WaTech
Washington Technology Solutions
Washington's Consolidated Technology Services Agency

Gaming the Data

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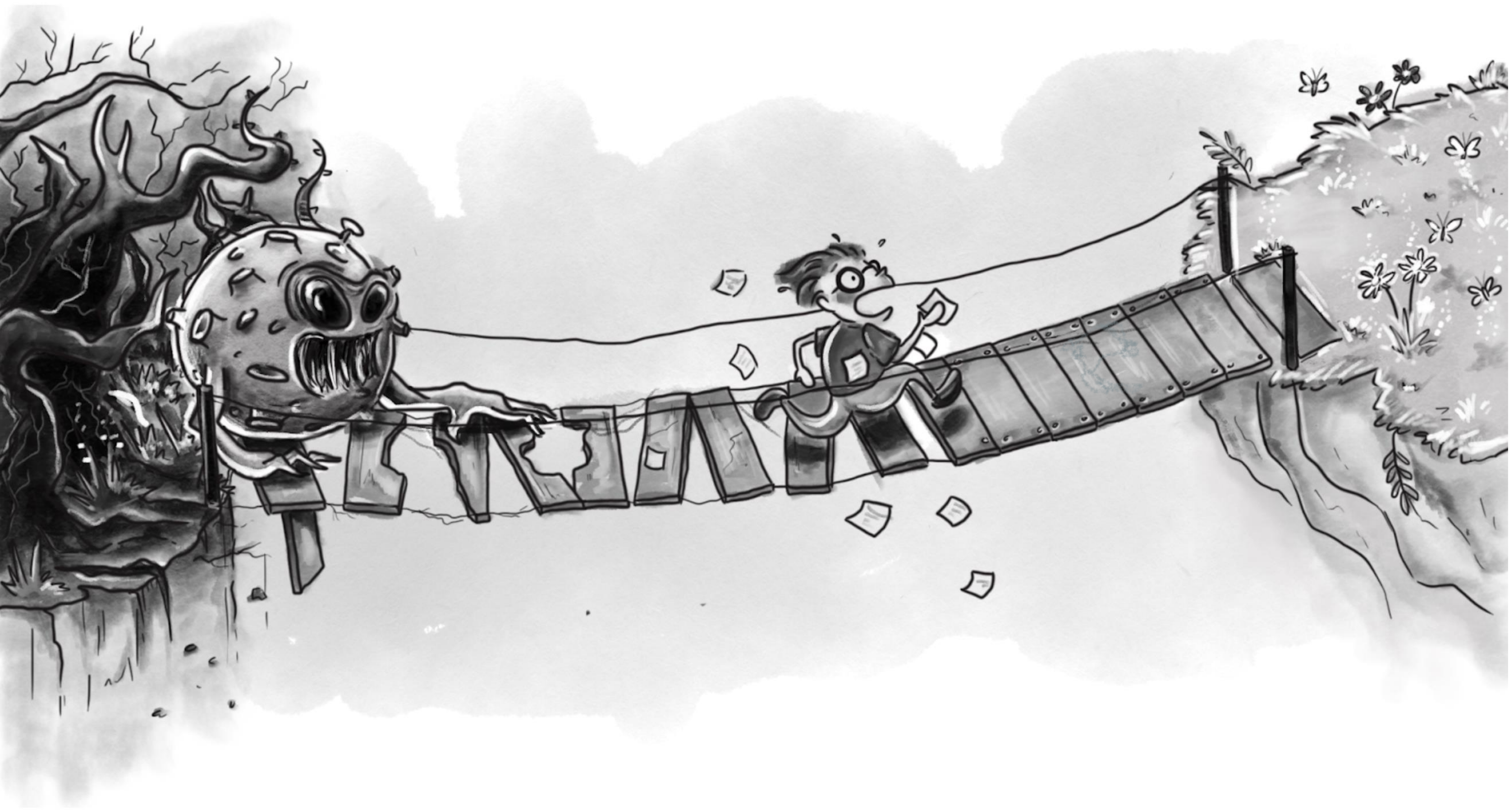
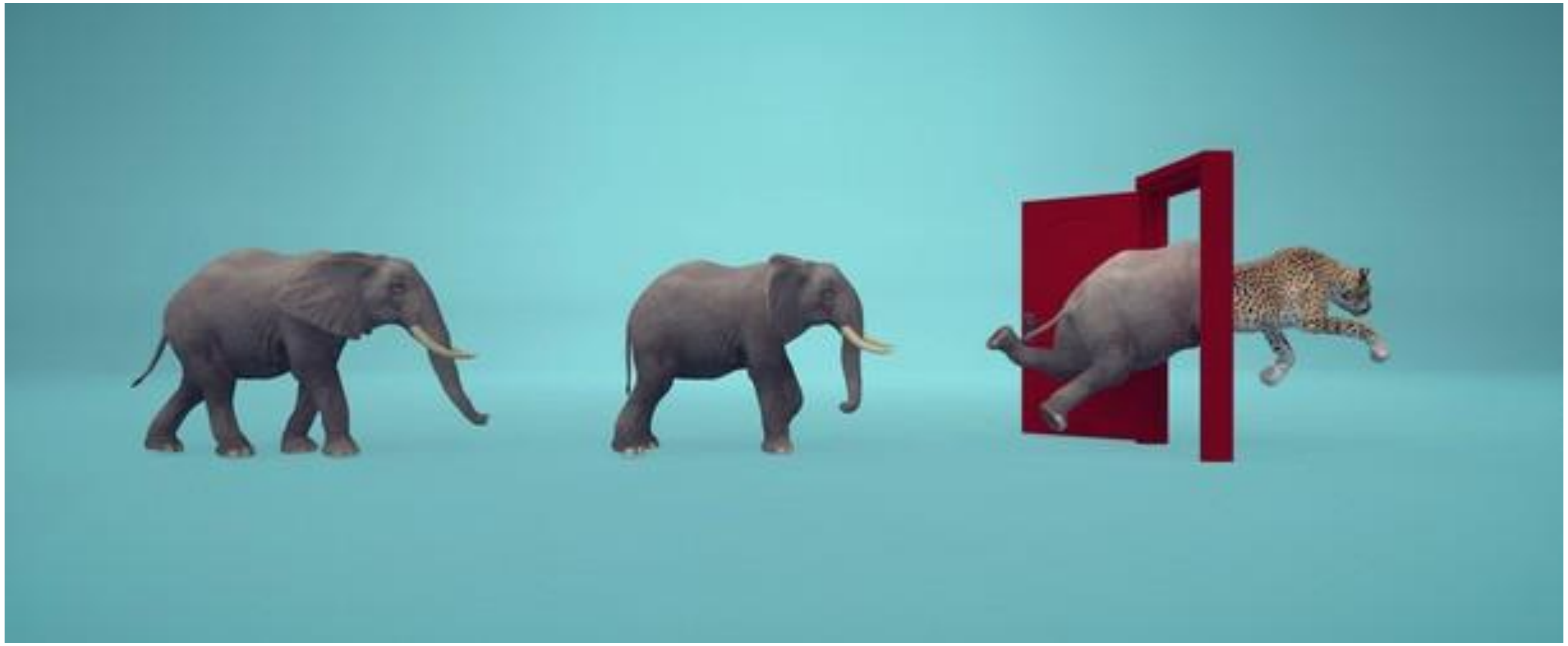
Tammi Leclerc, WaTech

