

CIO Report

"Providing exceptional information services committed to fulfilling the DHS mission."

Message from Rick Howard, CIO



Getting the word out to OIS and beyond

As the length of this *CIO Report* suggests, there's a lot of innovative IT work going on at OIS.

While many of these exciting developments are circulated through e-mail or by word-of-mouth, I believe it's important to record them in a format that reflects the same quality of the achievement itself.

In the next few weeks, [Natalie Barnes](#) will be developing and coordinating an "internal news release" process for the OIS audience that consistently communicates the value of IT.

In the meantime, if you want to acknowledge other good work going on at OIS, or have any questions or concerns, send your comments via the usual channels: an email to OIS CIO, a message to the OIS CIO wiki, a note in the ASK OIS boxes at the reception areas at HSB, Parkway and PSOB, or talk to your supervisor or manager.

- Rick

OIS innovation continues during reorganization

With the *Vision 2008* (V08) project in full swing for the past few months, I haven't found the time to keep to a regular publishing cycle for the *CIO Report*. As we approach the final stages of the restructure effort, I intend to get back on track sending this report to you each month.

In the meantime, you've been receiving regular V08 updates from project manager [Nancy McIntyre](#). We've held brown bag sessions in Portland and Salem (and plan to hold more soon), and made presentations to sections and teams. We also gave a project update at the April all staff meeting.

Various sessions and team meetings continue to be held to work out the details of the new organization. Through it all I've met frequently with staff and IT stakeholders to listen to what's going well or not. Thanks to your candid feedback and participation, we've made many quick adjustments along the way. More often than not, we've been able to immediately resolve the issues and uncertainties that naturally arise during an organizational change of this size.

Despite the magnitude of the transition to a hybrid organizational structure, you've continued to do your daily work without disruption to the partners and customers who depend on our services. Even more impressive is the steady march of innovation and process improvement underway at OIS while continuing to meet our everyday commitments and implement a major reorganization. Here's an example:

Oregon Health Plan reservation list

When OIS successfully delivered the online Oregon Health Plan (OHP) reservation list in January, it was a significant step in providing an innovative way for clients to apply for benefits.

As I stated in my May 2007 column, the word that best applies to the information systems DHS will need in the future is "more" – more online Web services, more system integration and interfacing, more data exchange, and more timely, accurate and actionable information.

In fact, this notion has been reinforced at the DHS community forums currently being held around the state by director Dr. Bruce Goldberg, where we are hearing that:

- *People want more direct online service with less waiting*
- *People want one-stop shopping with one application for all services*

The reservation list was a particularly critical project for OHP. It was the first time the standard health plan had openings available since 2004. Nearly 91,000 poor, uninsured Oregon adults

(continued on the next page)

“More than 90,000 poor, uninsured Oregon adults put their name on the list for random drawing to apply for a limited number of openings.”

put their name on the list for a monthly random drawing to apply for a limited number of openings. People could request to place their name on the list by phone, mail, fax, in person at branch office or online. About 43% registered on line which greatly reduced staff needed for the call center. Of that amount, 14% were entered by someone for another person (a caseworker, advocate, family member or friend).

The work on the reservation list led by [Paul Kilgore](#) and assisted by the team of [Nilinikant \(“Vijay”\) Arekapudi](#), [Craig Arnett](#), [Paul Carr](#), [Alma Estrada](#), [Ken Evans](#), [Peggy Pierre](#), [Pat Priem](#), and [Glenn Snyder](#) represents a new era for OIS — one where we quickly and effectively produce IT solutions for DHS and the citizens of Oregon.

Gaining momentum in the right direction

Since January there have been many other notable successes. While the following list is far from complete, these examples show that OIS is gaining ground on many fronts.

DHS Service Desk resolves 70% of requests

In April the OIS Service Desk reached a team goal of resolving 70% of the requests they received. In comparison, there was a 65% resolution in April 2007.

As impressive as a 5% increase may appear to the end user, it doesn't tell the whole story. In April 2008, there were 8,576 service desk tickets created, a 43% increase in volume from one year ago. There were 6,032 tickets resolved, up 53% from 3,921 in 2007. But here's the real story: productivity increased 15% in ticket creation and surged by 23% in ticket resolution!

