



IT Shared
Service

2-27-18 SMUG Meeting



Agenda

2:00 - 2:15 – Jodi Uecker

2:15 – 3:00 – Cliff Heyne

3:00 – 3:10 – Break

3:10 – 3:50 – Workshop

3:50 – 4:00 – Close



IT Shared
Service

Citizen Experience Introduction

Jodi Uecker
North Dakota Chief Operating Officer



A night landscape featuring a starry sky with a glowing aurora borealis in shades of green and blue. Below the sky is a dark horizon line, and in the foreground, a dirt road leads through a field of green crops. The text is overlaid in the center of the image.

EMPOWER PEOPLE
IMPROVE LIVES
INSPIRE SUCCESS

STRATEGIC INITIATIVES





CITIZEN FOCUSED

North Dakota Department of Land Resources

Quicklinks

SURFACE MANAGEMENT

North Dakota ND Public Finance Authority

Welcome!

NDPA is pleased to have you on our website. We are committed to providing you with the most current and accurate information available. We encourage you to explore our website and contact us if you have any questions or need assistance.

North Dakota Department of Labor and Human Rights

WAGE & HOUR DIVISION

HUMAN RIGHTS DIVISION

EDUCATION & RESOURCES

North Dakota Game and Fish Department

Seasonal Shortcuts

WILD WATCHABLE WILDLIFE PHOTO CONTEST WINNERS

North Dakota Department of Health

2017-2019 Legislatively Approved Budget and Session Information

2017-2019 Legislative Approved Budget and Session Information

North Dakota GIS Hub Data Portal

New GIS Hub Data Portal - The GIS Hub Data Portal has been upgraded!

SUPPORT WE'RE HERE TO HELP!

SERVICES WHAT DOES IT OFFER?

STATEWIDE ALLIANCES VIEW OUR PARTNERS.

North Dakota WSI Workforce Safety & Insurance

Workers

Employers

Medical Providers

North Dakota Department of Transportation

DOT TRAVEL INFO MAP

DUI ARRESTS

UPCOMING TRAINING

North Dakota Department of Health

2017-2019 Legislatively Approved Budget and Session Information

2017-2019 Legislatively Approved Budget and Session Information

North Dakota Oil and Gas Division

Welcome to the North Dakota Industrial Commission, Department of Mineral Resources, Oil and Gas Division, home page.

Rules Approved by the Commission

Rule Changes Fall Notice

General Guidelines for Temporary Abandonment of Wells

Bakken and Three Forks Information!

North Dakota WSI Workforce Safety & Insurance

myWSI

We are proud to introduce our new online portal, myWSI take a look! myWSI.workforcesafety.com

North Dakota Department of Transportation

TRUCKING TIP

January Trucking Tip: for road and trailer information, call 511 or visit: <http://www.ndot.nd.gov/travel-info/>

North Dakota Department of Health

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North Dakota Office of the Governor

Doug Burgum - Governor of North Dakota

Minot State University January 28th @ 10am CT

North Dakota Parks and Recreation Department

ND HOSTS RMSPEC 2018

MAKE A RESERVATION

New Permit Available:

North Dakota Job Service ND Mobile

Recent News

Upcoming Job Fairs

Individuals

Business

Resources

North Dakota Office of Management and Budget

OMB Home

Agency

Public

State Employee

Vendor

JOBS SEEKERS

STATE SURPLUS PROPERTY

TRANSPARENCY



IT Shared
Service

Citizen Experience Strategy



Governor's challenge

How do we provide a consistent, end-to-end experience across all channels and departments?

Becomes

Our mission

To provide a consistent, end-to-end experience across all channels and departments

DHR licenses



2 Licenses

Department of Human Services

Child Placement Agency

Distributed by Department of Human Services

[View Details](#)

The Department of Human Services approves and licenses Child Placement Agency (CPA) for youth ages birth to 20, who are placed in out of home care. This includes Treatment Foster Care (TFC), Independent Living Programs (ILP) and Adoption Agencies.



Valid for 2 years
Last revised : No Date



60 days
Approval time



\$0
Application cost



30-60 mins
Average completion time



[Home](#) » [Popular Topics](#) » [Sales Taxes](#)



Sales Taxes

State and local sales taxes pay for services such as improving water and sewage systems and supporting public schools.