Round 1:

- When a picture shows up on the screen think about what that picture means to you, in relation to performance reporting.
  - The picture will be added to chat, when it is added respond with your MEME theme (a couple words that explains what it is saying – no more then 5 words).
- When you see CLOSED typed, we will move to voting on the top theme.
  - Put a Heart on the one that hit the heart.
  - A laughing Icon means it was the best because it made you laugh (and it connected).
- We will then move to the next one, this will happen really fast!!

After the meeting, you will receive a follow-up with the pictures and the responses AND the winner will be announced of the MEME Throwdown! (Part 1 of Winning ResultsWa Socks!)





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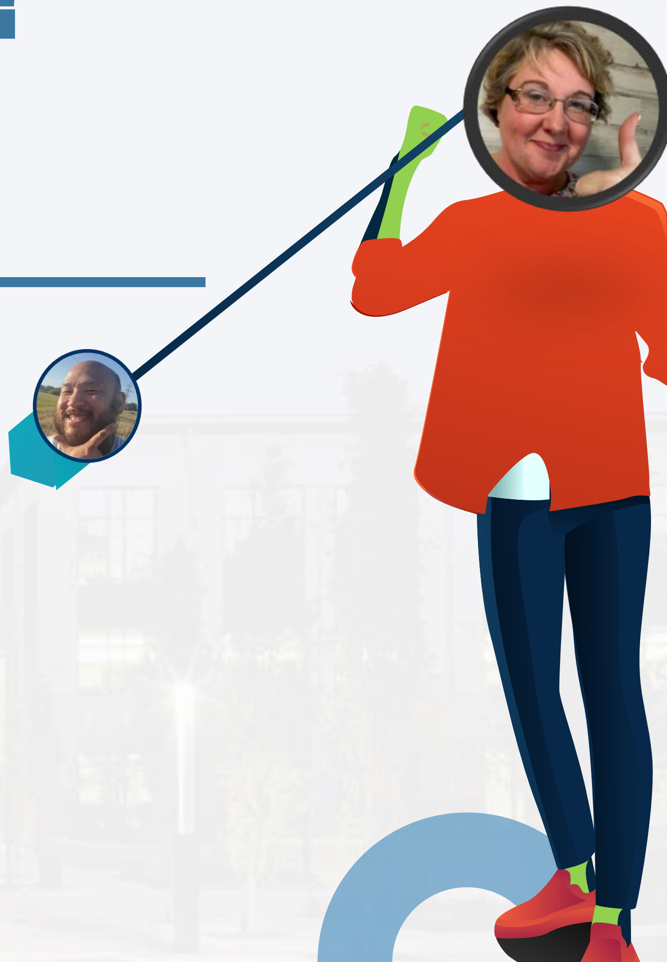
Where do you start?



Tension

- Innovation
- Control

Motive	Organizational Block
People want to contribute	They don't understand how to make a difference. Strategy and direction isn't communicated. Unsure of the mission and vision and how they fit in.
People generally choose to do right	Performance pressures cause rules to be bent or information to be hidden. No internal controls or safeguards in place.
People strive to achieve	No resources to complete the tasks asked of them. Competing demands create a focus on too many things at once.
People like to innovate	Lack of resources. Afraid to challenge the status quo. They won't be supported if they step out in a new way.

