Modernizing and Transforming in Today's Rapidly Changing Environments

DIR Discover

September 22, 2023
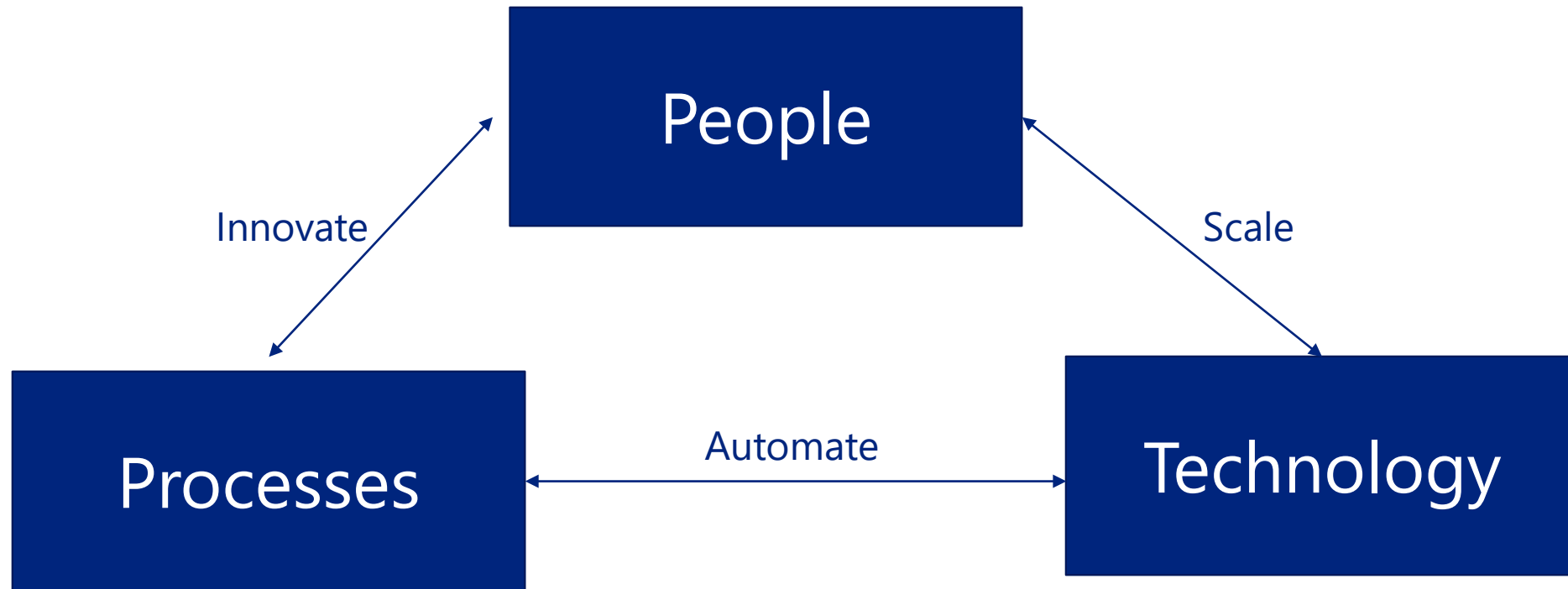
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Texas Department of Information Resources

Transforming How Texas Government Serves Texans

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Help…it's all moving so fast!

People, Processes and Technology Examples

People	Process	Technology
Maturity Model Assessment	Modernization Planning	Technology Assessments
Leadership Support	Agile/Wagile	Cloud Migration
Organizational Change Management (OCM)	Low Code/No Code	Intelligent Automation
Education:	Human-Centered Design	Proofs of Concept
• Hands-On Resources	Prioritization of Cybersecurity and Legacy Systems	Application Portfolio Management
• Workforce Assessment / Upskilling / Alignment	Centers of Excellence and User Groups	Texas by Texas (TxT)
• Training Procurement	Procurement Support	Technology Solution Services

