

Department of Technology,  
Management & Budget (DTMB)

# New Department, New Opportunities

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# Today's Highlights



## *A close look at the new department...*

- The BIG picture
  - Vision, mission
  - “Get on board” goals
- Next Steps: Building our identity
  - Defining our direction
  - Branding our service
  - Building our culture

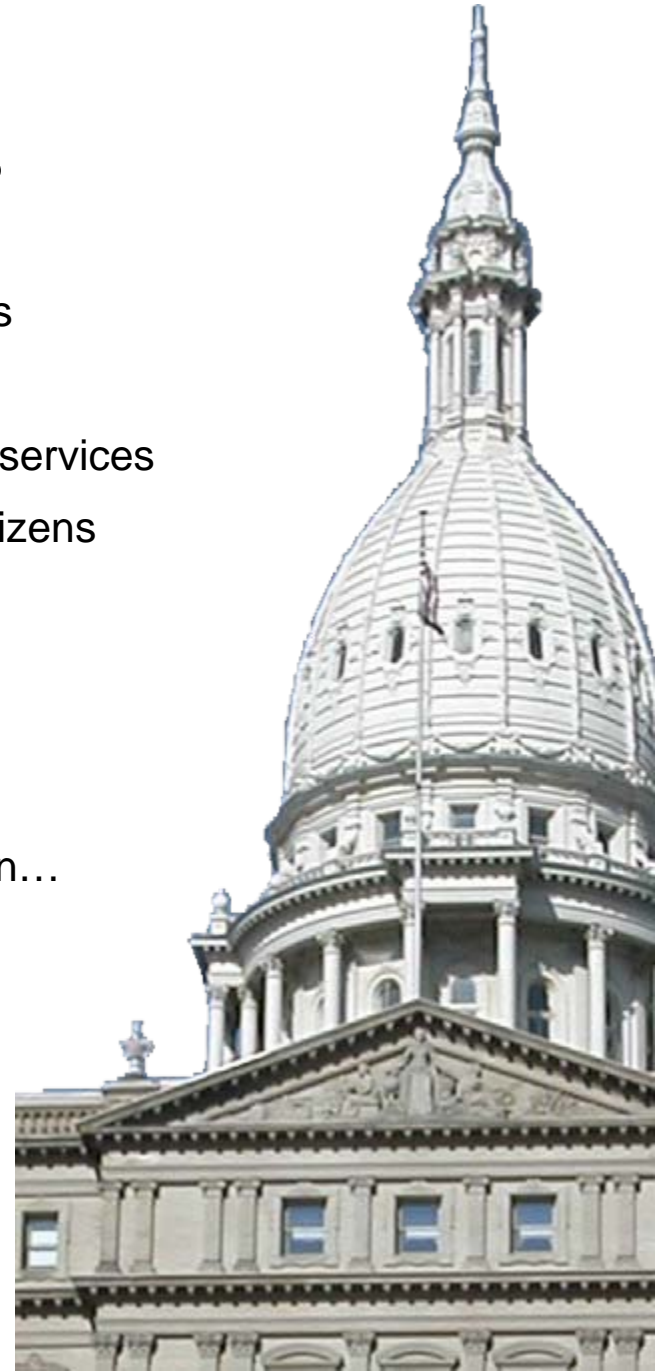
*But first, a **snapshot** of  
the new DTMB...*



