octo

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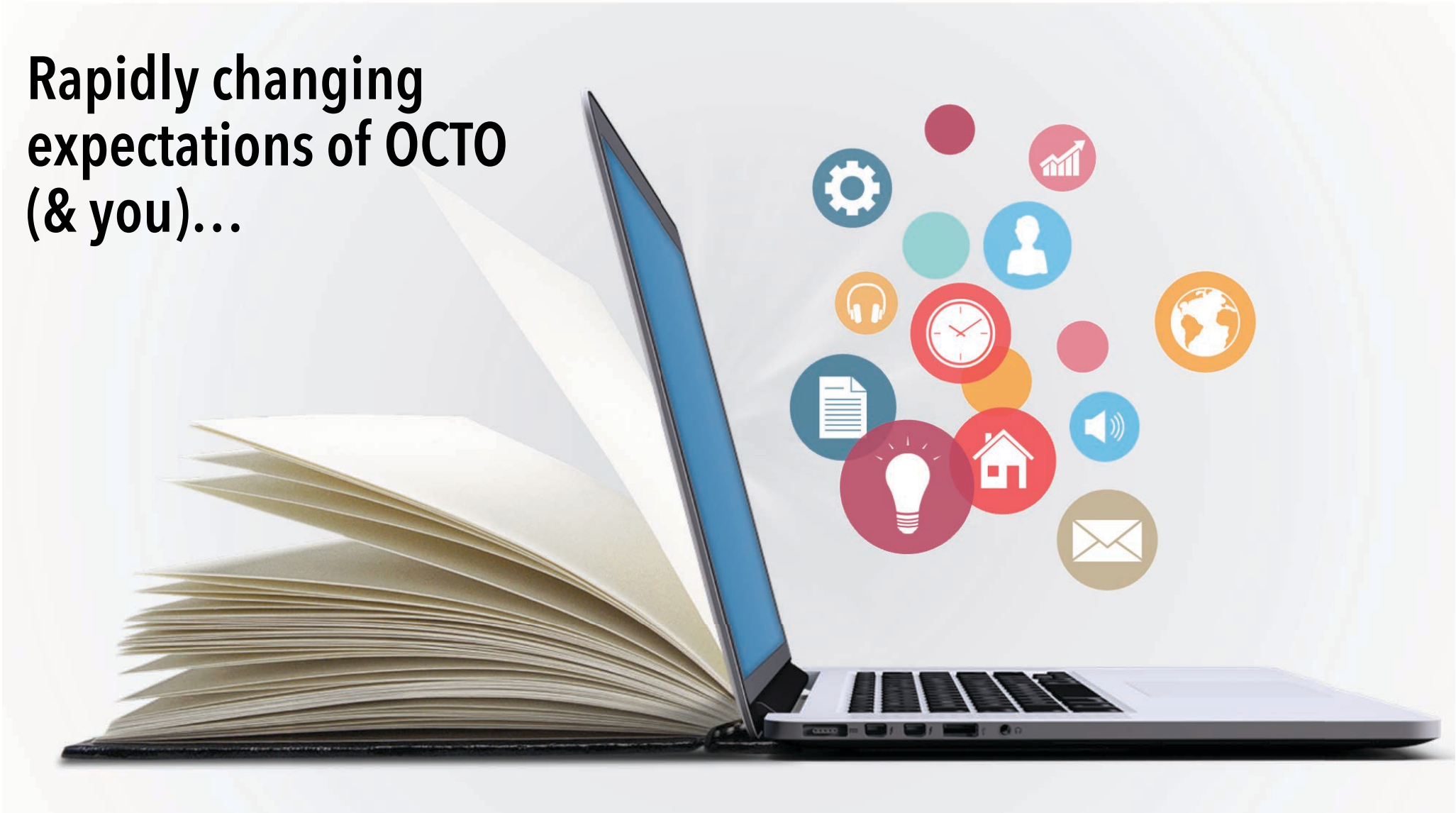
Application Development

Rapidly changing expectations of OCTO (& you)…



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…With even greater focus on the values that are most important to DC residents…

TODAY:
Align our core services with client needs, resources & requirements

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TOMORROW: Re-envision digital experience for those interacting with DC Government

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FUTURE:
Become a strategic IT leader by providing a customizable anything-as-a-service portal for our clients

But what does this really mean?

Our **team** must help deliver ***easy-to-use***, ***valuable*** and ***secure*** technology to DC agencies when they **need** it.

