

# INFORMATION PACKET

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The **NASCIO State IT Recognition Awards** honor **innovation** and **excellence** in the use of **information technology** in **state government**.

NASCIO is seeking nominations of transformational projects and initiatives that address critical business problems, improve business processes and increase citizen engagement in state government.

## 2018 CATEGORIES

- Business Process Innovations **\*\*NEW\*\***
- Cross-Boundary Collaboration & Partnerships
- Cybersecurity
- Data Management, Analytics & Visualization
- Digital Government: Government to Business
- Digital Government: Government to Citizen
- Emerging & Innovative Technologies
- Enterprise IT Management Initiatives
- Information Communications Technology Innovations
- State CIO Office Special Recognition

**Nominations due May 24, 2018 by 11:59 PM (your local time)**

# SUBMISSION INFORMATION

## SUBMISSION GUIDELINES

- NASCIO state and territory members in good standing may submit a nomination. Corporate, academic and nonprofit members must work with a state CIO office to coordinate submissions.
- Nominations must be made by the state CIO office or other state agencies with the state CIO approval.
- Only one nomination per category per state is permitted.
- A project may only be submitted in one award category.

## PROJECT ELIGIBILITY

- Projects must be state-focused (not regional, local or national).
- Multi-state projects are encouraged and must be submitted by the lead state. (If the project is a finalist, all states included will be recognized).
- All projects must have been fully implemented between December 2015 and December 2017. Projects submitted in the Emerging & Innovative Technologies award category can be in implementation or beta stage through June 2018.
- Outsourced projects will be considered as long as they are managed and controlled by the state.
- The project must be able to stand on its own. If the project is a phase of a larger initiative, only the benefits of the phase will be evaluated and recognized.
- Projects previously recognized as an award recipient are not eligible. All other previous submissions (finalists or non-finalists) may be resubmitted provided they meet the guidelines.

## NOMINATION DOCUMENT REQUIREMENTS

- Length of nomination not to exceed seven (7) pages total
- Nomination should be easily readable in font choice/size and margin size
- Nomination must be submitted in PDF via the Award Website (email submissions not accepted)

## REQUIRED SECTIONS & PAGE ALLOTMENTS

Page 1            Cover Page (title, category, state, contact, project initiation and end dates)

Page 2            Executive Summary

Pages 3-7        Project Narrative: Concept, Significance and Impact

## SUPPLEMENTAL MATERIALS

Nominations may include URLs of public-facing project-specific sites. Judges may visit a site for clarification, but the project narrative will be the main basis of scoring. When writing the narrative, please assume judges will not visit the site. The inclusion of URLs is beneficial to other states when the nomination is included in the NASCIO Awards Library.

Do not include supplemental materials (brochures, news articles, marketing materials, CDs/DVDs), as these items will not be reviewed.

## NASCIO REVIEW

NASCIO will review all nominations for compliance with eligibility, requirements and alignment with selected award category. If the nomination does not meet the guidelines, the nominator will be notified and granted 48 hours to resolve the situation. Nominations that remain non-compliant will not be reviewed by judges.

**CONTACT** : Emily Lane, NASCIO program and brand manager at [elane@NASCIO.org](mailto:elane@NASCIO.org) or 859.514.9167

# BUSINESS PROCESS INNOVATIONS

## KEY ATTRIBUTE

Projects recognized in this category optimize the way people, processes and technology work together to transform government.

## NOMINATION GUIDANCE

- Projects include technology initiatives and business process improvements implemented to make government operations more efficient and effective, such as:
  - Improving communication channels or decision making
  - Increasing security or customer satisfaction
  - Eliminating redundancies or streamlining workflows
  - Forecasting changes
- Projects can focus on methodologies, such as Agile and Design Thinking, or technical innovations such as Blockchain.

## EXAMPLES

Relevant projects include, but are not limited to:

- ERP implementation
- Project management methodologies or innovations
- Cyber dashboards/risk management
- Customer service/experience
- Decision modeling and management
- Regulatory/compliance management
- System modernization
- Procurement modernization
- Workforce/personnel reforms or modernization

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# CROSS-BOUNDARY COLLABORATION & PARTNERSHIPS

## KEY ATTRIBUTE

Projects recognized in this category demonstrate what is possible when jurisdictions and agencies work together to solve a problem, address a need or pursue a new opportunity.