# Your DTMB

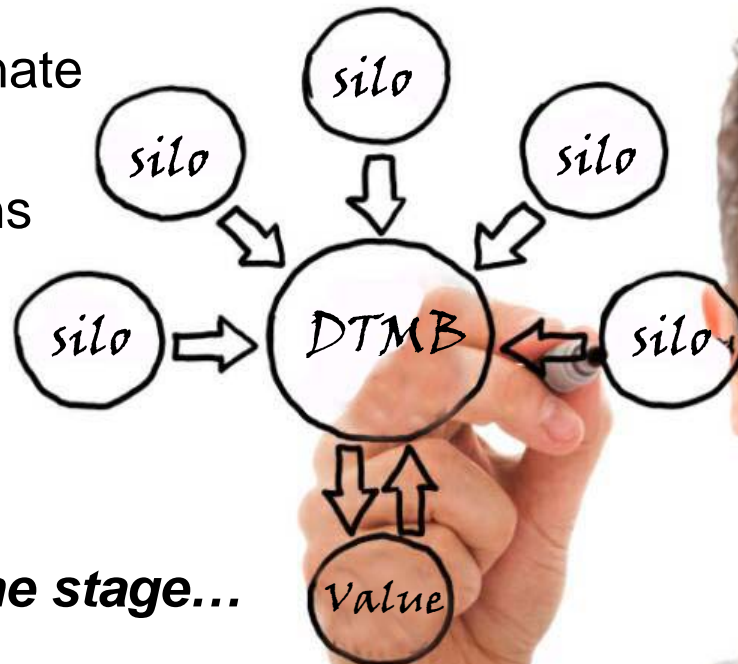
## *What **services** do we touch?*

- Printing, mailing, fleet management and delivery services
- **\$1.8 billion** portfolio of state contracts
- Accounting, business planning, real estate, construction services
- **Four retirement plans** that serve one in 18 Michigan citizens
- Managing the State's technology systems
  - Over 800 critical business applications
  - Over 56,000 desktop computers
  - Over 1,300 telecom locations
- And everything **technology** touches! Whenever a citizen...
  - Files an income tax return
  - Pays or receives child support
  - Compares schools, starts a business
  - Votes, gets pulled over by a state trooper, etc.



# The Creation of DTMB

- Executive Order 2009-55
- A new approach to business is in play...
  - The consolidation of MDIT and DMB provides the opportunity to **leverage IT with business services**
    - Capitalize on efficiencies, eliminate redundancies
    - Improve operations
    - Build a customer-centric model



*Our vision and mission set the stage...*

# DTMB: The **BIG** Picture

## Vision

A **transformed Michigan** — advanced through collaborative, transparent and results-focused services to government, citizens and business

## Mission

Providing leadership and setting the pace for customer service, resource optimization, and the innovative use of information and technology



*Aligning the vision to **goals...***

## DTMB Goal #1

# Customer Service Excellence

Provide quality, cost-effective business services through a fully-integrated, information, communications and technology-infused service organization

### Opportunities!

- Customer Centric, Results-focused Services
- Build Once/Use Many
- One Stop Services – Simplify Government!



## DTMB Goal #2

# Operational Efficiency

Deliver value, efficiency and a “greener” approach across all lines of service, leveraging a modernized state infrastructure

### Opportunities!

- Electronic Forms and Documentation
- Automation
- Smart and Strategic Facilities Management



## DTMB Goal #3

# Accountability and Performance

Drive better decision-making and organizational effectiveness through open and consistent use of performance measures

### Opportunities!

- Enterprise Portfolio Management
- Performance Management
- Accountability and Metrics
- Greater Transparency



## DTMB Goal #4

# Expertise and Commitment

Attract and retain a highly-skilled and engaged workforce that is equipped with appropriate tools and training opportunities in a supportive environment

### Opportunities!

- Empowered Decision Makers
- Career and Development Opportunities (Virtual University)
- Enabling Mobile Workers



