IT and Usability
Moving Michigan Forward

Michigan World Usability Day
Ken Theis, CIO and Director
Opening Address

November 13, 2008
My Message Today

- Government’s usability imperative
- Redefining Michigan’s IT
- Michigan’s roadmap
- Vision 2008-2012
- Fully leveraging IT, together

A new era of sharing and collaboration has begun
Michigan’s Usability Imperative

- Snapshot of our state
  - 1 of every 5 have a disability
  - 1.4 million are deaf or hard of hearing
  - Over 50,000 are legally blind
  - We also face a significant digital divide
- We must ensure equal access for all citizens...

...and technology is paving the way!
Redefining Michigan’s IT

What this means for usability…

- Integrating usability as a standard
- Raising the bar on everything from health care to transportation
- Re-centering critical information around the user
- Transcending traditional boundaries
Redefining Michigan’s IT
Integrating Usability as a Standard

*With Michigan.gov 2.0, the focus is turning from online services to navigation and usability best practices:*

- Incorporating usability as a business requirement
- Usability testing with groups such as MSU throughout development
- Maintaining standard “look and feel” across sites
- Screen reader compatibility, screen magnification capability and text only browser functionality
Redefining Michigan’s IT
From E-health to Transportation…

- Oakland County food inspection system
- FCC medical data sharing grant
- MiDrive real time mapping
- Online and wireless government service (*while you travel*):
  - Fishing licenses
  - Podcasts
  - 330,000 pageviews monthly
- Virtual government interaction (*reducing travel*):
  - Public comment software
  - Video-in-Person/video conferencing
  - Probationer check in
Redefining Michigan’s IT
Centering on the User…

Michigan Disability Resource Directory

SEARCH BY DISABILITY
You can search by type of disability (Cancer, Head Injury, etc.) search now...

SEARCH BY SERVICE
You can search by type of service (Assistive Technology, Rehabilitation Services, etc.) search now...

SEARCH BY AGENCY NAME
If you know the name of the agency, you can search using that... search now...
Redefining Michigan’s IT
Beyond Traditional Boundaries...

How are we doing all of this?
### Vision 2008-2012
Michigan’s Roadmap to Success

<table>
<thead>
<tr>
<th>2001</th>
<th>Now</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 disparate agencies</td>
<td>Statewide IT strategic plan</td>
</tr>
<tr>
<td>History of struggling projects</td>
<td>Consistent project management</td>
</tr>
<tr>
<td>Multiple technologies &amp; versions</td>
<td>Consistent standards and infrastructure</td>
</tr>
<tr>
<td>Uneven security levels</td>
<td>Unified enterprise security</td>
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</tbody>
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*State of Michigan • Department of Information Technology*
Vision 2008-2012
Enhancing Access and Service

Goal One: Access
Expand Michigan’s services to reach citizens and businesses anytime, anywhere.

Goal Two: Service
Deliver efficient and effective technology services and shared solutions to the agencies.
Vision 2008-2012
Improving Internal Functions

Goal Three: IT Management and Infrastructure
Improving operations, security and reliability through statewide solutions and universal standards

Goal Four: Great Workplace
Support a high-performance workforce
Vision 2008-2012
Moving Beyond Consolidation

Goal Five: Cross-Boundary Solutions
Foster partnerships across and beyond state government

Goal Six: Innovation and Transformation
Drive innovative processes and technologies to transform Michigan’s government service

What’s driving all of this?
Fully Leveraging IT, Together

We have finally reached the threshold where action is no longer a luxury, but a necessity…

- Significant economic pressure
- Increased citizen demand
- Boundaries that are beginning to give way

This is a defining moment…
This Isn’t a Plank, It’s a Springboard

A *budget crisis is a terrible thing to waste!*  
- Tight budgets drive IT solutions  
- And we have only begun to tap the possibilities of IT around usability  
- Working together we can do more even as we have less