

# 2021 NASC Annual Conference

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March 23, 2021

## Maximizing your ERP investment

**CGI**



# Maximizing your ERP investment

## Presenters:



**Kathleen Baxter**

State of Alabama



**Kristi Racines**

State of Wyoming



**Louise Oliver**

CGI

# Agenda

- ▶ Now is the time to look at maximizing your investment
- ▶ Shifting your point of view
- ▶ A look at business process redesign
- ▶ Incorporating change management
- ▶ Questions?



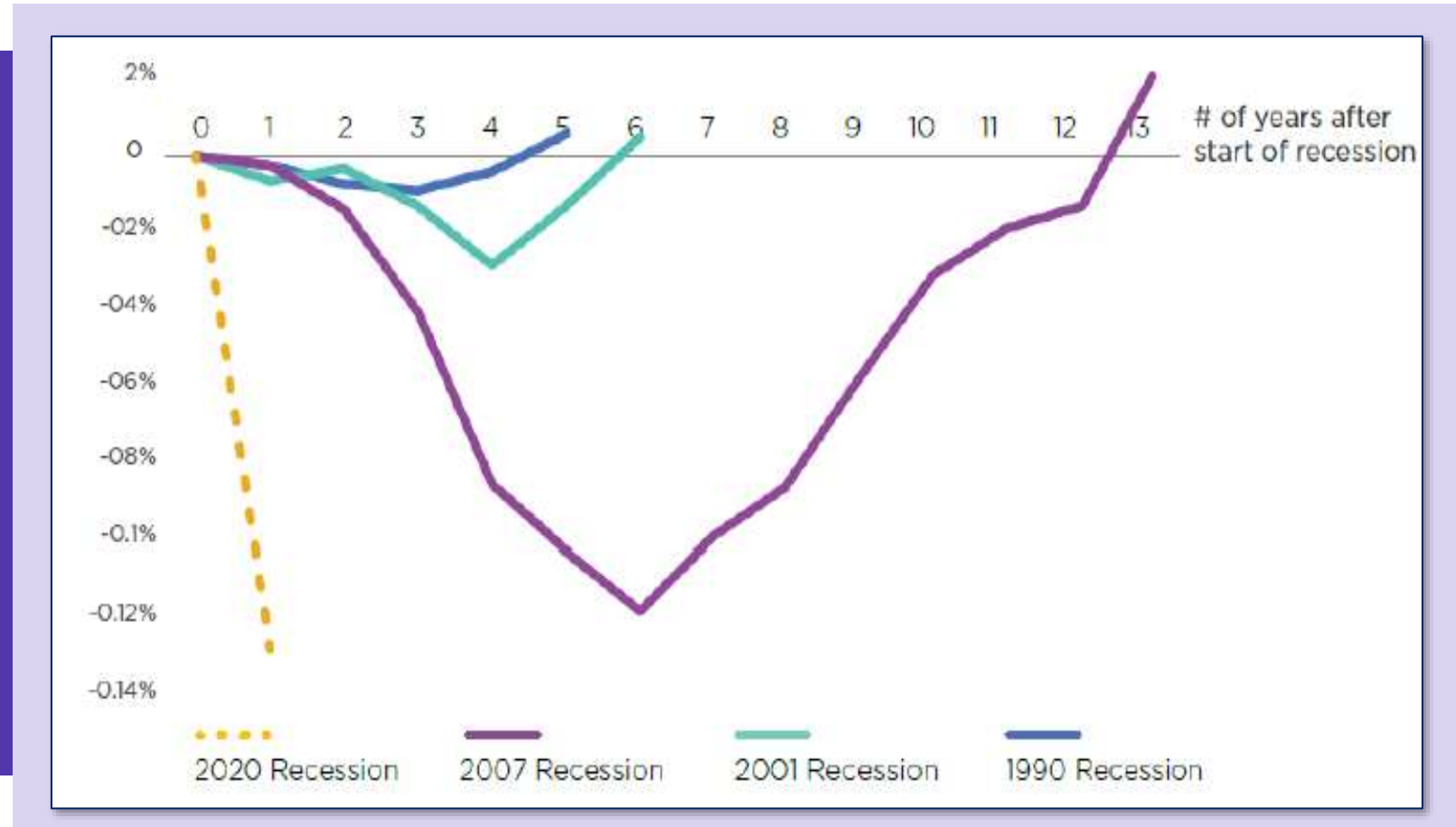
# Improving citizen services and experience is a top priority for both business and IT