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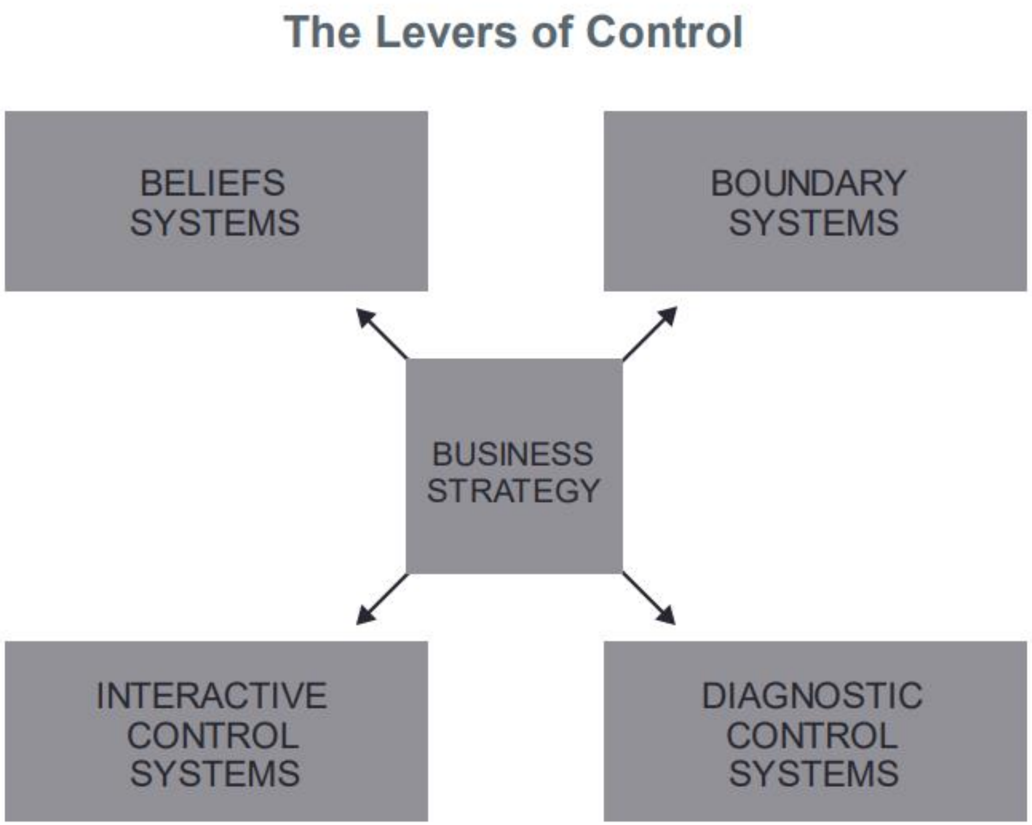
N

Needs-Based (PDCA)

- Belief Systems
- Boundary Systems
- Diagnostic Control Systems
- Interactive Control Systems



Harvard-Four Levers of Strategic Execution

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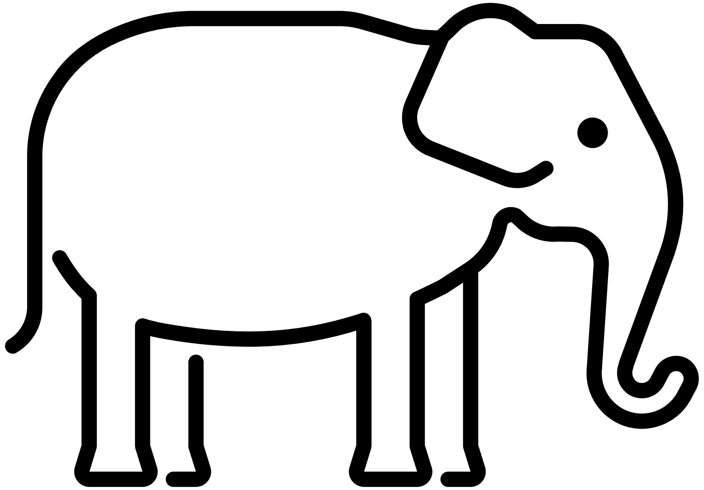
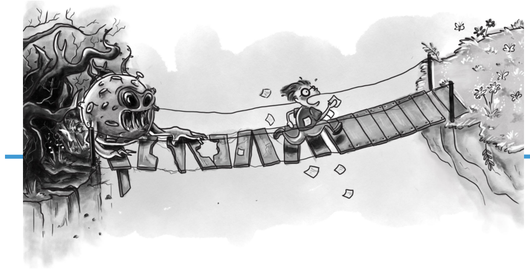
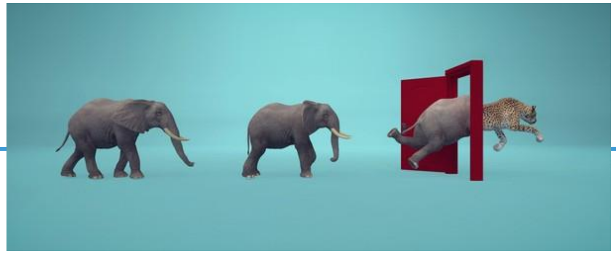
What did we say?







Performance Examples

No matter what you are doing, it has to show up in a picture to be relevant.

Backstory

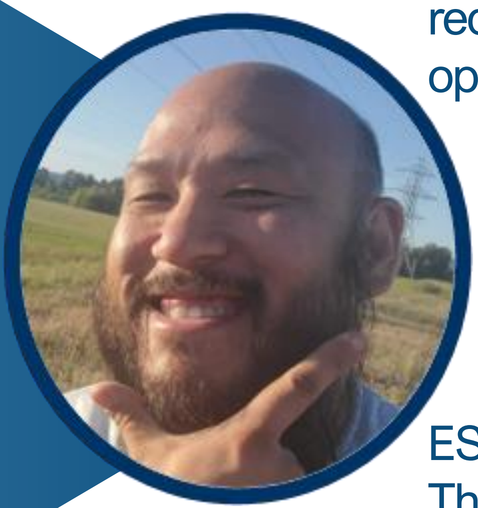
WorkSource @ ESD

Starting Point

0%

7 Months Later

HERO



ESD transitioned to a new data system for the WorkSource offices, this actually reduced the ability to leverage operational data for >5 years.

ESD invested in a Data Solutions team. The team was formed doing business differently, as a result not only was the team able to produce data it created a data solution that earned it the Governance Above and Beyond Award.

