



Illinois Data-Driven Health & Justice Conference

**“How Illinois Is Poised for Data-Driven
Health and Justice”**

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December 9, 2016

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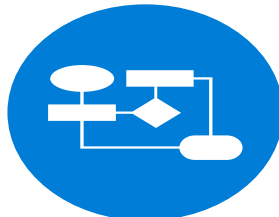


“The Grand Challenge”

How do we enable the **redesign**
and **restructuring** of government operations
using **data** and **evidence**
to drive more **efficient, effective** and
customer-focused service delivery?

The DoIT story: Where we were at the start of 2015

Siloed IT



Inefficient Government Operations



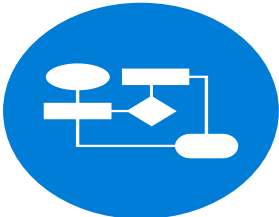
Poor Citizen Experience



Sources: 1 GovTech; 2 Bloomberg innovation rankings; 3 CNBC state rankings; 4 McKinsey CSS database

Over the past 2 years, the State has gained ground

Transforming IT



- IT running like a **Business**
- **Faster time to market**
- **Reduced dependency** on legacy
- **Stellar Technology team**
- **Borderless culture**
- Much more **Secure enterprise**

Transforming Government Operations



- Increased **cross functional transparency** (e.g. financial reporting)
- **Massive value savings** (e.g. NPV of ~\$500M just for ERP over 10 years)
- **Retired 3 mainframes** after implementation of Offender 360
- **Innovation Incubators** for interoperability

Transforming Citizen Experience



- **Increased citizen satisfaction** through Mobile and analytics
- Introduced the concept of **Smarter State**
- Laid the foundation for **scaling digital governance**

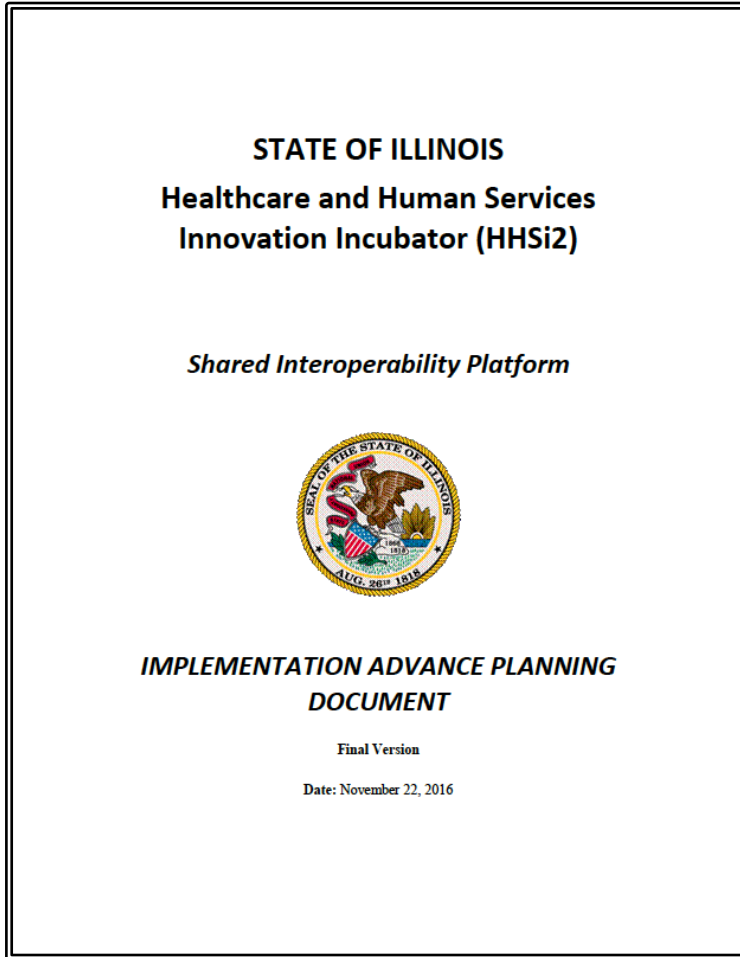


“Data is at the center of all public policy and service delivery, and should be an organizing principle for a modern digital state”

Hardik Bhatt

*Secretary, Illinois Department of
Innovation & Technology*

Case Study #1: HHSi2



What we learned:

1. Stakeholders want answers to questions.
2. Lack of data availability points to the root cause of the problem.
3. Agency demand for analytics is real.
4. Developing a 360 degree view of the person is a business imperative.
5. Cross-agency aggregation of data is necessary to build person 360, family 360, and community 360 views.
6. The agency cluster approach shifts leadership from a program-centric to a horizontal, integrated view.
7. Clarity of transformation vision helps.
8. Need to connect the dots between transformation vision and data interoperability strategy.
9. Agility and sprints work!
10. Need governance, data platform, analytics, eMOU, questions that need answers, and funding.

