GOVERNMENT

Enhancing Service Quality and Efficiency for The State of Washington

Washington State Department of Enterprise Services

Results

- Implementation of hub-based services across disparate application landscape.

- Deploy "publish and subscribe" capability.

- Dramatic improvements from process optimization.

- Enhanced data consistency and synchronization.

- Improved IT resource utilization.

- Shortened development cycles.

- Expedited time-to-market performance.

- Demonstrated validity of approach.

The State of Washington's Department of Enterprise Services (DES) manages many business and operational services that state agencies and municipal governments need to deliver public services. Their centralized services include facilities and lease management, accounting, human resources, risk management, contracting and printing. Enterprise Services also manages the Capitol Campus.

The DES brings together the policy, planning and oversight of such services and are constantly working to improve their value and effectiveness and reduce the overall cost of government operations. Services provided by Enterprise Services allow state agencies and municipal governments to focus on their core missions.

Enterprise Services is funded primarily by the revenues they receive from the agencies for which they provide services. They endeavor to use our unique position as a statewide service provider to integrate various support services and provide economies of scale to save the state money and seize opportunities for Washington. In many cases, agencies can either choose to their services or get them elsewhere; however, some services they offer are mandatory under state law.

The DES leverages its investments in legacy systems and in-house expertise by utilizing NGDATA's partner Informatica's Data Integration Hub to enhance service quality and efficiency across the infrastructure. To deliver on its responsibilities of providing streamlined services and eliminating redundancies, the DES embarked on an initiative to reengineer the way the State does business.

Solution

Integrating the TLA application with the Informatica Hub yielded instant benefits. An HRMS business process that previously used to take multiple days to run now finishes in just a couple of minutes.

A key feature of the Data Integration Hub is the capability for an application to publish data once, and make this available to multiple subscribers; ensuring data consistency and alleviating the need write individual point-to-point interfaces.