



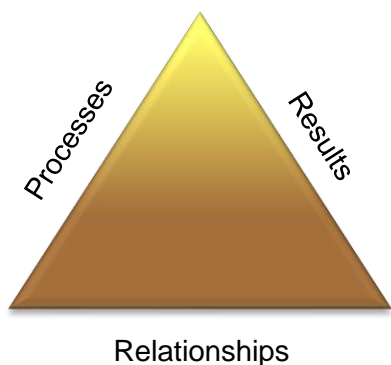
Department of Enterprise Technology Services

Wyoming Government Spending and Efficiency Commission Chairman Update Request May 2, 2019

In accordance with the request received from LSO Senior Financial Analyst on behalf of Chairman Perkins to provide an update on efficiency actions taken by ETS this document is provided.

Requested update topics included bulk computer purchases, enterprise e-signature service, and additional efficiency actions anticipated over the 2019 interim.

General Overview:



Since starting March 5, 2019, Director Knopp has been, almost exclusively, meeting with the people in ETS and people in agencies to listen and learn their perspectives on things going well and opportunities for improvement. Director Knopp has advocated that to improve services and efficiencies organizations need a balanced focus on results, processes, and relationships. Listening to, and learning from, the people in ETS, and in the agencies ETS serves, combined with business process reviews and clarifying results will lead to efficiencies and increased satisfaction.

Bulk Computer Purchases:

Bulk purchases have continued since the report last December with both ETS and agencies sharing ideas to improve the process. These ideas for improvement combined with the input from the listening and learning sessions has driven the need for a business process review. The review is scheduled to begin as the listening and learning sessions conclude.

Enterprise E-Signature Services:

Initial input from agencies indicated multi-agency interest for enterprise e-signature services. ETS is currently working to review potential services, pricing, support, and funding sources.

Additional Efficiency Actions Anticipated Over the 2019 Interim:

Contract, service, and business process reviews are starting as the listening and learning sessions conclude.