

# INNOVATIONS

## THAT MATTER



TECHNOLOGY IN 2016



Steve Ressler // @govloop // [steve@govloop.com](mailto:steve@govloop.com)



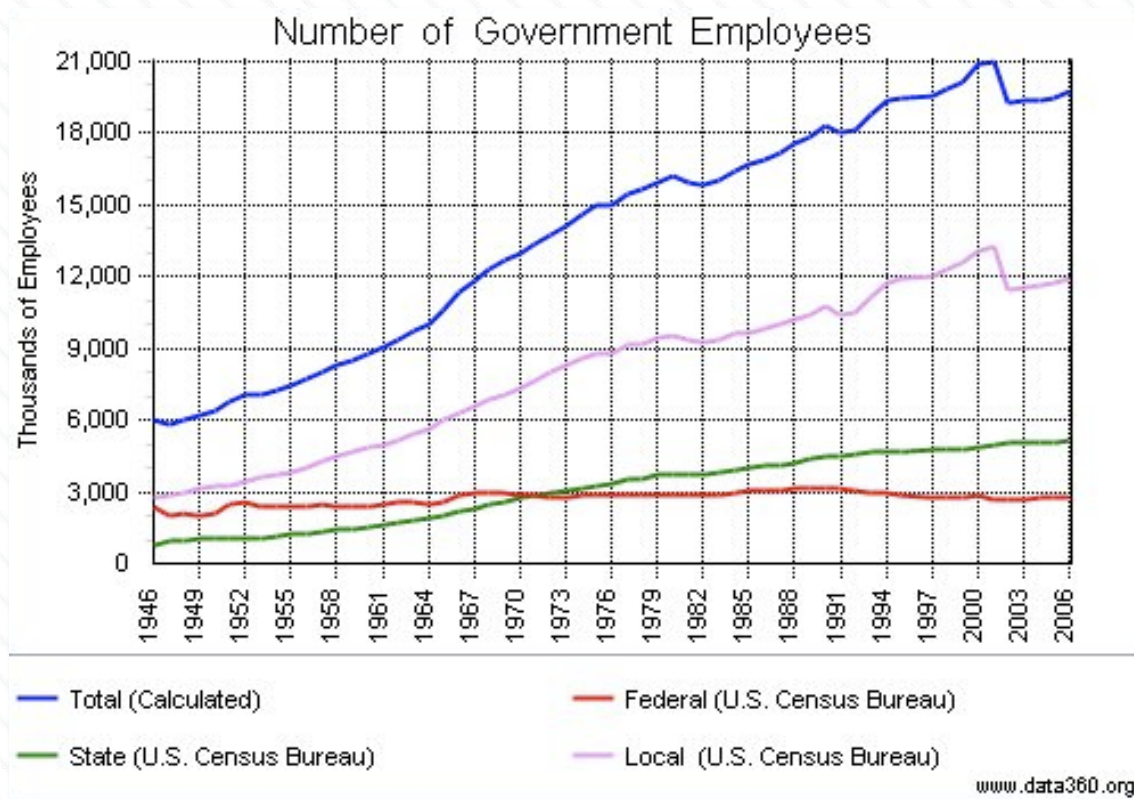


THE KNOWLEDGE NETWORK FOR GOVERNEMNT

INNOVATIONS THAT




# ARE WE RECREATING THE WHEEL?



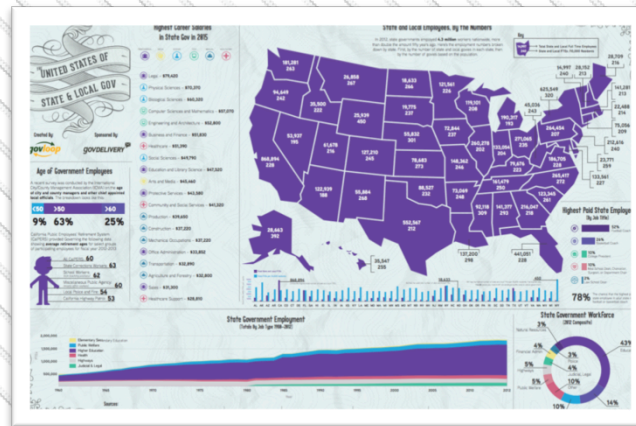
# HOW WE HELP

### Geodesign Smart Transportation




Analysis without Traffic Data

Analysis with Traffic Data  
5 P.M.



