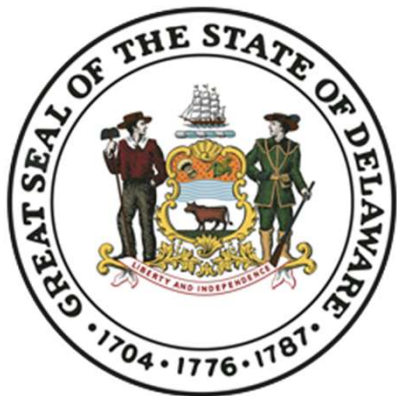


Government Efficiency and Accountability Review (GEAR)

GEAR42 Board Meeting
July 9th, 2024



<https://GEAR.Delaware.gov/>

Agenda

15 min

1. Introductions/Roll Call
2. Old Business
 - Review and Approve Minutes
 - 2024 Schedule

3. New Business

90 min

4. Enterprise Services Delivery
5. GEAR Field Team
6. GFT/ESD Presentations
7. Open Topics Discussion – Board
8. Public Comment
9. Adjourn



Introductions

Roll Call

Old Business

Review/Approve Minutes from Prior Board meeting

Final draft version sent to Board for review July 2nd, 2024



Old Business

2024 GEAR Board Schedule

Location	Date	*Time
Carvel/Virtual	Tuesday, January 9th	10:00 a.m.
Carvel/Virtual	Tuesday, March 12th	10:00 a.m.
Haslet/In Person/Virtual	Tuesday, May 7th	10:00 a.m.
Carvel/Virtual	Tuesday, July 9 th	10:00 a.m.
Blue Ball Barn (north Wilmington Rte. 202)	Tuesday, October 15 th (Approve 2024 GEAR Annual Report)	10:00 a.m.
Carvel/Virtual	Tuesday, December 10th	10:00 a.m.

Detailed information will be provided prior to meeting date.

Please contact Bobbi DiVirgilio at 302-577-8546 or bobbi.divirgilio@delaware.gov for more information



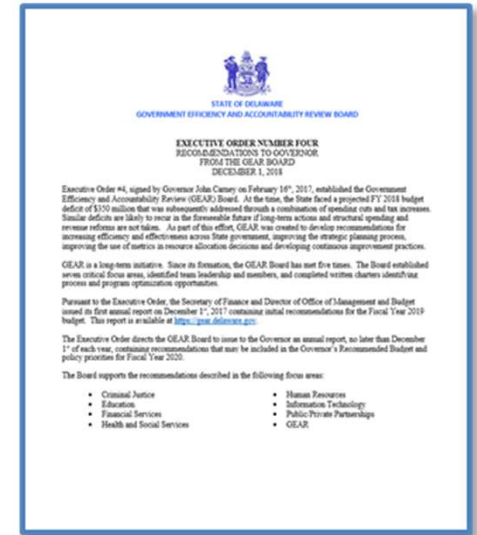
New Business

- 2024 GEAR Annual Report
 - Compressed timeline with November 1st publication
- GEAR Enterprise Services Delivery, GEAR Field Team, and GEAR P3 Taskforce continue regular meetings
- GEAR Continuous Improvement Classifications
- GEAR Continuous Improvement Cycle Updates
- GEAR Board Review and Planning meetings
- GEAR Transition Framework and Objectives



GEAR Annual Report – 2024 Timeline

- 8th annual GEAR report
- Describes continuous improvement achievements, recommendations for the Governor
- Emphasis on quantifiable outcomes
- Narratives needed from all Board member agencies and GEAR Field Team organizations



2024 Schedule

→ May 1	Annual report guidance distributed
Aug 1	All content contributions due from teams
Oct 8	Final draft emailed, Board reviews
Oct 15	GEAR Board review/approval
Oct 21	Final comments due from Board
Oct 28	Final version mailed to Board
Nov 1	Report posted on GEAR website

GEAR Annual Report

Each activity submitted needs to include:

- Concise one paragraph summary
 - Included within the executive summary section of report
- Short narrative, 2-3 paragraphs in length, that describe:
 - Problem addressed
 - Proposed solution
 - Actual solution (if different)
 - Results described and quantified

GEAR Annual Report

Example quantifiable (quantitative & qualitative) outcomes across 4 categories

Reduced Costs – fixed costs, total cost of operation, time or people involved, raw materials consumed, or reused/repurposed assets/resources

Process Improvement - complexity reduction, number of process steps/elimination of waste, velocity of process, or number of errors

Enhanced Value – return on investment, competitive advantage, revenue/profit, quality, or project management tools used to deliver project(s) on time and/or under budget

Customer Outcomes – customer satisfaction, customer engagement (including employees), net promoter scores, or user experience ratings

Continuous Improvement Classifications - Overview

Continuous Improvement Training Element	Project Management	Business Analysis	Change Management
Industry Standard	Project Management Institute (PMI)	International Institute of Business Analysis (IIBA)	Prosci, Inc. (ADKAR Model and Methodology)
Specialist Classification Series	1. Project Management [PM] Specialist Series [3 Levels – Associate, Senior, Executive]	2. Business Analyst [BA] Series [3 Levels – Associate, Senior, Executive]	3. Change Management Specialist [CMS] Series [3 Levels – Associate, Senior, Executive]
Generalist Classification Series (Industry Standard - Lean Six Sigma)	4. Lean Continuous Improvement (CI) Analyst Series [3 Levels – Associate, Senior, Executive]		