What You Should Know:

- The state collects a 4% sales tax on purchases of goods, and each county determines its own local sales tax rate.
- Businesses in Georgia must use the [Georgia Tax Center](#) to file sales tax returns. Electronic filing is easier and faster than paper filing and gives you more control over your accounts and archives of records.
- Businesses should file sales tax returns by the 20th of each month.

FAQs:

What are the sales tax rates in my county?

Review a [list of rates](#) by visiting the Department of Revenue's Sales Tax Division.

How can I find out if the state is offering sales tax holidays this year?



Affiliated Agencies

- [Georgia Department of Revenue](#)



Associated Services

- [Georgia Tax Center](#)

4.1.1	Multiple Notifications
4.1.2	Notifications Widget
4.2	Contextual Flyout Panel
4.3	Language Translate
4.3.1	Language Link/Button
4.4	Breadcrumbs
4.5	Pagination
4.5.1	Numerical Pagination
4.5.2	A-Z Pagination
4.6	Progress
4.7	Tooltips
4.8	Dialogs
4.9	Back to Top
4.11	Org Chart
4.12	Cards
4.12.1	Article Card
4.12.2	Event Card
4.12.3	Person Card
4.12.4	CTA Card
4.12.5	Stat Card
4.12.6	Government Card
4.12.7	Service Card
4.12.8	Agency Card
4.12.9	Video Card
4.12.10	Employee Cards
4.12.11	Social Card
4.13	Link Blocks
4.13.1	Section Navigation
4.13.2	Quick Links
4.13.2.1	Quick Links - Dates
4.13.3	Link lists

4.12.10 | Employee Cards

Employee cards to be used on Employee Directory detail pages



[View Source](#)

```
</> <div class="employee-card" itemscope itemtype="http://schema.org/Person">
  <div class="group">
    <div class="image-meta">
      
    </div>
  </div>
</div>
```



NEWS.DELAWARE.GOV



THE LATEST NEWS FROM THE STATE OF DELAWARE

News Menu

Categories

Select Category

Archives

Select Month

State Agency Newsrooms

External Links

Choose a Source

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Recent Headlines

Page: 1 2 3 > » of 1142 total pages



New Tax Refund Scam – It’s Not What You’d Expect

Date Posted: *Thursday, February 15th, 2018*

Categories: Department of Finance

The Delaware Division of Revenue would like to alert taxpayers to a new and growing scam involving fraudulent tax refunds being deposited into real taxpayer bank accounts. After the money is deposited, the crooks use various tactics to con taxpayers into turning over those funds. How does it work? Thieves are using schemes, including phishing, [...]

Read More...

BOS:311

Four ways to report non-emergency issues:



Call 311



Download the App



Tweet @BOS311



Use this site

Top Service Requests:

- [Report a missed curbside pickup >](#)
- [Get a pothole fixed >](#)
- [Get a street cleaned >](#)
- [Get rid of a big item >](#)
- [Request needle clean-up >](#)

- [Request graffiti removal >](#)
- [Report a broken street sign >](#)
- [Report a broken traffic signal >](#)
- [Pay a parking ticket >](#)
- [Report a street lamp is out >](#)

Search Online Services

[See All Services>](#)

FAQ

[Expand All >](#)

Only Achieved Through

**Whole of Government
Citizen Experience Strategy**

Mission

To provide a consistent, end-to-end experience across all channels and departments

Guiding Principles

Shared Capabilities

Harness shared capabilities to improve individual services

Citizen, not government centered

Adjust to citizen needs, not government needs

Multi-channel, unified delivery

Deliver an omnichannel experience that allows “any service, any device, anytime”

Data-based decisions

Use data to drive improvements, decision making, and proactive engagement

Enables Governor's Initiatives

Empower People - Improve Lives - Inspire Success

Main Street Initiative

Innovative Education

Addiction & Recovery

Reinventing Government

Tribal Partnerships



Cx Strategy

Citizen Experience Strategy

Digital Government asks:

How can we use technology to optimize, transform, and create services?

