

RE: Wednesday Message from Bill Crowell

All OIS staff members receive the Wednesday Message every other week from CIO Bill Crowell. If you have questions or comments about this message, please reply directly to this email.

Hot Topics in this Message:

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Four Major OIS Goals from the CIO

We had a positive and productive OIS all-staff meeting, April 14, kicking off my tenure as CIO here. We heard about the importance of our work from DHS Director Gary Weeks, Deputy Cindy Becker, and Chief Administrative Officer Clyde Saiki.

As a part of this meeting, I defined four major goals for the department. These include:

1. Alignment – This means that we need to be sure that our work is aligned with the needs and requirements of the state, the department, and the clusters.
2. Customer Service – Our top priority is to serve the needs of our customers. This will be key to all the work that we do.
3. Professionalism – It should be clear that our customers will set the agenda and the priorities for our work. But we in OIS have a professional responsibility to guide the decisions made, to ensure that the most effective alternatives and solutions are considered.
4. Productive Workplace Environment – OIS will maintain an environment that encourages diversity, empowerment, accountability, effectiveness, efficiency and having fun doing the work.

It is also important for all of you to know about my key commitments to you and the department. These include first and foremost -- listening -- to make sure that I am aware of the issues, concerns, and options. I am also committed to setting a clear direction for OIS and in aligning our resources to meet critical needs.

In the next month, I will be meeting many of you as I get oriented to OIS and the issues that we face. Please feel free to use this OIS CIO mailbox as a place to ask me questions or issues, as they will be tracked and responded to in a timely manner.

If you were unable to attend the OIS all-staff meeting, I encourage you to review the videotape. Tapes will be available within the next week for checkout at the main reception desks at the HSB (5th floor); PSOB (8th floor); Church St., and Parkway (2nd floor). CRM staff can checkout a copy by calling the HSB 5th floor receptionist at 503-945-5612.

Data Center Consolidation Update

OIS staff members continue to inventory the DHS infrastructure components and network devices as a part of Phase 1 of the data center consolidation enterprise initiative. Phase 1 is expected to be completed by September 2004. Phase 2 is the implementation of the state-approved consolidation plan, dependent upon the business case identified in Phase 1. The timeline for completion of Phase 2 is approximately 18-24 months. It is hoped that the majority of the hardware and software inventory will be completed by the end of this week. Interviews with the Accenture team and select individuals are continuing. The project is still on track to meet the desired time line for developing a business case and high-level implementation strategy by June of this year. OIS will be scheduling a meeting with the DAS deputy CIO for potentially affected and other interested parties to learn more and ask questions. The date and time of this meeting have yet to be determined.

Project Updates

PC Replacement – DHS currently has desktop computers throughout the department that range from very low-end models incapable of running core applications to fully functional ones. The PC Replacement Strategy Project will develop a strategy for computer replacement by first inventorying department machines and then developing a plan that provides alternatives and costs for upgrading older computers. An ongoing annual replacement strategy will also be created. Estimated completion of this project is August 2004.

Project Management Office (PMO)

Over the last six to eight months, OIS staff have focused on fixing some key areas identified by customers and staff via the "What's Working, What's Not" exercises.

An area that was noted highly by our customers and staff to be "working" was the OIS Project Management Office (PMO). This accomplishment and its successes are attributable to many factors including: support to form the unit and create processes, regular training and mentoring, easy access on a public website, and dedicated staff who have used and supported the PMO processes. OIS has received kudos for the work accomplished from many other state agencies, from other states including Utah, Ohio, Minnesota, Florida and from other countries including Saskatoon, Canada and Buenos Aires, Argentina.

OIS is committed to continue those things that are working and adding value - like the PMO. We plan to hire a new PMO manager to ensure that the success and recognition

continues and to continue to focus the PMO on the objectives that have made its use successful in the past and in the future. These objectives include: increasing consistency in OIS project management for higher quality and efficiencies, increasing integration of work, increasing cross project sharing and teaming, increasing the organizational understanding of what commitment is necessary for a successful project, establishing written agreements between the customer and OIS on project work, and increasing the ability to evaluate and recommend whether a project should be started based on a cost/benefit value.

Success Story

Beginning this week, each Wednesday message will include some success stories involving OIS staff solving problems, providing excellent customer service, and/or doing work that was above and beyond what was expected.

Automated Client Notices – Large Font: This project – to automate client notices in large font – has recently been recognized by DHS as one that will help the customers and save the department money. Clients who need materials in large font will now be able to receive their correspondence two to three days earlier, because it will no longer need to be converted by the Alternate Format Contractor. In the past three months alone, the department spent in excess of \$50,000 converting correspondence, money that will now be able to be saved due to OIS' efforts. Thanks to the project team for all your hard work including OIS team members Leo Ott, Greg Kopac, Esther Preston and Paul Kilgore and DAS Print Plant staff: Karen Adams and Rich Morgan.

Thanks to Fariborz

As you know Fariborz Pakseresht, Deputy Chief Administrative Officer, has co-managed OIS these past nine months, along with Deputy CIO Kristen Duus. Fariborz will be slowly transitioning back to his deputy CAO position over the next month. He was recognized at the all-staff meeting for all of his hard work and dedication to OIS.

Reminder: OISter Stew Survey

The OIS Executive Staff would like all OIS staff to fill out the survey on the OISter Stew newsletter. You can find the survey by clicking on this link:

<http://dhssurveys.hr.state.or.us/inquisite/data/oisterstew/oisterstew.html>

The survey takes about 5 to 10 minutes to complete. Feedback from the survey will help determine the future of the internal OIS newsletter. You have until Apr. 30 to complete it.

ASK OIS: Q and A

Q. I have noticed numerous IS positions opening here at the Parkway. Some of these positions seem very similar to those that were eliminated in the February 28, 2003 layoffs. This doesn't seem fair to the folks that lost those positions last year. Can you address this?

Elimination of positions is always difficult, especially for a service organization such as OIS where the demands already seem higher than our ability to meet them. Eliminating positions makes doing our jobs even tougher. Last year though, we were faced with a directive and we considered many factors in determining which positions would be eliminated. These included federal and legislative mandates, department priorities and related cluster cuts. We were forced to make cuts and they were painful.

Within the past year, we have received very few new permanent positions. Those that we have received are tied directly to projects with long-term impacts such as the Home Care Commission. Most of the rest of the recruitments have been limited duration positions intended to satisfy short-

term projects. It is unfortunate that we have had to go through these lay-off/hiring cycles but as public employees we must follow the directives of the legislature, who represent the people of the State of Oregon.

Do you have questions about OIS?

As part of our 90-day Communication Action Agenda, we are providing a feedback loop – four ways for OIS staff to ask questions either anonymously or by identifying yourself.

- ASK OIS boxes are at the front reception desk on the fifth floor in the DHS building. Boxes are also available at the Parkway Building and the Portland State Office Building.
- Mail in your question to: ASK OIS, DHS, 500 Summer St., Salem OR., 97301;
- Call in your question to OIS Communications, 503-945-5922; or
- Email in your question as a reply to this OIS CIO mailbox.

These questions will be addressed on a first-come, first-served basis in each Wednesday Message.

Thought of the Week

“Change your thoughts and you change your world.”

Norman Vincent Peale (1898-1993)