### The Informative Power of GIS and Statistics



## DEVOPS FUNDAMENTALS

### Understand and Utilize DevOps For Your Agency - Video [30 minutes]

Let's start with the basics. What's the definition of DevOps? And what does it do, anyways? You might have heard the phrase before, but not be sure of what it ...

[View Course](#)

# STATE AND LOCAL

Understanding

## State & Local Government



GOVERNMENT  
INNOVATIONS

30  
THAT  
MATTERED IN 2015

INNOVATIONS THAT

# MACRO TRENDS

Increasing Demands for Government Services

Budget Deficits

Rapid Technology Change

Retiring Experienced Workforce

# GOV IN TRANSITION - OUTGOING

12

states will have gubernatorial elections in 2016

34

Senate seats will be contested in 2016



# GOV IN TRANSITION - INCOMING

How-to:

## Millennial Recruitment

# Recruitment Cheat Sheet:

Attracting the next generation to government can be difficult, but there is good news: A 2015 [study](#) by Deloitte Consulting found that the number of students getting degrees in public administration is up. Still, government HR workers need to sell the benefits of public-sector work to them.



Here are seven advantages to highlight about working at the state and local levels:

### A flexible work environment

The California Department of Human Resources encourages the use of teleworking and telecommuting when they're viable options and clearly defines the benefits to employees and managers. More than a quarter of California's workforce is eligible to telework.

### Work that matters

A survey showed that six in 10 millennials want work that matters. State and local government employees get to do work that has an impact on the lives of their neighbors. HR managers need to hype the mission of government and the power it has to change lives.

### Retirement fund

While many private-sector companies are shedding 401(k) benefits and other retirement packages, state and local governments are not. The Center for Retirement Research out of [Boston College](#) tracks employee benefits at the state and local levels. For the past two years, government employee pensions have grown steadily.

**Fun Fact:**  
**The [International City/County Management Association](#) found that more than 60 percent of City and County Managers and other chief appointed local officials were older than 50.**

### Student loan payment assistance

New York City offers full and partial scholarships to full-time employees participating in graduate studies in areas such as education, nursing, law, business administration, engineering, computer science, social work, public health and public policy analysis.

### Paid internships

The University of Maine's [Maine State Government Summer Internship](#) program offers college students a 12-week crash course on working for the government. If students successfully complete the internship, they can apply for full-time positions upon graduation.

### Mentoring

Retiring employees have vast institutional knowledge of how government operates. All 50 states and many local governments provide mentorship opportunities for new hires to capture some of that information. [Tampa, Arizona](#), has one of the most robust programs in the country. Almost every single employee is involved in mentorship in some capacity.

### Government organizations for young workers

North Carolina launched the Young Employees Initiative, not only to better understand the needs of millennials, but to address them. Employees mostly in their 20s at various state agencies serve on an advisory committee, conducting studies and making recommendations on issues important to their peers. The initiative gives young employees a voice.

# 10

OPPORTUNITIES



# 1. DATA ANALYTICS

# Indiana Fights The Opioid Epidemic



“What we’re trying to do here is take these mountains of data that are in different places and turn data into information, turn that information into knowledge, and hopefully turn that knowledge into policy.”

- Joshua Martin, Chief of Staff for the Indiana Management and Performance Hub



## 2. MACHINE LEARNING

*A Computer Called*

# WATSON

Watson was built by a team of IBM scientists to answer a grand challenge: to test a human's ability to answer questions posed in natural language. In 2011, Watson made history on the quiz show *Jeopardy!* by defeating two of the greatest champions in a televised exhibition match.

