



Virginia Information Technologies Agency



Workplace Productivity Solutions

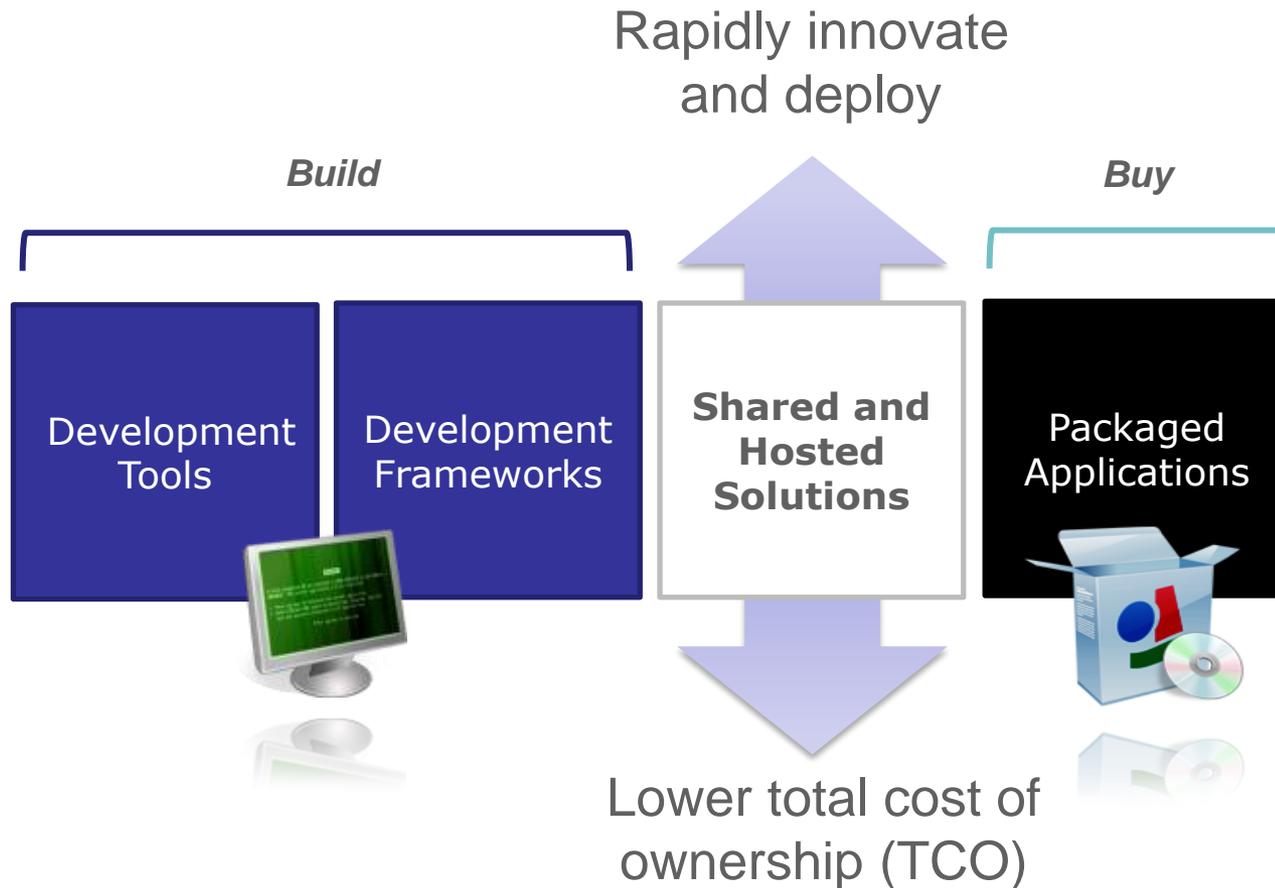
Nancy Kuppich
VITA ESG Collaborative Solutions
November 7, 2011



Workplace Productivity Solutions (WPS)

