



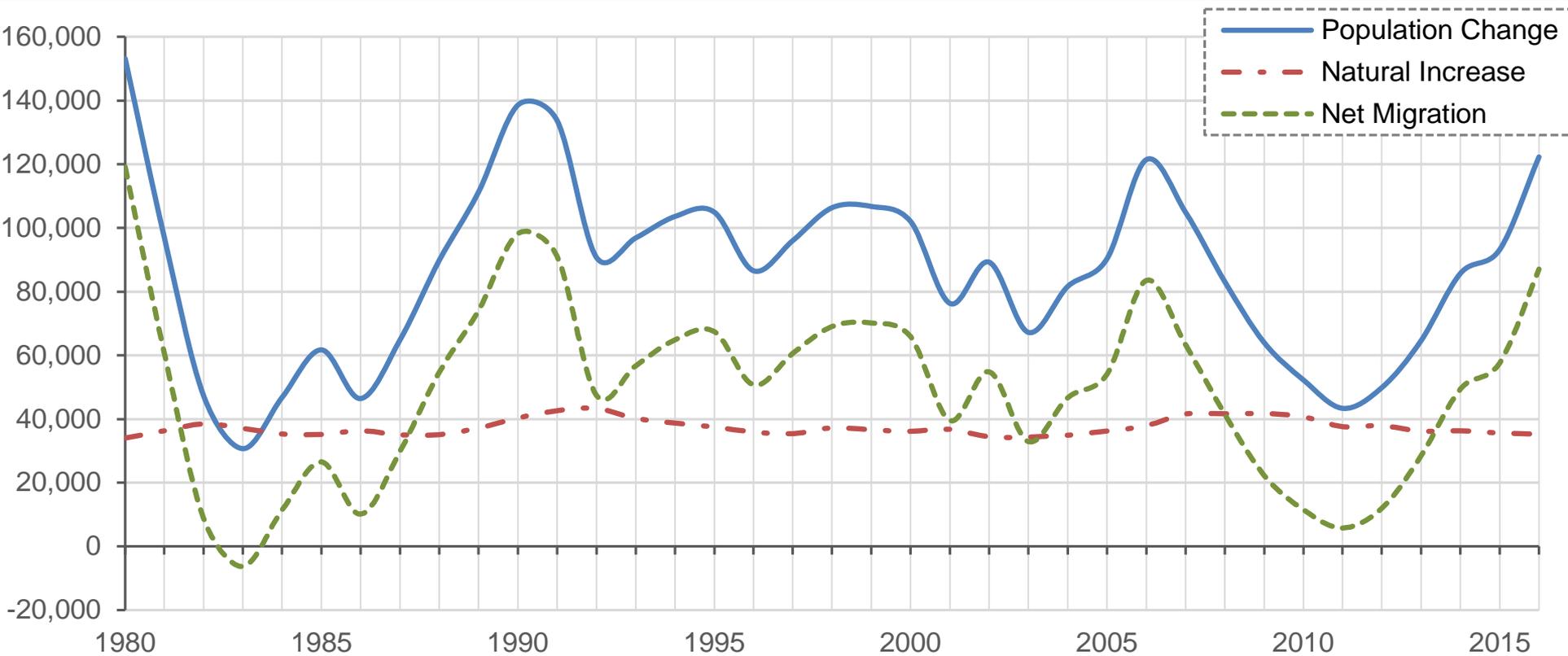
Collaboration

No, seriously

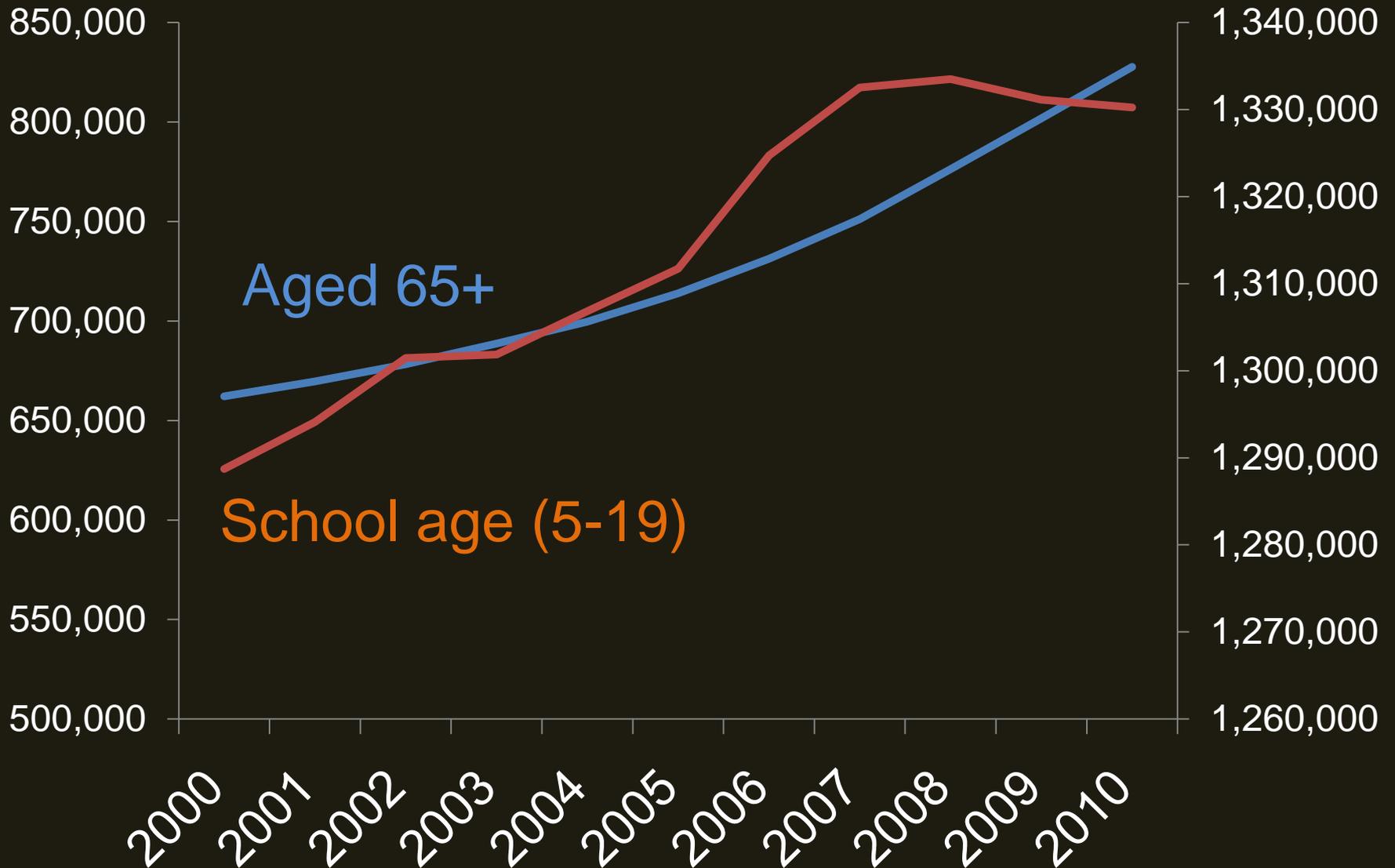


Why bother?

More people



Need more services



But there isn't more money



Expenditures Per Capita



UTOPIA
COULD BE
THE ANSWER
TO
SOME OF YOUR
PROBLEMS.
-LET ME
EXPLAIN-

So, what are your options?



Process Improvements



Increased Leverage

“Give me a lever, and a place to stand, and I will move the earth.”

Archimedes

Collaborating Across Governments

Washington's Master
Addressing Services



 **The Olympian**

HOME NEWS STATE GOVERNMENT OPINION SPORTS LIVING & ENTERTAINMENT

News > Local News

South Thurston County pot retailer misidentified in Lewis County

BY KYLE SPURR THE CHRONICLE, CENTRALIA
May 19, 2014





GET JESSE

Because



Underlying Problem

- 100K+ people in 2015
- 35K housing units
- State spent \$61.8K per year on data with 20-30% errors in locating addresses

We're not on the same page!

Impact of the Problem

- Emergency Services may not respond to the correct location
- Local taxes are not collected properly.

People lose confidence in
government

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Solving the Problem

- 12 agencies collaborated to find a solution
- Needed the right platform
 - Web-based tools (Kerika), not SharePoint
- Kanban and Scrum methodologies
 - Fast process improvements

And it was worth it...

- 18 agencies and tribal entities already benefiting
- 34.8 million records processed
- \$138,000 in direct savings already
–\$15 million projected

ROI within 3 months of launch

Collaborating Across Entities

The Washington Statewide
Trails Project



Because

Underlying Problem

- 12,000 miles of trails
 - Hiking, biking, riding...
- Multiple jurisdictions
 - DNR, USFS, Parks, Counties...

