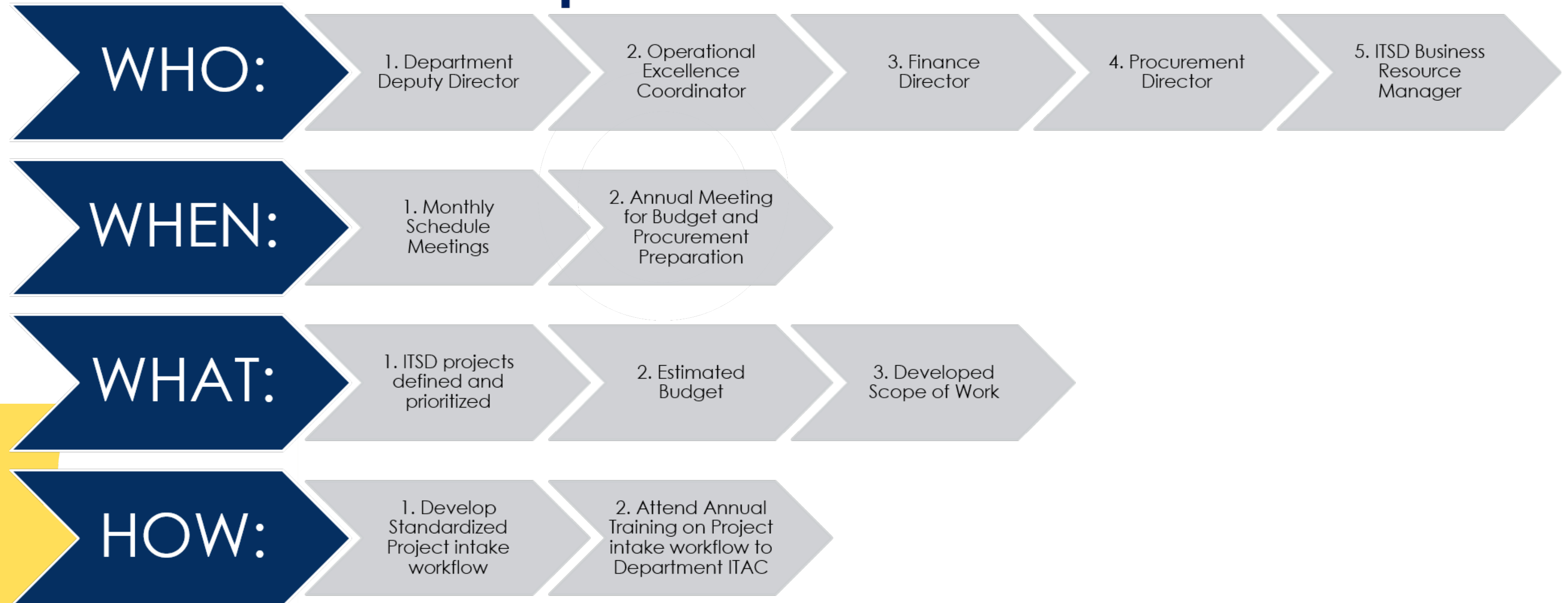
ITSD - PAT

ITSD Project Action Team



DEPARTMENT ITAC

Department ITACs





DEPARTMENTS CAN PROVIDE QUALITY PROJECT INFORMATION TO STREAMLINE THE PROJECT WORKFLOW

- ITSD needs clearly defined and prioritized projects from Departments.
- Departments should standardize processes and organize their team to provide ITSD with the necessary information to aid in streamlining the project workflow.

ITSD Project
Action
Team

Department
IT Advisory
Committee



IMAGINE THE POSSIBILITIES



SAMPLE ITSD PROJECT PORTAL



Introduction to ITSD Project Creation

[Read More](#)

1 hr

Start Course

Procurement and Intake: Off the Shelf

[Read More](#)

1 hr

Start Course

IT Projects: How to stay up to date

[Read More](#)

2 hr

Start Course

IT Projects: Sharing Information

[Read More](#)

1 hr 30 min

Start Course

TRAINING COURSES

Customer Name:

Department/Division

Contact Information

What type of project?

- Equipment - Non-Service Non-Service
- Service and Services
- Software

Is this project using grant funding?

- Yes
- No

Will you need a ITSD Project Manager for this project?

- Yes
- No

Projected Budget for project?

Expected completion date?

