Building Successful Communication Lines Between Technical and Business Stakeholders

August 2019

About Me

- Gideon Lowe
  - State Administrative Manager
  - 3 Years with Michigan Department of Treasury
  - Pursuing Masters in Business Analytics at Michigan State University

Our Journey…

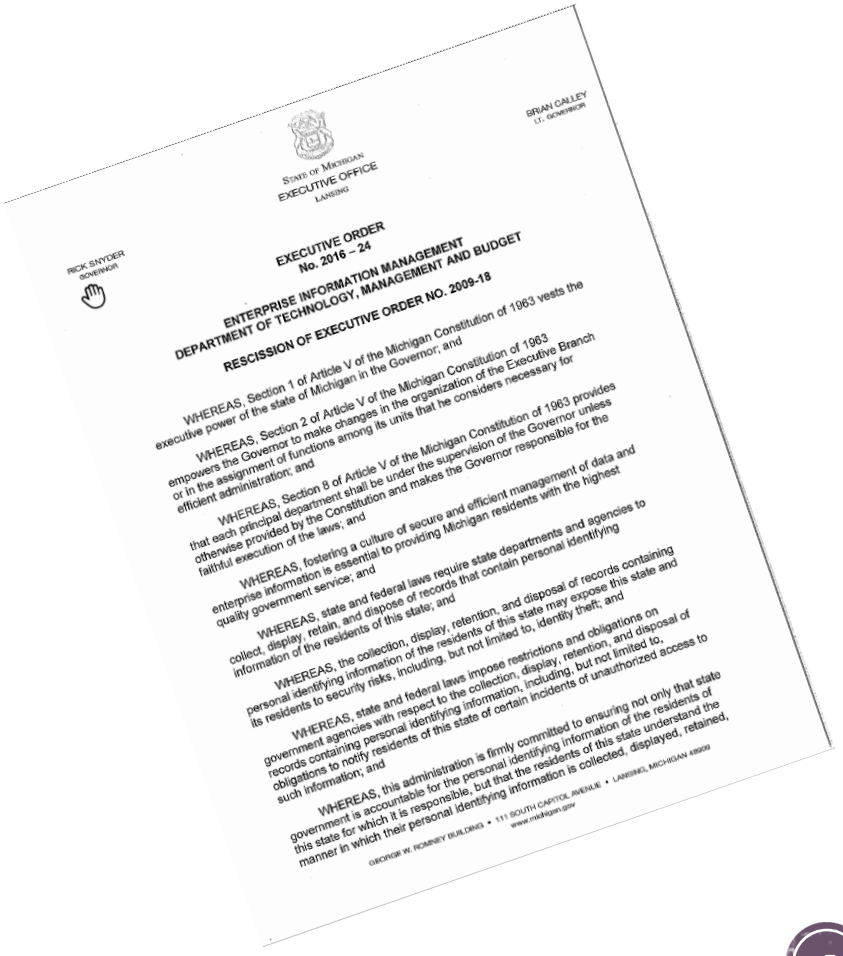
We aim to improve the citizen experience by building a culture of service through continuous improvement and engaging our employees.

Enterprise Information Management (EIM)

Michigan Department of TREASURY

Moving EIM To Dept Level

- Tax Compliance Bureau (TCB) primary users
- Teradata Data Warehouse
- TCB housed the Chief Data Steward (CDS) for all of Treasury.
  - CDS role moved to the Department level.



STATE OF MICHIGAN
EXECUTIVE OFFICE
LANSING

RICK SNYDER
GOVERNOR

BRIAN CALLEY
LT. GOVERNOR

EXECUTIVE ORDER
No. 2016 – 24

ENTERPRISE INFORMATION MANAGEMENT
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
RESCISSION OF EXECUTIVE ORDER NO. 2009-18

WHEREAS, Section 1 of Article V of the Michigan Constitution of 1963 vests the executive power of the state of Michigan in the Governor; and

WHEREAS, Section 2 of Article V of the Michigan Constitution of 1963 empowers the Governor to make changes in the organization of the Executive Branch or in the assignment of functions among its units that he considers necessary for efficient administration; and

WHEREAS, Section 8 of Article V of the Michigan Constitution of 1963 provides that each principal department shall be under the supervision of the Governor unless otherwise provided by the Constitution and makes the Governor responsible for the faithful execution of the laws; and

WHEREAS, fostering a culture of secure and efficient management of data and enterprise information is essential to providing Michigan residents with the highest quality government service; and

WHEREAS, state and federal laws require state departments and agencies to collect, display, retain, and dispose of records that contain personal identifying information of the residents of this state; and

WHEREAS, the collection, display, retention, and disposal of records containing personal identifying information of the residents of this state may expose this state and its residents to security risks, including, but not limited to, identity theft; and