And focuses on:

- Data (UDP)
- Operational efficiencies
- Large scale business optimization
- Program efficiencies

Citizen Engagement asks:

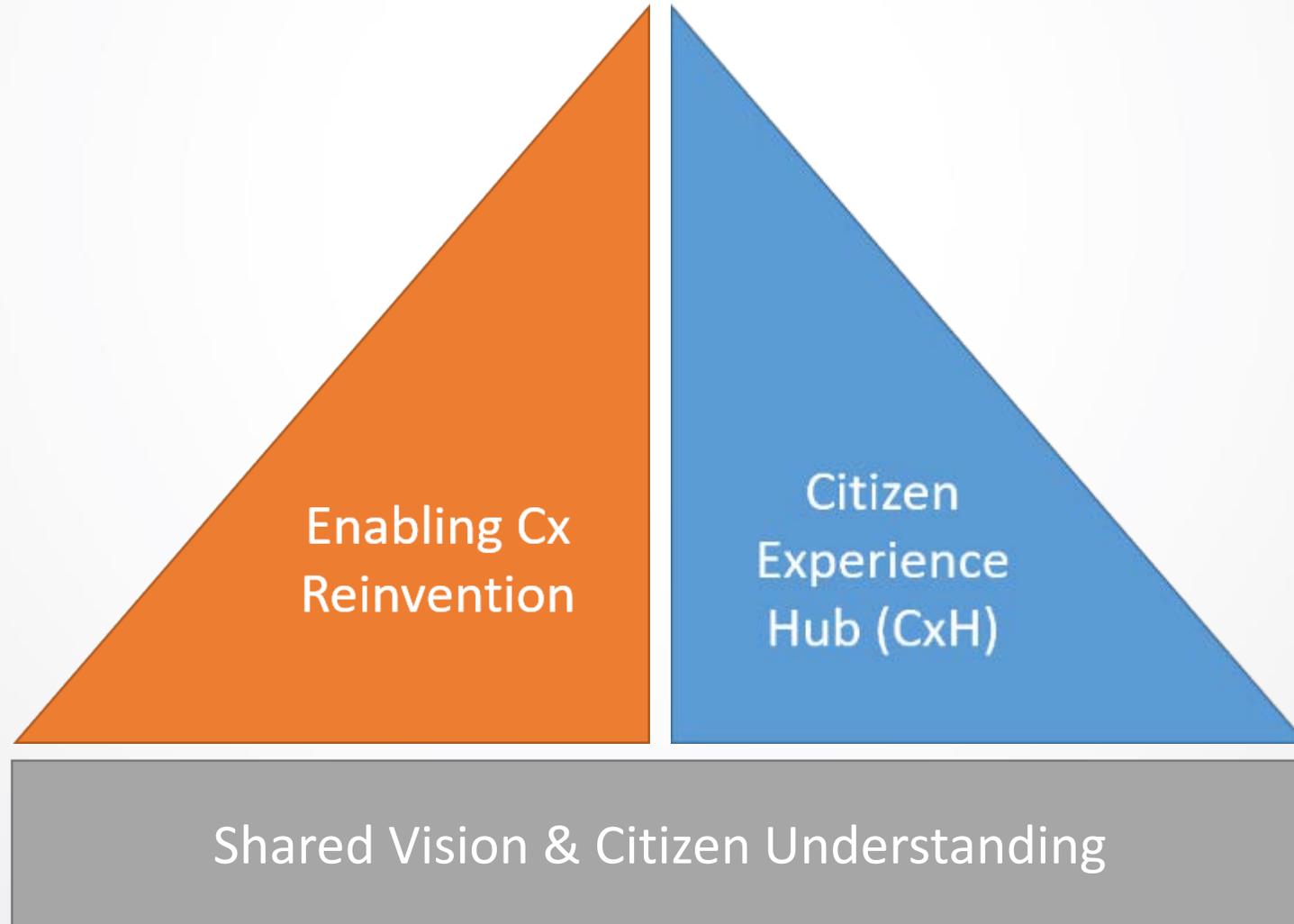
How can we work with citizens?

And focuses on:

- Participation
- Policy Creation Practices
- Open Data
- Feedback

All support and rely on
People – Process - Technology

Two-Pronged Approach



Citizen Experience Hub (CxH)

Mobile Cloud	CRM	eCommerce	Communication	Digital Asset Management	Governance Funding Process
	Feedback and Analytics	Portal	Digital Personal Assistants	Forms (Data collection)	
	Presentation	Website (CMS)	Social	Ideation	
Unified Data Platform, Identity and Security					
Transport (Connectivity)					

CxH: Where are we today?