Watson's exploits on TV inspired a new phase in the evolution of IBM's cognitive era. These systems will do much more than just answer questions. They will sense, learn, make inferences and act on the data they are given. They will sense, learn, make inferences and act on the data they are given. They will sense, learn, make inferences and act on the data they are given. They will sense, learn, make inferences and act on the data they are given.



## 3. CITIZEN-CENTRIC

This site is a work in progress. If you don't find what you need, visit [VA.gov](http://VA.gov).

VA | Vets.gov

Search

## How can we help?

### Disability Benefits

Help with service-related medical conditions.

### Education Benefits

Tuition assistance, training programs, and more.

### Quick Links

[How do I apply for disability benefits?](#)

[How do I apply for education benefits?](#)

[What education benefits are available by school?](#)

[How can I find VA locations?](#)

[How do I contact the Veterans Crisis Line?](#)

DIGITAL SERVICES

# Report for Jury Duty!

LUBBOCK COUNTY, TEXAS,  
GOES VIRTUAL

# County of Hamilton, OH





# 4.TALENT

**“From 2008 to 2014, Pennsylvania’s state workforce shrunk by over 3,000 employees. That means we had 3,000 less salaried employees over that six-year period. We did see some layoffs, but in most cases, those were individuals that attrited through, meaning they resigned, retired or they moved into the private sector, and we never replaced them.”**

**- James Honchar, Deputy Secretary for Human Resources Management, Pennsylvania**





# 5. AGILE DEVELOPMENT



# CALIFORNIA

## takes on DevOps

When the California Department of Health Care Services began creating a new medical eligibility data system within the state's health care portal, then-Chief Information Officer of Enterprise Innovation and Technology Services Chris Cruz saw an immediate problem: "We were tasked with doing something that probably had a five-year system development lifecycle in 18 months."

The existing development process would not support that deadline. "It took weeks to set up a test and development environment, due to our normal operations," explained Cruz. "We'd have to buy servers, we'd have to wrap and stack them, and then configure them. And when we stood up services within a shared services contract, we found that they were charging us additional amounts to stand up those environments in a short period of time."

Earlier versions of the process were already failing because of previous sacrifices. To expedite the process, Cruz said the department skipped user and performance testing to roll out the program. As a result, functionality was deferred, defects went unaddressed, and when citizens used the online portal, they couldn't receive coverage in a timely manner.

The portal, along with the process that supported its users, needed a quick and effective revamp. "I was thinking about

what kind of tools we could have in place up front that would help us repurpose development in test environments, so we could do comprehensive testing," recalled Cruz. "So we didn't find ourselves in a backlog situation, where we're making changes that are very costly to an older mainframe legacy application."

To remedy these problems and create a working system by deadline, the department turned to DevOps. "I realized that having a DevOps process in place would help us streamline and get a test environment up and running in an expedient manner," he said.

DevOps allowed software developers and operations teams to continually test and deploy changes to the portal, rather than follow a linear process of static development. The collaborative process was quicker and more effective, and the resulting data system was more user-friendly than previous versions.

DevOps also allowed the department to retain ownership of the project's development, rather than turning to a service contract. "When we have sustained repeatable solutions that we can all use, it's easier for knowledge transfer of staff, and to maintain that institutional knowledge in the state," said Cruz. "It puts the dependency back in the state's hand to own some of these projects."

Cruz and his team used DevOps to streamline not only the health care eligibility system, but also nearly all of the department's software development process. "We used this tool to develop an entire health care innovation strategy...built on velocity, mobility, and agility," he said.

Now Cruz is Chief Deputy Director of Operations at the California Department of Technology. When he took on this new role, he brought DevOps with him to help achieve new goals. "We're trying to build standardization across our whole system development lifecycle within the state, and that's where I'm taking our DevOps approach at the Department of Health Care Services and trying to expand that at an enterprise level," he said.