At the same time ensuring that we are using our workforce pipeline and procurement power to bolster, showcase and grow a healthy **DC tech eco-system**, that embraces **inclusive innovation**.

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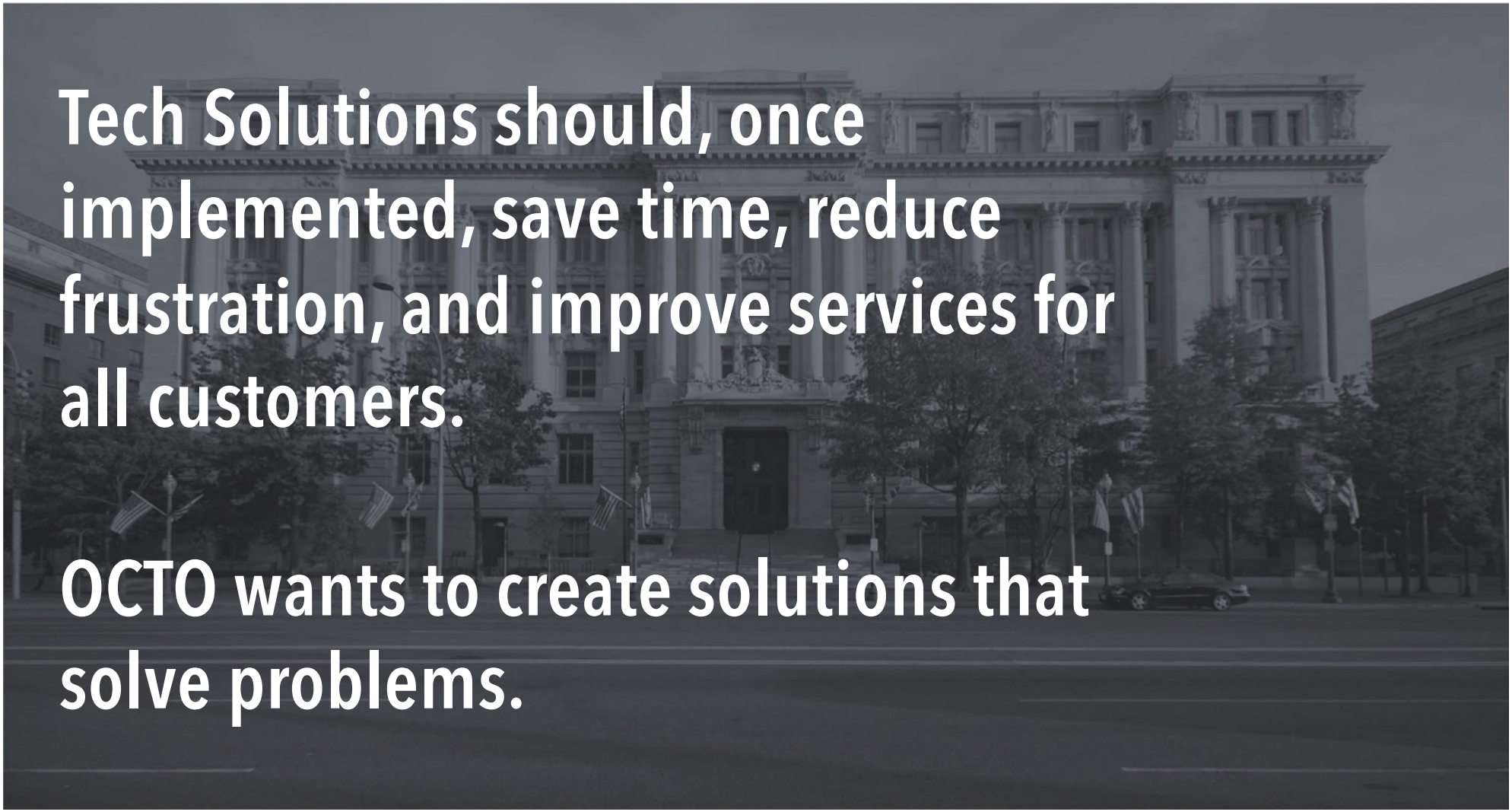
Needed Services

Business Process Re-engineering

Custom Tech Solutions

Change Management

Staff Augmentation


Tech Solutions should, once implemented, save time, reduce frustration, and improve services for all customers.
OCTO wants to create solutions that solve problems.

…And we want to feel confident that any application vendor is able to design, develop and launch with consistent quality and meet specific standards.