Identifying Public Safety business questions & pain points

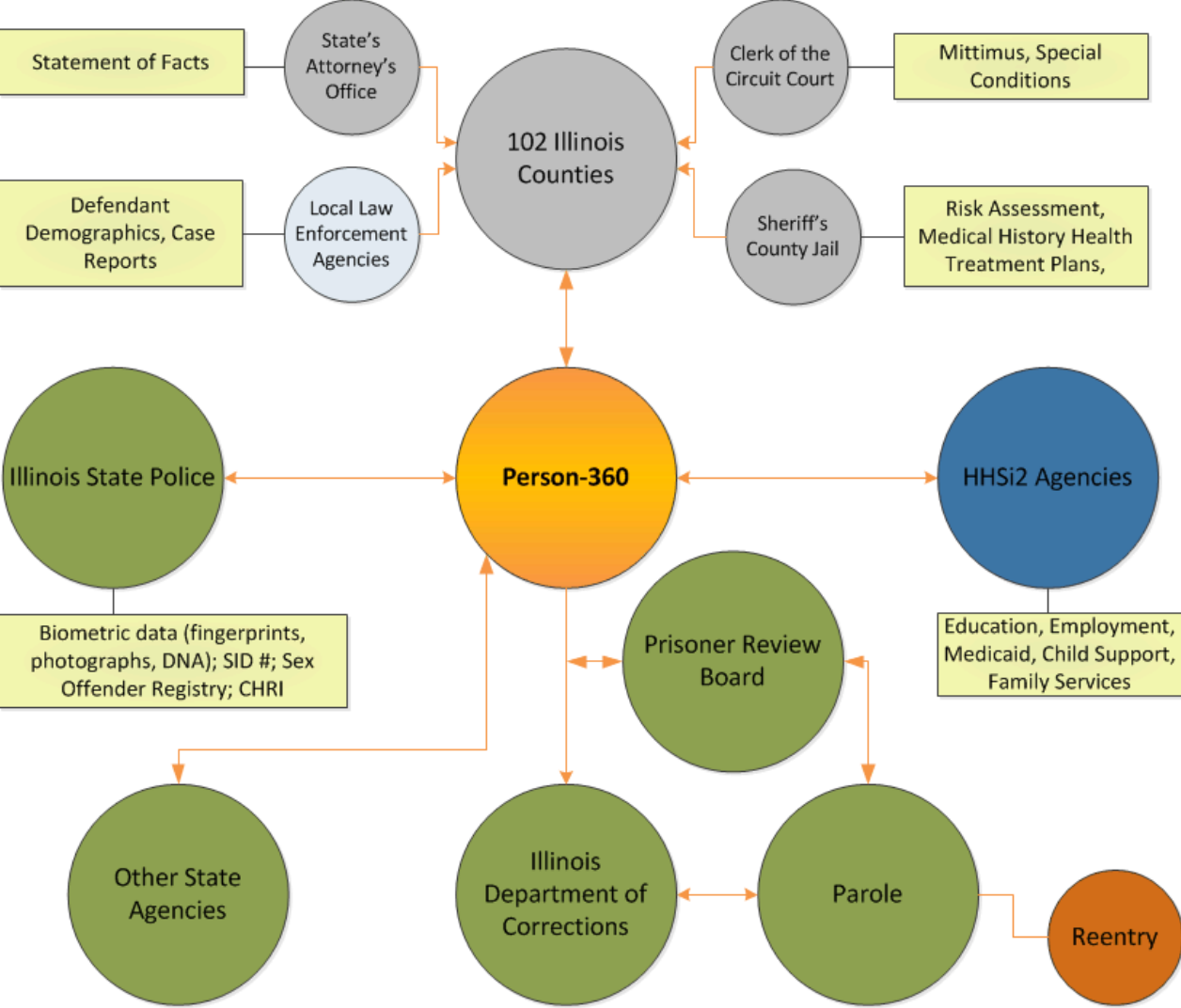
Transactional/operational

- Can't map/visualize crime incidents statewide
- Can't connect data between case management systems
- Can't connect from crime incident to system response
- Can't readily identify super-utilizers

Strategic

- Can't get accurate & timely criminal history
- Can't connect rapidly from FOID request to behavioral health data
- Can't get accurate & timely sex offender info
- Can't measure system-wide and individual outcomes from corrections & other services
- Can't determine overall mapping and funding of services for criminal justice population and people at risk

“Person 360” in the Criminal Justice System



“Person 360” is the concept of connecting data from multiple state (and external) systems for a complete view of the person

Case Study #2: IPSi2

Where we are today/progress to date:

- Using HHSi2 lessons learned to fast-track IPSi2 requirements
- Leveraging ICJIA to stand up IPSi2
- Establishing business questions as key project-orienting activity
- Identifying key, existing, central dataset (CHRI) to commence work
- Establishing common ground among PS cluster agencies for 360 person view
- Started documenting “as is” and “to be”
- Started working on pro bono external advisors, partnerships
- Established need for BOD and initiated data governance approach