Continuous Improvement Classifications – Progress

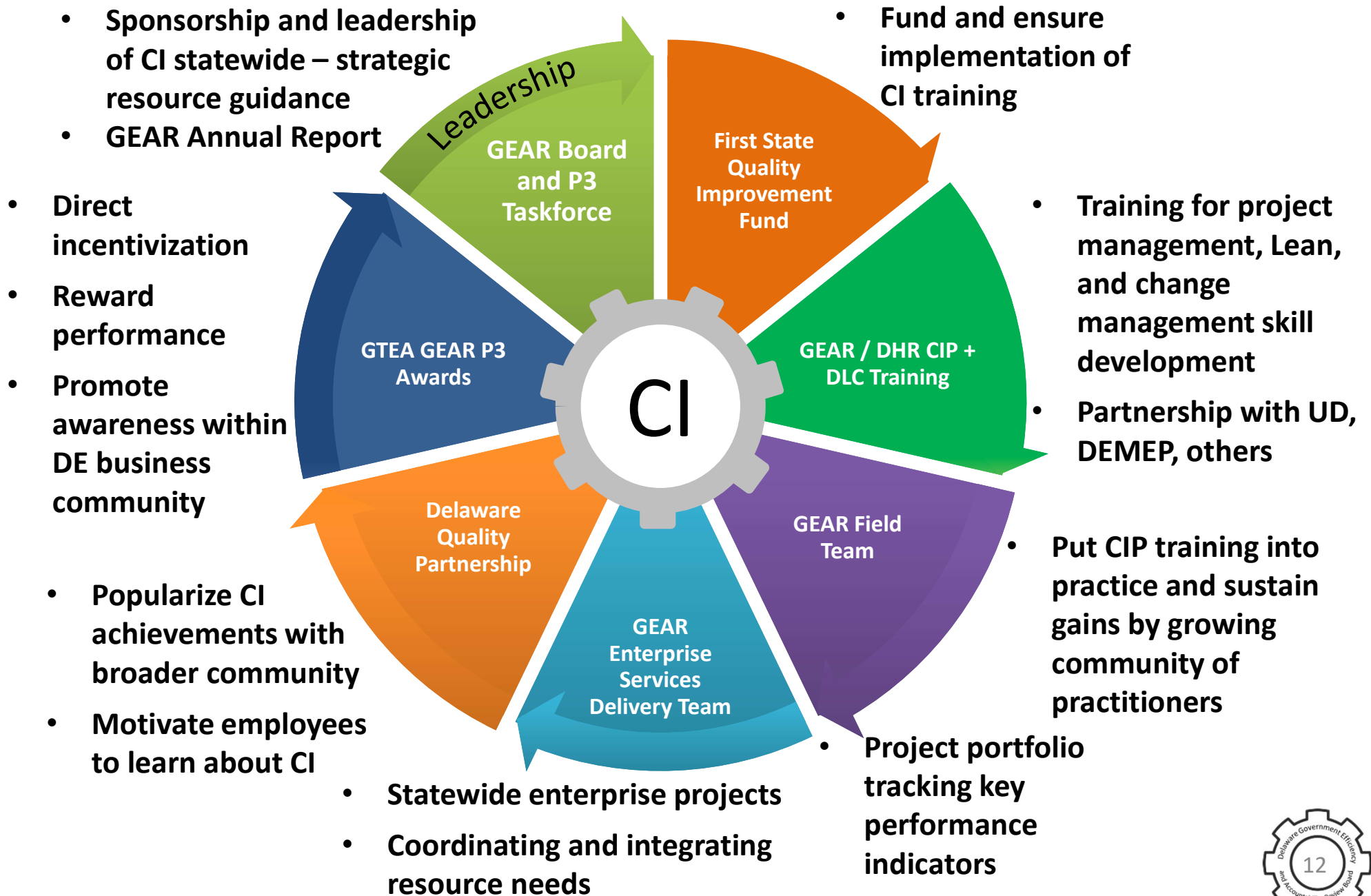
What was completed on this project?

- A3 problem statement and current state analysis of comparable classifications in state government and across regional employers **(Sept – Nov 2023)**
- Proposed classifications shared with GEAR Board **(September 12th, 2023)**
- Discussed draft classifications with DHR **(December 6th, 2023)**
- Revised classifications with additional detail as well as comparable job specs reviewed with DHR **(February 13, 2024)**
- Updated GEAR Board on classification development **(March 2024)**
- Revised classifications with additional classification form detail shared with DHR **(April 1st, 2024)**
- Met with DHR to review updated classifications and finalize business analyst series **(May 28th and June 21st, 2024)**