- Hosted in the Commonwealth's "**Private Cloud**" as a **Shared Service**
- **Quick to Implement, Easy to Learn, Use and Support = Greater Return on Investment**
- **360 Degree** Tool Enables Contact, Case and Schedule Management with Workflows, Collaboration, Approvals and Reporting
- Microsoft **Dynamics CRM**, Microsoft Exchange, Office and SharePoint, .NET with integration to Web Services, SQL and SQL Reporting Services
- **Pilots** include the Governor's Office, Department of Behavioral Health and Developmental Services, Department of Historic Resources, Department of Education, State Board of Elections and VITA

“Build versus Buy” as a Shared Service





Constituents and Staff

The *right user experience* for every user role



Business Processes

Configures quickly to meet *your specific* needs



Technical Environment

Deploys *quickly* within the Commonwealth Cloud

Contact: Jennifer Tabor - Microsoft Internet Explorer

File Actions Help

Save and Close Send E-mail Follow Up

Contact: Jennifer Tabor

Contextual Tabs

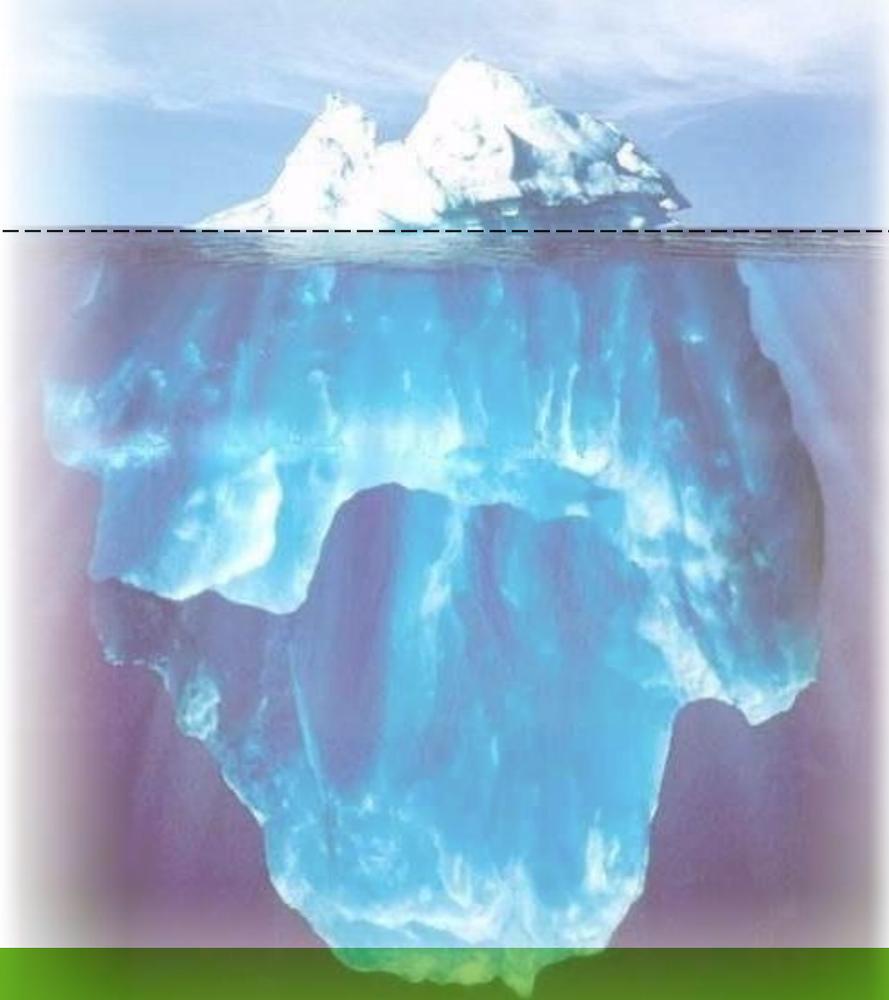
Relevant Entities

Necessary Fields

Field	Value	Field	Value
Prefix	Mrs.	Contact Preference	Phone
Salutation	Jennifer	Preferred Phone	Mobile
Last Name	Tabor	Business Phone	800-243-8863
Nickname	Jenny	Home Phone	813-555-1212
Gender	Female	Mobile Phone	813-555-1213
Spouse Name	Shawn	Fax	800-243-8864
Spouse Phone	727-567-2743	Pager	
Spouse Email	shawn.tabor@raymondjames.com	E-mail 1	jenny@jennywork.net
Contact information and Address		Assistant Phone	800-243-8863
Street 1	1234 Nice St.	Assistant E-mail	missy@jennywork.net
Contact Type	Prospect		

20%

80%





Citizen Services Portal

The screenshot displays a web application interface for managing cases. It features a search bar, a list of cases with columns for Case Number, Priority, and Created On, and a sidebar with navigation options like 'Cases', 'Addresses', and 'Contracts'.