No single view into the wonders of
Washington's Parks

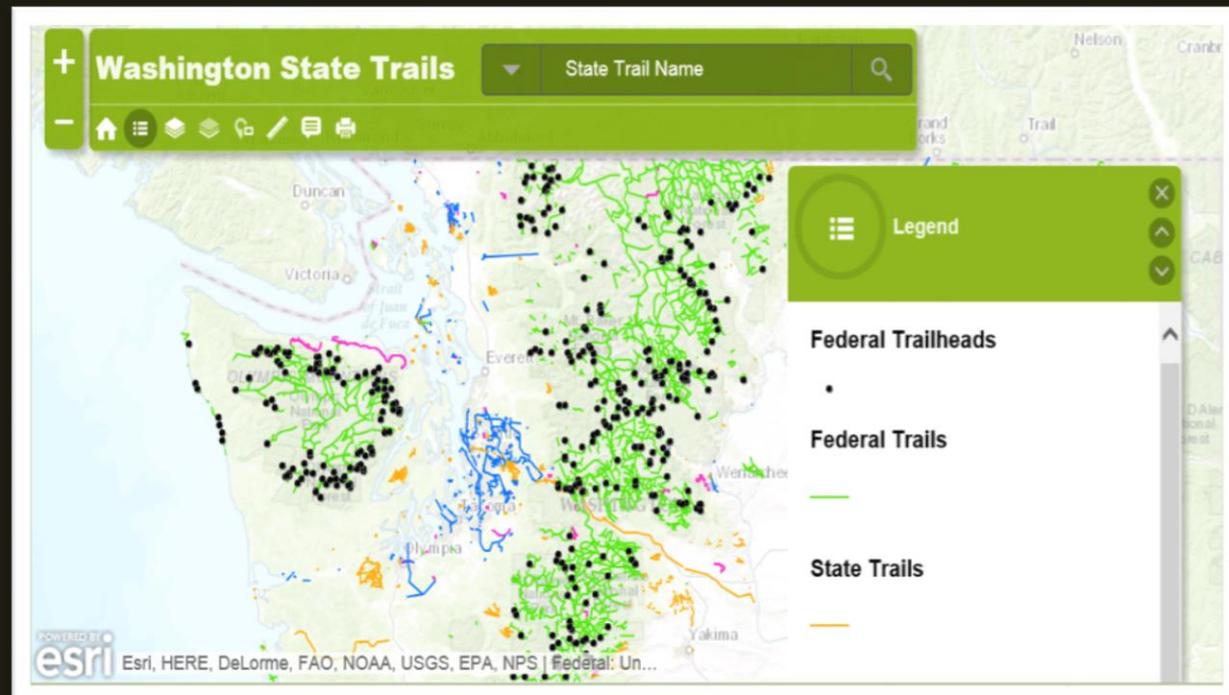
Impact of the Problem

- Many agencies use trails data
- A single state trails database didn't exist

No common way for us to do our
jobs

Solving the Problem

- Need collaboration tools that are in the cloud
- Need the right participants



And it was worth it...

- Public/Private partnerships strengthened
- Better coordination between state & local government

Trails work incorporated in the
National Map!

Collaborating Across Agency Management

OCIO Policy & Standards



Because

Underlying Problem

- Stakeholder coordination and outreach is a challenge
 - Traditional tools work for some but not all agencies
 - Technical & management engagement styles are different
 - Building consensus is critical

The Impact of the Problem

- We need to reach a balance on technical issues

If we can't get buy-in than adoption is impacted!

Solving the Problem

- 27 Agencies have to collaborate!

Which means we need

- Easy ways to communicate
- Easy ways to update versioned documents

And it was worth it...

- The standards development and review process works
 - Updated and created 5 new standards that agencies needed
- And is streamlined

Trails work incorporated in the
National Map!

Three Essentials

1. An inspiring reason

2. The right timing

1. A confident team

Inspiring Reason (Vision)

- Everyone needs an affirmative reason to do something
- Something that promotes and sustains interest and enthusiasm.

Don't do it just out of fear.

Timing

- People need to feel the pain.
 - It hurts already.
 - It will hurt for a long time.

Not every project is ready, now.

Confident Team

- Strength comes from confidence.
 - In yourself
 - In your team
- Self-managing people

No hierarchy to fall back upon: it's up to you to get the job done.



Easy, sure

Three Hurdles

1. Your old habits.
2. Your old rivalries.
3. Your old-style sponsor.

Your old habits

- Don't include people who hate change, on a change project.
 - An expert with the wrong attitude can squelch the team.
 - Check your own behavioral expectations at the door.

Agree to change

Your old rivalries

- Forget the history between departments, agencies, managers.
- Don't bring a knife to a gun fight.
- Don't bring a gun to a knife fight.

This isn't a fight at all.

Your old-style Sponsor

- Need a Sponsor that will embrace change.
- And think big.
- And think broad.

Old-style Sponsorship will clip your wings.

How to Get Started

- Talk to your peers
 - Yes, there's someone in your agency who has done this
- Talk to the Wise Lady
 - She will connect you
- Get the right tools
 - Kerika, Box, WebEx

Tools & Resources



Yes, we walked this talk...

Kerika: Lean Transformation Conference Presentation Workflow

https://kerika.com/m/1qn4?v=workflow

Kerika

Home | Lean Transformation Conference Presentation Workflow

Arun Kumar's Boards > Lean Transformation Conference Presentation Workflow

Outline | Case studies | Handouts | Done

Outline

- What Leverage Means
- Deep Dive: Collaborating Across Agencies
- Another Deep Dive: Collaborating Across Sectors
- What Works Best: 3 Things You Must Do
- What Hurts Most: 3 Pitfalls to Avoid
- + NEW CARD

Case studies

- Cross Agency Collaboration Example - WAMAS
- Cross Sector Collaboration Example - Trails
- Cross government - federal, state, local Example
- Public Private Partnership Example - this talk
- + NEW CARD

Handouts

- WAMAS Flyer
- + NEW CARD

Done



Questions?



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