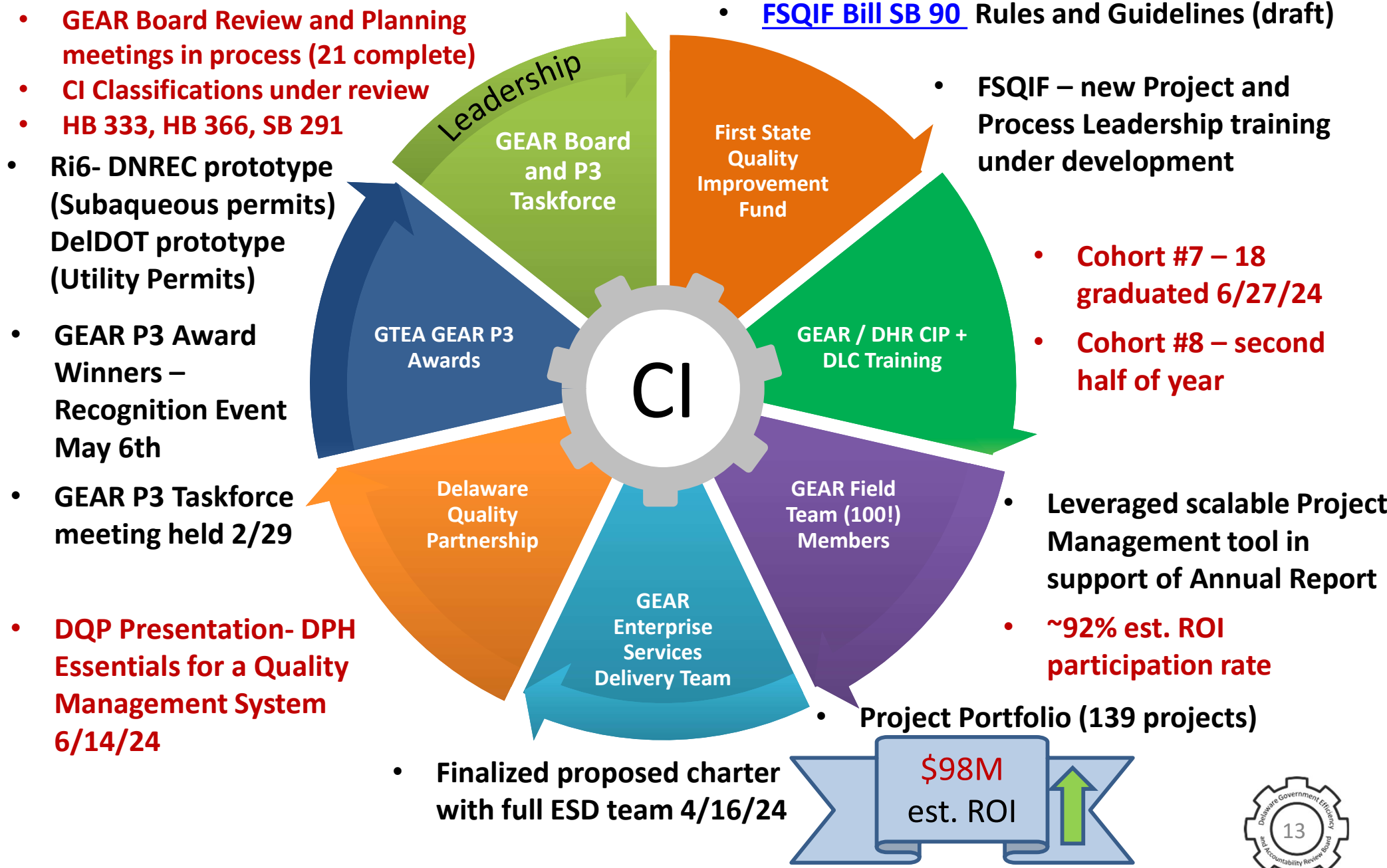
Goal: Classifications available by August 1, 2024, for agencies to request during the FY2026 budget development process



GEAR Continuous Improvement (CI) Cycle



Current GEAR CI Cycle Activities



Building a Sustainable Culture of Continuous Improvement

Culture Change - FROM → TO

Focus Area of Change	Where are we coming FROM?	Where are we going TO?
Decision Making	Subjective	Data driven
Documentation	Undocumented "team knowledge" with unknown process measures	Visible, repeatable, and optimized processes with measurable outcomes
Problem Solving	Moving directly to action (reactive "fire-fighting")	Defining a problem statement and measuring the current state before proposing a solution (proactive "fire prevention")
Customer Service	A limited understanding of our customers' requirements	All services being developed and delivered based on our customers' requirements
Sponsorship	Sponsors not familiar with continuous improvement methods	Sponsors value and require use of continuous improvement methods

Continuous Improvement Maturity

Level 1

Reaction Driven

- Driven by crisis or issue of the day (fire fighting)
- Waste in processes 55 - 60%
- Employees (including business process owners and sponsors) engaged in continuous improvement <35%

Level 2

Results Driven

- Driven by Leadership goals and specific measurable targets of improvement
- Waste in processes 35 - 55%
- Employees (including business process owners and sponsors) engaged in continuous improvement 35 - 80%

Level 3

Customer (Social Good) Driven

- Driven by the understanding that our society thrives to the degree our people thrive
- Waste in processes <35%
- Employees (including business process owners and sponsors) engaged in continuous improvement >80%

*Adapted from John M. Bernard –
Level III Government*

GEAR Board Review & Planning Meetings

- **Executive Sponsors**
 - Secretary Rick Geisenberger (DOF)
 - Director Cerron Cade (OMB)
 - Controller General Ruth Ann Miller
- Secretary Manning (DHSS)
- CIO Lane (DTI)
- Secretary Holodick (DOE)
- Secretary DeMatteis (DHR)
- Chief Justice Seitz (Judiciary)
- Mike Begatto (AFSCME)
- Treasurer Davis (OST)
- P3 Taskforce Chair Ernie Dianastasis (Business Community)
- Other 2023 GEAR Annual Report Contributors (DSCYF, DOC, DNREC, DelDOT, DSHS, DOL, DOS [DDL], DDA)
- P3 Taskforce members (currently in progress)

