Collaboration

No, seriously
Why bother?
More people

Source: OFM
But there isn’t more money
So, what are your options?
Process Improvements
“Give me a lever, and a place to stand, and I will move the earth.”

Archimedes
Collaborating Across Governments

Washington’s Master Addressing Services
Underlying Problem

• 100K+ people in 2015
• 35K housing units
• State spent $618K per year on data with 20-30% errors in locating addresses

We’re not on the same page!
Impact of the Problem

• Emergency Services may not respond to the correct location
• Local taxes are not collected properly.

People lose confidence in government
Impact of the Problem

- Emergency Services may not respond to the correct location
- Local taxes are not collected properly.

People lose confidence in government
Solving the Problem

• 12 agencies collaborated to find a solution

• Needed the right platform
  – Web-based tools (Kerika), not SharePoint

• Kanban and Scrum methodologies
  – Fast process improvements
And it was worth it…

- 18 agencies and tribal entities already benefiting
- 34.8 million records processed
- $138,000 in direct savings already
  - $15 million projected

ROI within 3 months of launch
Collaborating Across Entities

The Washington Statewide Trails Project
Because
Underlying Problem

• 12,000 miles of trails
  – Hiking, biking, riding…
• Multiple jurisdictions
  – DNR, USFS, Parks, Counties…

No single view into the wonders of Washington’s Parks
Impact of the Problem

- Many agencies use trails data
- A single state trails database didn’t exist

No common way for us to do our jobs
Solving the Problem

• Need collaboration tools that are in the cloud
• Need the right participants
And it was worth it…

- Public/Private partnerships strengthened
- Better coordination between state & local government

Trails work incorporated in the National Map!
Collaborating Across Agency Management

OCIO Policy & Standards
Because
Underlying Problem

- Stakeholder coordination and outreach is a challenge
  - Traditional tools work for some but not all agencies
  - Technical & management engagement styles are different
  - Building consensus is critical
The Impact of the Problem

- We need to reach a balance on technical issues

If we can’t get buy-in than adoption is impacted!
Solving the Problem

• 27 Agencies have to collaborate!

Which means we need

• Easy ways to communicate
• Easy ways to update versioned documents
And it was worth it...

- The standards development and review process works
  - Updated and created 5 new standards that agencies needed
- And is streamlined

Trails work incorporated in the National Map!
Three Essentials

1. An inspiring reason

2. The right timing

1. A confident team
Inspiring Reason (Vision)

• Everyone needs an affirmative reason to do something
• Something that promotes and sustains interest and enthusiasm.

Don’t do it just out of fear.
Timing

- People need to feel the pain.
  - It hurts already.
  - It will hurt for a long time.

Not every project is ready, now.
Confident Team

• Strength comes from confidence.
  – In yourself
  – In your team
• Self-managing people

No hierarchy to fall back upon: it’s up to you to get the job done.
Easy, sure
Three Hurdles

1. Your old habits.

2. Your old rivalries.

3. Your old-style sponsor.
Your old habits

• Don’t include people who hate change, on a change project.
  – An expert with the wrong attitude can squelch the team.
  – Check your own behavioral expectations at the door.

Agree to change
Your old rivalries

• Forget the history between departments, agencies, managers.
• Don’t bring a knife to a gun fight.
• Don’t bring a gun to a knife fight.

This isn’t a fight at all.
Your old-style Sponsor

• Need a Sponsor that will embrace change.
• And think big.
• And think broad.

Old-style Sponsorship will clip your wings.
How to Get Started

• Talk to your peers
  – Yes, there’s someone in your agency who has done this

• Talk to the Wise Lady
  – She will connect you

• Get the right tools
  – Kerika, Box, WebEx
Tools & Resources
Yes, we walked this talk...
Questions?