


THE ARIZONA GOVERNMENT MODERNIZATION FIELD GUIDE





CONTENTS

The background of the slide features a sunset sky with horizontal bands of orange, red, and purple. In the foreground, the dark silhouettes of saguaro cacti are visible against the bright sky. A white rectangular box is centered on the slide, containing the text.

The Arizona Vision
How We Partner
How We Engage
Our Experience



ARIZONA VISION





In recent years, the state of Arizona has led the charge in driving digital transformation, and we're seeing that same passion for creating a path to digital maturity sweep across all government agencies.

Our experience with state and local governments in Arizona runs deep, working with more than 30 clients statewide to maximize digital growth and agility, while providing more value for constituents throughout the process. We partner to enable remote employees and improve citizen access to services. Our joint projects support technical staffing,





managing IT infrastructure, and make teams more efficient.

In this guide, you'll find the keys to managing and activating your information, ingesting and capturing records and data, and unleashing the power of your resources. Use this as a map as you chart your journey towards true and lasting progress.

DataBank is happy to be your guide and partner in navigating the complexities of organizational change. It's not easy, so don't go it alone.



"DataBank has been an incredible partner helping us to ensure our content management system is highly available, providing operational support, and assisting us in leveraging our platform to create several new online services that significantly improved our customer experience and mitigate impacts from the pandemic. We are excited about our early engagement with DataBank to create long-lasting solutions and utilize new capabilities that will replace two legacy custom-developed applications essential to our courtroom services staff."

Rich McHattie





How We Get There: Six Modernization Strategies



Improved collaboration



Exceptional Customer Service



Enhanced innovation



Increased efficiency



Greater communication



Rapid adaptability



FOUNDATIONAL PRACTICES FOR THE PUBLIC SECTOR



We could call these trends, but really, when it comes to the critical practices that we recommend all government agencies take into consideration, there are a few that never go out of style. Each of these solutions will equip you to better serve your community and organization and help you steward your agency's resources.





Cloud Hosting

Cloud hosting makes applications and software accessible from web-based servers, offering security and accessibility that users just don't get with on-premise hosting. From an organizational perspective, the less dependent you are on one physical server, the better you're able to support what is becoming an inevitable shift to a digital environment for the modern workplace.

Government agencies across the U.S. are embracing cloud computing and cloud hosting as they work toward a vision of digital maturity.



Technical Staffing Solutions

When it comes to equipping your organization with the talent and expertise you need to effectively serve your constituents, there's a growing demand for more creative and flexible solutions for staffing. Hiring technical roles presents additional challenges as reliance on software and digital technologies ramp up - what was once one or two platforms and their various integrations to manage could now be dozens.

Information technology teams play a critical role in the work private sector agency's do to serve their communities. Ensuring technical teams are fully staffed and supported at all times is paramount to efficiency, but that might not always look like adding new full-time team members. In fact, in the public sector, that's often not what's needed or even feasible.

Staffing solutions augment your team, providing temporary or long-term support for systems and teams your agency relies on.





Paperless Process

If you're going to talk about the digital landscape, you have to talk about how data is collected, managed and shared.

The truth is, paper files and forms actually create more work for your employees and can be a hurdle to your constituents. Digital forms, centralized document management systems and online archives can make a world of difference when mobility and access to your location are at risk.

Digital data intake is the first step along the path to digital maturity, but it's a critical one that's often a barrier for government agencies for a variety of reasons. Whether you're battling legacy systems, budget cuts, or an infrastructure that doesn't support digital process, there are solutions that can help you shut paper off at the source over time.





HOW WE PARTNER





Augment Technical Staffing Needs

Supplement your technical teams with fully-trained experts who can contract with you for a temporary temporary project or ongoing support. Creating a strategic plan to amplify your staff with technical service experts can drive your team forward to better serve stakeholders and refocus your organization on strategic growth.

Enhance Data Integrity & Accessibility

Correcting inaccurate data can be a costly and time consuming process. Maintain and assure the accuracy, consistency and accessibility of your data throughout the data lifecycle, saving your employees time to focus on more important and strategic initiatives.





Eliminate Paper Processes

Moving away from paper processes has long-term impacts for the public sector in more ways than one. It creates a foundation for easier data search and retrieval, reduces the risk of human error, and paves the way for greater visibility for employees and constituents alike. It also supports information access in perpetuity, safely storing your agency's data and information for years to come.

