

DTMB Executive Update

**Ashley Gelisse,
Chief of Staff to Dave DeVries
DTMB Director & Michigan CIO**

MISA Conference
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Who the Heck is She?

Ashley Gelisse,

Chief of Staff to Dave DeVries
DTMB Director and State CIO



Who is Dave DeVries?

David L. DeVries, DTMB Director & State CIO

- CIO for the U.S. Officer of Personnel Management
- Deputy CIO for the U.S. Department of Defense
- Army Officer (Signal Corps) – 29 years of service
- Master's degrees in electrical engineering from the University of Washington and strategic studies from the U.S. Army Senior Service College
- Graduate of the Joint Executive Management Program at the University of North Carolina's Flagler School of Business
- Bachelor's degree in engineering from the U.S. Military Academy



Employee Survey 2017

My Voice, MI Future





2017 CUSTOMER SATISFACTION SURVEY

June 5 – June 23



HELP. CONNECT. SOLVE.



Key Findings

	Invited to participate	Total # of surveys completed	Response rate 2017	Response rate 2015	Difference
Overall	47,040	14,858	32%	30%	+2

Key performance indicator	Definition	2017	2015	Difference
Customer Satisfaction	Agree score for the item, "Overall, I am satisfied with the services I receive from DTMB."	71%	56%	+15
Net Promoter Score (NPS)	Agree score for the item, "I would be willing to recommend DTMB services to my colleagues."	65%	49%	+16



Overall DTMB Scores

DTMB is a customer-focused organization.

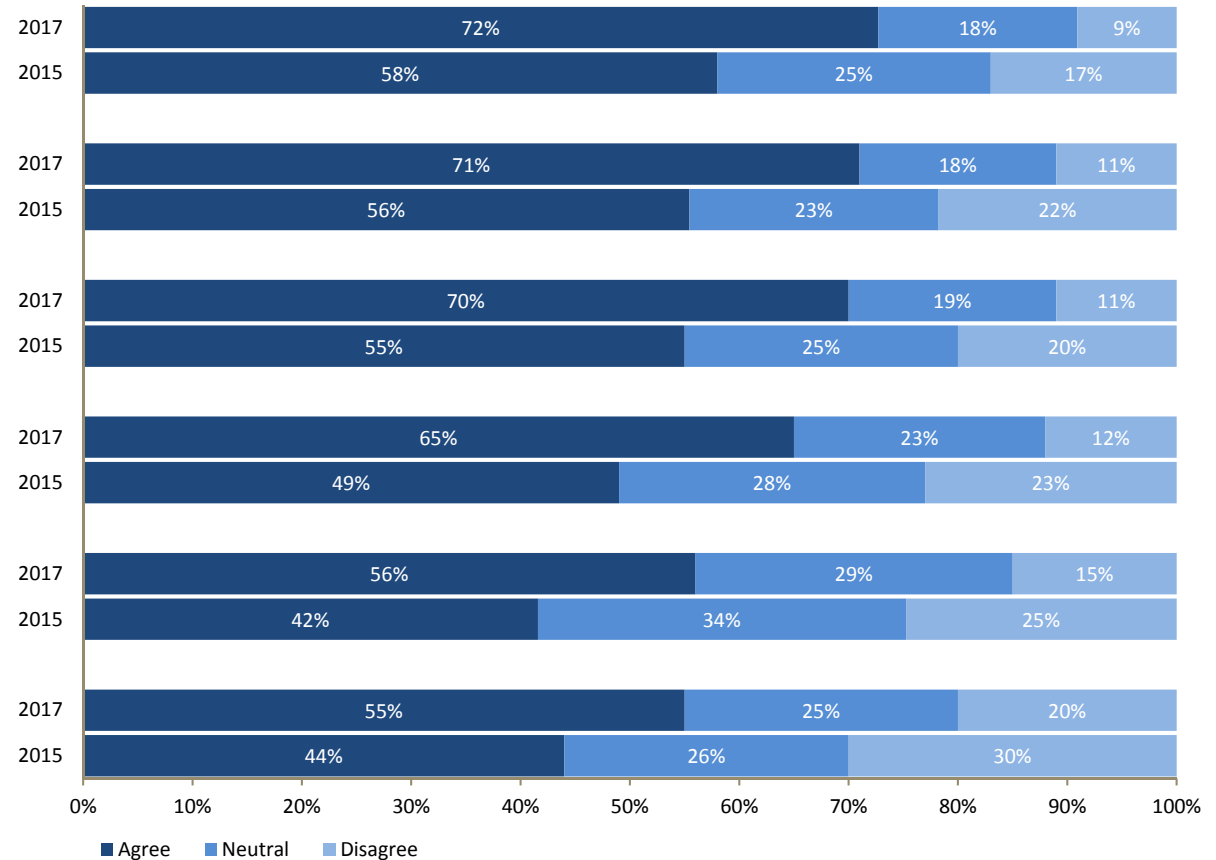
Overall, I am satisfied with the services I receive from DTMB.

I can trust DTMB to get the job done.

I would be willing to recommend DTMB services to my colleagues.

Information regarding DTMB services is readily accessible.

I know who to contact at DTMB to obtain the services I need.



Next Steps

DTMB will focus on sustaining improvement for continued success:

- Continue to prioritize developing strong and trusted business relationships with agency partners
- Continue to collect and act on feedback to foster continuous improvement across the organization
- Continue to assess and build on service delivery standards and put approaches in place that support the customer experience

QUESTIONS?