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<Before You Touch a Single Piece of Code/>

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Clearly identify the problem …

… *and* how that same problem affects all stakeholders.

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Mapping user journeys is critical.

Agile | The Process is Important

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The more consistent the process, the higher likelihood of success.

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Flexibility to keep moving while also shifting toward a better solution.

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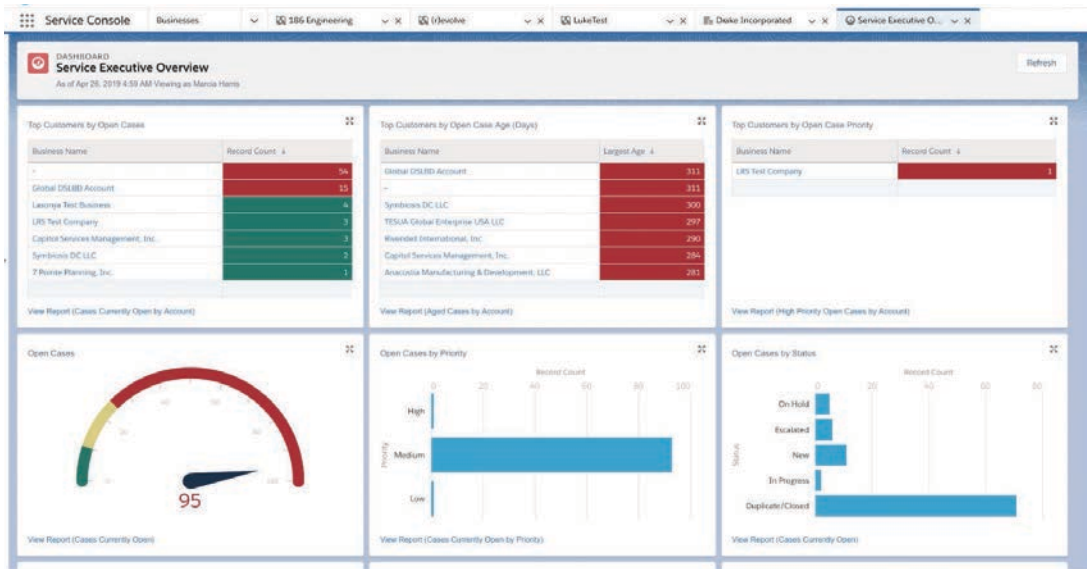
Showcases progress to executives and developers.



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It’s Done. But Does It Work for Users?

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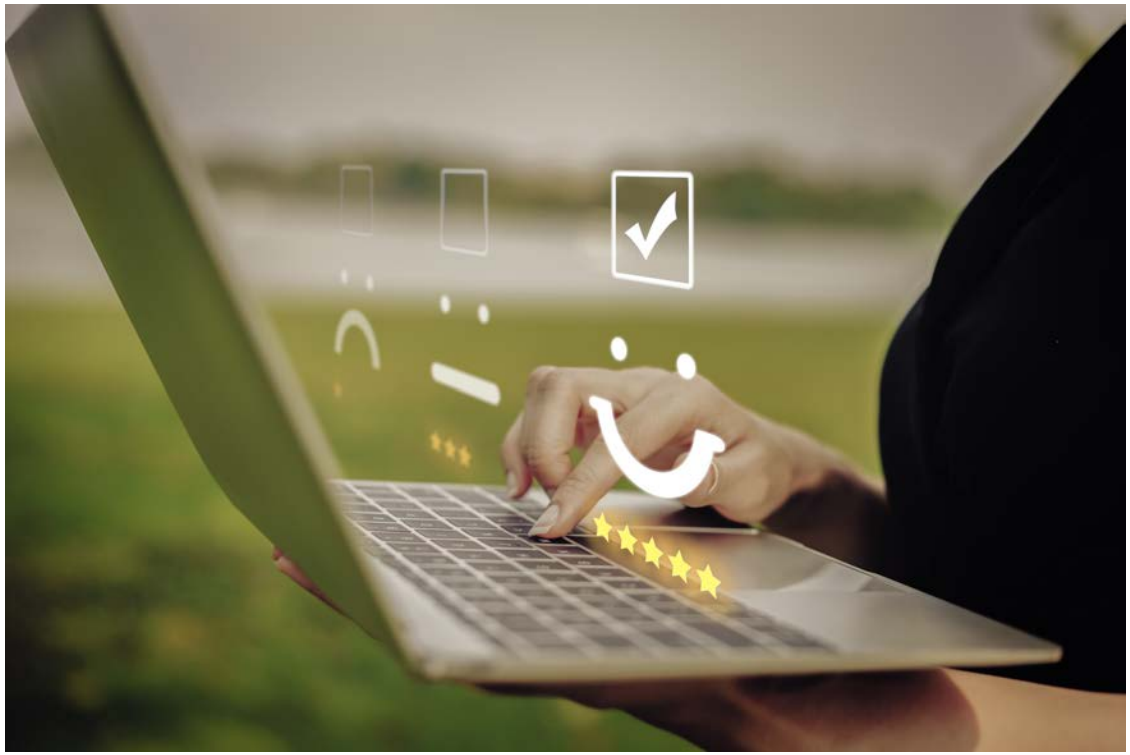