### NOMINATION GUIDANCE

- Projects should address identifying, planning, coordinating, sharing, integrating and/or joining formerly non-integrated, IT-related organizational goals and strategies.
- Projects should include significant collaboration with other public groups such as localities, special purpose districts, higher education institutions or tribal governments, not-for-profit organizations, or private sector collaborators.

### SPECIFIC REQUIREMENTS

Nominated collaborations:

- Must involve at least one state government entity\*
- Document the state government's leadership role

\*Multi-state initiatives are encouraged, with the lead state submitting

### EXAMPLES

Relevant projects include, but are not limited to:

- Governance and management policies
- Business processes
- Data and information
- Systems and applications
- Services
- Technologies and infrastructure.

Relevant functional/service areas include, but are not limited to:

- Performance management
- Budgeting
- Criminal justice
- Emergency management
- Taxation/revenues
- Health and Human services
- Education
- Workforce training

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# CYBERSECURITY

## KEY ATTRIBUTE

Projects recognized in this category demonstrate the importance of security and risk management and are commensurate with cybersecurity's consistent ranking as a top priority of state CIOs.

## NOMINATION GUIDANCE

- Projects should incorporate IT security and privacy into strategic state initiatives, disaster recovery and planning and continuity of government operations.
- Projects should help states identify security risks, implement appropriate safeguards, detect the occurrence of an event, contain the impact and maintain plans for resiliency and recovery of services affected due to a cybersecurity event.

## EXAMPLES

Relevant projects include, but are not limited to:

- IT security challenges related to threats and vulnerabilities; compliance and incident management and response.
- Related IT security initiatives such as governance frameworks; enterprise security policies; assessments; I&AM; auditing; and education and awareness programs.
- Data privacy activities that address protection of business and citizen PII; security of data in the event of a cyber incident or disruption; data protection policies and practices.
- DRP and COG efforts to support ongoing government operations through planning; infrastructure protection; recovery mechanisms; disaster recovery; and contingency planning.

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# DATA MANAGEMENT, ANALYTICS & VISUALIZATION

## KEY ATTRIBUTE

Projects recognized in this category showcase the transformative power of data for decision making and insight.

### NOMINATION GUIDANCE

- Projects should use data to uncover insights and create understanding to inform decision making.
- Projects can also focus on the creation of a system or policies that allow for the strategic use of data.
- Projects should focus on harnessing and leveraging data for public policy decisions.

### EXAMPLES

Relevant projects include, but are not limited to:

- Analytics, business intelligence, predictive analytics, performance management
- Visualizations
- Data governance and information architecture
- Data warehouses, data mining and repositories
- Data and information integration
- Personalization
- Master data management
- Roles and responsibilities

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# DIGITAL GOVERNMENT: GOVERNMENT TO BUSINESS

## KEY ATTRIBUTE

Projects recognized in this category foster improved interaction between government and business.

### NOMINATION GUIDANCE

- Projects/applications may include, but are not limited to, those that improve service at less cost to business for regulatory compliance, new business formation and day-to-day government-to-business interactions.
- As applicable, include detailed information about:
  - Longevity of the service
  - Target audience and the current adoption rate
  - Outreach campaigns to encourage use
  - Steps taken to ensure data and transactional security
  - Performance measures and client satisfaction data
- Include any development and/or training initiatives that ensure expanded access to, and independent use of these services by people with disabilities or others who would not normally have easy access to digital government initiatives.

### EXAMPLES

Relevant projects include, but are not limited to:

- e-Licensing
- One-stop registration
- Permitting
- Payment
- Reporting
- Notifications
- Compliance tracking

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# DIGITAL GOVERNMENT: GOVERNMENT TO CITIZENS

## KEY ATTRIBUTE

Projects recognized in this category foster improved interaction between government and citizens, stimulate citizen engagement and/or provide access to data and information for citizen use.

## NOMINATION GUIDANCE

- Projects may include, but are not limited to, innovative services or communication channels for citizens, open data and open government initiatives, applications to increase government's efficiency and/or stimulate citizen engagement and interaction.
- As applicable, include detailed information about:
  - Longevity of the service
  - Target audience and the current adoption rate
  - Outreach campaigns to encourage use
  - Steps taken to ensure data and transactional security
  - Performance measures and client satisfaction data
- Include any development and/or training initiatives that ensure expanded access to, and independent use of these services by people with disabilities or others who would not normally have easy access to digital government initiatives.