Specifically, Cruz wants to standardize initiatives such as the state's cloud portfolio, CalCloud, across state organizations to reduce costs and streamline operations. DevOps will help facilitate a common understanding of those projects by including multiple teams and their tools in a single, collaborative workflow.





# 6. PROACTIVE SECURITY

# Security

“Most states don’t have the enterprise means to support cybersecurity. Governments currently don’t have the ability to share decision-making around their cybersecurity direction even within their own governments, let alone across boundaries.”

- Doug Robinson, Executive Director of NASCIO



# 7. THE CLOUD

# Oakland County, Mich.

"Alone we can do so little; together we can do so much."

-Helen Keller

**THE CHALLENGE:** How can a city or state stay up-to-date with the latest technology? How can you be on the cutting edge without going broke? Does your city even have the resources to create a cloud solution?

**THE SUCCESS STORY:** The key is to share the wealth. In February, Oakland County and the National Association of Counties (NACo) teamed up to create an Application Store to share the knowledge and technology tools developed in some of the most forward-thinking cities.

Government employees have a tendency to go it alone, a tendency to think that their challenges and requirements are so unique they need their own solution. This is especially true when it comes to procuring new technology such as the cloud. But as budgets squeeze, going it alone is no longer possible.

Enter Oakland County and NACo. These two groups teamed up to create G2G Cloud Solutions, a service that provides cloud solutions to other government entities. Through G2G, they look to improve government services by sharing technology with other government agencies at little or no cost.

Over the years, Oakland County has provided shared computing services to 62 local jurisdictions. Now that initiative is going national. [According to a NACo press release](#), "NACo will provide funding and governance to leverage this shared services model into a national system available to America's more than 3,000 counties, boroughs and parishes, and they'll call it NACo's Application Store."

One solution in the store is G2G. "G2G is a 'government-to-government cloud' that, with the help of private-sector partners, provides computing services to other counties and municipalities using an upgraded cloud platform," according to the description of the service on the G2G website.

The Application Store works by leveraging the power of the collective: If one community finds a simple solution, it can share it with the rest of the country. "NACo's Application Store aims to draw counties into mutually beneficial relationships around [information technology] systems," NACo said. Think of it like collecting money for a group gift instead of individually purchasing a present. You save time and the hassle of having to go it alone.

Essentially, the store works like iTunes. "Access Oakland includes 50 products and services and generated \$17 million in gross revenue as of last year, with \$750,000 in net revenue reinvested into the technology," [according to Government Technology](#). "The application has been updated for the cloud and rolled out to six different communities, including Auburn Hills, Mich. City residents can now use the payment system to pay local taxes, parking tickets, special assessments and utilities."

Other Oakland County applications that will be available are services registration applications for things like flu shots, restaurant inspections and animal licensing.

But Oakland isn't the only county adding to NACo's Application Store. Another contributor is Orange County, Calif. Officials there added a resource that helps standardize records, centralize management and reduce costs. It's called the Standard Data Project. So far, it has reduced the cost by \$60,000 for each of the 40 counties currently enrolled.

And if you aren't ready to buy any of the services from the Application Store, don't worry. You can still find best practices, requests for proposals, inter-local agreements and other legal documents that have successfully created and maintained long-term relationships.

The website asks, "Why spend months developing an agreement when another county may have one that would work?" The answer is you shouldn't.