Conservation Management

The screenshot shows a document management interface for a user named Mark Barrett. It includes a 'New Document' button, a list of documents with columns for Type Name, Modified date, and Modified By, and a sidebar with navigation options like 'Information', 'Addresses', and 'Contracts'.

Citizen Case Management

The screenshot displays a dashboard for case management. It includes a sidebar with navigation options like 'Dashboard', 'Active Service Tickets', and 'Unassigned Service Cases'. The main area features a map, a pie chart for 'Top Case Subjects', and several line and bar charts showing 'Currently Active Cases by Severity', 'Case Origin Trend by Month', and 'Cases Activated/Resolved this Month'.

CSP Tracking

The screenshot shows a map-based interface for tracking cases. It features a map of London with various markers and a sidebar with navigation options like 'Layer selector' and 'Listed citizens'.

Agriculture Management

The screenshot displays a map-based interface for agriculture management. It features a map of a field with various markers and a sidebar with navigation options like 'Listed Crops' and 'Listed citizens'.

Disaster Management

The screenshot shows a map-based interface for disaster management. It features a map of a disaster area with various markers and a sidebar with navigation options like 'Listed Layer Workflows' and 'Listed citizens'.



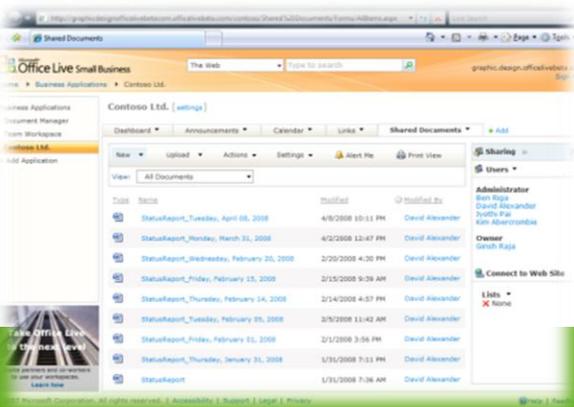
Virginia Information Technologies Agency