To better understand the effort required by each Service Desk representative to achieve this goal, consider this: in one month, each person on average created 430 tickets, resolved 300 of them, and responded to 550 calls.

With statistics like these, it's clear that manager [Jake Murray](#) and the entire [Service Desk team](#) are well on their way to providing “world class” levels of technical support for our DHS customers.

New perpetrator database launched

In 2005, DHS deputy director [Clyde Saiki](#) issued a challenge to IT manager [Leo Ott](#) and his team – create a way to track child abuse perpetrators in the Family and Children Information System (FACIS). Clyde had been told previously it couldn't be done, but Leo made a commitment to see the project through.

This April a FACIS application was launched to support the new DHS Perpetrator Database. Not only did Leo and his team fulfill their promise, the new application has had little impact on existing systems or business processes and is easy for users to learn, making it even more effective.

After the first month on line, the new database had already been accessed nearly 1,000 times and had accumulated a list of about 1,100 perpetrators – people who will not be able to “fall through the cracks” any longer when DHS and partners make background checks.

In the future the system will be modified to also track people who abuse seniors and people with disabilities.

(continued on the next page)

“(Perpetrators) will not be able to “fall through the cracks” any longer when DHS and partners make background checks.”

This is a tremendous example of teamwork between OIS and our business partner, the Children, Adults and Families Division – and vulnerable people in Oregon are safer because of it.

Congratulations to Leo and the core team who saw this project through: [Rudy Appleby](#), [Nalinikant \(“Vijay”\) Arekapudi](#), [Margret Armantrout](#), [Lee H. Brown](#), [Anne Christy](#), [Stacey Daeschner](#), [Lucy Edwards](#) and [Harriet Robbins](#).

Chemical Stockpile Emergency Preparedness Program (CSEPP) exercises

The Customer Service and Support team in Public Health continues to participate in emergency preparedness exercises that help improve the state’s capacity to respond to an emergency. Team members are [Cliff Brooks](#), [Evan Burkey](#), [JL Burkleo](#), [Eric Docherty](#), [Rick Dunbar](#), [Kent Lindell-Ross](#), [Kurt Modahl](#), [Jean Smart](#) and [Debra Thompson](#).

OIS technology services catalog online

OIS made a major leap forward in following IT infrastructure library (ITIL) best practices with the release recently of its online service catalog. Congratulations to the core team of [Heather Crawford](#), [Tonja Doeden](#), [Linda Kilgore](#), and [Melody Riley](#) for this accomplishment. IT services will continue to be added to this excellent customer service tool as they are available. Check it out at the link here.

AS/400 decommissioning

On May 1 the AS/400 at the Oregon State Hospital was formally decommissioned without incident as the last of its legacy applications were fully converted to Cold Fusion, MS Access and DB2. Several key people worked on this project over the past three years: [May Ellen Altree](#), [Chris Betts](#), [Nancy Coddington](#), [Diana Marshall](#), [Joan Riley](#), [Steve Simmons](#), [Jim Freeman](#) and [Rose Martin](#), who have both since retired.

Public Health Information Network messaging (PHIN)

As highlighted at the April OIS all staff meeting, Oregon became the first state in the nation to send a PHIN-compliant message to the Centers for Disease Control and Prevention (CDC) for the early detection of disease outbreaks. To further OIS’ national status, the CDC has asked Oregon to be the pilot for the new PHIN certification process. Core team members working on this project included [James Foster](#), [Don Landaker](#) and [Chris Wilch](#) in Salem, and [Bruce Farmer](#), [Brady Gearing](#), [Shawna Job](#), [John McAdams](#), [Jean Richardson](#) and [Susan Strohm](#) in Portland.

Inquisite survey tool installed

[Jack Doyle](#) spearheaded an effort to bring a powerful survey system called Inquisite online as a cost-effective solution to meet the growing demand of survey services. This was a partnership effort between DHS, the Oregon Education Department and the State Data Center.

I congratulate all of you who were involved in this impressive list of accomplishments. Projects like these continue to increase the capacity of OIS to deliver IT solutions to the DHS business partners we serve.

“OIS made a major leap forward...with the release of its online service catalog recently.”

“Oregon became the first state in the nation to send a PHIN-compliant message to the Centers for Disease Control and Prevention.”