## EXAMPLES

Relevant projects include, but are not limited to:

- Innovations in online transactions
- Social networking
- Citizen feedback and commenting
- Personalized mapping and service location trackers
- Mobile apps and services
- Alerts and notifications
- Open data portals and transparency initiatives

\*Submissions that address high-volume, mission-critical services such as unemployment services, veterans' services, comprehensive benefits availability and eligibility determination, justice programs, and revenue and tax collection are encouraged.

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# EMERGING & INNOVATIVE TECHNOLOGIES

## KEY ATTRIBUTE

Projects recognized in this category utilize technologies on the cutting edge of the industry to deliver value.

### NOMINATION GUIDANCE

- Projects can include the release, implementation and/or distribution of the technology.
- In the case that your office does not utilize/implement the technology directly, but provide oversight, your nomination may be based on new processes for encouraging innovation or policy and guidelines development and implementation.

### SPECIFIC REQUIREMENTS

Projects nominated in the category:

- Do not have to be fully implemented by December 2017 and may be in implementation or beta stage through June 2018.

### EXAMPLES

Relevant projects include but are not limited to:

- Wearables
- 3-D printing
- Autonomous automobiles
- Unmanned aerial systems
- Sensors
- Artificial Intelligence or Machine Learning

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# INFORMATION COMMUNICATIONS TECHNOLOGY INITIATIVES

## KEY ATTRIBUTE

Projects recognized in this category leverage communication technologies to transform government and/or promote economic development, interoperability and improved quality of life.

## NOMINATION GUIDANCE

- Projects may provide communication capabilities that increase citizen access, enable state government to operate more efficiently and effectively, or offer more innovative, responsive and personalized services to citizens.
- Initiatives or services can be unique uses of current technology or the application of leading-edge technology.
- Submissions that include mobile solutions and services are encouraged.

## EXAMPLES

Relevant projects include, but are not limited to:

- Online learning
- Geographic information systems
- Wireless applications
- Mobile services
- Software as a service (SaaS)
- Cloud computing
- Broadband applications

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# STATE CIO OFFICE SPECIAL RECOGNITION

## KEY ATTRIBUTE

Projects recognized in this category honor the leadership and innovation of state CIOs and their offices.

### NOMINATION GUIDANCE

- Projects should be initiated and implemented by the state CIO's office.
- This category is open to a variety of projects.
- Utilize this opportunity to showcase your office's innovations.

### SPECIFIC REQUIREMENTS

- Projects must be initiated and implemented by the State CIO's office (or equivalent)
- Projects can involve partnerships and collaborators, but the State CIO's office (or equivalent) must take a leadership role.

### EXAMPLES

Relevant projects include, but are not limited to:

- Procurement
- Workforce reform
- Talent management
- Performance management
- Technology business management innovation
- Internal collaboration
- Business process improvements
- Customer service
- Private-public partnerships

Also relevant are projects inherited that have been renovated.

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# SCORING ELEMENTS AND GUIDANCE

## SCORING ELEMENTS

Each element is scored on a 10 point scale. The exemplar, concept and significance scores are weighted at 20% of the overall score and the impact score at 40%.

### EXEMPLAR

Key Point: The project represents visionary and transformational use of information technology in state government.

- Information technology is no longer the foundation on which government services sit, but an integral part of how government functions. Nominations should demonstrate how the project serves as a model of this integral role.
- While supporting the public policy goals of state leaders, nominated projects should transform critical business problems, improve business processes or promote a customer-centric way for citizens to interact with their government.
- Nominations should showcase how the project takes a foundation of best practices to the next level, exemplify leading and innovative practices or applying common practices in a transformational way.

### CONCEPT

Key Point: The project successfully addresses a need in state government.

- Nominations should clearly explain the business problem the project is solving or the opportunity on which the project is capitalizing. It should be clear to the review how the project moved from idea, to design, to implementation.
- Provide background on how the problem/opportunity came to be, context for the environment in which you were working and why the project is the best solution.