WorkSource @ ESD

Starting Point

0%

7 Months Later

HERO

Top Barriers

Internal Beliefs	Historical Norms
Self-Limiting "Rules"	Competency Gaps

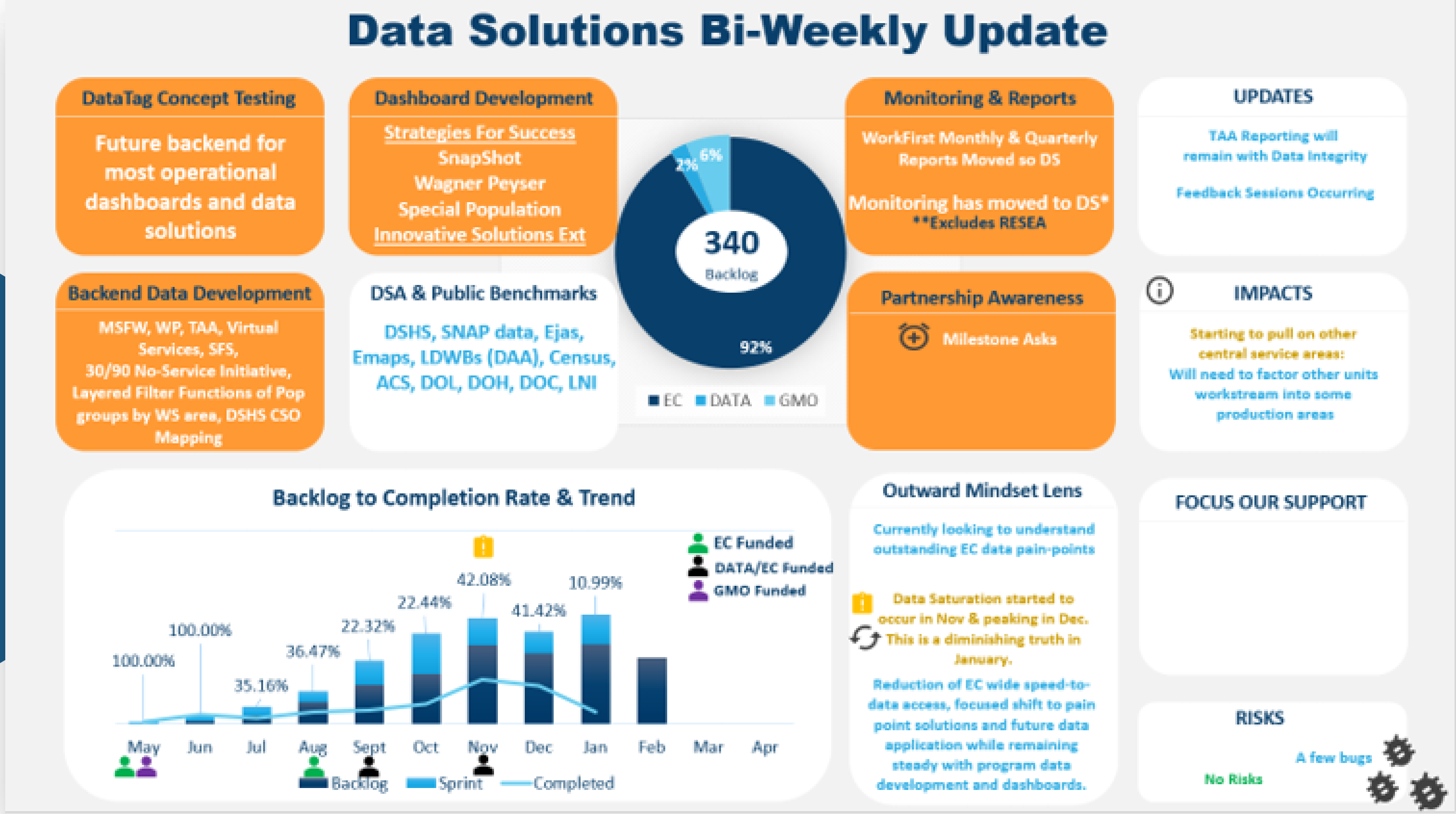
Starting Point

0%

7 Months Later

HERO

Approach



Agile ~ Visualize The Work ~ Outward Mindset ~ Overcommunicate ~ Incredible Non-Traditional Executive Sponsorship

WorkSource @ ESD

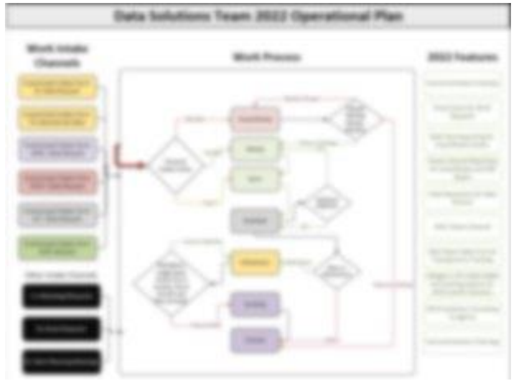
Starting Point

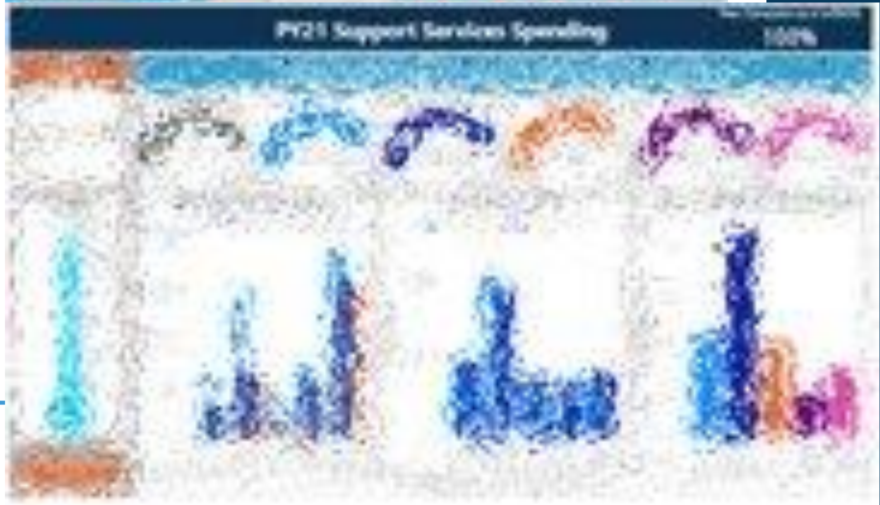
0%

As a result of this work the team earned the Governor's Extra Mile Award.