Custom Web Portal



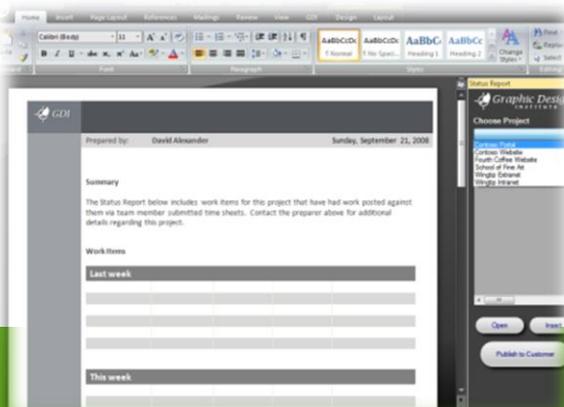
SharePoint



Mobile Devices



Microsoft Office Word



Silverlight / WPF



Composite UI



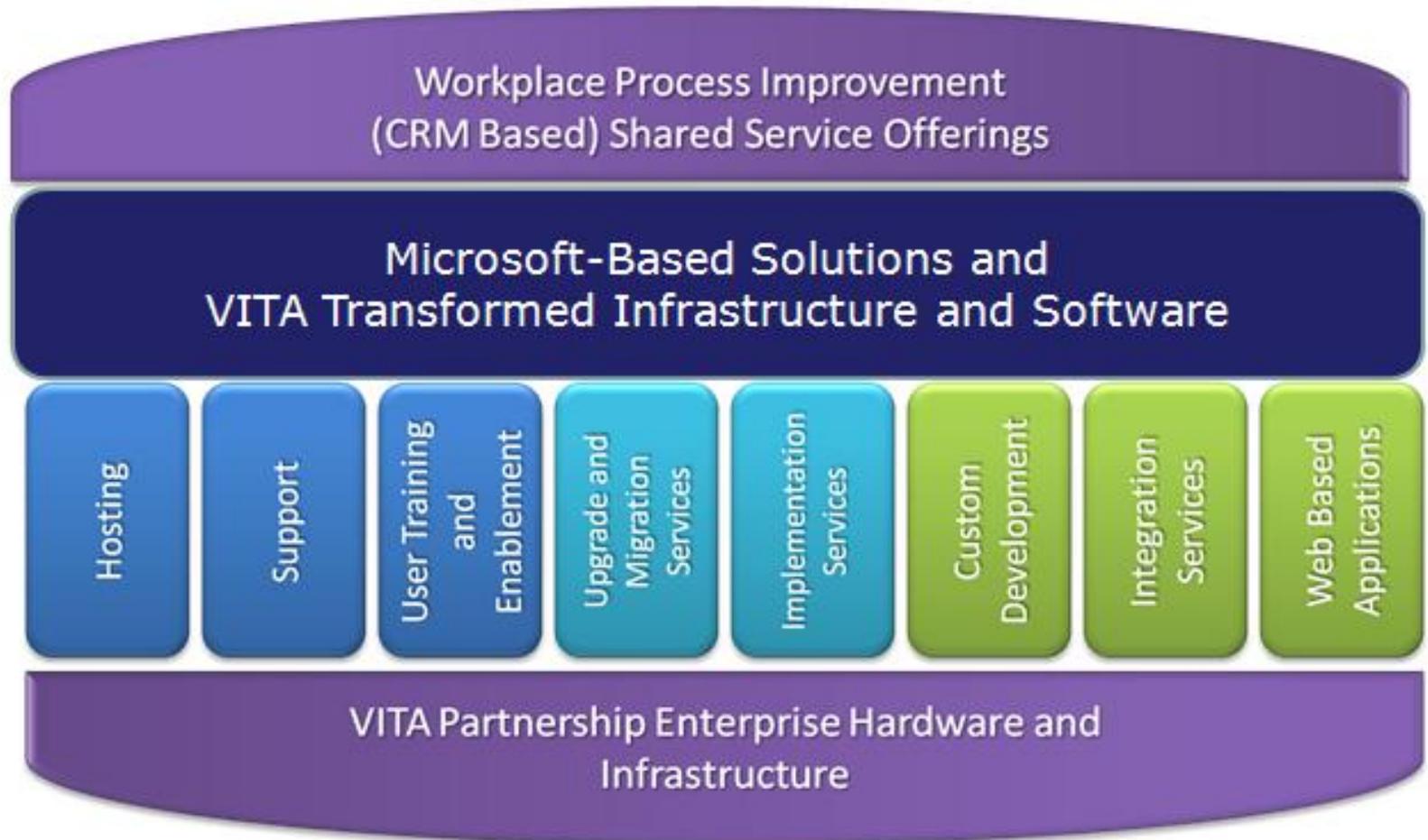


WPS Offerings

- CRM Hosting and Basic Support (JLARC pending)
- Custom Engagements Including:
 - Portal and CRM Hosting
 - Implementation and Configuration
 - Customizations and Extensions
 - Custom Web Application Development
 - Support and Migration Services
 - Custom Training