Breakdown Agency Silos

Although no one wants to operate in a vacuum, it's easy for silos to develop across various departments and teams, leading to a breakdown in communication. A centralized repository for your data and processes streamlines how your information is being accessed and supports the retention of organizational knowledge.





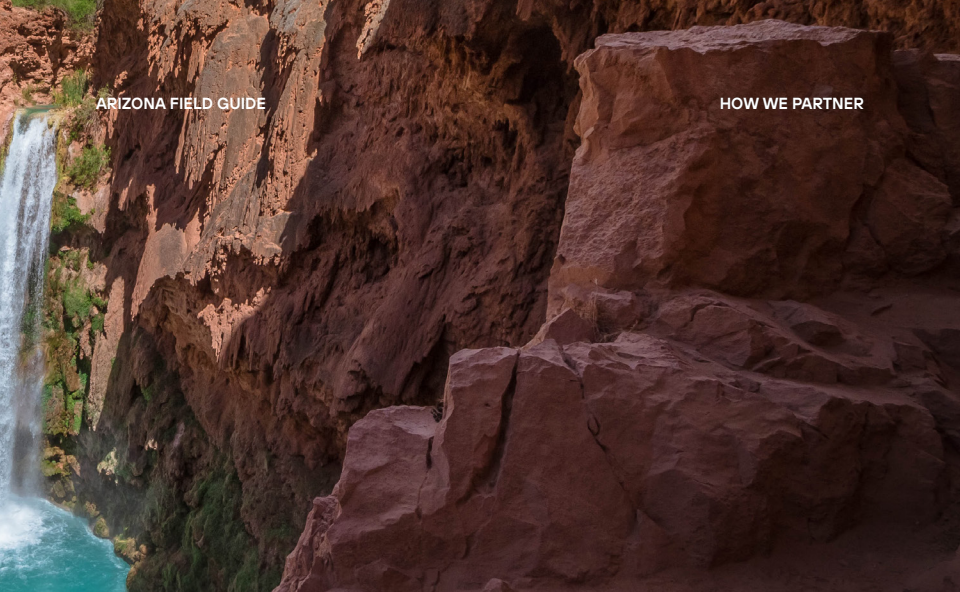
Empower Technology & Process Adoption

New processes and technology can cause hesitation and uncertainty – will this work as well as the legacy system, or the way we're used to doing things? What if it's not what we need? Organizational change management helps guide your team through the stages of process mapping and strategic planning so stakeholders at every level are confident and equipped for what's to come.

Mitigate Knowledge Loss

Unorganized and cluttered systems make it difficult, if not impossible, to find the data you are looking for right when you need it. Eliminate the risk of knowledge loss by storing your constituent's information in one centralized and secure system.





Enable Remote Work

In today's world, it's necessary to have your data accessible from anywhere, for all of your employees. Enabling remote work ensures that teams are able to effectively work and collaborate together in a new and more flexible way. Digitize your data, store it in one centralized location and automate your mailroom to ensure you don't get left behind.

Records Management Compliance

Manage data across its entire lifecycle with secure, streamlined processes, giving employees access to information when they need it most. Records management optimizes your data collection and storage procedures while increasing compliance and improving the quality of even your most complex data.



NAVIGATING THE INFORMATION WILDERNESS



Chart the path to modernization with six critical functions that work together to improve your citizen experience: change leadership, data intake, data refinement, data management, data activation, and amplified technical resources. Each component is a milestone in your journey to digital maturity.





Each of these solutions can build on each other to create a digital ecosystem supporting your employees and constituents. Individually, they can powerfully improve core processes within your organization. Broken down individually or implemented as a whole, our goal is to help you identify the most impactful starting point so you can move forward with confidence in the investment you're making.

There's no one path or definite starting point - the journey is as unique as your agency and the constituents you serve.



CHANGE LEADERSHIP



Technology alone won't accomplish your goals - you need the right people, processes and planning in place to ensure a solid foundation. A change leadership approach takes these critical elements into account before the work begins, setting your organization up for long-term success built for scale.