7 Months Later

HERO



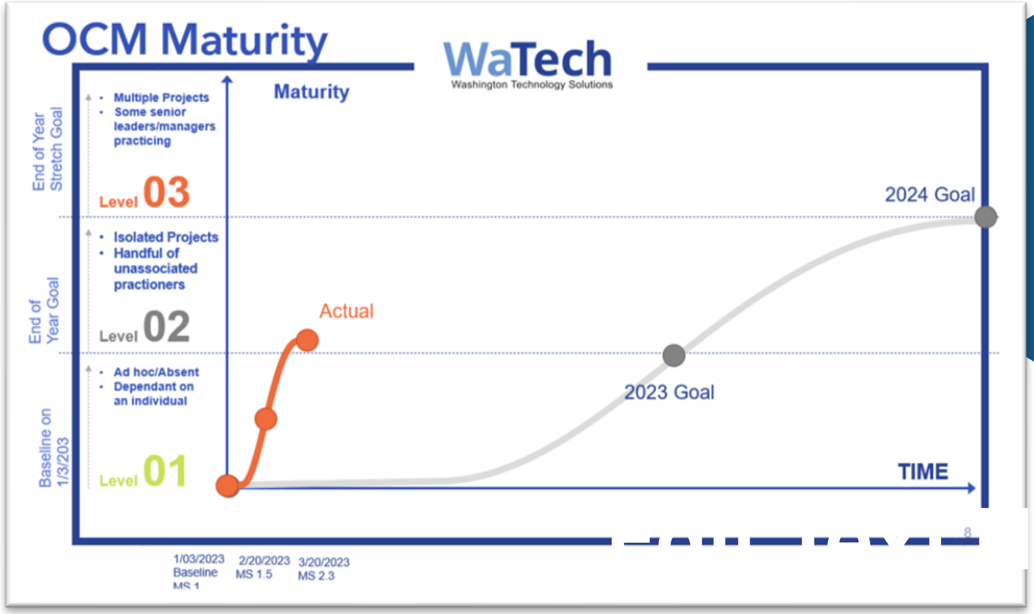


The Real Game?

Alright….. What was the REAL Game?

Backstory

WaTech invested in developing an Organizational Change Management pathway first investing in Prosci training for most of leadership, investing in a OCM Manager and standing up a program.



Within 7 weeks moved from a 1.2 to a 2.3, meeting the end of year maturity goal.

Starting Point

1.2

7 Weeks Later

2.3

OCM @ WaTech

Top Barriers

Internal Beliefs

Historical Norms

Self-Limiting "Rules"

Competency Gaps

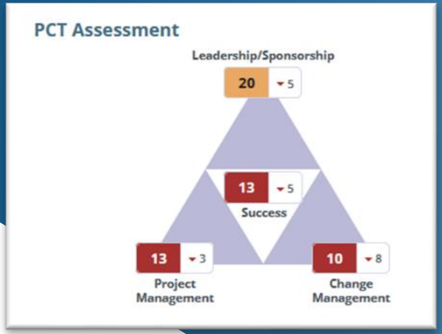
Starting Point
1.2

7 Weeks Later
2.3

OCM @ WaTech

Approach

37 Interviews
12 State Agencies



Starting Point
1.2

7 Weeks Later
2.3

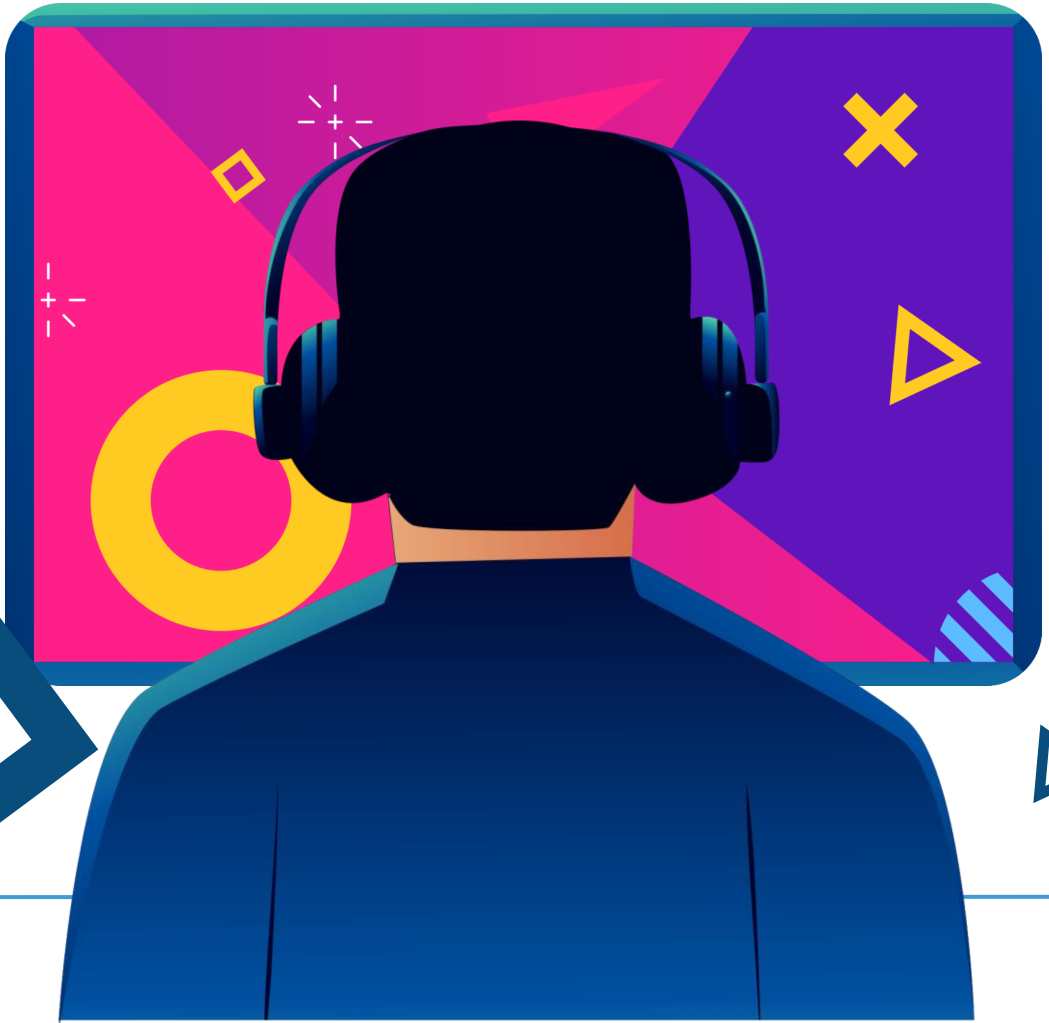
Agile ~ Visualize The Work ~ Outward Mindset ~ Overcommunicate ~ Incredible Non-Traditional Executive Sponsorship