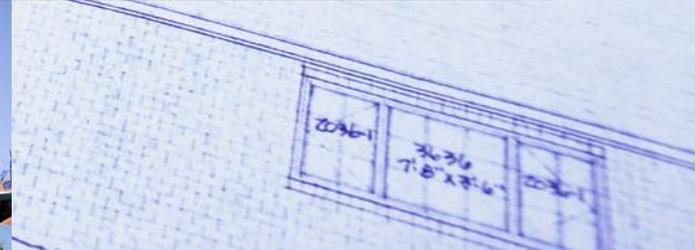
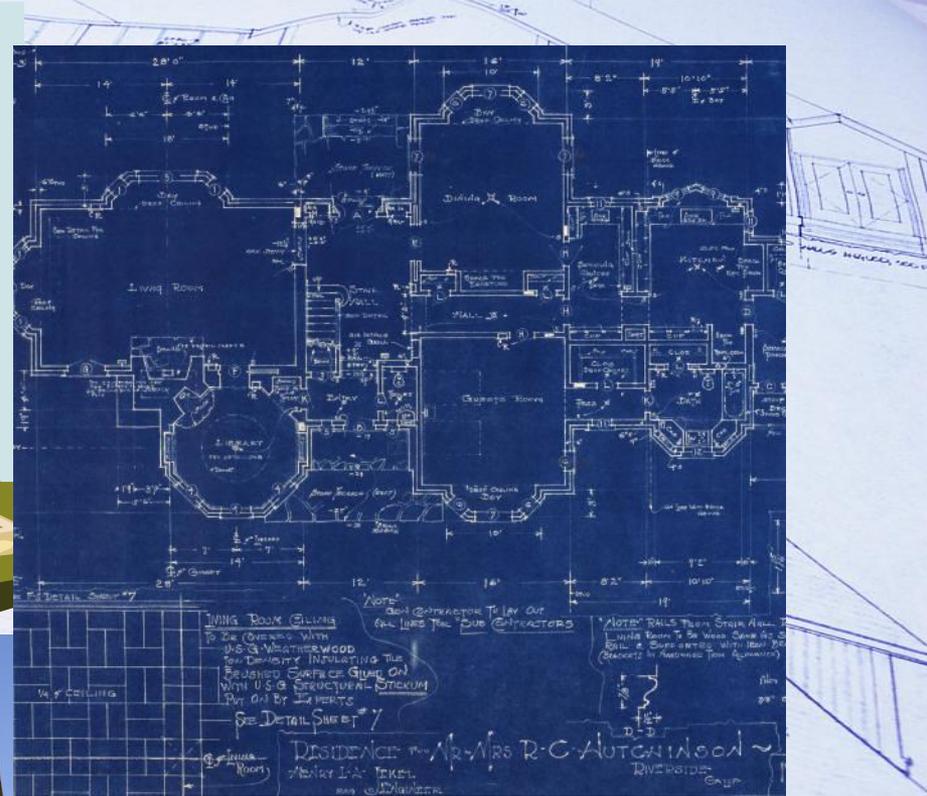


