



Digital Transformation

From Data to Delivery

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Oregon Department of Justice

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BRAVE NEW WORLD



When digital transformation is done right, it's like a caterpillar turning into a butterfly, but when done wrong, all you have is a really fast caterpillar.

-George Westerman



Origin – Oregon's new child support system



ORIGIN

Supporting kids begins with modern technology

- Mainframe to web-based, server solution
- Preparations started January 2010
- Project started October 2015
- Pilot went live September 5, 2018
- Phased rollouts through April 2019



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IBM Canada Ltd. Toronto Lab

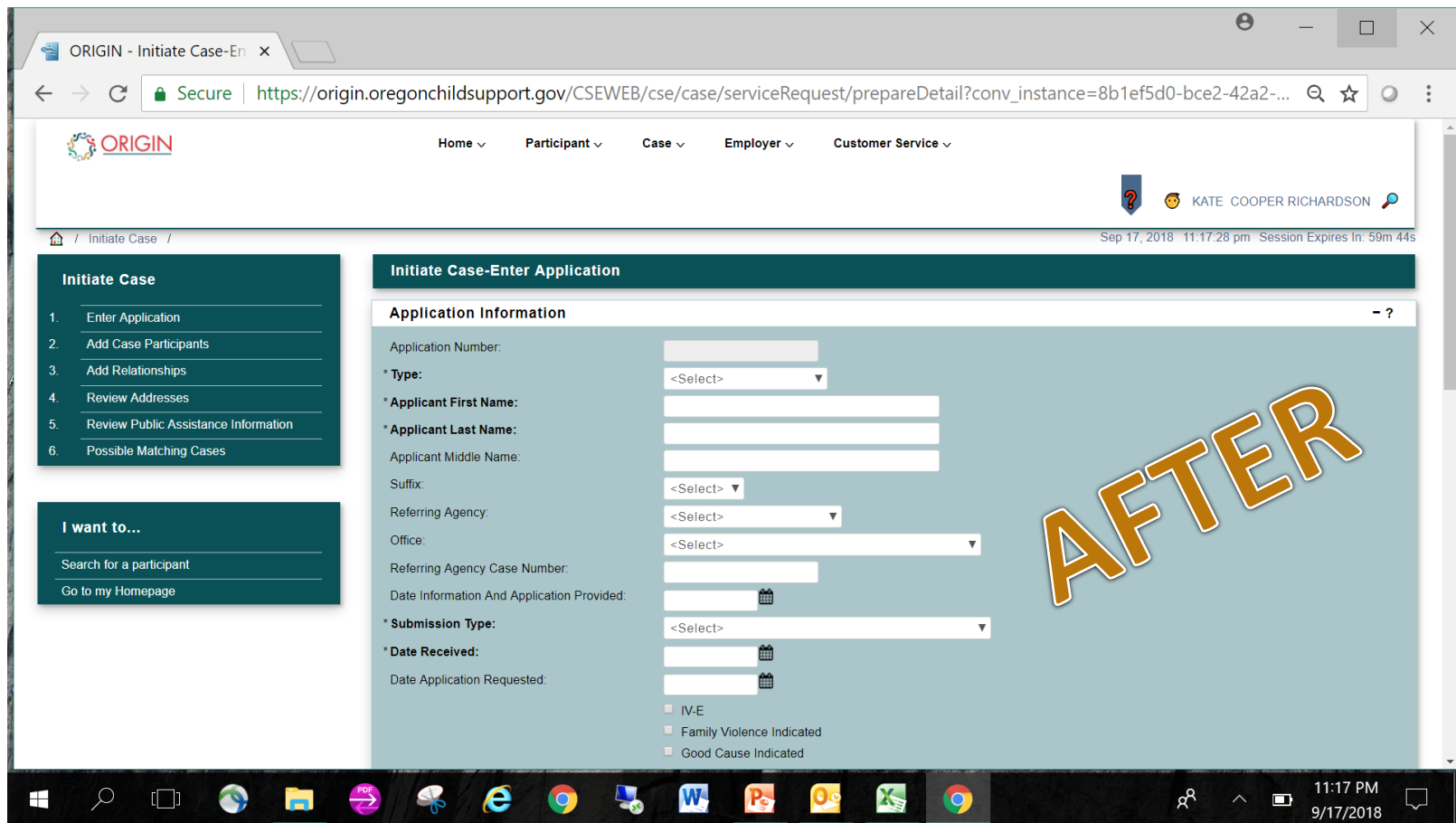
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Subsystem . . . . : QINTER
Display . . . . . : QPADEV0005