Process Improvement

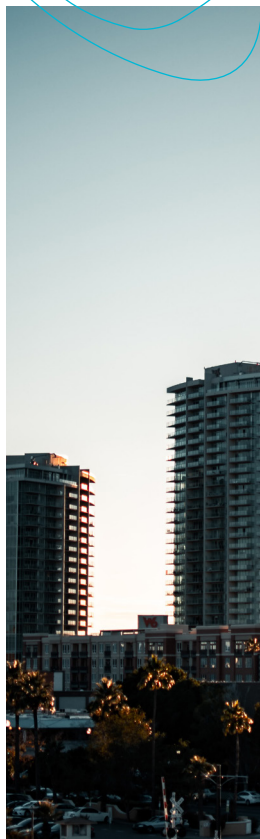
Improve operations speed, eliminate backlog and mitigate organizational knowledge loss by shoring up gaps in your processes.

Strategic Planning

To create better processes and impact change, defining your opportunities and goals is essential. By staying focused on the bigger picture, together we build a roadmap driving towards your return on investment.

Organizational Change Management

Building new processes or systems won't go far if they aren't fully adopted by your organization. Organizational Change Management (OCM) is the discipline that guides how organizations prepare, equip and support their teams through change.



DATA INTAKE



Data intake is in many ways the foundation for how your organization processes and activates information.

It's a critical first step on the path to digital maturity. Beyond ensuring your data is secured in a digital format, a comprehensive data intake strategy will also focus on extracting any and all key information relevant to your operations and shutting off paper at the source with electronic forms.



Document Scanning

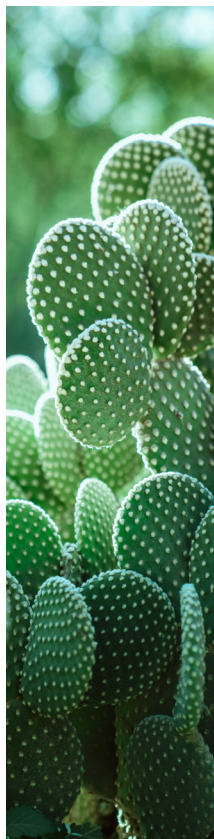
At DataBank, we scan and digitize more than 1 billion documents every year, freeing our clients from the physical burden of paper. Once your information is secure in a digital format, it's ready to be put to work.

Data Capture & Extraction

With automated data capture and extraction solutions in place, you can rest assured that all relevant information is being captured and ingested without slipping through the cracks.

User-Facing Forms

Cut down on manual tasks, create a pipeline for operational workflows and improve the quality and integrity of your data with custom forms and corresponding workflows.



DATA REFINEMENT



Data refinement is where you begin creating the structures and systems that will allow your data to truly become useful to your organization. It's where the rubber meets the road and the planning and mapping work done at the start of the project comes into play.



Data Structuring

Your data is classified, indexed and structured in a way that frees it and brings additional value to your organization.

Classification

Ensure your data is searchable and set up in a digital environment that will enable automated workflows.



Insight Mining

Insight mining pulls important data points from your existing files through cloud-based technology and outputs normalized, structured data ready to be activated through any channel.

Content Intelligence

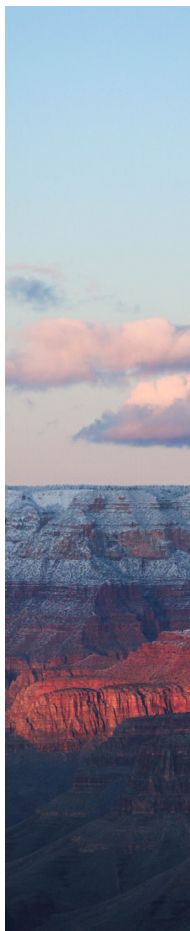
Content intelligence takes content services a step further. As your files and records are processed, the data they hold is extracted and loaded into a data system, ready to be activated.

Data Migrations

Ensuring your data is stored and structured in the right way is essential to your digital infrastructure. DataBank's migration services evaluate the size and complexity of your data before the work begins, ensuring the outcome takes into account how your unique set of records and data are classified, structured and stored.

System Integrations

Ensure your software and technology solutions work together seamlessly. Our team has built hundreds of integrations that allow organizations the ability to better leverage their applications.



DATA MANAGEMENT



Sound data management practices ensure information is available to your employees and constituents in a way that's hassle-free, efficient and compliant. You're able to manage data across its entire lifecycle.





Content Services (ECM)

Content services securely control your organization's data by organizing and managing it in a central hub. With a strategically implemented ECM solution, your data is dynamic and searchable, fully visible and integrated with your applications.

