



# Excellence in Technology Awards Template for Nominations

All State of Hawaii Excellence in Technology Award nominations must address the five sections listed below. The topics and questions listed under each section are suggestions to help stimulate additional thought when drafting your nomination.

## 1. Cover Page (one page)

- a. Title
- b. Category
- c. Contact
- d. Project initiation and completion dates

## 2. Executive Summary (one page)

## 3. Business Problem and Solution Description

This section may include:

- Problem statement, including magnitude, duration, relative importance or priority
- Barriers, challenges and opportunities
- Issue or problem context, including programs, resources and activities of which the initiatives is a part
- Assessment and decision process
- Elements of the solution
  - What is the solution and how was it selected
  - Project management approach, architecture and/or the use of a vendor o Cost, including dollars, people, time
  - Project definition, management and control
  - Architecture
- Baseline and changes in metrics
- Innovative characteristics, including type of problem addressed, use of technology or the nature of the project itself
- Leverage and transferability
- Communications plan to educate users and/or promote awareness and adoption

## 4. Significance

This section may include:

- How the project improves the operation of government
- Description of beneficiary/stakeholder groups
  - State agencies or other public sector organizations
  - Businesses
  - Service sectors (health, public safety, transportation, etc.)
  - Citizens as service customers, citizens as taxpayers
  - Decision makers (directors, managers, governor, legislature, etc.)
- Policy, strategy and goal alignment with gubernatorial priorities, IT strategic plans, enterprise architecture, agency business plans, goals and strategies, and/or state and federal mandates

## 5. Benefit of the Project

This section may include:

- What does the organization give back to the public for the resources invested in IT projects? Quantitative and qualitative performance measurements are appropriate here.
- Description of impact of the project
  - Who was affected in a constructive, positive way?
  - How is this project innovative?
- Description of the outcomes from this project
  - Comparison of the view before this project was implemented and after it was completed
  - References to specific outcomes related to accountability and performance
- Description of types of benefits and the impact of the benefits for both the agency nominating the project and the groups which benefited from the project
  - Constituent service needs which might include accessibility, availability, improved access, improved content, additional channels for service, quality of service, single point of contact, speed, and value
  - Operational effectiveness and efficiencies which might include accuracy, collaboration, process improvements, productivity, risk, and staffing requirements
  - Improved management
  - Security, privacy
  - Transformation of government
  - Transferability
  - Transparency of government operations

Many initiatives have a demonstrable financial return. Others are implemented to increase efficiency, comply with government mandates, save lives or even increase political good will. In this section please address the financial and non-financial reasons why this project was worthy of the investment made.

This may include:

- Financial Return on Investment
  - Realized ROI or payback
  - Long term benefits or payback -- anticipated, estimated multi-year benefits or ROI
  - Cost avoidance data
- Non-Financial Return on Investment
  - Qualitative or intangible benefits
  - Advancement of public policy goals
  - Increased efficiency or other quality improvements
  - Reduced completion or resolution time
  - Better training opportunities
  - Improved system availability
  - Reduction of errors or duplicative efforts
- Measurements

## **Sample Nomination:**

### **3. Description of the Business Problem and Solution**

The agency was experiencing extremely high costs for its mailings. This project was designed to both reduce the amount of mailings the agency needed to do per month and as a result reduce the number of staff needed in the mailroom. Due to the success of this project, the agency intends to expand the program to include other divisions in order to find additional savings.

### **4. Significance of the Project**

The agency was the first to initiate a process improvement strategy in a common area of need, introducing an enterprise solution that could easily be adopted by other agencies and other states. The project aligns with the governor's call to agencies to reduce costs by working smarter. There were no layoffs; personnel savings were achieved through attrition, but without the project, jobs could have been lost. Key stakeholders included the agency and its employees, state government and through successful process improvement and cost savings, citizens of the state.

### **5. Benefit of the Project**

The project monitored the number of mailings sent by the agency over the first six months the product was in operation. Based upon the monthly metering charges, the project met its goal in reducing the number of mailings from 100,000 to 75,000 per month. This savings will equate to an annual reduction in expenses of over \$90,000.

During the first six months of production, the agency began to leave mailroom positions unfilled. At the end of that period, there were a total of seven unfilled positions in the mailroom. The project surveyed the mailroom staff in the 7th post-production month of the project. The survey results showed that 90% of the staff felt their job duties were the same or slightly more than prior to the project. In addition, there are no signs of an increasing backlog of mail. This will equate to a savings to the agency of over \$150,000 per year in salaries and benefits.

The project's total cost was \$350,000, with an annual operational cost of \$70,000. The return on investment is a little less than two years and the agency is already seeing an improvement in cash flow.