WHEREAS, state and federal laws impose restrictions and obligations on government agencies with respect to the collection, display, retention, and disposal of records containing personal identifying information, including, but not limited to, obligations to notify residents of this state of certain incidents of unauthorized access to such information; and

WHEREAS, this administration is firmly committed to ensuring not only that state government is accountable for the personal identifying information of the residents of this state for which it is responsible, but that the residents of this state understand the manner in which their personal identifying information is collected, displayed, retained,

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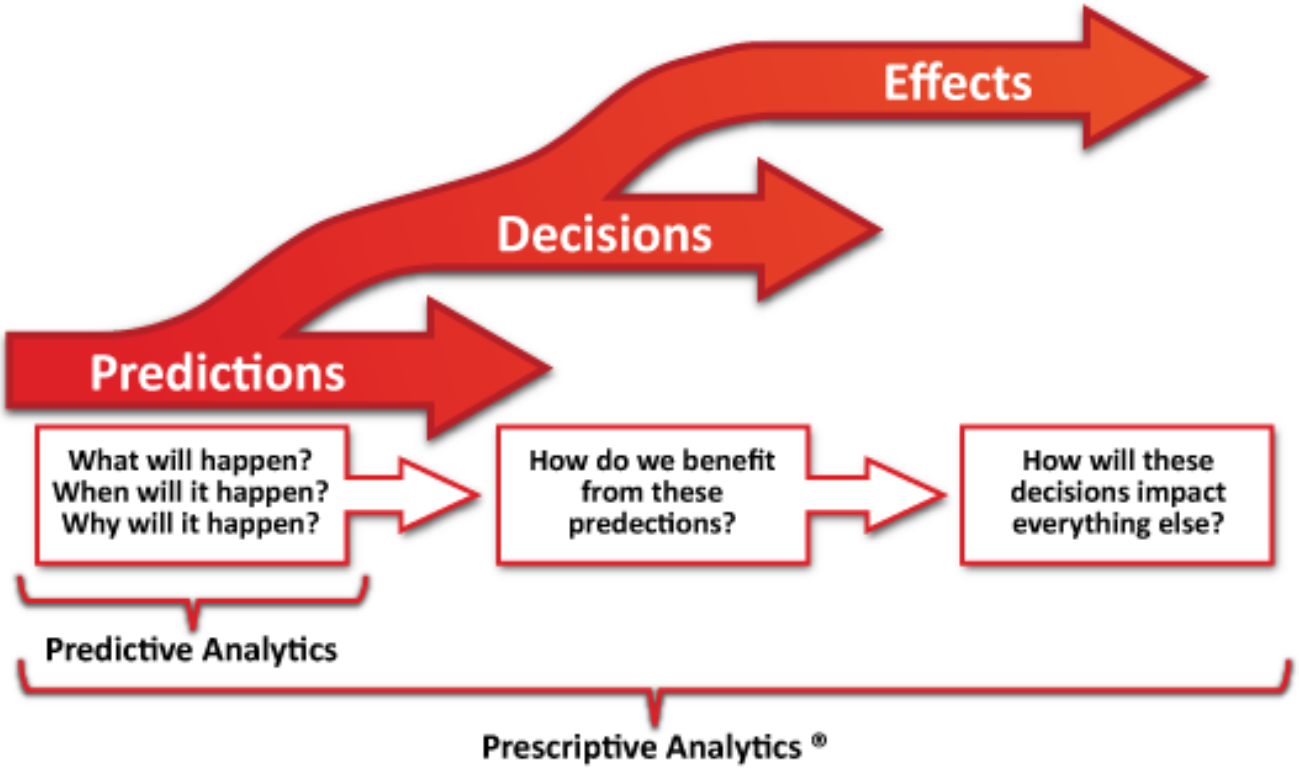
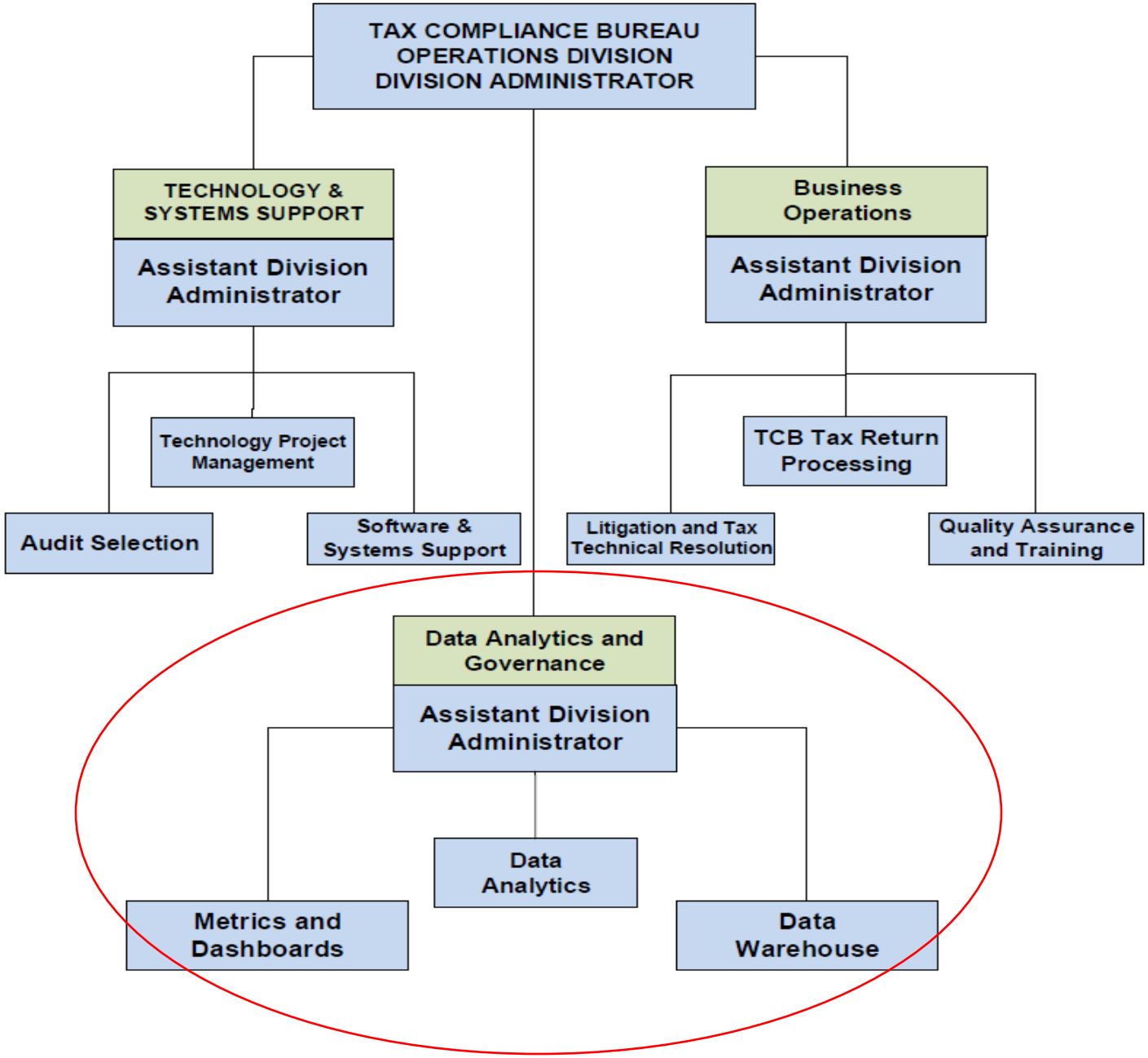
Data Analysis Needs