User Experience

User Testing

User Acceptance

DSLBD Enterprise System

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Goals

- Reinforce Mayor's commitment to developing local economy and nurturing vibrant CBE Community
- Demonstrate transparency in procurement process
- Hold Agencies and Developers accountable for setting and meeting goals to hire small and local businesses
- Challenge local businesses to participate in CBE Community to meet needs of Agencies and Government-Assisted Project Developers

Answering Big Questions

- How many CBEs are receiving contracts?
- Are the contracts as Prime vendors or Subs? What type of contracts? What type of work?
- Are you helping match solicitations to CBEs?
- Can you ensure DC businesses are paid promptly?
- Do you have clear view on whether a Prime or Agency will meet their CBE/SBE spend targets?

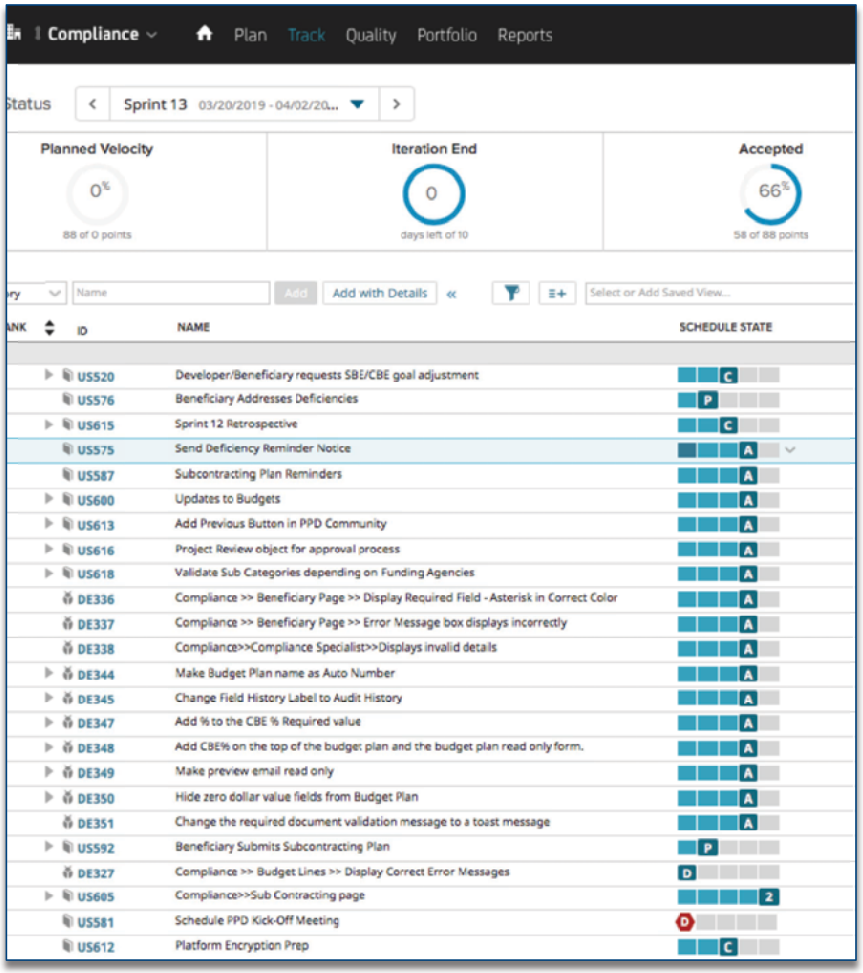
How did we get here?

