West Virginia Experience

At West Virginia Department of Environmental Protection.

BUILDING IT CAPACITY

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Closing the Digital Dexterity Gap in Digital Business Strategies

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By Analysts Matthew W. Cain, Graham P. Waller

Supporting Key Initiative is Building and Expanding a Digital Business

Despite the intense focus on externally facing digital business, our survey highlights that the workforce is a critical element in digital business strategies. Application leaders need to deliver programs to boost the digital dexterity of the workforce as a business imperative.

Overview

Key Challenges

- People are the heart of digital business transformations, but few organizations have a comprehensive strategy to ensure that talent and digital business strategies are aligned.

- Executing workforce digital dexterity strategies is often the sole responsibility of the IT organization, thereby limiting its impact on business outcomes.

- Although exploiting new and existing technologies is essential to long-term digital business success, many organizations have a limited approach to driving increased workforce digital dexterity and use traditional training practices that are ill-suited to the challenge.

Recommendations

Application leaders responsible for digital dexterity programs should:

- Develop an organizational competency for workforce digital dexterity that ensures long-term digital business success by establishing clear expectations around proficiencies and growth paths.

- Create a strategic and compelling digital dexterity program by making it a shared responsibility of the IT, HR and business stakeholders.

- Rethink and broaden the scope of workforce digital dexterity to ensure that training is just one component of a much larger strategy by creating an extensive portfolio of enablement services.

AGENDA

1

Overview of the major IT systems of WV DEP.

2

Building support in WV DEP (Funding and Staffing).

3

Building a passionate team of developers and support staff.

4

Approaching outsourcing with COTS software (Customizable Off The Shelf)

1 1991 ERIS – WV'S ENVIRONMENTAL RESOURCE INFORMATION SYSTEM

- Starting in 1991 DEP was formed and ERIS was started and launched in 1996.
- ERIS is permit focused.
- Allows input of Application information for application processing.
- Has **permit writer automation** assisting engineers and teams of engineers to write permits.
- Converts to a Permit when issued for permit lifetime activities.
- Records inspections, violations, complaints and all activities.
- Written for Coal Mining Regulation (underground and surface mines)
- Expanded for Water NPDES and others.
- New Release every Tuesday.

2000- WV'S ESS ELECTRONIC SUBMISSION SYSTEM

1

- Started in 2000 and Launched in 2002 ESS.

- ESS was written for all of DEP (Mining, Water, Waste, Air, Oil and Gas, Blasting, Abandoned Mine lands, Special Reclamation, etc.)

- ESS allows the submission of Permit Applications and Compliance data from industry.

- ESS provides public access to industry submitted applications and data where appropriate.

- ESS facilitates work flow for industry and WVDEP.

- ESS automatically feeds permit applications into ERIS for application processing.

- ESS automatically evaluates and feeds information in ERIS enforcement for compliance data.

- Continuously updated and new forms and integrations added.

OTHER MAJOR IT SYSTEMS

1

- TAGIS – ESRI base GIS applications in support of Application processing and enforcement, planning and emergency response. Data from Drones, Low Flying Aircraft and Satellite Integrated with ERIS.

- RBDMS Oil and Gas system used by many states by the Ground water protection council.

- AirTrax division of Air Quality permitting and Inspection system.

- WebAML supports projects of abandoned mine lands and special reclamation. Has mobile support for on site inspections.

- Mobile inspections since 2011– Allows inspectors to enter inspections in the field disconnected. (Laptops, iPads, iPhone and MS Surface) still being expanded.

- Application Xtender a single document management system for WVDEP. Supports internal and external use of documents on all devices Soon to be integrated with ERIS and RBDMS, AIRTRAX and WEBAML.

- SAP Business Objects for our Data Warehouse.

Building support in WV DEP (Funding and Staffing).

- **Customer SERVICE Oriented Management of IT.**
- **Bug ticketing (We wont forget your request)**
- **Steering Meetings put DEP in charge of direction and give monthly reports on progress.**
- **Beautiful reports explain progress and troubles. Dedicated personnel for communication translation IT to English.**
- **IT Quality group established.**
- **IT Project Governance Document established.**
- **Scrum Agile Development embraced.**

INTEGRATED REGULATORY INFORMATION SUPPORT

HIRING DEVELOPERS AND SUPPORT PEOPLE

- TECHNICAL TESTING for first "interview". Answers the question Can you do the work?

- We have raised the quality of development and support by testing applicants and eliminating 80% of the applicants.

- We test for Developers, Server Admins, Database Admins, SAP admins, Managers and Project Support people.

- Each developer position has a different test for the specific work required.

- Second Interview for Passion and Fit.

OUTSOURCING FOR COTS SOFTWARE

4

- Customizable Off The Shelf Software.
- Waiting list for projects is long. So Here is a way out the line.
- Contracting Software Guidance developed by committee. Easy to read and non technical but with technical support information for your RFQ's for common needs.
- IT Staff able and willing to help office staff write RFQ's.
- RBDMS was one.
- AST UST Regulation system is under contract using our software guidance.

7/13/2016   Outsourcing Best Practices: Shatter the Eight Myths of Outsourcing

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Outsourcing Best Practices: Shatter the Eight Myths of Outsourcing

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ARCHIVED   This research is provided for historical perspective; portions may not reflect current conditions.

By Analysts Linda R. Cohen,

Faulty thinking and misconceptions have led to suboptimal outsourcing. Approach sourcing decisions with the correct expectations and get the most from your sourcing relationships.

Overview

Common faulty perceptions about outsourcing have led to many ill-advised outsourcing decisions. IT leaders, sourcing executives and vendor managers should use this research to set realistic expectations for their outsourcing endeavors.

Key Findings

- Sourcing decisions must be aligned to support the desired outcome of the business requirements and planned in compliance with the guidelines of the technology strategy.
- Technology and process innovation have created an operating environment where autonomous services simply do not exist. Nonintegrated services and sourcing decisions create complexity and disrupt business operations.
- Service providers can only pass along cost savings if they achieve economies of scale through increasing volumes of work or via standardized offerings. But if buyers can force their organizations to accept and follow standards, and reliably move large-scale work to the vendors in a standardized way, they can realistically expect cost efficiencies.
- Outsourcing creates a more-complex operating environment, with more-formal service-level agreements (SLAs) and metrics that organizations must continuously monitor and adjust. New management competency and governance frameworks are necessary.

Recommendations

IT leaders, sourcing executives and vendor managers should:

QUESTIONS

I will answer questions and or send you any of our documents if you contact me.

Documents: Governance, Outsourcing, Security plans, Privacy plans, Mobile development strategy, Developer testing and evaluation, Server Admin testing and evaluation, IT Manager testing and evaluation, Recruiting information and more.

Thank you
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