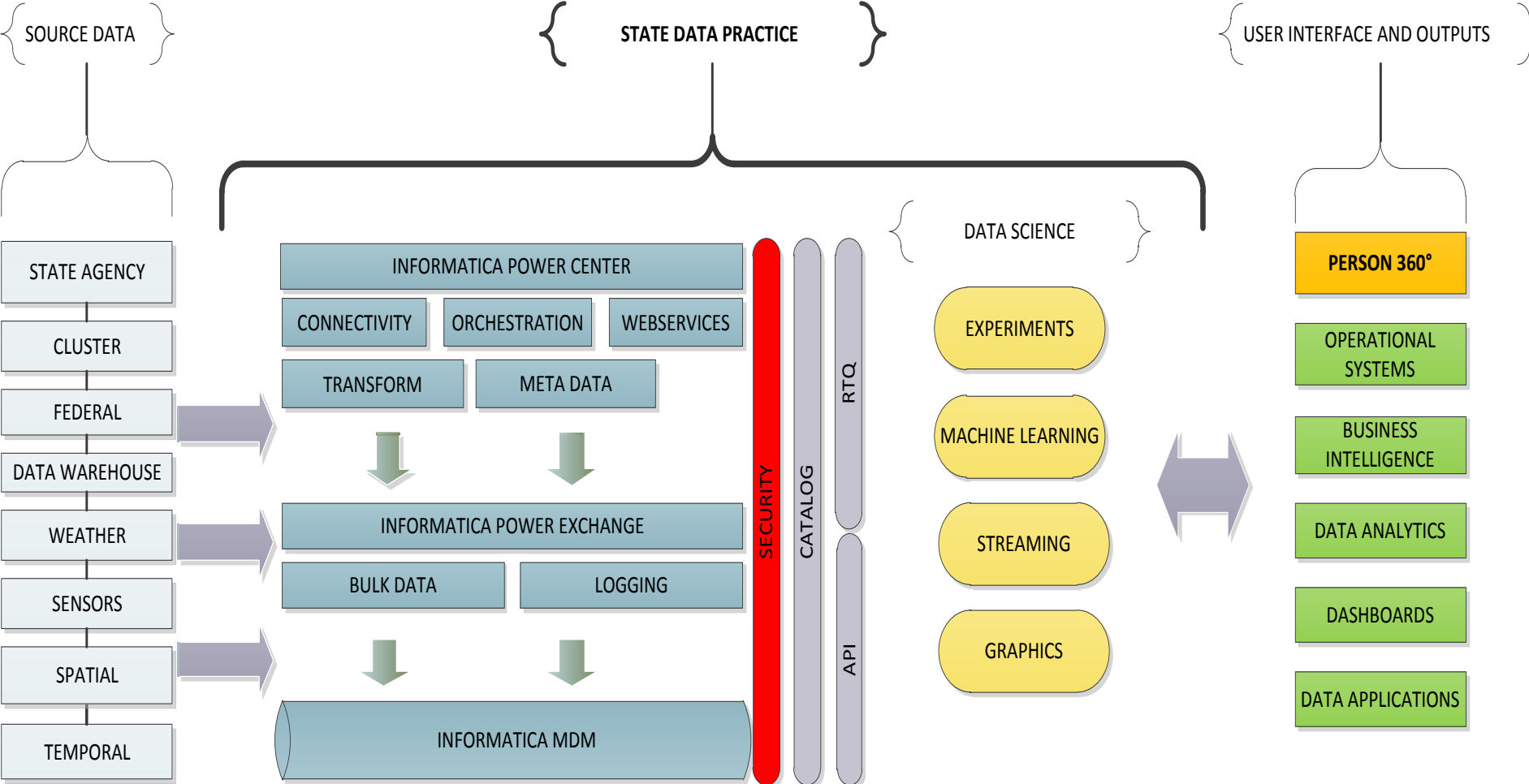
Where we need to be (end of 2017):

- Business questions completed
- Dataset aggregation underway
- Data platform/analytics stood up
- Sustainable funding and resourcing
- Sustainable organizational and data governance

Strategies from → to:

- **Director-level Board of Directors**
- **CHRI dataset**
- **Virtual teams**
- **Scale previous work (eMOU)**

State Data Analytics Practice Model in Detail



The 10 Key Elements of i2

1. Governance
2. Person 360
3. eMOU
4. Platform
5. Data Analytics
6. Questions
7. Data Needs Analysis
8. Value/ROI Mapping
9. University/Research Partnerships
10. Funding

i2 provides a roadmap for moving our use of data from “reactive” to “predictive”

How Illinois is Building a Data-Driven Government

- ✓ **Data is central to the new DoIT organization**
- ✓ **Person 360 concept/data model**
- ✓ **eMOU simplifies cross-agency data sharing**
- ✓ **Enterprise data analytics practice and platform**
- ✓ **i2 model/template is repeatable for each agency cluster**



Thank you!

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