Data Warehousing

Centralize disparate data into a data warehouse, a data management solution that empowers the activation of your data from multiple sources and systems. By identifying a common data point or identifier, user profiles can be created that connect that user across all of your core systems and enable a first-class user experience.

Hosting

Custom cloud storage is more feasible than you'd think - and, with the added benefits of being faster and more secure, it can transform your organization. Our team can help you navigate your options from public, private and hybrid solutions for the best possible option for your organization.



DATA ACTIVATION



Unlock and activate your data to improve the consistent experiences and affect change for those you serve.



Workflow

Combine power with simplicity and automate workflows that flow seamlessly into your systems. By providing tools these workflow tools to your organization, you eliminate bottlenecks and maximize productivity.



Advanced Analytics

Forecast trends, events and behaviors so you're ready for anything. Advanced analytics combine machine learning, artificial intelligence and data mining to provide greater visibility into results and practices with predictive analysis and actionable insights.

Business Intelligence

Gain a complete picture of your content, repositories and processes with a business intelligence platform that helps to measure the impact of your programs and systems. This platform will then help convert the metrics into actionable tasks.

AI & Machine Learning

Analytics, machine learning and intelligent automation support your critical information-driven processes and help you derive more value and actionable insights from your data and processes.

Robotic Process Automation (RPA)

RPA allows you to unburden your employees from tedious manual tasks with the help of a "digital workforce", allowing you to maximize the knowledge and skills of your employees.



AMPLIFY TECHNICAL RESOURCES.



Augment and amplify your technical staff with fully integrated technical experts from DataBank that serve as members of your team to administer systems, manage internal projects, advise on strategic change, and more.

Full Service

A custom combination of systems administration, infrastructure management, Help Desk-As-A Service, project/program management and change management.

Systems Administration

Highly-skilled technical experts that take on systems and services, so your team doesn't have to.

Infrastructure Management

Experts in assessing and evaluating infrastructure provide recommendations that ensure peace of mind, and manage the day-to-day functions.





Help Desk As-A Service

IT teams are often bogged down by service requests, making it difficult to focus on the critical projects, implementations and management that keeps your organization running. Our team can fully manage or share the burden of Help Desk requests to keep your employees focused on larger impact initiatives.

Project Management

True project management requires experience and expertise to deliver a project to completion. With a dedicated project manager, you have a highly experienced technical expert that supports sustainable change.

Program Management

If you have more than one goal or multiple projects ladder up to one large goal, program management offers a holistic approach to elevate strategic decision-making.

Change Management

Guide your organization and employees through major shifts and ensure you have the right resources and protocols in place to deliver on your goals.



PARTNER NETWORK



DataBank's partner network is composed of innovative tech partners that together, deliver comprehensive, future-proofed, and people-oriented solutions.



Our partners join us in our mission to help you better serve your constituents. Together, we can create true and lasting change.

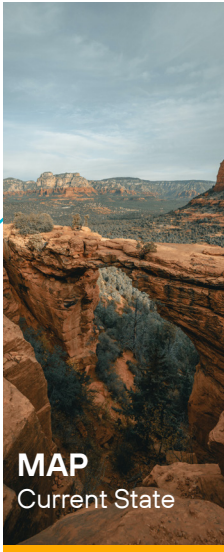




FIND YOUR PATH

ARIZONA FIELD GUIDE



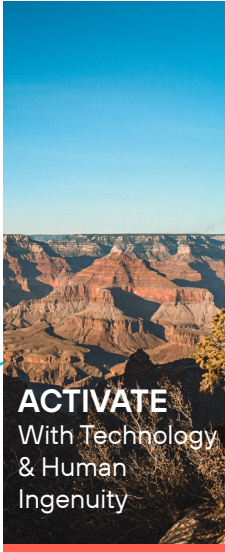


Services & Support

- VP, Sales and Marketing
- National Practice Director
- Business Development Director
- Solution Architect
- Customer Success Manager

Service & Support team members are strategic guides and partners, who work with you directly on day-to-day and ongoing projects. They are here to ensure your needs are met and guide the strategic direction of your work with DataBank