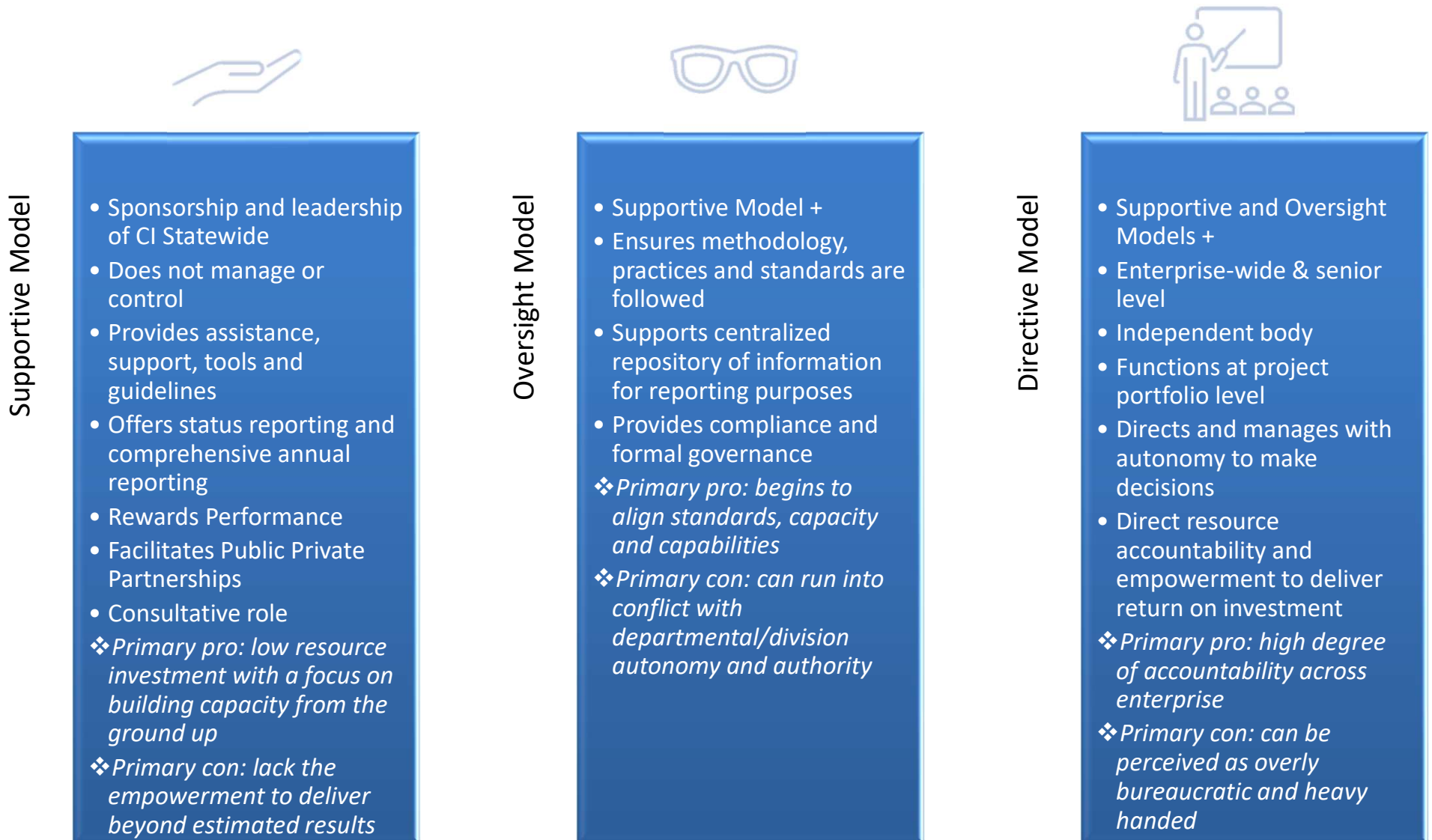
GEAR Board Feedback Part 1

Questions	GEAR Board - Primary Themes	GEAR Board - Other Ideas Noted
1. Proposed Near Term Projects	<ul style="list-style-type: none"> • Further enrollment in the CIP training program • Tracking utilization of the CI positions being created • Piloting a Government Accountability Act initiative with select agencies 	<ul style="list-style-type: none"> • Run the gubernatorial transition as a GEAR project (each agency would cite specific continuous improvement projects they would like to implement/continue with) • Each agency leader also noted existing projects for their organizations currently underway or planned to launch in the coming year
2. Barriers to Improvement	<ul style="list-style-type: none"> • Turnover • Vacancies • Competing priorities • High levels of existing operational demands 	<ul style="list-style-type: none"> • Fear of change • Increased legislative demands which detract from focusing on customer outcomes • Limited understanding of continuous improvement methods/tools among leadership and their capacity to mentor emerging leaders • Difficultly level in implementing data driven budgeting practices
3. Improving Outcome Measurement and Data Driven Decision Making	<ul style="list-style-type: none"> • Enhancing leadership awareness/knowledge due to a lack of training in continuous improvement 	<ul style="list-style-type: none"> • Providing incentives for staff to work on or mentor others in continuous improvement • Support credentialing in the CI field • Establishing more meaningful KPIs/dashboards • Improved project portfolio management within divisions • Measuring employee engagement • Facilitating more detailed inter-agency roundtable discussions • Creating incentives that would encourage agencies to save funds rather than protect/spend appropriations • Creating clear guidelines for agencies to reinvest savings generated by CI • Continuing to quantify savings from GEAR projects and business process mapping activities • Balancing efficiency with the need for distributed authority and democratic participation within government

GEAR Board Feedback Part 2

Questions	GEAR Board - Primary Themes	GEAR Board - Other Ideas Noted
4. Building a Culture of CI Message (Most Meaningful Vision Statement Concept)	<ul style="list-style-type: none"> • Process visibility (documenting processes and creating visible/repeatable processes) • Data driven decision making 	<ul style="list-style-type: none"> • Proactive (not reactive) problem solving • Adopting an enterprise mindset • Enhancing sponsorship from leaders • Putting customers first (an "outside-in mindset")
5. Future GEAR Goals	<ul style="list-style-type: none"> • Continue with a body like GEAR in state government • Enhance the forum for collaboration/communication across agencies • Reinforce this is the way we do business in Delaware 	<ul style="list-style-type: none"> • Creating a continuous improvement "lite" course for all state employees and for teams at project kickoff • Improving GEAR marketing - a CI newsletter to all state employees • Generating efficiencies within agencies to focus on the most important customer outcomes • Supporting efforts that allow for more one-stop solutions for both internal and external customers (e.g., Go DE)
6. Administrative Transition	<ul style="list-style-type: none"> • Expand training to emerging and current managers/leaders • Distribute communications with success stories of CI practitioners (video series) along with communications from the Board/community 	<ul style="list-style-type: none"> • Reinforcing process improvement at the local level ("just do it"- propose a change, make the change, test the change and report) • Embedding CI into the goals of the next administration • Establishing a playbook for agency leadership to make the most of CI practitioners • Determining criteria for assessing and prioritizing projects for improvement • Building best practices for utilizing CI positions once established, growing GEAR's headcount for an expanded "quality" team • Engaging legislators in the conversation citing specific constituents who experienced positive outcomes • Highlighting the support of the business community for CI work