Please add Equipment Quote

SUBMIT

PROJECT COST CALCULATOR

- ESTIMATE WORKFORCE REQUIREMENTS
- BREAKDOWN OF PROJECT COSTS
- ENSURE BUDGET ALIGNMENT
- STREAMLINE PROJECT CHARTER INFORMATION

PROJECT STATUS -TODAY

Title	Status	Duration	% Complete	Start Date	Target Date	Complete Date	Task Health
Procure Implementation Vendor	Closed	24 days	100.00 %	5/15/2023 9:00 AM	6/15/2023 5:00 PM	5/15/2023 5:00 PM	Green
Project Planning	Closed	1 day	100.00 %	7/7/2023 9:00 AM	7/7/2023 5:00 PM	8/8/2023 5:00 PM	Green
GAP Analysis	Open	59 days	60.00 %	7/10/2023 9:00 AM	9/30/2023 5:00 PM		Yellow
Requirements	Open	49 days	50.00 %	7/24/2023 9:00 AM	9/30/2023 5:00 PM		Red
Architectural Design	Open	20 days	20.00 %	8/7/2023 9:00 AM	9/1/2023 5:00 PM		Red
Phase 1 Budget Request and Approval of Existing + Amendments	Open	81 days	0.00 %	9/4/2023 9:00 AM	12/29/2023 5:00 PM		Yellow
Phase 2 Payment Request and Invoicing Programs	Open	71 days	0.00 %	10/30/2023 9:00 AM	2/9/2024 5:00 PM		Green
Phase 3 Tiered Monitoring and Compliance Plans	Open	70 days	0.00 %	12/11/2023 9:00 AM	3/22/2024 5:00 PM		Green
Phase 4 External User Training Budget, Payment and Invoicing	Open	15 days	0.00 %	1/22/2024 9:00 AM	2/9/2024 5:00 PM		Green
Phase 5 FER Reports and Data warehouse	Open	73 days	0.00 %	1/22/2024 9:00 AM	5/3/2024 5:00 PM		Green
Phase 6 External User Monitoring, Compliance and FER Report Training	Open	15 days	0.00 %	3/4/2024 9:00 AM	3/22/2024 5:00 PM		Green
Phase 7 Grant Applications	Open	79 days	0.00 %	3/4/2024 9:00 AM	6/21/2024 5:00 PM		Green
Phase 8 External User Grant Application Training	Open	14 days	0.00 %	4/22/2024 9:00 AM	5/10/2024 5:00 PM		Green
Post Production Support	Open	65 days	0.00 %	6/20/2024 9:00 AM	9/20/2024 5:00 PM		Green
Project Close-Out	Open	5 days	0.00 %	9/16/2024 9:00 AM	9/20/2024 5:00 PM		Green

PROJECT STATUS - POSSIBILITY



[Stage 1]

Project Initiation and Planning
(Project Initiation Meeting)

- Status: Completed on 5/07/2023.



[Stage 2]

Vendor Selection and Contracting
(Contract Review Meeting)

- Status: In Progress.
- Current Progress: Vendor Shortlisting.



[Stage 3]

Design and Development
(Design Review Meeting)

- Status: In Progress.
- Current Progress: 80% complete.
- Started on 5/20/2023.



[Stage 4]

Testing and Quality Assurance

- Status: Not Started.
- Planned Start: 6/15/2023.

ITSD PROJECT ACTION TEAM

- DEFINED WORKFLOW
- STANDARDIZED PROJECT UPDATES
- ITSD TRAINING
- COST CALCULATOR
- PROJECT UPDATES

DEPARTMENT ITAC

- PRIORITIZED PROJECTS
- DEFINED PROJECTS
- MANDATORY TRAINING
- ITSD TOOLS



NEW PROJECT WORKFLOW

Department
prepares and
prioritizes
projects
(ITAC)

ITSD
organizes
project
intake



Department
presents
prioritized
projects to
ITSD

ITSD
coordinates
with
departments
on project
status

Project
Completion/
Ongoing
Maintenance

TRANSPARENCY

USE OUR EXISTING RESOURCES
MORE EFFICIENTLY



MONITORING PROGRESS

ITSD and Departments can utilize existing resources to monitor progress.



 **QPS** Quarterly Pulse Survey

SHAREMO
Share your feedback with us

Department Surveys

ITSD Surveys



THANK YOU!!