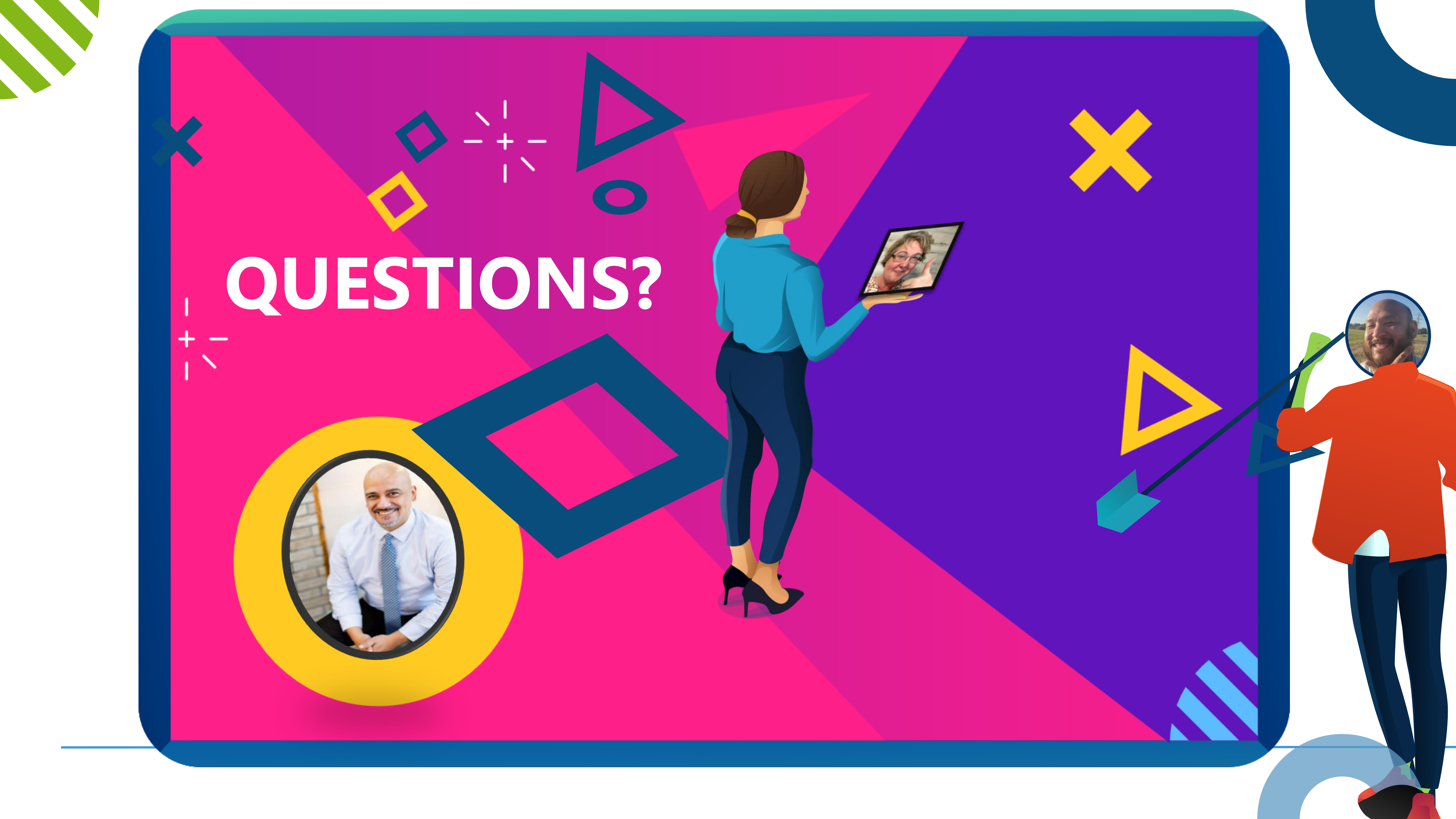
OCM @ WaTech

The Real Game?

Alright….. What was the REAL Game?

Your Game




QUESTIONS?