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Modernization As A Program (MAAP)
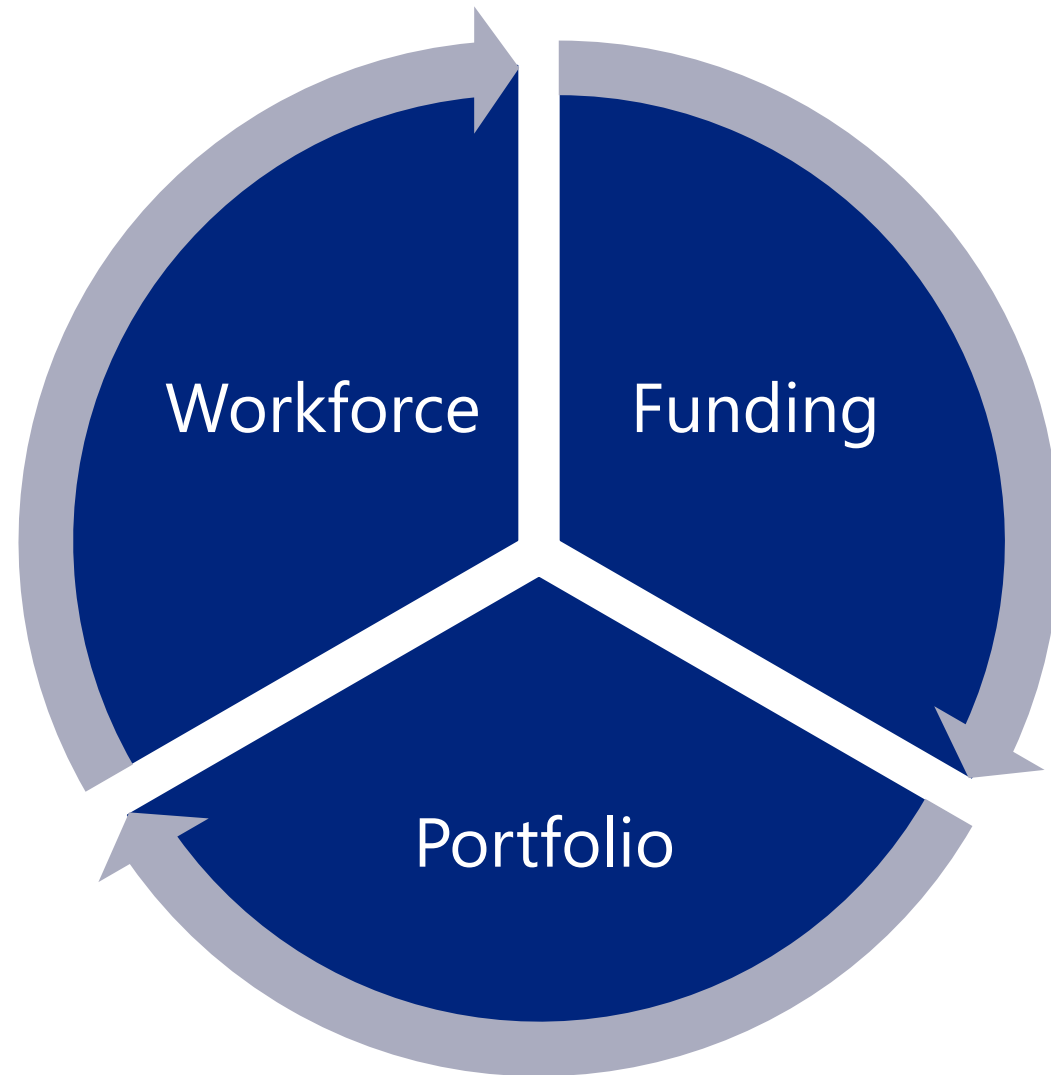
Funding
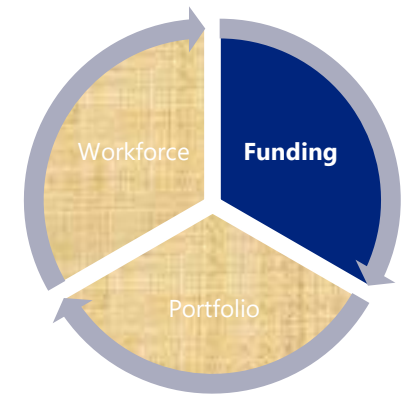
- **Build a multi-biennium budget plan**; reality is you won't get out of enormous debt in one budget cycle.

- The multi-biennium budget plan becomes the **scorecard** in which you can be measured; success will allow to request more money for the plan you have already shown.