Range of future GEAR Model Options



↑
Current Model

Potential Goals for the Future (Draft)

1. Determine GEAR operational structure and executive order elements with next administration
2. Achieve \$300M in cost savings through business process optimization over the next four years to be reinvested in value added activities
3. Expand training opportunities in lean, project management, strategic leadership, and change management to existing CIP graduates, state personnel during onboarding and state leaders
4. Implement the full-scale Ready in Six initiative based on the existing prototype projects
5. Establish pilot projects in lean management with a focus on aligning state budgeting and operational practices with business process optimization, data driven decision making, user experience design (UX) and the application of artificial intelligence
6. Formalize existing practices and set measurable goals for GEAR Enterprise Services Delivery, Field Team, EdGEAR and P3 groups (will vary depending on model selected)

GEAR Legislative Updates

- **HB 333 w/ HA1 + SA1** - Adds the Executive Director of GEAR to the Delaware Artificial Intelligence Commission. This new Commission would be tasked with making recommendations on AI utilization and safety within the State.
 - Ready for Governor for action
- **HB 366** - Amends Title 29 of the Delaware Code relating to the elimination of the Technology Investment Council (TIC) citing some overlapping duplication of functions with GEAR.
 - Ready for Governor for action
- **SB 291** - This Act removes the registration of trade names for sole proprietorships, partnerships, and associations in the Superior Court prothonotaries and places registration of such trade names with the Division of Revenue. Additionally, this Act provides that the filing of certificates will be recorded electronically and the fee for such filing is \$25.
 - Ready for Governor for action

GEAR Portfolio

- 15 Agencies, Judicial Branch, Enterprise Services Delivery team represented in portfolio
- Key performance indicators captured in Planview Projectplace:
 - Project health across time, cost, and quality factors (assessed in green/yellow/red statuses to note deviations) – serves as a basis for risk assessment
 - Project lifecycle phases realigned with Project Management Institute (PMI) standards

GEAR Portfolio Projects by Organization

Department	Number of Projects
Health and Social Services (DHSS)	29
State (DOS)	6
Judicial	7
Education (DOE)	8
Natural Resources and Environmental Control (DNREC)	12
Services for Children Youth and their Families (DSCYF)	7
Labor (DOL)	2
Correction (DOC)	1
Safety and Homeland Security (DSHS)	3
*Enterprise Services Delivery (ESD)	53
GEAR P3 (Public-Private Partnership)	3
GEAR	6
State Housing Authority (DSHA)	2
Total	139

***Enterprise Services Delivery Team includes:**

- State Treasurer (OST)
- Finance (DOF)
- Technology and Information (DTI)
- Human Resources (DHR)
- Management and Budget (OMB)
- Auditor of Accounts (AOA)

GEAR Portfolio Key Performance Indicators

Project Phase	Number of Projects
Initiating	7
Planning	11
Executing	57
Monitoring/Controlling	4
Closing (Includes Measuring Outcomes)	9
On Hold	10
Closed	41



Estimated ROI:
128 (92%) out of 139 projects reporting at \$98M

Enterprise Services Delivery (ESD) Team

Enterprise Services Delivery Team – Overview

- Of the ~137 projects in the Project Portfolio ESD is monitoring 54 of them:
 - Long-term and large-scale modernization projects
 - IT system (ERP) migrations and configurations
 - Integrated projects across multiple agencies
- Most projects moving forward, no major problems
- Projects tracked using the ProjectPlace tool

BENEFITS OF HIGH-LEVEL STRATEGIC ROADMAP

Develop enterprise strategy for agencies and systems, identify risks and integration points

Identify times of potential change saturation

Improve financial management and facilitate budgeting process

Identify economies of scale

Build desire for change and share lessons learned across agencies

Develop competency centers for project management, business analysis

Estimate break-even and ROI

Reorient projects/agencies toward outcomes, rather than competing for resources ("silo mentality")

Enterprise Services Delivery Team – Full Team

- **Goal for 2024:** Improve integration of project management elements so as to be truly enterprise-wide in outlook.
- **Mission:** Support, promote, monitor and strategically guide statewide, multi-organization, financial services, human resources and information technology projects to facilitate inter-organizational collaboration on these projects and elevate communication of project details and outcomes to stakeholders.
- **Activities include:**
 - Review and approval of the work of the Charter Subteam (**completed**)
 - Monitoring progress of projects, communicating progress or issues (**ongoing**)
 - Identifying/prioritizing statewide enterprise needs, solutions to meet the needs, and resources to implement these solutions (**ongoing**)
- **ESD remaining meetings** for 2024 (10:00 AM to 11:30 AM, virtual):
 - September 17, 2024 (Teams)
 - November 19, 2024 (Teams)

Enterprise Services Delivery Team – Full Team

- **Project list Confirmation and Consolidation.** The Enterprise Services Delivery Team is reported to have 54 of the nearly 140 total projects in the Program Portfolio being maintained by GEAR. Lists of these projects appear in a number of documents. These project lists do vary so we need to confirm what projects ESD members are working on and consolidate them to one definitive list. Following this consolidation, we will work on updating project statuses.
- **2024 GEAR Annual Report Submissions.** The 2024 GEAR Annual Report is scheduled to be completed and published by **November 1, 2024** (one month earlier than required). All ESD member content is to be submitted by COB on **Thursday, August 1, 2024**. To help members with drafting their submissions, an e-mail was sent out on May 10, 2024, with the summaries and narratives prepared for the 2023 GEAR Annual Report (a starting point), guidelines for preparing the draft submissions and a template for including any new projects or topics.
- **ESD Goals and Objectives.** We will be returning in future meetings to address the details of the ESD goals approved in April (e.g., adding specific objectives).