User ID . . . . . : _____ Password . . . . . : _____
Program/procedure: _____ Menu . . . . . : _____
Current library. . : _____

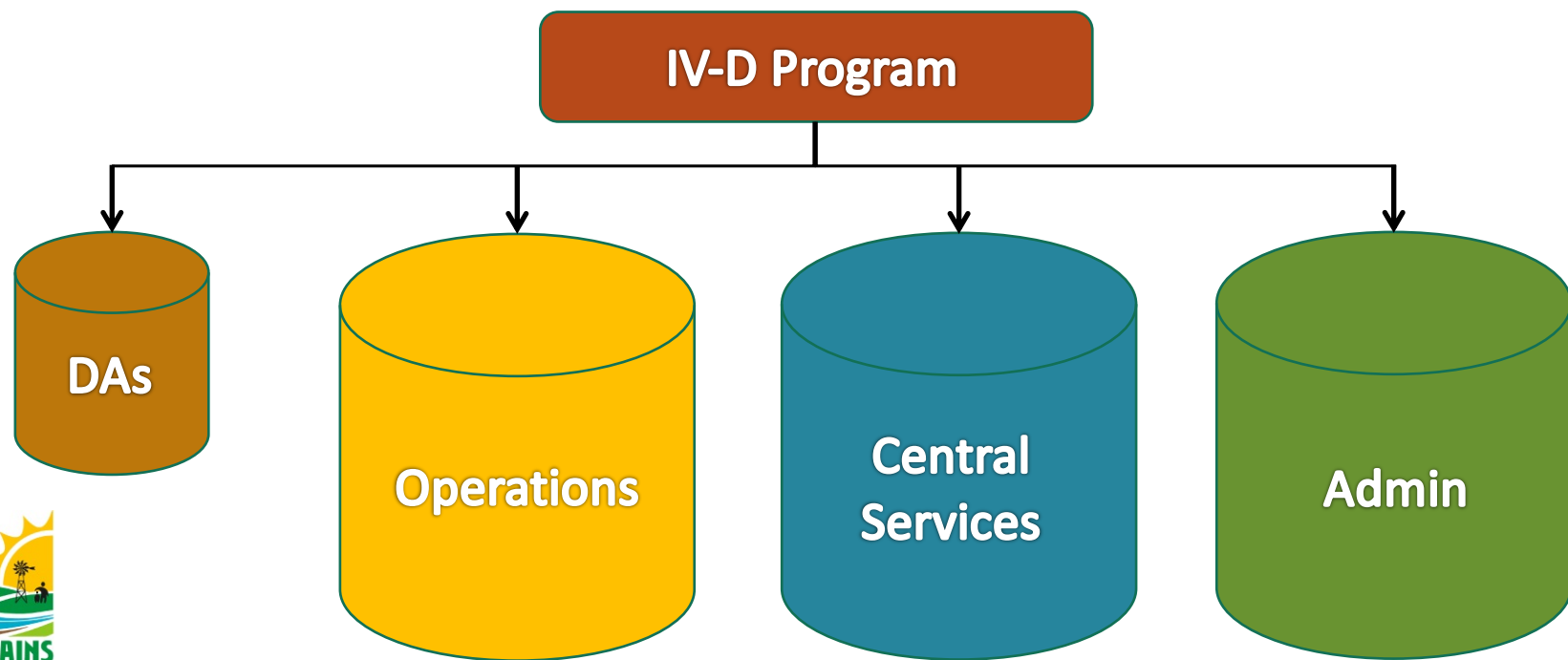
* Important Note *
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use for conducting IBM's business
or for purposes authorized by IBM
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You must ensure you have proper
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For help submit your requests to
http://w3.torolab.ibm.com/help

Version : 520
Processor : 500 XPF/500 SLIC
System . . : TORASB9C
Owner . . . : Sean Babineau
Phone ext . : 4123
Install date: 072688
System Usage: AD Development
Sec Level : 40