- If you don't have a multi-year budget plan and **communicate** that plan to **leadership**, face a risk of not being able to continue with projects or might be seen as failure because didn't finish the project in the bieenium.
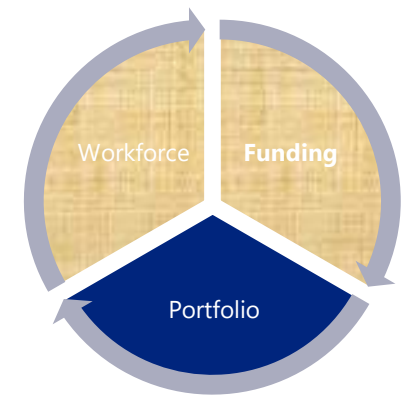
Portfolio

- **Know your portfolio** (systems and processes):
  - What does each system do?
  - How much business value does it add?
  - How much does it cost to deliver?
  - How broadly is it used?
  - How much risk exists with its continued use?

- Knowing the **total cost/value of a system or application** is mission critical and understanding all of the elements means you understand the portfolio.

- Communicating value and understanding of the portfolio provides the **roadmap** to communicate what your **agency needs.**

Workforce
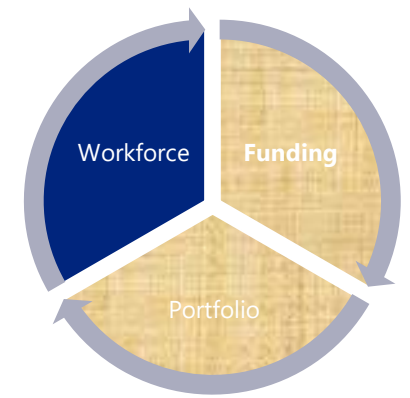
➢ As you solve for different legacy modernization strategies, resources might need to be **re-skilled or rebalanced** into different skillsets (ie: developer moving to low code experts; System admins to configurators).

➢ Build programs for FTE's to learn the **fun and exciting work**; think about staff augmentation for the mundane tasks.

How can DIR support you?

➢ PCLS support
➢ Application portfolio management
➢ Technology assessments
➢ *New:* Texas Innovation and Education Center (TIEC)


Workforce Funding Portfolio
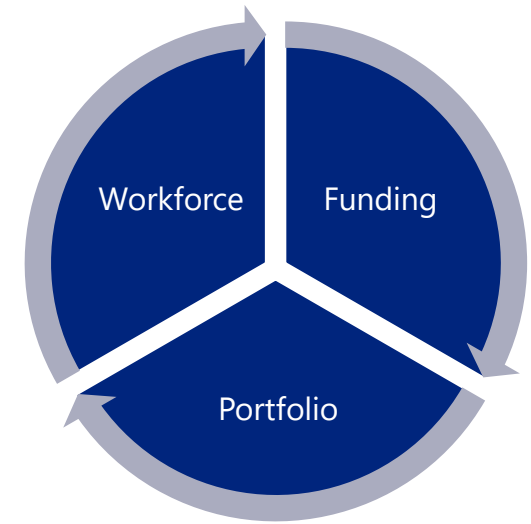
The Texas Innovation & Education Center (TIEC)

Five major components:

1. **The Playbook** (build a program at your agency)

2. **Workshops/facilitated sessions** with customers

3. **Training** (Online Training, Technology Today, Peer-to-Peer)

4. **Centers of Excellence and User Groups** (AI, Cloud, Digital transformation, etc.)