## North American state and local government business and IT priorities

Rank	Top business priorities		Top IT priorities	
1	Improve citizen services and experience	98%	Digitize and automate business processes to deliver better end-to-end citizen service and reduce costs	90%
2	Optimize today's operations and do better for less	89%	Drive IT modernization to improve efficiency	86%
3	Protect the organization as cybersecurity risks mature	86%	Protect through cybersecurity	85%
4	Harness the power of data analytics and improve insight	84%	Establish effective IT roadmap, governance and management	79%
5	Collaborate across the boundaries of our organization	77%	Embrace new and agile IT delivery models (e.g., SaaS, PaaS)	74%

It's predicted that it will take years for local economies to recover from this recession

## Comparative revenue trends during recent recessions



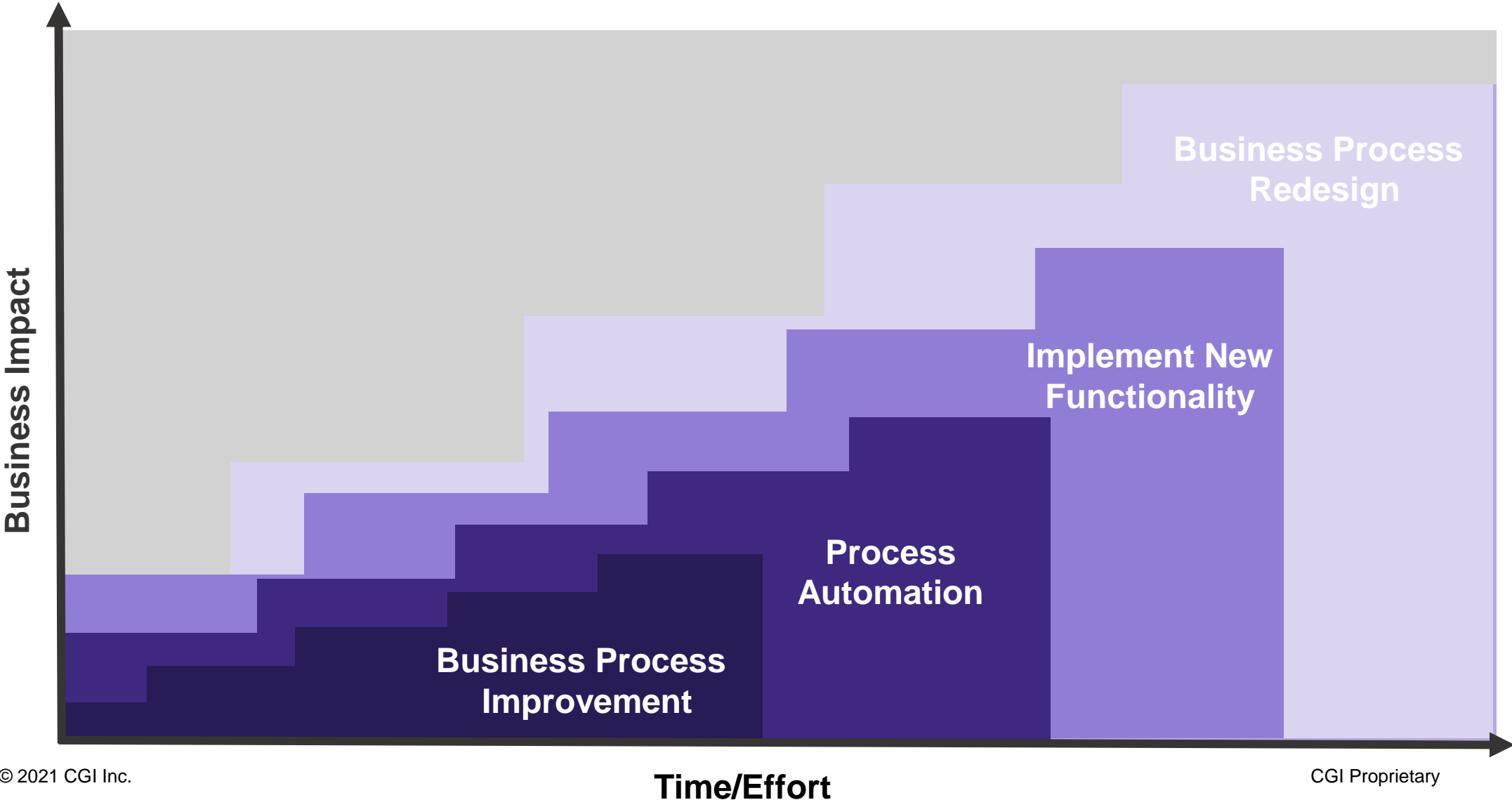
Source: Beyond the Beltway, 2021  
Center for Digital Government  
<https://events.govtech.com/Beyond-the-Beltway-2021.html>

# Maximize your ERP investment

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# Small changes can address critical business needs



# Discussion

**What is your approach to maximizing your ERP investment?**



Shift your point of view:  
“Go live” is not the end, *it is the beginning.*



In NASCIO's 2019 State CIO Survey, 41 percent of respondents highlighted "encouraging experimentation and innovation to create a continuous improvement culture" as one of the most purposeful concepts in support of a digital strategy.