Round 2:

- When a picture shows up on the screen think about what that picture means to you, in relation to the work you do.
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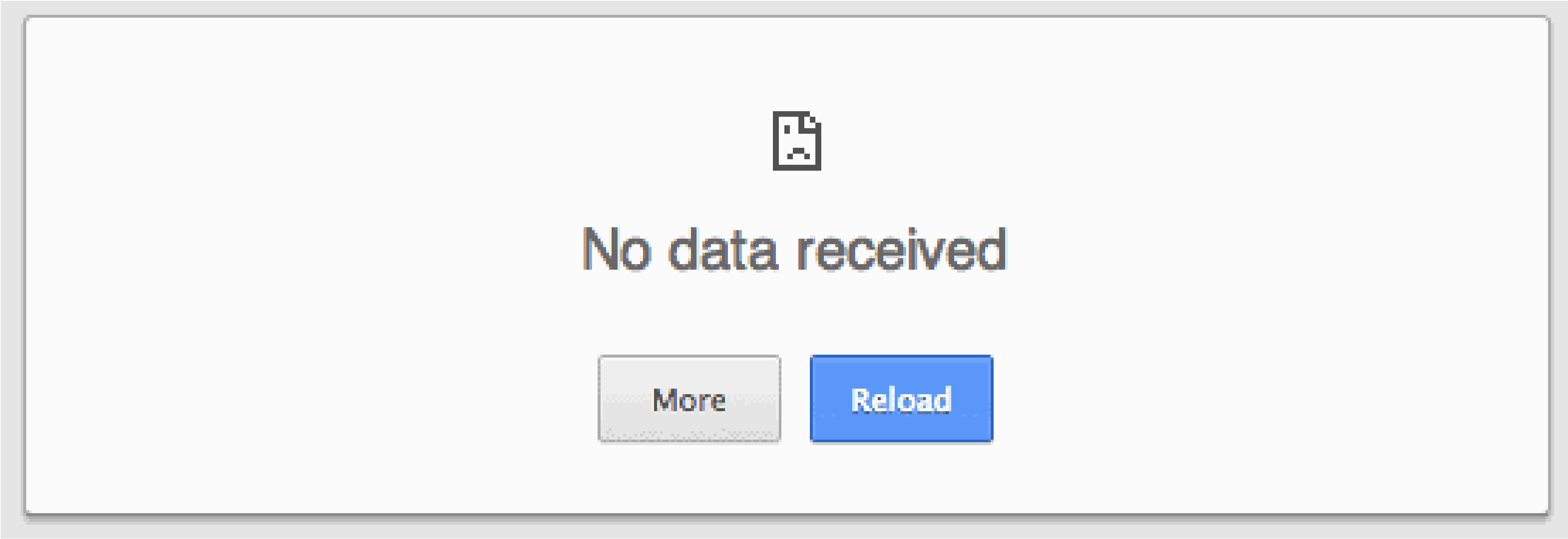
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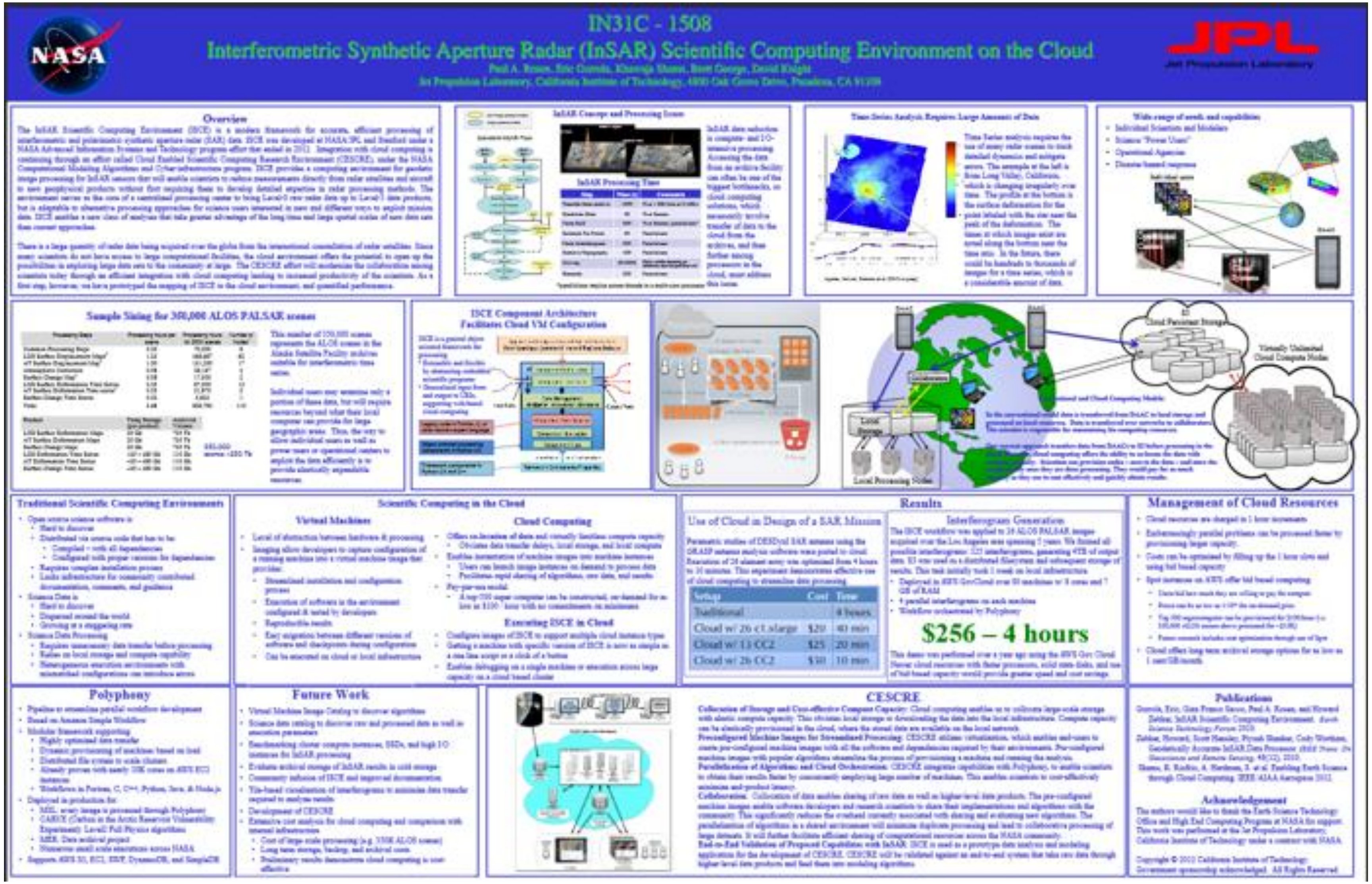
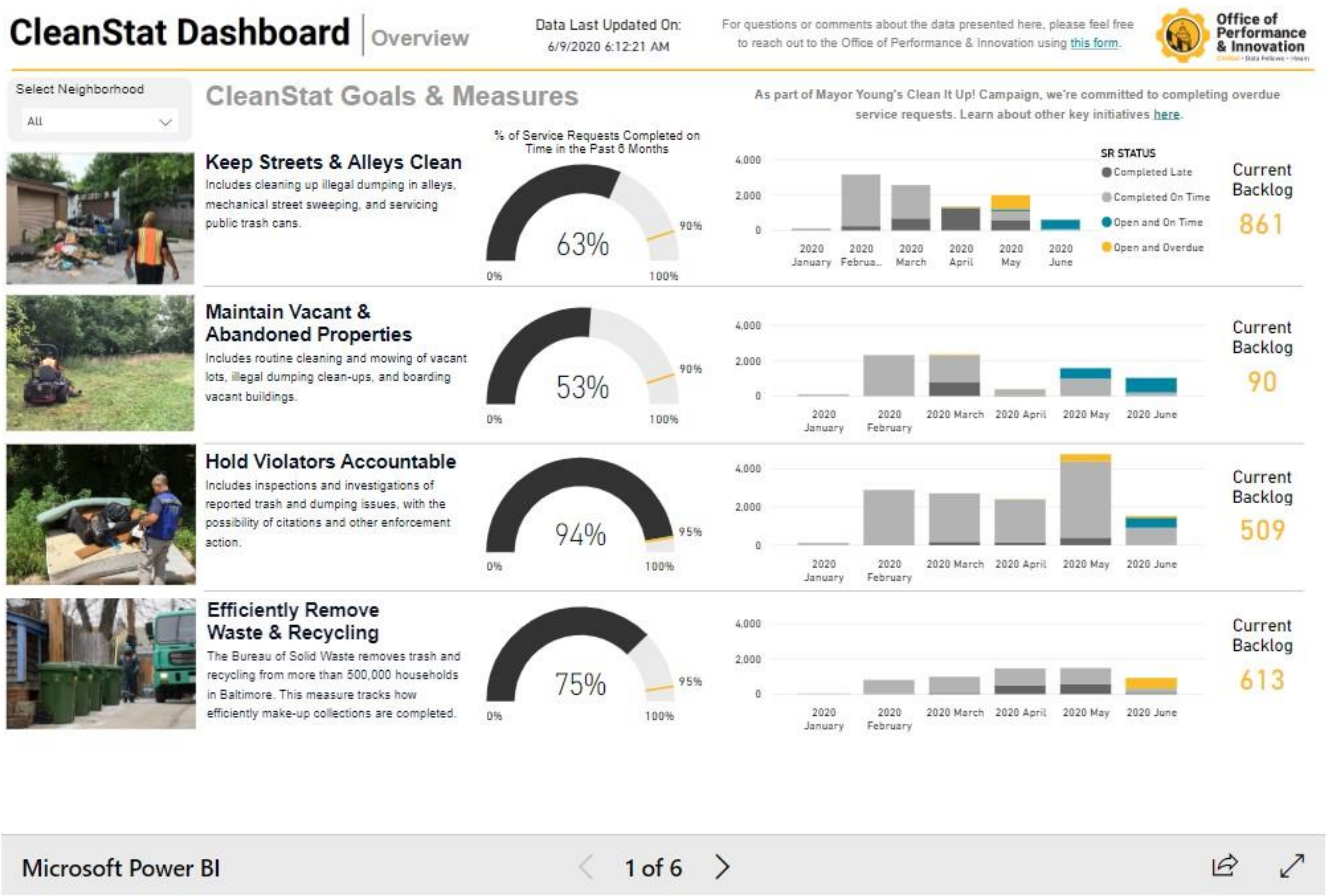
More
Reload