CLOUD

## Not So Alone in the Lone Star State

TEXAS BUYS SMARTER  
WITH CLOUD





# 8. LOCATION, EVERYWHERE

**SFpark** | The Project | How it Works | FAQ | Resources | News | Contact Us

**Find Parking**  
To find parking in SFpark areas select a blockface on the map to view availability and pricing.

Select a Neighborhood

- 1) Choose a pilot neighborhood above
- 2) Click a blockface or garage icon for rates
- 3) Click \$ for a comparative pricing map

Availability	Pricing
low 0-15%	\$0 - \$2.00 / hr
med 15-30%	\$2.01 - \$4.00 / hr
high 30%+	\$4.01+ / hr

Use + and - to zoom in manually  
[Terms of Use](#)





## 9. NEW PLAYERS IN S&L

# World-class cities come in all shapes and sizes.

BUT THEY SHARE THE SAME MISSION:  
TO SERVE RESIDENTS IN THE MOST  
EFFECTIVE WAYS POSSIBLE

GSA

TRAVEL

REAL ESTATE

ACQUISITION

TECHNOLOGY

POLICY &  
REGULATIONS

[Home](#) > [About Us](#) > [Newsroom](#) > [News Releases](#) >

## 18F to Partner with Federal Agencies Providing Grants to State and Local Programs to Upgrade Digital Services

Washington — 18F, the team of digital technology consultants housed within the General Services Administration, today announced plans to expand its consulting and acquisition services to assist federal agencies that provide grants to state and local programs. Since its launch in March 2014, 18F has grown from 15 to 165 people and helps federal agencies build, buy, and share efficient and easy-to-use digital services. 18F will partner with federal agencies providing grants to state and local programs to offer them the same best practices of human-centered, agile, and modular design.

“Federal agencies already provide millions of dollars each year to fund state and local government technology projects,” said GSA Administrator Denise Turner Roth about the new practice. “Now even more Americans will benefit from the world-class expertise at 18F, while partnering with federal agencies that provide grants to state and local programs allows GSA to help stretch those dollars even further.”



# 10. LEGACY MODERNIZATION

Mass.Gov State Offices & Courts | State A-Z Topics | State Forms No Active Alerts | Skip to main content | English

The Official Website of the Executive Office of Health and Human Services (EOHHS)

# Health and Human Services

Departments & Divisions

Search... in Health & Human Services SEARCH

A-Z Topic Index | Health Care & Insurance | Consumer | Licensing | Provider | Researcher | **Government Agencies** | Departments

Home > Government Agencies > Departments & Divisions > MassHealth

## MassHealth

Apply for Health Coverage

MassHealth Members and Applicants

MassHealth Providers

Contact MassHealth


Resource Center


Member Library

Provider Library

### Welcome to MassHealth

In Massachusetts, Medicaid and the Children's Health Insurance Program (CHIP) are combined into one program called **MassHealth**. MassHealth members may be able to get doctors visits, prescription drugs, hospital stays, and many other important services at little or no cost.





Daniel Tsai  
Assistant Secretary for  
MassHealth

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**#StateWithoutStigma**  
The Stigma Of Drug Use Hurts. Recovery Is Possible.

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**Important Updates**

VIDEO: Learn about our website's new look

MassHealth Innovations

Subscribe | Learn more

**“This is an important step to creating a sustainable Medicaid program and improving how we serve the state’s most vulnerable residents. These changes will put the emphasis on improving the effectiveness and quality of care provided.”**

**- Marylou Sudders**  
**Secretary of Massachusetts’ Executive Office of Health and Human Services**



**MAKING INNOVATION HAPPEN**

# ESRI & GOVLOOP

## Meetups



## Online Trainings

The screenshot shows a web page for a training session. At the top, there is a navigation bar with the GovLoop logo and links for TRAINING, RESOURCES, TOPICS, JOBS, COMMUNITY, and ACADEMY. The main content area features a title 'MOBILE APPS EXTEND GIS BEYOND THE OFFICE' under the category 'GIS'. Below the title, it specifies the training date as 'October 15, 2015' and the time as '6:00 pm'. A green 'Register' button is prominently displayed. Social media sharing icons for Twitter, Facebook, LinkedIn, and Email are visible. The text of the training description follows, explaining the importance of mobile apps for field staff and detailing the topics to be covered, such as mapping, spatial query, and sketching. A list of bullet points highlights the 'AppStudio for ArcGIS' tool, noting its ease of use and multi-platform compatibility.