Source: The Future State CIO: How the Role will Drive Innovation, NASCIO  
<https://www.nascio.org/resource-center/resources/the-future-state-cio-how-the-role-will-drive-innovation/>

# Discussion

**In your experience, how do you encourage your users to question the status quo and think creatively?**

# Discussion

**How has the current pandemic shifted the discussion to drive change?**

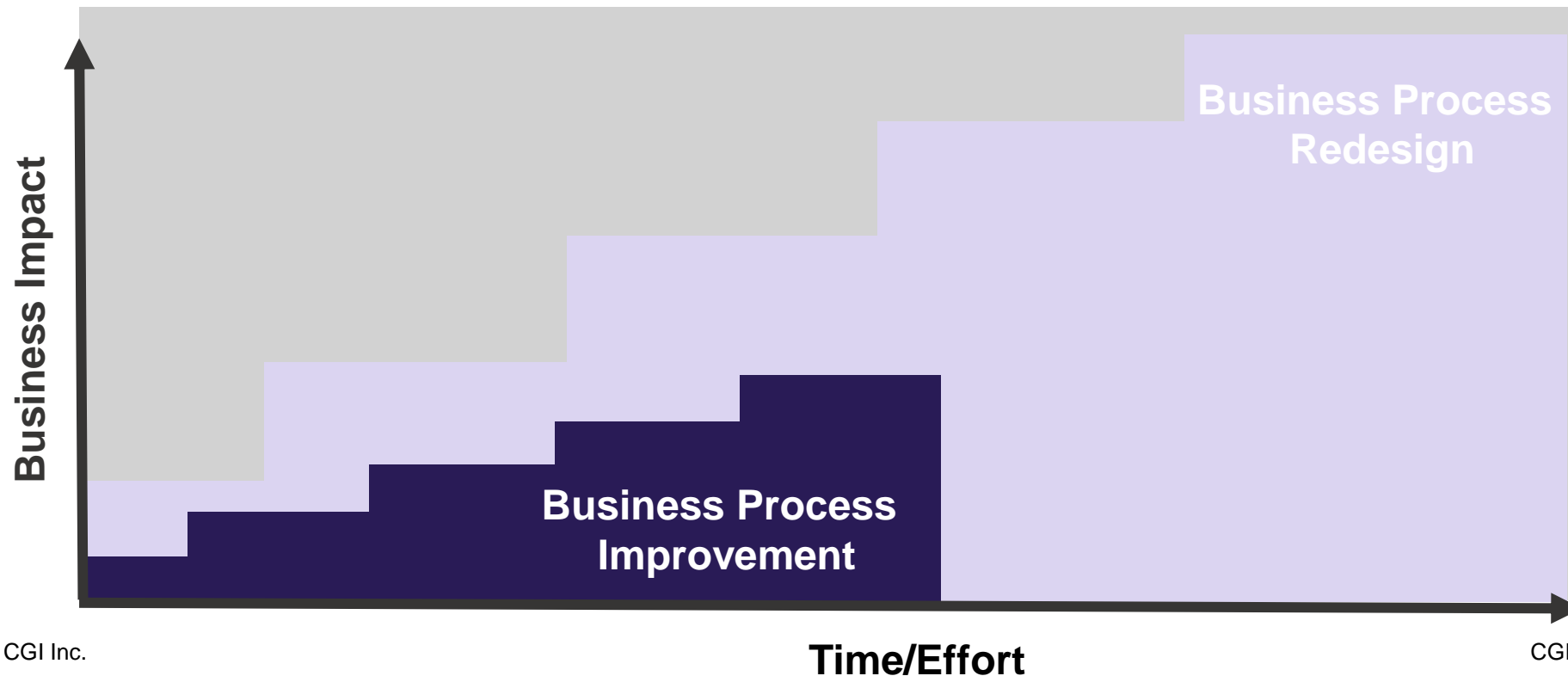
# BPI and BPR are parallel, continuous, on-going activities

## Business process reengineering (BPR)

Fundamental rethinking and radical redesign of business. Yields dramatic reduction in cost or lead time, and increase in quality or customer satisfaction.