IN31C - 1508
Interferometric Synthetic Aperture Radar (InSAR) Scientific Computing Environment on the Cloud
NASA
JPL
Overview
Results
$256 – 4 hours
Management of Cloud Resources
Polyphony
Future Work
CESCRE


CleanStat Dashboard
Overview
Data Last Updated On:
6/9/2020 6:12:21 AM
For questions or comments about the data presented here, please feel free to reach out to the Office of Performance & Innovation using this form.
Office of Performance & Innovation
Select Neighborhood
All
CleanStat Goals & Measures
As part of Mayor Young's Clean It Up! Campaign, we're committed to completing overdue service requests. Learn about other key initiatives here.
% of Service Requests Completed on Time in the Past 6 Months
Keep Streets & Alleys Clean
Includes cleaning up illegal dumping in alleys, mechanical street sweeping, and servicing public trash cans.
63%
90%
0%
100%
SR STATUS
Completed Late
Completed On Time
Open and On Time
Open and Overdue
Current Backlog
861
Maintain Vacant & Abandoned Properties
Includes routine cleaning and mowing of vacant lots, illegal dumping clean-ups, and boarding vacant buildings.
53%
90%
Current Backlog
90
Hold Violators Accountable
Includes inspections and investigations of reported trash and dumping issues, with the possibility of citations and other enforcement action.
94%
95%
Current Backlog
509
Efficiently Remove Waste & Recycling
The Bureau of Solid Waste removes trash and recycling from more than 500,000 households in Baltimore. This measure tracks how efficiently make-up collections are completed.
75%
95%
Current Backlog
613
4,000
2,000
0
2020 January
2020 February
2020 March
2020 April
2020 May
2020 June
Microsoft Power BI
1 of 6

Game Plan

Engagement Winner:
Will be announced at the next meeting!

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Brian.Mark@watech.wa.gov