5. **Innovation Lab** (showcase of emerging technology plus a lot more)
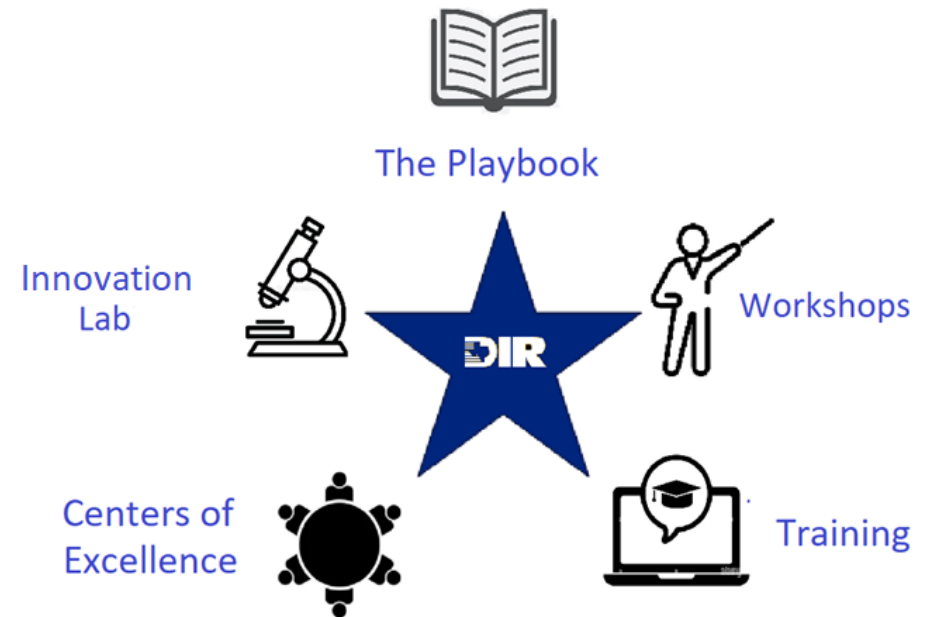
The Playbook

Just as every team's playbook has standards (audible procedures, alignments, stances, etc) that are customized to suit the team's needs, DIR will work with customers to create a custom **Digital Transformation Playbook** to **execute their project specific strategy.**

What is the current state? ➡ **Maturity Assessment Tool**

What is the desired future state? ➡ **Digital Strategy**

How do we get to that state? ➡ **Implementation Plan & OCM**

What do we do first? ➡ **Prioritization Tool**

Workshops/Facilitated Sessions

Provide workshops with agency staff to work through the components of Digital Transformation and modernization.

These workshops will use an experienced, but neutral, **Facilitator** that will:

➢ **Lead** the group process
➢ **Help** customers improve the way they communicate
➢ **Examine** and solve problems, and
➢ **Drive** toward decisions

Training

New technologies and new processes require new skills.

The Innovation & Education Center will provide several modes of training to support Digital Transformation:

➢ **Upskilling**, using online training.

➢ The **Technology Today** series, presented by private sector and non-profit partners and organized by DIR, to provide year-round program of free technical briefings, webinars, training, and events.

➢ **Peer-to-Peer learning sessions and roundtables**, where CTO facilitates skill-sharing sessions between customers

Centers of Excellence and User Groups

Centers of Excellence

➢ **Centers of Excellence** provide a team of skilled knowledge workers whose mission is to provide the organization they work for with best practices around a particular area of interest.
  - Cloud CoE
  - AI CoE
  - Modern Application Development
  - Blockchain CoE
  - Identity Access Management

➢ **User Groups** connect customers in a facilitated setting to share strategies and best practices around a given product or service.
 - **Artificial Intelligence User Group**

The Innovation Lab

A secure location to showcase emerging and relevant technology, teach technology best practices and solve enterprise problems.

Vision:

1. Establish a lab in a DIR location
2. Provide access to emerging technology
3. Partner with private industry
4. Solve enterprise challenges
5. Opportunities for higher ed intern programs and partnership with higher ed programs
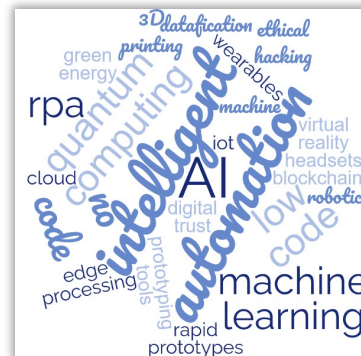
We want our customers to:
- Learn about **emerging technology** and trends
- **Apply** new tools to boost efficiency
- Be inspired to improve service delivery

Upcoming Events and how to get involved!

- **Next AI User Group Meeting**: 10/25/23 at 2:00 PM

- **SAVE THE DATE**: AI Day will be Tuesday, **November 28th** at the Barbara Jordan Building! Details coming soon!

AI User Group

Vendor Interest Form

Online Training Request

Thank you!

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