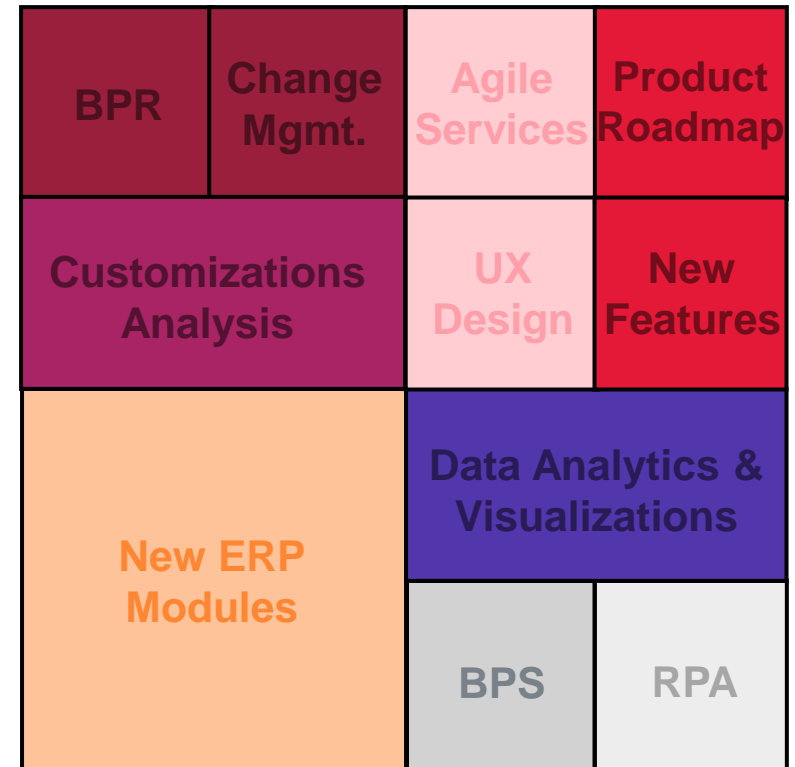
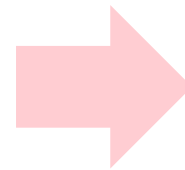
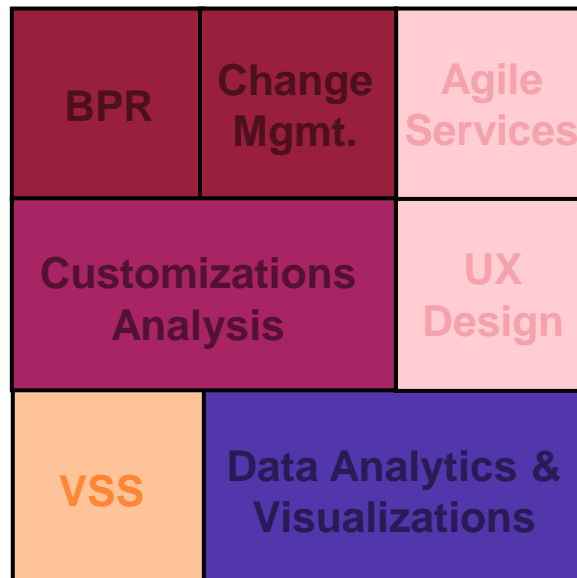
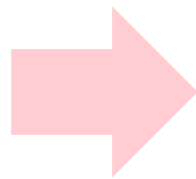
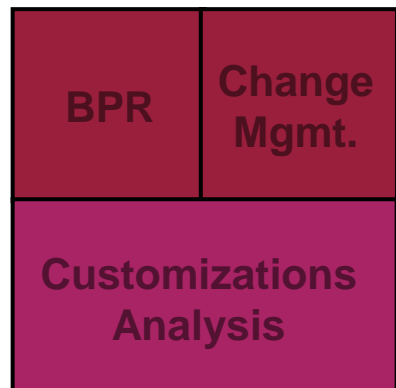
## Business process improvement (BPI)

Focuses on pieces of the operation. Yields incremental improvement in cost, quality, service, or speed.



# ~~R~~evolution

*Transformation does not have to be a revolution. It can be an evolution.  
Substantial initiatives can be accomplished over time.*



# Discussion

**What are some examples where you have redesigned a business process to increase efficiency?**

# Top 2020 trends in state and local government



86%

State, Provincial and Local Government agencies that cited **cultural change and change management** as their top barrier to digital transformation.

Source: CGI Voice of Our Clients (2020)



# Discussion

**How do you approach change so that you have buy in from stakeholders?**

# Discussion

**It is often said “make the system work for you,”  
in your experience, how do you achieve that?**

# Focus on your roadmap

- Innovation is only helpful, when it works for your business processes
- One size does not fit all, identify where you can have the biggest impact
- Many options to maximize your investment, first step is to have a strategy





## References: In order of appearances

Slide 4 - CGI, “Voice of our clients” 2020.

Slide 5 - Center for Digital Government, Beyond the Beltway, February 2021,  
<https://events.govtech.com/Beyond-the-Beltway-2021.html>

Slide 10 - NASCIO: The Future State CIO: How the Role will Drive Innovation, January 2020  
<https://www.nascio.org/resource-center/resources/the-future-state-cio-how-the-role-will-drive-innovation/>

Slide 16 - CGI, “Voice of our clients” 2020.