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# A LOOK BACK

## 2012-2014

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**G**overnor Walker's Executive Order 99 established an enterprise IT governance group in April 2013.

ERP

120

Number of systems that will merge into one comprehensive system

The two years since publication of the State of Wisconsin's 2012 Strategic Information Technology (IT) Plan has been a time of significant change and definite progress. It was clear in 2012 that Governor Walker's top priorities – Growing our Economy; Developing our Workforce; Transforming Education; Reforming Government; and Investing in Infrastructure – required successful alignment of IT strategies and activities to support business objectives and programs. But this basic alignment historically had been an elusive ingredient, particularly at the enterprise level. The State CIO's Office understood the disconnect, and with the 2012 plan introduced a fundamental shift in IT governance: formation of the IT Executive Steering Committee (ITESC).

The ITESC consists of the State CIO and deputy secretaries of nine large cabinet agencies. The Department of Administration (DOA) Deputy Secretary serves as the chair. The fundamental premise behind the committee is that deputy secretaries have the business and operational acumen to design effective IT strategies and policies, and likewise have the authority to implement the policies in their agencies. The ITESC therefore provides a practical and sustainable mechanism for delivering alignment between business and IT. In April 2013, Governor Walker issued Executive Order 99, which designated the ITESC as the governance group that sets enterprise IT strategies, policies, direction, and standards.

Because of the clear articulation of goals from Governor Walker and the business/IT alignment generated by the ITESC, it has been an encouraging two years in Wisconsin. Utilizing ITESC implementation strategies, the state has made significant progress on major initiatives that provide a firm foundation for Governor Walker's priorities. For example:

✓ In 2013, the state jump-started its Enterprise Resource Planning (ERP) initiative that had been put on hold in 2008. The State Transforming Agency Resources (STAR) project will connect the state's 120 different administrative systems across individual agencies that handle accounting, budgeting, human resources, payroll, and procurement functions into one comprehensive system, and save \$99 million over 10 years.

✓ The Division of Enterprise Technology (DET) produced the enterprise security roadmap in mid-2013. It covers a specific three-year project implementation period and will be updated annually.

✓ DOA launched Wisconsin's first transparency website, *OpenBook Wisconsin*, in January 2014. The website has more than 25 million entries showing the expenditures made for purchasing goods and services, travel and vendor payments, with user-friendly functionality. The Wisconsin Public Interest Research Group Foundation recently graded Wisconsin an "A-" for government spending transparency, noting that Wisconsin saw the largest improvement of any state in the nation.

✓ The ITESC approved business plans for the self-funded portal program, which in its first year allowed state agencies to avoid \$3 million in development and resource costs for the eGovernment services launched. Meanwhile, the state's new Web portal (Wisconsin.Gov) went live in April 2014. The focus now is to sustain and grow the eGovernment program by identifying new revenue streams.

✓ In order to provide more community-based Internet access, DET is implementing bandwidth upgrades and fiber optic last-mile connectivity for public library systems. The state is also developing a roadmap to leverage existing assets for the nationwide First Responder Network (FirstNet).

✓ With the ITESC's guidance, DET and agencies consolidated agency IT infrastructure assets into DET's enterprise environment and completed the state's multi-year server consolidation effort. The division now provides a comprehensive Platform as a Service to agencies.

All of these milestones provide encouragement to state agency IT organizations and business areas, as well as a healthy reminder of how far we still have to go. The remainder of this 2014 Strategic IT Plan provides an overview of the immediate and complex challenges that lie ahead, along with the strategies designed to address them. But with the ITESC in place and business/IT in alignment, these challenges now take the distinct form of manageable opportunities instead of insurmountable obstacles. Our look back to 2012 reinforces our resolve to continue moving forward as an enterprise in 2014.

A-

Wisconsin graded A- for government spending transparency website.

Source: WISPIRG Foundation, April 8, 2014

## eGOVERNMENT SERVICES LAUNCHED IN FIRST YEAR



## PUBLIC LIBRARIES

350

In the next two years the State of Wisconsin will increase bandwidth for more than 350 libraries