Enterprise Services Delivery Team – Full Team

– Enterprise Services Delivery Team Goals:

- Enhance communications for multi-organizational finance, human resources and information technology projects
- Foster improved communication about projects to sustain collaborative efforts—use formal tools of communication to broaden communication on projects that bring new capabilities to the state and make sure end users are aware of current services that have been implemented and used by the State
- Help build and reinforce a sustainable culture of continuous improvement as defined by GEAR
- Share scalable opportunities for projects to improve efficiency of government processes and practices (e.g., DelSign, FLEET and other projects)
- Develop or adapt methodologies to recommend the allocation and prioritization of resources for long-term and short-term projects, that are underway or proposed, based on project tracking worksheets, estimated return on investment (ROI), and projected positive, qualitative impacts on end users
- Value stakeholder engagement through each stage of the project(s). Having resources allocated alone is not sufficient, projects need to address the challenges of stakeholders and end users—make sure the right stakeholders are engaged and on-board to reduce risks.
- Consider the current competitive hiring environment, collaborate with the Department of Human Resources to develop comprehensive talent acquisition and retention strategies for key roles such as IT, financial services, personnel and continuous improvement across all State organizations

GEAR Deep Dive Project Presentations

1. Science Kits – Project, Operations and Continuous Improvement **Baljinder (Boskey) Kamboj, DOE**
2. Digital Government Foundation Program **Jen Jarrell, DTI**

Science Kits

Project, Operations and Continuous Improvement

Grades K-8

Delaware Department of Education

Overview

- What is the *work* being addressed?
 - Providing Science Kits aligned to Next Generation Science Standards (NGSS) curriculum for districts and charter schools participating in the DE Science Coalition
- What is the desired outcome?
 - Prepare and deliver Science Kits based on annual schedule identified by districts and charter schools

Background

- Why is this *work* important?
 - Educate students
 - Develop teachers
 - Provide consistency of materials in science kits
- What is the significance of this *operation*?
 - 12 Districts and 11 Charter Schools
 - Total of seven cycles each School Year
 - Grades K-2 and 6-8
 - Grades 3-5

Background

- What is the estimated return on investment (costs versus benefits) for this project?
 - Consistent and NGSS Curriculum Science Kits provided to participating districts and charter schools
 - Statewide purchasing efficiency

Progress

- What is completed on this *work*?
 - Project: Grades 1 to 8 use Science Kits aligned to standards
 - Operations:
 - Refurbishment of Science Kits
 - Total of seven cycles in a school year
 - Old curriculum is retired, materials can be used as applicable

Progress

- What is the progress toward goals, and the estimated measurable outcomes?
 - Grades 1 to 5 are using the new Science Kits
 - Grades 6 to 8 are using four out of six units of new curriculum

Next Steps

- What are the next steps in this *work*?
 - Project: Implement new curriculum in Grade K and remaining units in Grades 6-8
 - Operations: Refurbishment and/or assembly of kits sustain Grades 1 to 8 implementation
- What is the timeline for completion?
 - School Year 2025-2026 full implementation

Challenges

- Obstacles/barriers to the next steps or the project as a whole?
 - Staffing concerns in districts and charter schools
 - Consistency of time allotted for science
 - Incremental cost increases

GEAR Board Ask

- What does the project need from the GEAR Board?
 - Continue procurement practices
 - Support educational opportunities like the CIP program

DIGITAL GOVERNMENT FOUNDATION PROGRAM

Delaware Department of Technology and Information

Delaware Department of State

Office of the State Treasurer



Overview

What is the issue/problem being addressed?

- Residents and visitors navigate a variety of agency web pages to locate and procure state products and services
- User experience is agency-specific with unique login, presentation, and transaction modules

What is the desired outcome?

- To develop and launch an integrated and intuitive platform for residents and visitors to navigate, transact and interact with Delaware government
- To improve the quality of interactions we have with those we serve.
- To simplify agency administration and maintenance or transaction processing and reconciliation.

Background

Why is this project important?

- We must significantly improve the user experience of residents and visitors by implementing a technology foundation that provides a **central portal** (entry point) for interacting with state government, while leveraging our capability to enact a **single user id/password** to access services from multiple agencies.
- This foundation will also enable services to be delivered with a **single, common payment experience** (checkout). **Technology needs to navigate government so residents and visitors can simply interact with state services.**
- The State has started on this journey with **One Stop, myDelaware, Digital DNREC, and other online systems.**

Progress

What is completed on this project?

- Program sponsorship & resourcing
- Platform branding – Go DE
- User experience research (on-going)
- Foundational technology integration (SSO, platform, payment)
- Payment use case definition and release plan
- Release 1 Pay with Go DE implemented April 2024; integrated application (DDA Pesticides)
- go.delaware.gov launched April 2024
- Release 2 portal design (**Summer 2024** release)
- UAT release of School Pay offering (June 2024)
- Support & On-boarding forms/workflow
- Out-year cost assessment
- 3-year licensing contract for platform (Salesforce)
- 3-year vendor contract – development, support/maintenance

Progress

Payment Use Case	Status
Agency Integrated Online (Web) Payments*	Ready
Agency Integrated Online (Web) Payments with user inputs (custom fields)	Ready
Go DE Hosted Forms and Applications with Payments*	Development / In Testing
Go DE School Pay*	In Testing
Go DE Payment Links via Go DE Platform*	In Development
Go DE Payment Links via Go DE Platform API*	In Development
Go DE Scheduled Payments*	Prototyping
Go DE Partial Payments*	Prototyping

**Each of the Payment Uses can be integrated with Delaware Identity Service to further secure transactions and add a host of valued added services. Login Delaware Integration is begun.*

Program Resourcing

Is there duplication of effort—resource overlaps (e.g., key staff on multiple projects)?

- Technical and User Experience program managers are 100% allocated
- Allocated state and vendor resources are shared
- DTI resource allocations are closely managed and task/duration specific
- Workstream owners manage assigned team tasks

Are there resource constraints facing these projects—e.g., personnel, funding, other resources?