**govloop** TRAINING RESOURCES TOPICS JOBS COMMUNITY ACADEMY

GIS

### MOBILE APPS EXTEND GIS BEYOND THE OFFICE

Training Date: **October 15, 2015**  
Training Time: **6:00 pm**

[Register](#)

[Twitter](#) [Facebook](#) [LinkedIn](#) [Email](#)

People increasingly rely on mobile devices to access information. Field staff within organizations have the same expectation. They require fast, reliable location-based apps to get their jobs done.

Attend the next GovLoop & Esri Meet Up to explore easy-to-configure mobile apps that you can quickly put into the hands of mobile workers (or the public). These reliable apps enable people, who do not necessarily have any GIS experience, to do mapping, spatial query, sketching, GPS integration and GIS editing.

You'll learn about these innovative apps:

- **AppStudio for ArcGIS** lets you convert your map into sleek mobile apps that work on many platforms – no coding required. Deliver apps for Android, iOS, Windows, Mac OS X, and Linux and publish them to app stores in a snap.



## Resources



**GIS:  
THE ESSENTIAL TOOL  
FOR SMART COMMUNITIES**

INDUSTRY PERSPECTIVE 

### 7 STATE GOVERNMENT GIS INNOVATORS

9 Core Policy Areas of State Governments

AGRICULTURE ECONOMY EDUCATION ELECTIONS ENERGY ENVIRONMENT HEALTH & HUMAN SERVICES PUBLIC SAFETY TRANSPORTATION

Imagine being able to visualize your data as you could see the impacts of potential projects and decisions. You could do this by leveraging the rich, multi-layered geospatial information and precise data that is going digital, giving you the ability to see geographic trends and better understand them. GIS is changing the way you work. It's making it easier to see the big picture, and it's giving you the ability to integrate information for your constituents and to make decisions that will benefit your organization. That's the power of data and the application of innovative best-practice mapping and collaboration with the application.

**LOUISIANA**  
Louisiana's position as a GIS innovator has earned the state its reputation for maps and spatial data, making the state its most important GIS application.

**SOUTH CAROLINA**  
The Department of Health and Environmental Control (DHEC) is one of the first agencies in the state to use GIS for public health and environmental data.

**HAWAII**  
The State of Hawaii is using GIS to manage its natural resources and to improve its public safety.

**MONTANA**  
The Montana Department of Transportation (MDOT) has been using GIS for many years to manage its transportation infrastructure.



**MISSISSIPPI**  
The Mississippi Department of Transportation (MDOT) has been using GIS for many years to manage its transportation infrastructure.

**IDAHO**  
The Idaho Department of Transportation (IDOT) has been using GIS for many years to manage its transportation infrastructure.

**UTAH**  
The Utah Department of Transportation (UDOT) has been using GIS for many years to manage its transportation infrastructure.

CLICK EACH STATE TO VISIT THEIR GIS SITE

**How Esri is Helping:**  
Esri's ArcGIS platform provides a common way to share data, information, and facilities better. Esri's ArcGIS platform provides a common way to share data, information, and facilities better. Esri's ArcGIS platform provides a common way to share data, information, and facilities better.

# PEOPLE, PLACES, & PROCESS:

## THE IMPACT OF GIS & FACILITIES MANAGEMENT



# OTHER UPCOMING TRAININGS

4/20 Government Innovators Virtual Summit

8/1-2 NextGen Training Summit  
(in-person)

Sign up for more trainings –  
[www.govloop.com/training](http://www.govloop.com/training)

Access on-demand virtual trainings –  
[academy.govloop.com](http://academy.govloop.com)

# REACH OUT



## STEVE RESSLER

Founder, GovLoop

Steve@GovLoop.com

@steveressler