Michigan Department of TREASURY


TAX COMPLIANCE BUREAU
OPERATIONS DIVISION
DIVISION ADMINISTRATOR
TECHNOLOGY & SYSTEMS SUPPORT
Assistant Division Administrator
Technology Project Management
Audit Selection
Software & Systems Support
Business Operations
Assistant Division Administrator
TCB Tax Return Processing
Litigation and Tax Technical Resolution
Quality Assurance and Training
Data Analytics and Governance
Assistant Division Administrator
Data Analytics
Metrics and Dashboards
Data Warehouse

The Team

- Data Governance and Analytics Team (DAG)
  - 3 analysts and 1 specialist
  - Varying skillsets
  - Leverage open source tools
    - It is possible to obtain open source applications!

Tools

- R and R Studio
- Teradata SQL Assistant
- SQL Developer
- Knime
- Open Text BI Query
- Visual Studio Team Foundation Server

What we do…

- Data Analytics
  - Statistical models
- Data Warehouse
  - Plan, test and implement changes
  - Day-to-day troubleshooting
- Data Governance
  - Business Glossary
- Suspicious Filers

Bridging the Gap

- Management Support
- Open Communication
- Constant Collaboration

Management Support

- Need a champion
- No fear of failure
- Trust

R and R Studio Example

Open Communication

- Act as Interpreters
- Get up from behind the desk!
- Understand each others needs

Process Improvements Example

Constant Collaboration

- One team mentality
- Understanding leads to improvements
- Ask to see!

Analytics Environment Example

Opportunities

- Time
- Will hear “No”
- Not all efforts will work

Wins

- Reduced Implementation Cost/Time
- IT Partnership
- Process Improvements

Questions?

Thank You!

Loweg1@Michigan.gov

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Michigan Department of TREASURY