

Improving Human Services through Technology

*Human Services Information
Technology Advisory Group
(HSITAG)*

Agenda

- Information Technology Association of America (ITAA)/HSITAG
- Introductions
- Recommendations
- Project Management
- Response

ITAA/HSITAG

- Founded 1993
- 25 active companies
- Mission
 - Legislation
 - Communication
 - Partnership



Introductions

- Connie Brines, Oracle Service Industries
- Marty Dunning, Sun Microsystems
- Susan Lerman, AMS
- Suzanne Scherr, EDS
- Bard Shollenberger, Lockheed Martin IMS
- Bob Stauffer, Deloitte Consulting

Summary Recommendations

- Putting business before technology.
- Sharing risk and responsibility.
- Removing barriers.
- Demo'ing integrated delivery.
- Improving project management.
- Implementing.

Business Before Technology

Define and validate program delivery objectives to drive IT decisions...

Not the other way around!

Risk and Responsibility

Increase the probability of project success through a balanced foundation of risk and responsibility.

Barriers

Encourage creative program and IT implementations by removing real and perceived funding and policy barriers and limitations.

Demonstrations

Create specific authority, flexibility
and incentives for integrated
program delivery demonstrations.

Project Management (PM)

Form a virtual academy for project management training and certification for IT implementations.

Project Management Stakeholders

- State, County or City
- Program and IT Staff
- Public/Private Partners

PM Stakeholder Associations

- Rockefeller, Casey, Pew, other foundations
- ITAA and HSITAG
- Project Management Institute
- US HHS, USDA, USDOL
- APHSA, NCSL, NGA
- CWLA, NCSEA, other program-specific organizations



PM Methodologies

- Promote regular communication
- Lower risks
- Define achievable results
- Ensure realistic timelines
- Predict system impacts
- Focus on total life cycle

PM Shortfalls

- Managed expectations
- National perspective
- Apolitical impetus
- Consistency
- Clearinghouse for methods and training
- Funding for training government staff
- Access to best practices
- Certification requirements

“Potential” Solution

- National Council of Acquisition Professionals
 - Clearinghouse of courses
 - Joint certification standards

Task Force

Convene a task force to evaluate and implement recommendations in GAO report.

Technology is a tool, not a goal.



Response

