

HOW WILL THE EPMO DETERMINE ITS GOALS?

Each year, the EPMO business projects will be identified based on the OKDHS strategic plan. Currently, these projects include client registration, enterprise framework selection and developing the enterprise architecture methodology.



Fonda Logston,
Director

Logston completed her bachelor's in business administration, specializing in computer science, from the University of Central Oklahoma. She began her career as a developer in COBOL for OKDHS, later becoming a developer, and eventually manager and systems auditor, for the Children's Hospital of Oklahoma.

Upon returning to OKDHS in 1995, she was the lead developer for the benefits section where she was involved in the Electronic Benefits Transfer (EBT) rollouts. In 2001, she was named director of the Project Management Office (PMO) where she developed the methodology, templates, training and procedures that OKDHS currently uses for its project management.

In 2006, she was named director of the EPMO. She and her staff are busy developing the methodology, templates, training and procedures that OKDHS will use for its business architecture and business process improvement initiatives.

SUBJECT MATTER EXPERTS

Project Managers
Business Process Engineers
Systems Architect
Business Manager
Technical Writer



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Mission:
To lead the agency in establishing and implementing an enterprise business architecture to improve the delivery of services to Oklahomans.



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WHAT IS THE EPMO?

The Enterprise Program Management Office (EPMO) was created in November 2005 with the goal of making a more efficient, integrated enterprise at Oklahoma Department of Human Services (OKDHS). This office helps determine how the OKDHS enterprise can work together to achieve its current and future goals and objectives.

The EPMO plans to develop the comprehensive enterprise architecture framework necessary to build an information technology (IT) infrastructure and business support that assists the entire OKDHS agency in achieving its current and future goals.

WHO WILL THE EPMO AFFECT?

The implementation of the EPMO's business initiatives will affect all divisions. At some point in the future:

- All decisions about modifying processes that are shared by multiple divisions will be managed through the EPMO
- The values found in drop-down boxes on OKDHS shared systems will be defined by the EPMO
- Information about OKDHS business practices will be stored with the EPMO, creating a central location to aid management in making business decisions.

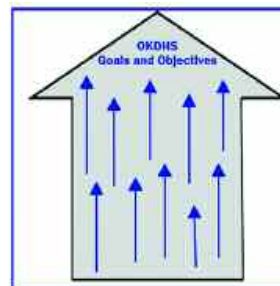
WHY DO WE NEED THE EPMO?

It is evident that all divisions within OKDHS are working to provide great service to OKDHS clients; however, they are not always collaborating with each other to be as efficient as they could be. When these divisions work independently of each other, they are not maximizing the use of limited agency resources. This is often referred to as the silo effect.



The EPMO works with subject matter experts to evaluate the business processes of each division, identifying duplicated efforts and investments, gaps in the system and opportunities for collaboration with divisions across the agency.

This big-picture perspective helps align the strategic plans, business processes and technology of each division with the overall OKDHS agency's vision. All OKDHS divisions working together toward the same goal enables each group to improve the delivery of services to Oklahomans.



WHO ELSE DOES THIS?

Here are a few other entities focusing on this business approach:

- Federal government
- State of Virginia
- General Motors
- State of North Dakota
- Disney
- State of North Carolina
- Volkswagen

HOW WILL THE EPMO ACCOMPLISH ITS GOALS?

Some divisions are so overwhelmed with workloads that they cannot focus on evaluating and aligning their business processes with other divisions. This is where the EPMO assists. Each year, EPMO business projects will be identified based on the OKDHS strategic plan.

The first task of the EPMO is harvesting information about business processes from a division. The EPMO looks for potential subject matter experts in the division to temporarily join its team. These people know and understand the goals, objectives, current business processes, tools and personnel needs for their division. They work closely with the EPMO to document what they do, how they do it, why they do it and who does it.

Once the information is gathered and compiled, the team has successfully documented the current state of the business process or the as-is state. Next, the EPMO will work with the SMEs to design a desired future state of the business process or the to-be state. Once this is achieved, the team will perform a gap analysis which will identify what it takes to get from the as-is state to the to-be state.

Finally, the EPMO team's recommendations of the to-be state of the business process will be presented to OKDHS management for approval.

WHEN WILL WE SEE THE EFFECTS OF THE EPMO?

The EPMO has already been hard at work developing the architecture needed to accomplish these projects. They will have this completed by early 2007.

In early 2007, the EPMO will begin harvesting information for its current projects. One of the first assignments is the consolidation of client registration business processes across the agency.