Describe the solution architecture of the project:

- Is the initiative part of a larger project?
- What project management approach was taken?
- What are the costs (people, time, dollars)?
- How will the initiative be assessed?
- What efforts are made to ensure accessibility and information security?
- To what extent is the state responsible for oversight of the initiative and outcomes of the initiative?
- Briefly outline an associated communications plan to educate users and/or promote awareness and adoption.

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# SCORING ELEMENTS AND GUIDANCE

## SIGNIFICANCE

Key Point: The project is consequential, relevant and transformational for state government and/or constituents.

- Define the scope of the initiative and beneficiaries/ stakeholder groups.
- Highlight what makes the initiative innovative and distinct from similar projects.
- Outline what successful implementation looks like and why that is important. What change will the initiative have on the nominating agency, the state, constituents?
- Describe how the initiative fits into the larger picture: policy, strategy and goal alignment with gubernatorial priorities; IT strategic plans; enterprise architecture; agency business plans, goals and strategies; state and federal mandates; and/or NASCIO's State CIO Top Ten Priorities.

## IMPACT

Key Point: The project leads to substantial and measurable change; it makes state government better.

- Compare the environment before the initiative was implemented and after it was completed. How is state government better?
- Detail the immediate and longer term impact of the initiative. Address the financial and non-financial reasons why this project was worthy of the investment made.
- Describe the benefits and the impact of the benefits for both the nominating agency and constituents, such as services to constituents, operational improvements, security and/or privacy, transparency of government, and transformation of government.
- Note quantitative metrics (cost savings/avoidance, ROI, usage, transaction times, etc.) and qualitative benefits (citizen, business or employee experience, etc.).

## REVIEW

- Nominations are scored by a volunteer panel of NASCIO state and corporate members. Judges do not score projects from their own state or in which their company played a role. NASCIO makes every effort to avoid potential conflicts of interest.
- In each award category, the three (3) highest rated nominations will be named as finalists; the highest rated will be named the recipient.
- A state can be recognized as an award recipient in no more than two categories a year. If a state has recipient-level scores in more than 2 categories, the two highest scored nominations will be selected as the recipient in the respective categories. Multi-state initiatives and the State CIO Office Special Recognition category are exceptions.

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# PROJECT NARRATIVE EXAMPLE

Example is condensed from the 2015 award recipient nomination, Electronic Death Registration & Birth Certificates On Demand (Virginia)

## CONCEPT

The state's death certification process was a manual exercise with information required from multiple signatories. Once paperwork was completed, the death would be officially documented by the state, again through a manual entry; the entire process took days to complete. Obtaining a birth certificate posed similar challenges. The Department of Health (DH), located in the state capital, was the only location at which to obtain same-day birth certificates. Citizens could request certificates without traveling to the capitol by mailing a vital records application to the DH, the certificate would then be mailed back to the citizen; this cumbersome process took an average of three days plus mailing time on either end. Expedited certificates via mail were available at a high cost through a third-party vendor. The state recognized that the important government services, that often require immediacy, had limited availability to state citizens and sought a new solution.

## SIGNIFICANCE

Two projects in the state have enhanced the government-to-citizen experience in obtaining two vital records. The Department of Health's (DH's) Electronic Death Registration System (EDRS), enables participants in the death registration process to file death records online with DH vital records. DH joined the Department of Motor Vehicles (DMV) for the second project, to permit citizens to obtain same-day birth certificates at nearly 80 DMV customer services centers across the commonwealth. The EDRS is a secure, completely web-based tool that enables a critical, real-time data exchange between DH and DMV. Both projects have enabled the state to create distributed service models that generate revenue, save citizens time and money, and leverage significant commonwealth investment in existing facilities and technology infrastructure to provide critical services.

## IMPACT

Approximately 130,000 birth certificates have issued the same day as requested in the 14 months since implementation. DMV charges a small processing fee of \$2 in addition to the \$12 fee at vital records. This represents more than \$250,000 in new revenue to the commonwealth in the first year, while actually saving citizens time and money. The numbers of transactions are impressive, but the real value comes in the convenience to customers. Travel, long lines at the single vital records office, waiting on the mail and high cost of obtaining birth certificate from a vendor have been eliminated. Through the VDH and DMV collaborative project and the VDH individual project, the state has created distributed service models that generate revenue, save citizens of the Commonwealth time and money, and leverages significant commonwealth investment in existing facilities and technology infrastructure to provide critical services.