

Systems Redesign

Ground Rules and Guiding Principles

Ground Rules

1. The Executive Oversight Committee will oversee the project and have final decision-making authority.
2. The project team will operate in a collaborative, accountable and flexible manner by providing opportunities for feedback and participation in project activities.
3. In order to achieve the vision and goals of this project, employees involved in the project will be empowered to act and will be held accountable for results through the Department's EWP process.
4. Effective communications are critical to the success of this project. An environment of open and honest communications will be fostered throughout the project.

Guiding Principles

Guiding principles are value statements that establish a framework for decision-making and appropriate behaviors throughout the Systems Redesign project.

1. Employees at all levels, business partners, and stakeholders will be actively engaged with the project team throughout all phases of this project.
2. We will take all steps needed to ensure our employees have the knowledge and training needed to embrace the new system.
3. We will focus our efforts and resources on the systems redesign project and initiatives that support our business transformation program.
4. The five, future-state characteristics, Customer-centric, Service Oriented, Intelligent, State-of-the-Art, and Secure will be the foundation of system functionality, IT Architecture, organizational realignment, and staffing allocations.
5. The design of all IT components will be driven by the future-state business processes and the resulting requirements.
6. We will modify organizational structure, business processes, job descriptions, policies and procedures, performance management, and our IT systems as needed to achieve our desired future-state.
7. We will make decisions based on balancing innovation, best practices, service channels, and our business needs.