

MISA 2018

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Center for Digital Government

Ranking the States

5 Straight “A’s”

Michigan.gov

Top 5

MiLogin

220 Systems Live = 4m Identities

2018/2019 Notables

- DHHS ISD 2.6m – February 2018
- DNR eLicense 200k – March 2018
- UIA 1.6m – November 2018
- MDOS CARS 5.5m – February 2019

Citizen Interaction

- 65k+ MiPage Downloads
- 300+ e-services

Client Service Center

	2013	2014	2015	2016	2017	2018**
Calls Answered Yearly Total	221,001	236,760	254,469	249,081	270,517	308,000
Calls Answered by Agent – Avg Month	18,417	19,730	21,206	20,757	22,543	25,707
DTMB Customer Satisfaction	N/A	N/A	93.42%	95.47%	95.12%	96.01%
First Contact Resolution	N/A	N/A	65.51%	64.69%	71.76%	84.00%

**2018 estimate

Field Services

Windows 10 Migration

- New Deployments

Out of Warranty

- Historically 30%
- Today 17%

Portfolio Management

- 400 – 500 Active projects
- 200 Completed per year
- Approximately \$1 billion spend
- Legislative dashboard

MISAP (Michigan Security Accreditation Program)

- Authority to Operate

The New Boss

Transition

Questions?