Doing Things Differently

Don’t Be Afraid
Presenters

Brian Johanpeter
Information Technology Director
City of Mattoon

Dave Buwick
Chief Information Officer
DuPage County Health Department
Disclaimer

- The work here is that of Dave Buwick and Brian Johanpeter personally.
- The views or opinions expressed do not reflect that of our employers.
Objectives

Purpose

Explore ways technology can help you do things differently, not for the sake of change, but for the sake of improving efficiencies and the organization as a whole.
Agenda

- Discuss Perspective
- Explore Change
- Avoid Landmines
- Review Examples
Our Perspective

- Historical
  - IT grew out of Finance

- Current
  - Missions of Service
  - See entire organization
Our Perspective

- Future
- Holistic View
- Outsourcing
What is Change?

“alter, vary, modify mean to make or become different. change implies making either an essential difference,”
www.merriam-webster.com/dictionary/change

Actions:
- Cause
- Exchange
- Become
Attributes of Change?

- Inevitable: “The only thing you can be sure of in life is change.” - Mike Ditka
- Embrace it, be proactive
- Don’t wait for it to find you
What Causes Change?

- Problems / Crises / Emergencies
- Economic Factors
- Board / Council Initiatives
- New Leadership
- Reorganization
- Technology
Why Do We Resist Change?

- Physiological Fight or Flight
- Fear of Failure
- Difficult / Too Much Work
- Polarizing: Fear of People Not Liking Us
- We Don’t Want to Change
- High Risk: Hero or Goat
Change Management Tools

- Change Management Plan - PMI
- Strategic Planning
- Quality / Performance Management
- Networking / Trends
- Focus Groups / End-user Groups
- Resources - Printed Materials
- Inter-Agency Collaboration
Approach

Proposing Change Vs. Implementing Change
Landmines
Landmines

- Lack of Leadership Support / Sponsorship
  - Project Charter

- Don’t Involve Stakeholders
  - Need Collaboration

- No Project Management Methodology
  - No Change Management Plan

- Rely Too Much on Logic / ROI

- Lack of End-User Involvement- All Levels

- Rush to Implement
Real-World Examples

- Success: eAgenda Project
- Unsuccessful: Quality Management Balanced Scorecard
- TBD: Utility Billing Project
- Success: Open Checkbook
eAgenda Project

- Leadership Support and Sponsorship
- Project Management Methodology
- Dedicated Project Manager
- All Level Stakeholder Involvement
- Patience
- Vision Statement
- Hand-Picked Project Team
- Marketing Plan
Quality Management Balanced Scorecard

- Overly Complex
- No Complete Leadership Buy-In
- No Clear Benefits / ROI
- Top Down - No Staff Buy-In
- Poor Communication
- No Change Management Plan
- Link to Merit
Utility Billing Project

- Utility Billing Printing
  - Problem
  - Solution
  - Status
Open Checkbook

- Legacy Finance & Payroll Systems Reporting Difficult
- Data Warehouse Reporting Still Difficult
- Third-party Tool - Socrata Granular Reporting Online and On-demand
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- **Bank Code:** 00
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After (Summary view of a Vendor)
# After (Checkbook view)

![Checkbook view of Urbana Open Expenditures](attachment:image.png)

## Checkbook

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Open Checkbook

▶ Demonstration

http://bit.ly/2aZ6j0B
Doing IT Differently

- Data Cubes in Excel
- “Open/Shut” Book
- Multi-Agency Collaboration
- Audience Participation
Review

- Discuss - Perspective
  All data and $ flow through IT and Finance

- Explore - Change

- Avoid - Landmines

- Review - Examples
References

- Change Intelligence, Barbara Trautlein, PHD
- Project Management International
Questions
Contact Information

- Dave Buwick
  Dave.Buwick@dupagehealth.org

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  JohanpeterB@mattoonillinois.org

- GMIS Illinois
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  membership@gmisillinois.org