Unlocking the Potential of Government Records Data

Turning Stored Records Into Usable Information
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Key Takeaways

Data vs Information
Data is what you need to do ANALYTICS. Information is what you need to do BUSINESS.

Why Measure?
What gets measured, gets managed.

Change Management
Change management is people focused.

Process Improvement
Process Improvement is product focused.

Transforming Data Into Information
Louisiana Department of Environmental Quality and Louisiana Department of Transportation and Development Successful Transformations
Data is raw, unorganized facts that need to be processed. Data can be something simple and seemingly useless until it is organized.

When data is processed, organized and presented so that it is made useful, it is called information.

<table>
<thead>
<tr>
<th>Data</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data is an individual unit that does not carry any specific meaning.</td>
<td>Information is data that has been analyzed and presented in a meaningful manner.</td>
</tr>
<tr>
<td>Data doesn’t depend on information.</td>
<td>Information provides context for data and enables decision making</td>
</tr>
<tr>
<td>Data can be qualitative or quantitative.</td>
<td>Information is accurate, complete, consistent, and timely</td>
</tr>
</tbody>
</table>
Information Chaos
Avoiding Information Chaos

1. Keep it simple
2. Keep it relevant
3. Keep it clear
4. Provide balanced information
5. Provide timely information
The Importance of Measurable Data / Baseline Data

1. Without baseline data it would be difficult to measure progress of a project and to assess the impact.

2. Set realistic goals and measure progress towards them.

3. Maintain accountability, informing what difference the project is making.

4. Inform and motivate stakeholders to pay attention to certain issues.

5. Provide justification for policies.

6. Shape expectations and communication strategies.
Visualization is Important

Data Only

<table>
<thead>
<tr>
<th>Option</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option 1</td>
<td>15</td>
</tr>
<tr>
<td>Option 2</td>
<td>12</td>
</tr>
<tr>
<td>Option 3</td>
<td>8</td>
</tr>
<tr>
<td>Option 4</td>
<td>7</td>
</tr>
</tbody>
</table>

Compare Data

<table>
<thead>
<tr>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option 1</td>
</tr>
<tr>
<td>Option 2</td>
</tr>
<tr>
<td>Option 3</td>
</tr>
<tr>
<td>Option 4</td>
</tr>
</tbody>
</table>

Trend Data

Trends in Context of Goal
Business Measures

- Client Satisfaction
- Employee Satisfaction
- Costs
- Market Share
- Revenue
- Efficiency
Data Governance is Key

- Ownership
- People/Processes
- Establish Metrics
- Technology
- Quality Checks

Goals
The Prosci ADKAR Model

**Change Management**

- **Pre-contemplation (Awareness):** Make employees aware of the change
- **Contemplation (Desire):** Instill a desire to change
- **Preparation (Knowledge):** Teach employees how to make the change
- **Action (Ability):** Transform knowledge into the ability to make the change
- **Maintenance (Reinforcement):** Make the change permanent by reinforcing new methods
Process Improvement

1. Inventory Existing Business Processes
2. Identify Opportunities for Change
3. Analyze Benefits & ROI of Potential Improvements
4. Develop AS-IS / TO-BE Workflow Diagrams
5. Workflow Diagrams used for System Selection
6. Workflow Diagrams refined during Vendor Discovery
7. Workflow Diagrams guide development of Test Scripts
8. Workflow Diagrams support future change efforts

Change Mgmt
Data/Info
Why Measure
Takeaways
Transformation of Government Records Data

Electronic Document Management System

System of Engagement
Louisiana DEQ EDMS Application

Change Roadmap

Current State
- Outdated look and feel
- Steep learning curve
- Limited search capabilities
- Limited functionality
- Limited customization

Future State
- Modernized look and feel
- Easy-to-use, intuitive screens
- Expanded search capabilities
- Enhanced functionality
- New customization options

