



Specific Outcomes and Performance for Citizen-Centric Appropriation

Required by Section 837 of Public Act 107 of 2017

Prepared for
House and Senate Appropriations Committees

Department of Technology, Management and Budget
Center for Shared Solutions
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Program Description:

The Citizen Centric Government (CCG) program is a digital transformation initiative. The programs goals are to create and maintain the foundational elements to enable the digital transformation of State Services and to meet the objectives outlined in Executive Order 2016-24. This is achieved through several initiatives that directly impact our citizens and improve agency processes creating efficiencies and opportunity for collaboration across State government. Our citizens deserve simple and intuitive digital interactions that provide value and promote confidence in state services. Building trust with our customers, ensuring accessibility and creating a more unified brand experience is a top priority for the state.

There are multiple efforts underway such as improving online services with the usage of digital standards and guidelines to ensure there is consistency and continuity across our public facing online services (web apps and mobile apps) and websites (Michigan.gov Content Management System). Research conducted by our team demonstrated that citizens have a significant amount of trouble and confusion when conducting online transactions with the State or simply just trying to locate information. The CCG program seeks to solve this problem by driving adoption of One Michigan Brand to create visual unity and improved usability in the development of online services and websites. The CCG program also seeks to advance the ability to have systems be capable of integrating with other systems by building API's. For example, an API from the MDOS vehicle system (CARS) could allow a citizen to be reminded of an upcoming vehicle renewal via the MDOS website or a mobile app.

CCG has also been assisting agencies with costs associated with on-boarding MILogin. To date, CCG has funded efforts for DNR (eLicense) and MDOS (CARS). Onboarding online services to MILogin results in a better citizen experience because they can use a single user name and password for multiple state services.

CCG also covers costs associated with implementation of Executive Order (2016-24). The project and goals of the EIM program shall include, but not be limited to, the following:

- (1) Establishing a single internet sign-on for citizens and businesses to access all state account information.
- (2) Maximizing and improving the quality of data and metrics made available to the public through the Open Michigan website or other similar forums.
- (3) Using data to improve the quality of service delivery in priority areas including, but not limited to, public safety, education, public health, and economic growth.
- (4) Promote effective privacy protection policies and procedures.

The specific program metric(s) being used to measure progress toward those goals:

- a. Completion of the deliverables outlined below:
 - i. Development of communication plan to drive adoption of Digital Guidelines/ Digital Standards and the Digital Experience site
 - ii. Leverage Digital Guidelines in the replacement of the Michigan.gov Content Management System
 - iii. Continue Central Build and Deployments Coordination to ensure all native mobile applications are published under the same State of Michigan account
 - iv. Mobile Pre-Qual Program Management
- b. Number of mobile friendly applications created per fiscal year – goal is 24 per year
- c. Number of citizen facing system integrated with MILogin

- d. At its February 5, 2019, meeting, the EIM Steering Committee established the following 6 themes to continue implementation of EO 2016-24:
 - i. Establish a centralized Analytics Service Center (ASC)
 - ii. Increase use of EIM related enterprise services
 - iii. Continue to promote a share first culture
 - iv. Monitor EIM adoption through SUITE compliance reviews
 - v. Continue to strengthen the statewide privacy framework, policy, and procedures
 - vi. Continue to improve and expand the availability of open data

Current information on progress in meeting the goals of the program based on those metrics:

- a. Digital Guidelines/Digital Standards is currently being leveraged in at least 10 development projects for new/updated online services.
- b. Development of communications plan to further drive adoption and communicate One Michigan Brand initiative has begun in coordination with the DTMB Communication Office.
- c. Number of mobile friendly applications created per fiscal year (goal is 24 per year) – In FY18, 18 mobile friendly applications were created. In FY19 our current number is 6 new mobile friendly applications.
- d. In FY18/19, two (ORS Retirement App and MSP App) native mobile applications were built using the Mobile Pre-Qual Program.
- e. MILogin Updates for FY19: - As of April 1, 2019
 - Currently there are 4.9 million user identities with an average of over 6,000 new user identities registering each day
 - Over 15,000 concurrent users a day.
 - Over 230 applications integrated with MILogin.
 - Citizen system integrations for DHHS MiWIC, MDOS CARS have all been completed
 - There are 25 active integrations with MILogin as of April 1, 2019
 - Major Agency projects for FY19:
 - MCSC HRMN, NeoGov, and Learning Management System (LMS) - All state employees & retirees
 - MDOC COMS – 14,000 MDOC employees and third party users
 - Major MILogin projects in FY19/20
 - MILogin solution infrastructure upgrade and migration to SOM Virtual Data Center (VDC)
 - MILogin for Citizens Portal Redesign for enhanced self-service and identity assurance
 - MILogin Biometrics Authentication Capabilities (voice, face, fingerprint) leveraging IBM Verify Technology
 - Planned for FY 20/21
 - MDOS CARS R2 – All Michigan residents for Driver's License and Michigan ID renewals
 - Treasury Individual Income Tax redesign – All Michigan residents
- f. EO 2016-24 implementation
 - Enterprise Data Management (EDM) service manager continues to actively promote services among DTMB and EIM stakeholders. There are currently 8 active EDM projects.
 - Two projects that recognized the importance of data and leveraged EIM processes for data sharing and data matching were recognized with 2018 NASCIO awards. The projects were Michigan Education and Career Pathfinder and MiBridges.
 - High level model of Analytics Service Center approved by EIM Steering Committee on Sept. 4, 2018. Implementation is in progress.

- EIM Steering Committee approved 2 additional Data Sharing Agreement (DSA) templates, including a 3-page DSA and a generic umbrella DSA for use in multi-party agreements.
- Increased the number of datasets on the Open Data Portal from 68 in the last report to 89 as of March 31, 2019. The goal is 150 datasets by the end of FY 2019.
- Embedded EIM and data considerations in the State Unified Information Technology Environment (SUITE) framework, which is the state's project management and systems engineering methodology. SUITE/EIM training is in progress.
- Chief Data Stewards have identified 1 best practice to date.
- Wrote an enterprise privacy policy that is housed in the Administrative Guide for State Government. The policy requires each department to select a privacy framework (GAPP or NIST) and to develop an implementation plan for achieving a fully defined and managed privacy program. The policy identifies 5 key building blocks of a privacy program: notice, choice, individual access, security, and management.