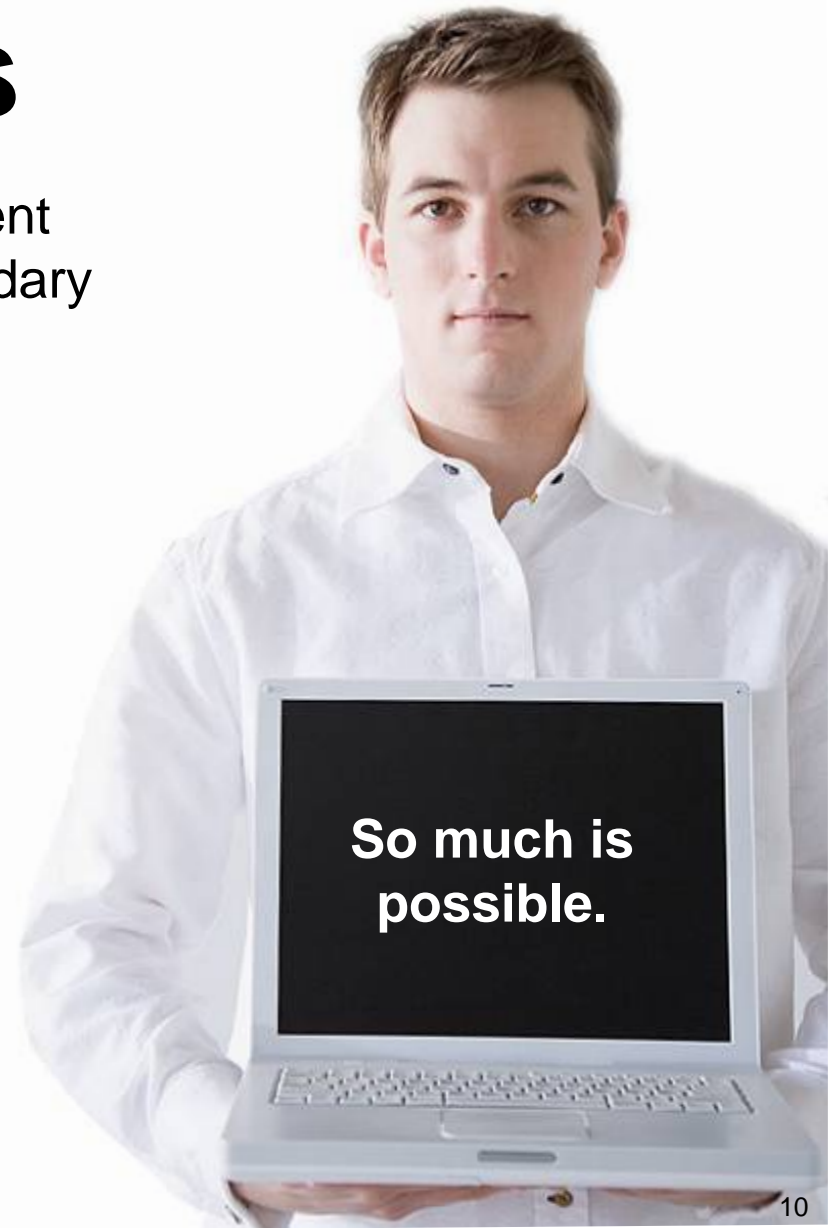
## DTMB Goal #5

# Shared Services

Enable cost savings and better government through shared solutions and cross-boundary partnerships

### Opportunities!

- Common Networks and Technology
- Leveraged State Contracts with Local Governments
- Public/Private Partnerships (Government Cloud)