- Management of project resources to meet ARPA spend requirements – milestones, contract personnel, licensing
- Management of resource allocation to competing projects/daily tasks

Program Resourcing

Executive Sponsors

Greg Lane
DTI

Jeffrey Bullock
DOS

Colleen Davis
OST

Program Sponsor

Executive Steering

Greg Lane

DTI CTO

Charles Clark

Colleen Davis

Nicole Majeski

Kristopher Knight

Shawn Garvin

Jessica Borcky

Steering Committee

Solomon Adote

Mark Miller

Jordan Seemans

Colleen Gause

Dan Madrid

Todd Reavis

Dana Rohrbough

Dara Schumaier

Stephanie Wingert

Eric Zubrow

Program Team

Jen Jarrell
Technical PM

Burgundy James
User Experience PM

Tolga Erkal
Breakline PM

Workstream Owners

- Navin Singal
- Ramona Bracy
- Brian Krasts
- Kiran Kokonda
- Dara Schumaier
- Chris Roberts
- Dheeraj Gangavaram

Workstream Resources

- Tony Marge
- Andy Stitt
- Julianne Solum
- Emer Ingeniero
- Florence Runyiri
- Himanshukumar Patel
- Steve Bailey
- Chris Hurley
- Justin Phelps
- Jason Gilliam
- Brandon Shilling
- Karen Watson
- Enrique Tabalon
- Wende Brown
- Karlene Kahn
- Carl Kenefsky

Breakline Resources

- Steve Michaels
- Anders Scholl
- Orian Marx
- Matthew Podsiad

Functional SMEs

- Tina Dirksen
- Prasad Alaparathi
- Norman Jester
- Sarah Denison
- Fiah Kwessey
- Vivek Maharaj

Fiserv Resources

- Matt Hutelmyer
- EJ Nonmacher
- Rick Morrison
- Ramesh Rajendran

Agency Engagement

Active Requests	Total
Requests Submitted	13
DOE	1
Districts	3
Charters	8
Higher Ed	1

Request Status	Total
Assessment	2
Onboarding	6
Processing	5

- Department of Education
- Delaware Technical CC
- Red Clay School District
- Indian River School District
- Lake Forest School District
- **Sussex Academy***
- MOT Charter
- Academy of Dover
- Odyssey Charter
- Campus Community School
- Las Americas ASPIRA
- Early College HS
- First State Military Academy

*School Pay in UAT

Agency Engagement

Onboarding Progress	Nov-Apr	May	June
Request Forms Submitted	34	41	46
State Organizations	11	14	16

Onboarding Status	June
Assessment/Requirements	6
Onboarding	13
Processing (OST/Fiserv)	20
Pending Launch	6
Launched	1

- Department of Agriculture
- DNREC
- DSCYF
- Fire Marshal
- Fire School & Commission
- Delaware Insurance Commissioner
- Department of Education
- Department of Transportation
- Delaware Courts
- Department of State
- Department of Finance
- Office of Marijuana Commissioner
- Delaware Health and Social Services
- Safety and Homeland Security
- K-12 School Districts & Charters
- Higher Education

Agency Engagement

Go DE onboarding request and support forms are available under “Go DE Services” on the DTI self-service portal. Go DE Tier 1 support is routed to Breakline Digital to resolve or route to appropriate owner (OST, Agency). Tickets will not go through DTI Service Desk.

Go DE Services

Go DE - Digital Government Requests



Use to request eCommerce and POS onboarding.

[View Details](#)

Go DE Agency support



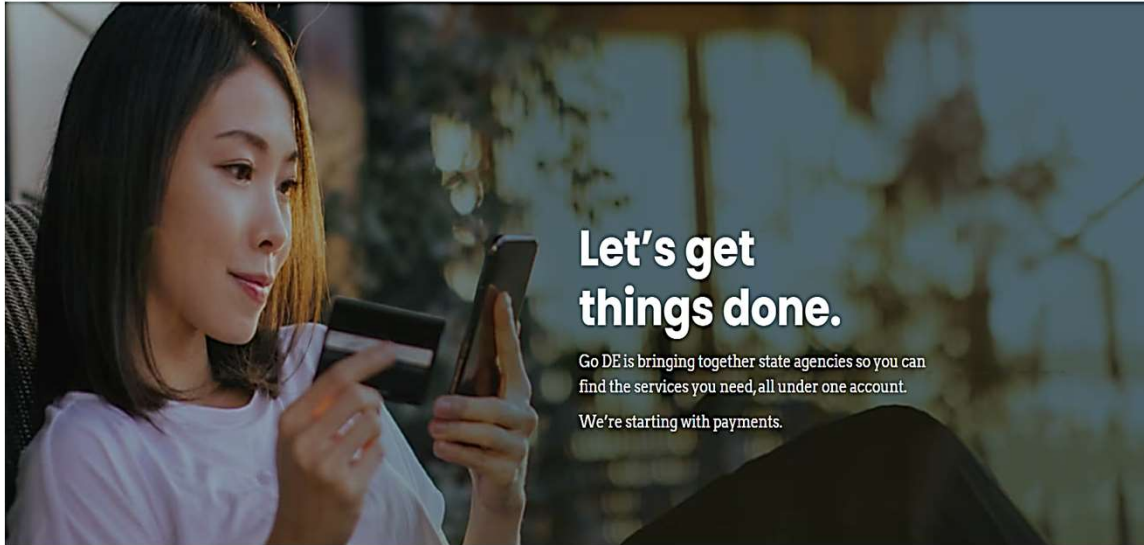
Submit payment-related inquiries or technical issues.

[View Details](#)

Resident & Visitor Engagement

GOV **DE** Let's get things **done.**

get help



Let's get things done.

Go DE is bringing together state agencies so you can find the services you need, all under one account.

We're starting with payments.

go.delaware.gov landing page with current focus on Pay with Go DE

go.delaware.gov/support provides resident and visitor support via request form

GOV **DE** Let's get things **done.**

Need to open a support ticket?