WPS Offerings



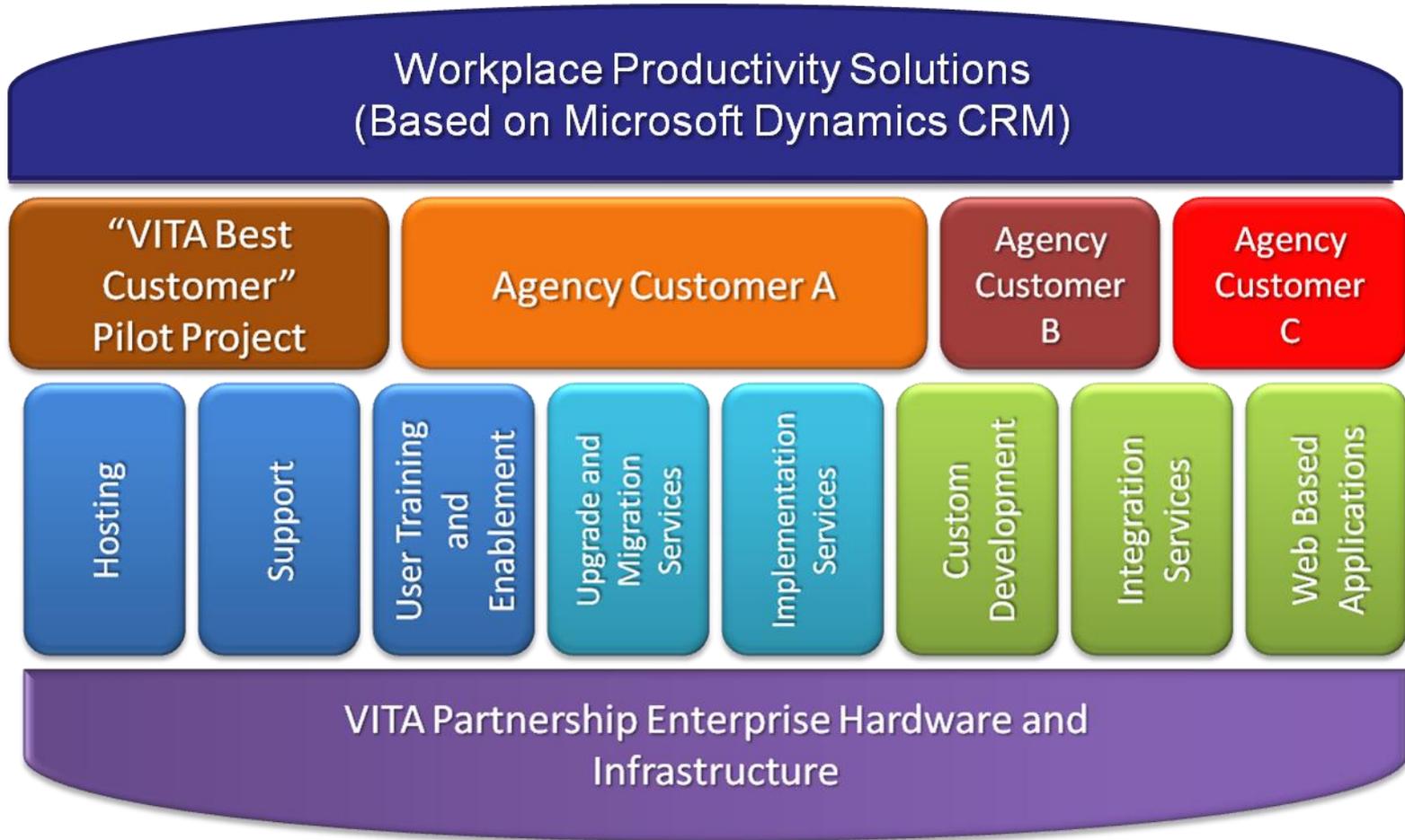


WPS Shared Service "Tenants"

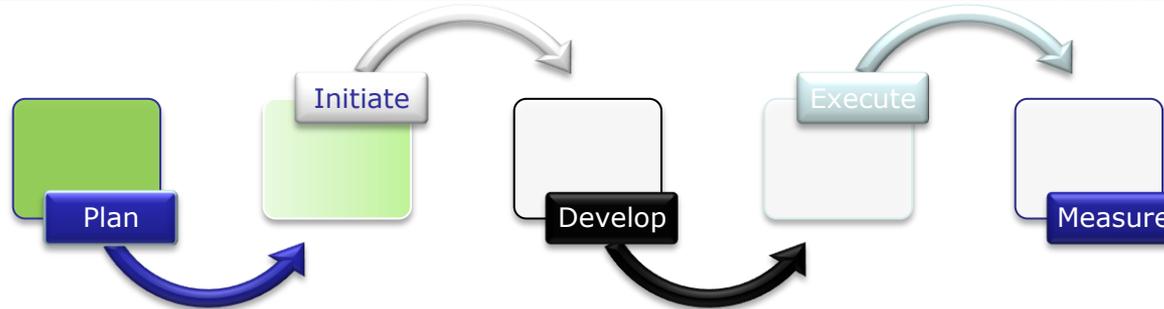




WPS and Agency Customers



Next Steps



FY2012 Q1: Implement Infrastructure, Pricing Model, Pilots and Assessment, Executive Approvals

FY2012 Q2: Launch at COVITS

FY2012 Q3: Active Outreach and JLARC Approvals

FY2012 Q4: WCS and SharePoint Launch

FY2013 Q1: JLARC Rates Launch



Virginia Information Technologies Agency



Questions?



To Learn More, Please Contact:

Nancy Kuppich
Workplace Productivity Solutions
Nancy.Kuppich@vita.virginia.gov
(804) 786-0509