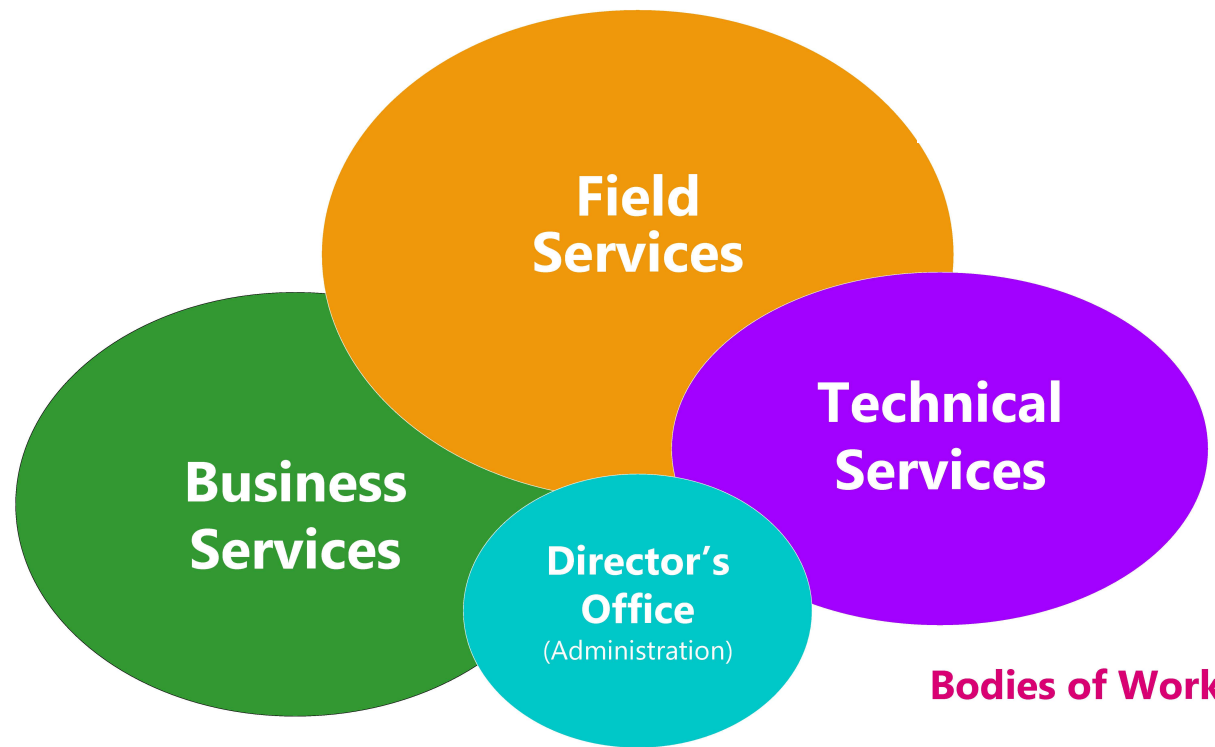
(C) COPYRIGHT IBM CORP. 1980, 2002.
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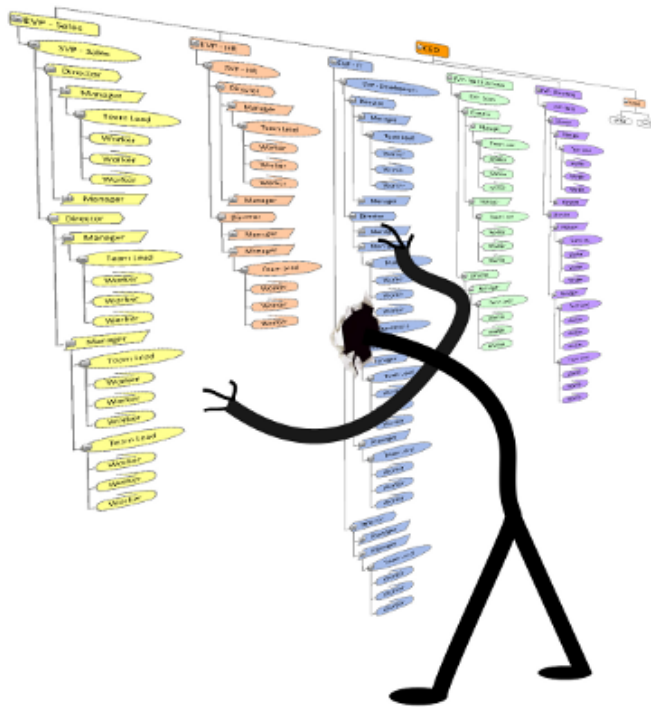
SILOS – the standard government structure



TRANSFORMATION – changing the model



ORGANIZATIONAL CHANGE – literally



RE-ORG CHART



CHANGE OF IDENTITY



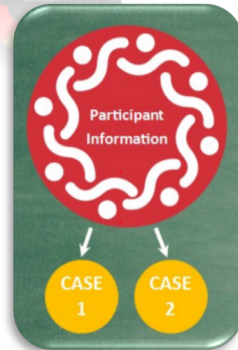
NEW CONCEPTS



Tailored Dashboards
with Data Analytics



Participant-Based
System



Task-Driven
Work Flows

Role-Based
Access



VOIP Phones with Video



TRANSFORMATION – Still up in the air