Process improvement project – business community focused

- Focus Groups across each Division
- Functional Requirements
- Use Case Narratives and Diagrams

Enterprise Architecture

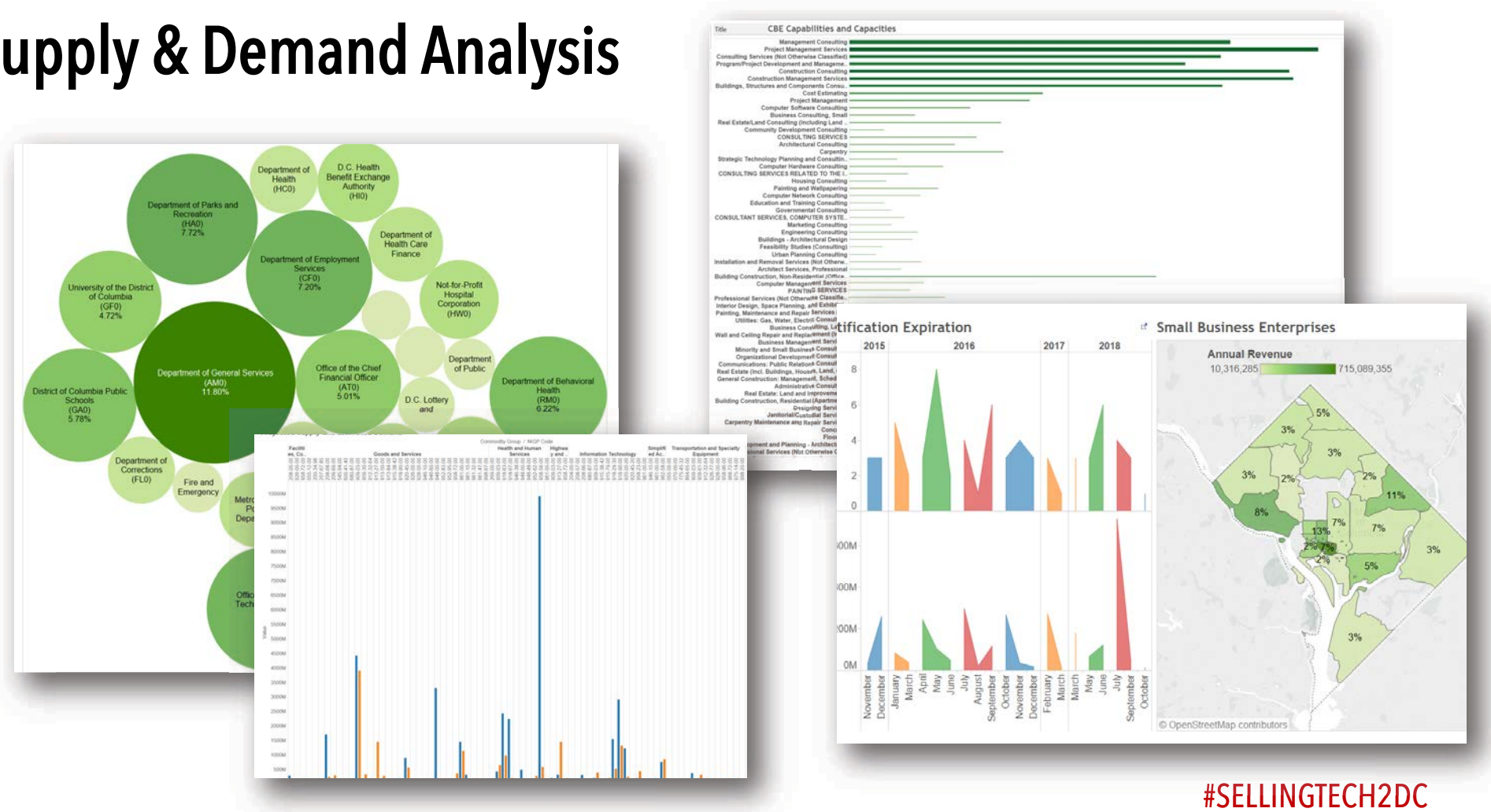
- Concept of Operations
- Technical Requirements
- Data Analysis and Full Taxonomy
- Solution Options
- Fit-Gap Analysis – Salesforce Best Fit



Driving Transparency

- Transformative Process to tie systems and data together
- Focus on User Journey
- Big picture across multiple efforts
- Agile Development
- Proving a partnership model on how to envision and implement systems

Supply & Demand Analysis



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Questions?

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Let's continue to check in and showcase our work together…

KEEP THE CONVERSATION GOING
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