Our team is ready to help you with any questions about payments or technical problems you might have. Making sure you're happy is really important to us, and we'd like to make things as easy for you as we can. Just fill in the form below, and we'll quickly take care of whatever you need.

Support

Support request form

What can we help you with?

Email Address

First Name

Last Name

Phone Number

Please describe your request

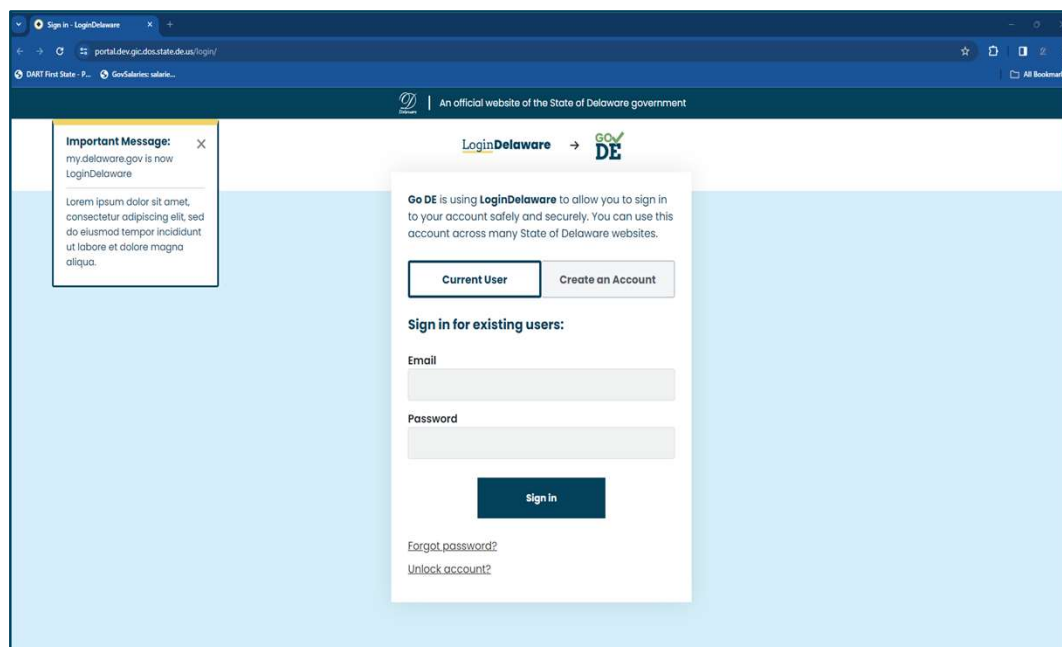
Submit



Resident & Visitor Engagement

LoginDelaware

Rebranding Progress



Completed

- Design & Branding
- OKTA Integration

Next Steps

- Bug Fixing (in progress)
- Usability Testing
- User Journey Mapping
- ILM Presentation*
- Target Release Date TBD

[Presentation Deck](#)

[Login Page Mockup](#)

[Registration Page Mockup](#)



Progress

What is the progress toward goals, and the estimated measurable outcomes?

- Early adopter access to integration environment (December '23)
- Transactions identified for March '24 release are successfully integrated, implemented (completed April '24)
- Portal login, design and usability available for test by **July'24**
- Portal launch in **Summer '24**
- Repeatable process for quarterly release and associated cost defined and verified by August '24

Continuous improvement items

- Capability to reconcile transactions (by use case)
- Data storage, analysis, metrics, and visualization available (align to functional release schedule)

Progress

What is the estimated return on investment (costs versus benefits) for this project?

ROI Analysis – Go DE Payment Integration Release 1	
Average integration cost per application (Fiserv)	\$18K
Total # of applications to be converted	350
Estimated total cost to state (single contract/application)	\$6.3M
Target savings via standardized, single API via Go DE	20% (confirm by Aug'24)

Indirect ROI

- Decrease in manually processed payments and fiscal reconciliation
- Reduced agency administrative burden for login and payment issues
- Consumer reach and/or “cross-sell” of agency services
- Reduce agency transaction help desk requests

Direct ROI

- Reduced agency-specific Fiserv contracts
- Decrease in Fiserv billable hours
- Increase in agency ability to bill/accept ecommerce transactions
- Reduced need for one-off web pages
- Ability to benchmark & forecast

Next Steps

What are the next steps in this project?

- Release of resident and visitor portal
- Release of first web form (Govolution replacement) for various agency and school payment needs
- Improve Fiserv process workflow, response time, and establish standard program SOW and cost per MID; standardize release schedule
- Continue discovery with DOE Infinite Campus release, and DHSS Service Center Reimagined for program synergy

What is the timeline for completion?

- Foundational technologies, functionality through EOY'24
- Govolution to Fiserv migration by June '25 (extension June'26)
- Expanded portal offerings – ex. Documents, e-sign, ticketing, filings, licenses, permits through EOY'26

Challenges

Obstacles/barriers to the next steps or the project as a whole?

Fiserv delays in production build, onboarding MIDs, support response

- Escalation of issues through State Treasurer and CIO with mitigation plans to include the following:
 - Standard SOW and onboarding process definition and templates
 - Required improvement in process and vendor response time
 - Clearly defined support agreement/SLA
 - Weekly calls to include assigned resources and leadership; request for project manager
 - Workflow and form edits in ServiceNow for creation of required documents

GEAR Board Ask

What does the project need from the GEAR Board?

- **Remediate Govolution** web page and integrated applications – *submit agency request form*
- Participation in **discovery sessions** – Fiscal, IRM, business leaders, eCommerce SMEs
- **Ambassador** for future possibilities – invoice & pay, forms, licenses, push notifications, content services
- **Continuous improvement** analysis, usability input, idea generation



Get things done with Go DE.

GEAR

- **Open Topics Discussion – Board**
- **Public Comment**

Adjourn



Contact



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