160+ Siloed websites

Siloed social

No statewide service catalog

Agency/Project based funding

Partial Identity solution

Varied voice of customer (VOC) systems

No digital assistant integration

Limited CRM/ITSM use

Agency-level analytics (not enterprise)

Outdated state portal

Few enterprise comm. solutions

Silver Lining

Gov. support

Small =
Nimble

New
Technologies

Few Major
Systems

Partial
Identity
Solution

PIO/IT
Community

Experience

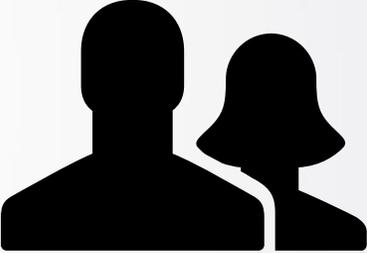
Local &
National
Communities

Enabling Cx Reinvention

Cx Initiative Approach



Cx Ambassadors



Training



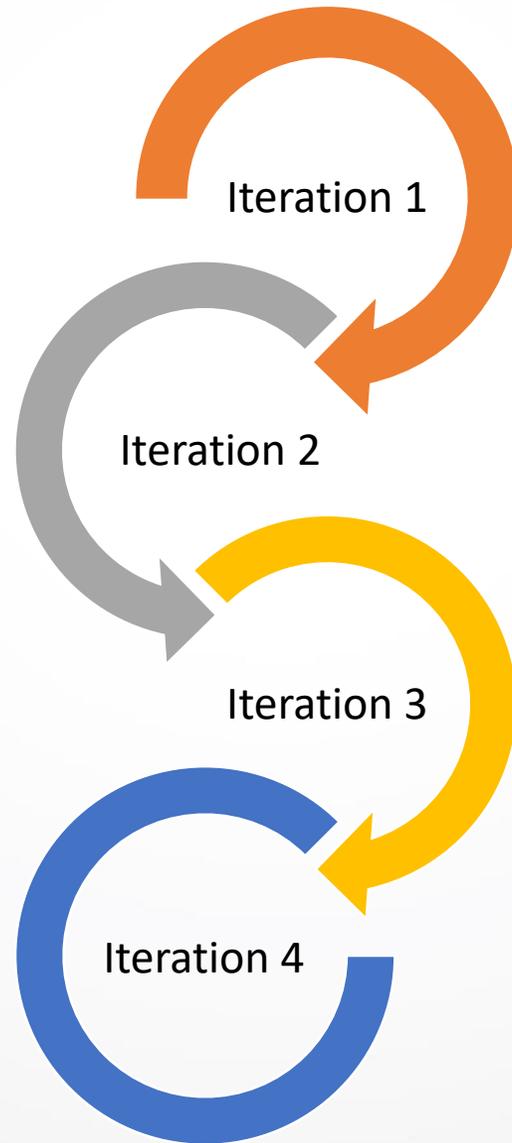
Tools



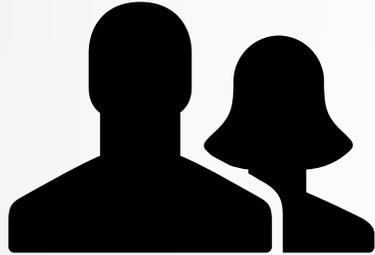
Cx Initiative Approach



Iterative



Cx Ambassadors



Cross-cutting
leadership team

Primary drivers of CxH
solutions

Training



Journey Mapping

Persona Creation

Cx Initiative Approach

Tools



Journey Map &
Persona Templates

VOC – Survey tool

VOC – Ideation tool

Further Considerations

- Funding
- Prioritization
- Governance
- Standards
- Architecture
- Resources

Next Step

Gain Understanding

- Personas
- Ideation platform
- Journey mapping
- Service Catalog
- Service feedback approach
- CxH Inventory

Looking Ahead



What does this mean for me?

- Consider Cx Ambassador
- Run effort through Cx Initiative Approach
- Participate in the conversation
- Rename SMUG

Group Activity

- 2x 10 minute sessions
- 10-15 people per group
- Sessions
 - Data, Identity, Security – Shawn Riley
 - Service Catalog and Personas – Gary Vetter
 - Journey Mapping – Kristin Byram
 - Cx Initiative Approach – Justin Data



THANK YOU