## DTMB Goal #6

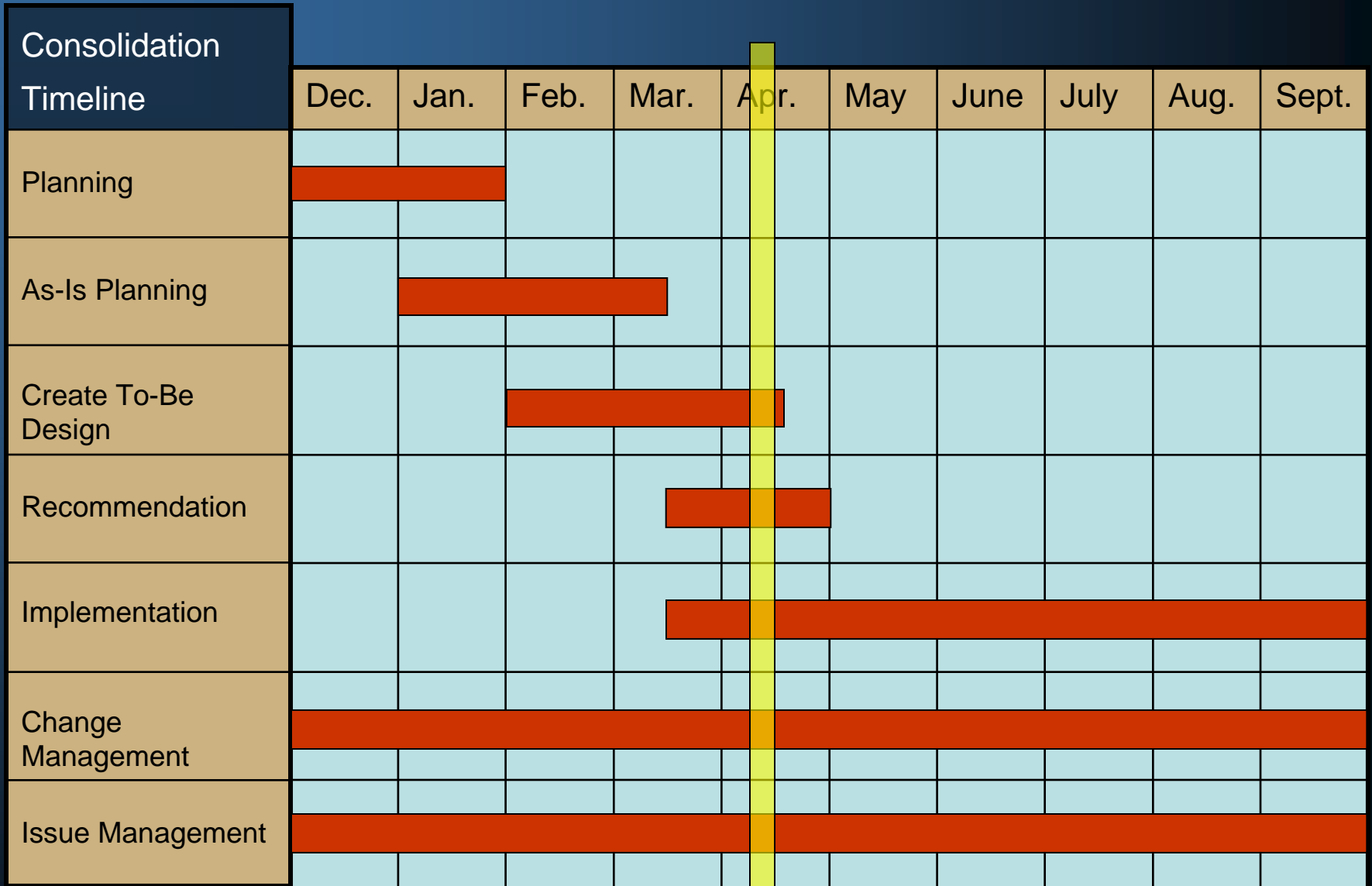
# Transformation and Economic Competitiveness

Transform government service and Michigan's economic vitality through innovation and the depth, breadth and strength of DTMB

### Opportunities!

- Updated, More Flexible Procurement
- Creation of New Service Opportunities
- Economic Development





# Some Quick Wins

- One email platform
- One procurement form (in ITRAC)!
- One Intranet site
- One Internet site
- One common repository for metrics/measures
- Communication staff leveraged

*But change isn't easy. For some employees, change can trigger an **identity crisis**...*



# Having some identity confusion?

- DTMB is working hard to build its **internal cultural landscape**
  - New tools set the tone
    - Email updates
    - Newsletters
    - Social networking
    - Sharepoint (coming soon!)

*To our clients, who we are  
is all about **service and value...***



# Building Our Identity!

- Defining our direction and focus
  - Director meetings
  - Survey of key staff
- Branding our services
  - Shared services
  - Technology business solutions
  - One stop
- Communication, communication, communication!

***New department, new opportunities.***



**Questions**

