

IT and Usability

Moving Michigan Forward

Michigan World Usability Day
Ken Theis, CIO and Director
Opening Address



World Usability Day
Making life easy!

November 13, 2008



My Message Today

- ◆ Government's usability imperative
- ◆ Redefining Michigan's IT
- ◆ Michigan's roadmap
- ◆ Vision 2008-2012
- ◆ Fully leveraging IT, together



Michigan's Usability Imperative

- ◆ Snapshot of our state
 - 1 of every 5 have a disability
 - 1.4 million are deaf or hard of hearing
 - Over 50,000 are legally blind
 - We also face a significant digital divide
- ◆ *We must ensure equal access for all citizens...*



...and technology is paving the way!

Redefining Michigan's IT

What this means for usability...

- ◆ Integrating usability as a standard
- ◆ Raising the bar on everything from health care to transportation
- ◆ Re-centering critical information around the user
- ◆ Transcending traditional boundaries



Redefining Michigan's IT

Integrating Usability as a Standard

With Michigan.gov 2.0, the focus is turning from online services to navigation and usability best practices:

- ◆ Incorporating usability as a business requirement
- ◆ Usability testing with groups such as MSU *throughout* development
- ◆ Maintaining standard “look and feel” across sites
- ◆ Screen reader compatibility, screen magnification capability and text only browser functionality



Redefining Michigan's IT From E-health to Transportation...

- ◆ Oakland County food inspection system
- ◆ FCC medical data sharing grant
- ◆ MiDrive real time mapping
- ◆ Online and wireless government service (*while you travel*):
 - Fishing licenses
 - Podcasts
 - 330,000 pageviews monthly
- ◆ Virtual government interaction (*reducing travel*):
 - Public comment software
 - Video-in-Person/video conferencing
 - Probationer check in



Vision 2008-2012

Michigan's Roadmap to Success

2001

- ◆ 19 disparate agencies
- ◆ History of struggling projects
- ◆ Multiple technologies & versions
- ◆ Uneven security levels



Now

- ◆ Statewide IT strategic plan
- ◆ Consistent project management
- ◆ Consistent standards and infrastructure
- ◆ Unified enterprise security



Vision 2008-2012

Enhancing Access and Service

Goal One

Goal Two

Goal One: Access

Expand Michigan's services to reach citizens and businesses anytime, anywhere



Goal Two: Service

Deliver efficient and effective technology services and shared solutions to the agencies

Vision 2008-2012

Improving Internal Functions



Goal Three: IT Management and Infrastructure

Improving operations, security and reliability through statewide solutions and universal standards

Goal Four: Great Workplace

Support a high-performance workforce



Vision 2008-2012

Moving Beyond Consolidation

Goal Five

Goal Six

Goal Five: Cross-Boundary Solutions

Foster partnerships across and beyond state government



Taking IT from the backseat to the front

Goal Six: Innovation and Transformation

Drive innovative processes and technologies to transform Michigan's government service

What's driving all of this?

Fully Leveraging IT, Together

We have finally reached the threshold where action is no longer a luxury, but a necessity...

- ◆ Significant economic pressure
- ◆ Increased citizen demand
- ◆ Boundaries that are beginning to give way



This is a defining moment...

This Isn't a Plank, It's a Springboard

A budget crisis is a terrible thing to waste!

- ◆ Tight budgets drive IT solutions
- ◆ And we have only begun to tap the possibilities of IT around usability
- ◆ Working together we can do more even as we have less



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