

THE JOURNEY TO GOOD IT INVESTMENTS

Picking the right IT investments is important for better constituent engagement and citizen satisfaction – and the government is taking note.

\$86.4BIL

The president's fiscal 2016 proposal increases IT funding to \$86.4 billion



\$105MIL

The budget requests \$105 million to create and institutionalize digital service delivery teams at agencies



\$4.5BIL

Civilian agency spending on IT is expected to rise by 10 percent before the end of 2015, with an increase of \$4.5 billion over original budget projections

If government is going to be investing heavily in IT, though, they need to make sure they're spending wisely. Our infographic will set you on the right path.

STEP 1 ASK THE RIGHT QUESTIONS

QUESTION 1

WHAT WILL IT INVESTMENT SUCCESS LOOK LIKE?

Why it's important:

- ▶ Finding new ways to research and procure technology solutions begins with knowing what you don't want every bit as much as what you do want.
- ▶ It focuses everybody involved in the project and gets them on the same page

QUESTION 2

WHAT DOES PROJECT SUCCESS LOOK LIKE FOR MY ORGANIZATION?

Why it's important:

- ▶ It prompts discussion with business users about what they need and shapes what they can realistically expect from a technology purchase.
- ▶ In turn, this discussion helps to create more realistic RFPs, more targeted vendor responses and a more efficient purchasing effort.

Value delivered by an IT project may be difficult to measure. Here's some public sector-savvy metrics to consider when you are asked for project ROI.

8 MEASUREMENTS FOR PROVING THE ROI OF YOUR IT INVESTMENT

1. Reduced over-the-counter time for transactions
2. Increased self-service opportunities to meet constituent expectations
3. Reduced backlog of work
4. Fewer calls for general information or help with applications and processes
5. Increased client and citizen satisfaction because of better service
6. Reduced costs
7. Faster processes
8. Reduced staff time to complete tasks

STEP 2 PROVE ROI

STEP 3 SUSTAIN THE IMPACT

6 STEPS TO SECURE YOUR IT INVESTMENT

Once a great project gets going, how can you keep the magic happening?

1. Map your processes to document your needs and your successes
2. User introduction and training is key to making sure all the features of your investment are being used
3. Internal user groups are great for learning in small bites and uncovering additional needs
4. Use vendor education resources to keep up to date on system enhancements and new tools
5. Consider an annual IT report to trumpet your success and explain those budget requests
6. Revisit the scope and vision often to avoid drifting and to be able to measure success

To make sure your IT investments are effective, procurement reform is key.

CURRENT IT PROCUREMENT CHALLENGES:

1. Outdated procurement rules and processes
2. Standard purchasing terms and conditions
3. Procurement staff and lack of technology expertise
4. Procurement response burden
5. Reduced IT staff levels

HOW TO OVERCOME:

1. Keep your procurement rules and processes current and use your peers for joint procurement efforts and best practices
2. Ensure standard purchasing terms and conditions meet IT needs
3. Educate procurement staff on technology before your procurement process begins so you can utilize vendor education resources
4. Consider whether the procurement response requirements box out smaller, cheaper providers
5. Invest in more IT staff resources through direct hire, shared services and cooperative agreements with your peers

STEP 4 REFORM THE PROCUREMENT