

innovation SPOTLIGHT



- THE GOLDEN HHS RECORD — HERB QUINDE, MAUREEN ELLENBERGER
- THE SKINNY ON AGILE — MIKE WIRTH, JAMES PAYNE

“WHERE ARE THE INFORMATION SCIENCE PROGRAM MANAGERS?”

- Think of SYSTEMS of SYSTEMS... not of SPECIALIZATIONS.
- Think in COMPLEX terms... The PROBLEMS we have REQUIRE it!

INFORMATION MANAGEMENT SYSTEMS:



“The ARC of MORALITY is LONG... and it BENDS toward JUSTICE.” — MLK, Jr.

the GOLDEN HHS RECORD

WHAT IF WE TREATED PRISONERS LIKE CUSTOMERS?

“INFORMATION about PRISONERS was stored on 43 different DATA BASES!”

INTEGRATION!

What if we had a GOLDEN RECORD that contained ALL the INFORMATION we needed to PROVIDE GOOD SERVICES?

WHAT IF WE TREATED PEOPLE IN HEALTH and HUMAN SERVICES as CUSTOMERS?

data is an ASSET!

CUSTOMER RELATIONSHIP MANAGEMENT:

- It's not about the TECHNOLOGY... It's about
- WORKFLOWS
- BUSINESS PROCESSES
- DATA INTEROPERABILITY
- BUSINESS RULES
- SENSE OF URGENCY

IDENTITY
— DEMOGRAPHICS
— CONTACT INFO

WHO OWNS WHAT DATA?
WHAT IS THE COMMON DATA SET?

? WHAT'S a DIFFERENT WAY TO DO THIS?

agile!



AGILE: Is it TIME INTENSIVE? ... and can the Feds SUPPORT IT?

- BUILD OUT THE ENTERPRISE CONTRACT.
- SET UP FOR HOSTING.
- PREPARE to MIX and MATCH for a VARIETY of VENDORS.

We can't have STATIC REQUIREMENTS in a DYNAMIC WORLD!

- NEED for LEADERSHIP...
- VISION...
- CASEWORKER CENTRIC...
- USEFUL...
- USE-ABLE...
- ADAPTIVE... CONTINUITY?

WHO CAN LEAD THIS?



HOW CAN WE DELIVER RESULTS ON TIME?

CONFLICT RESOLUTION PROCESS.

REPORT UP... ACCOUNTABLE...

AGILE: It's transparent!

PROCUREMENT.

It's CUSTOMER and CASEWORKER CENTRIC!

THERE IS:

- STRUCTURE
- DOCUMENTATION — User stories, — Backlog
- STATUS REPORTING
- a CONTRACT MODEL

WHAT IS THE UNDERLYING INFRASTRUCTURE?

an UMBRELLA CONTRACT where you DEFINE a POOL of RESOURCES, a TIMEFRAME, and REQUIRED MODULES.

You NEED STRONG LEADERSHIP!