The Prosci ADKAR Model
Louisiana DEQ EDMS Change Management

- **Awareness**
  - Opinion survey to solicit feedback and introduce planned changes
  - EDMS Project News and Discovery DEQ

- **Desire**
  - Identify change champions
  - Communication, word of mouth, and consistent messaging

- **Knowledge**
  - Introduce new features (video, sneak preview)
  - Develop training and job aids, help videos, user testing

- **Ability**
  - Leverage users who embrace new system
  - Timely response to questions or concern
  - Make use of new system the new normal
  - Redirect, phase-out outdated functionality

- **Reinforcement**

https://edms.deq.louisiana.gov/edmsv2/quick-search
Google Analytics
EDMS leverages Google Analytics to track key statistics and demonstrate return on investment (ROI)
• Real time usage data
• Reports and analysis
• Prepare charts and graphs

https://edms.deq.louisiana.gov/edmsv2/quick-search
Louisiana DOTD’s System of Engagement

Brad D. Doucet
Director – DOTD Enterprise Support Services
Getting Started

• Overall goal of providing DOTD with a centralized enterprise destination where employees and partners can consume, analyze, and contribute to enterprise data
  - Initial SoE discovery in Spring 2018

• Sought to enhance and leverage the DOTD Enterprise GIS infrastructure and maximize the use of technology that DOTD already owned

• With strong support from DOTD executives, we developed a strategy to leverage location as the key to connecting disparate business systems
  - SoE implementation kicked off in Fall 2018
DOTD System of Engagement (SoE) Approach

- Reusable services to access data from business systems
- Suite of apps utilizing one or more web services
- A single destination to find/share apps & content
- Leverage existing systems

**Apps**
- App 1
- App 2
- App 3
- App 4
- App N

**Services**
- Data Service 1
- Data Service 2
- Data Service 3
- Data Service 4
- Data Service N

**Business Systems**
- Asset Mgmt
- Projects
- Safety
- Overweight
- 311
- Emerg Mgmt
- Etc
Snapshot of Apps Released in First Cycle

Landing Page

511 Road Closure

Highway Project Viewer

Help Ticketing

Open Data

Traffic Study Scheduler

Traffic Study Viewer
Impactful Example of Early Success

- Paper forms converted to field mobility apps
- Diagrams created in Paint now use Ops Dashboard for automation
- Enterprise Sites pulls 10 apps together seamlessly
- Significant labor hours saved
Snapshot of Apps Released in Second Cycle

- Port Inspection Data Dashboard
- Port Inspection Form
- Port Inspection Data Viewer
- Traffic Study Data Dashboard
- Port Inspection Results
- Highway Inventory Data Viewer
- Dams Data Viewer
- Levee Data Dashboard
- Levee Data Administrator
- Federal Funds Balance
- Bridge Information Tool
Another Impactful Example of Success

• Search, query, and export data on bridges
• Data is pulled from multiple authoritative sources and accessed through a single application
• Provides basic information for bridge projects, bridge inspections, bridge roadways, posted bridges, scour critical bridges, and more!

Bridge Application Demo
Key takeaways

- About 50 new apps have either been released or are in process to be released soon
- About 1,500 unique SoE Portal user accounts created
- Some of the most viewed individual SoE apps to date include:
  - Open Data – Over 10,000 views
  - Dams Collector App for Contractors – over 1,750 views
  - Bridge Information Viewer – over 1,700 views
  - Levee Data Viewer – over 1,500 views
  - HIDV – over 1,350 views
Key takeaways

- The growing collection of interconnected SoE apps, organized by business function, are improving decision making and saving time in the search for data and insight across DOTD and for our partners.

- As more SoE apps are developed, the functionality of existing apps are expanded, and more authoritative data sources are tapped, the more users of the SoE at DOTD can incorporate these tools into their daily work processes.

- The SoE is serving DOTD in our ongoing efforts to achieve our mission of delivering a safe and reliable infrastructure system that enhances mobility, economic opportunity, and public confidence.
Questions?

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