Professional Services

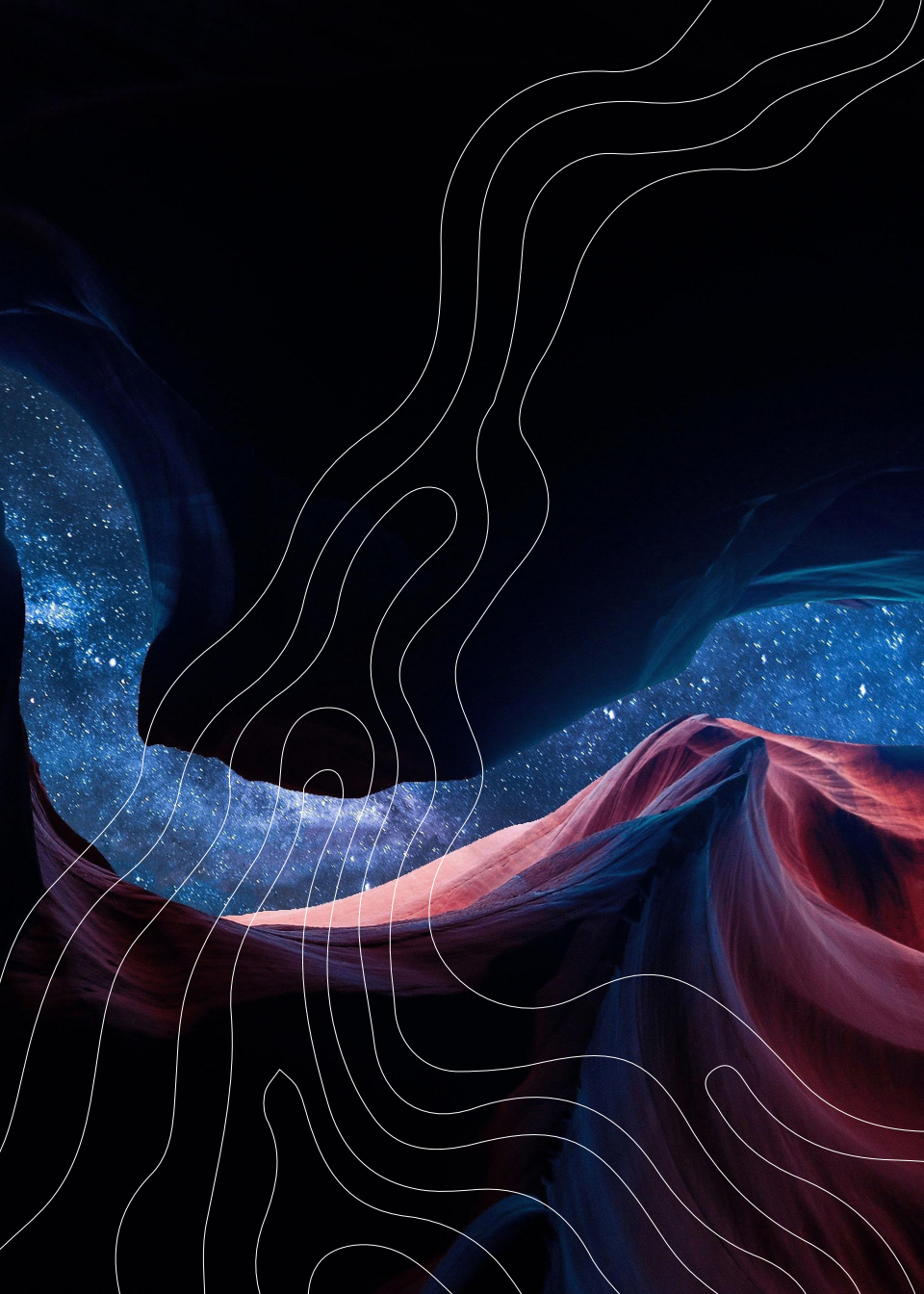
- VP, Professional Services
- Professional Services Director
- Business Analyst
- Solution Engineer
- Project Manager

Professional Services team members provide technical expertise during project discovery and implementation. They are the subject matter experts who consult with you on your infrastructure, design the solutions they recommend, and provide training and ongoing technical support.





OUR EXPERIENCE





DataBank has created a dedicated team for Arizona that is comprised of individuals with years of experience consulting and building award-winning solutions for state, local, and federal clients. Our team is committed to government innovation and passionate about bringing effective solutions that will better the communities we





work, live, and thrive within. As our relationship with Arizona grows, we are committed to establishing partnerships rooted in Arizona. Hiring, training, and investing in the communities we do business in is important to us and continues to be a high priority for DataBank.



Stats



39

states served

450+

active Public Sector
Clients

The public sector is the **largest** industry and the backbone of our business.

1 billion

documents processed annually

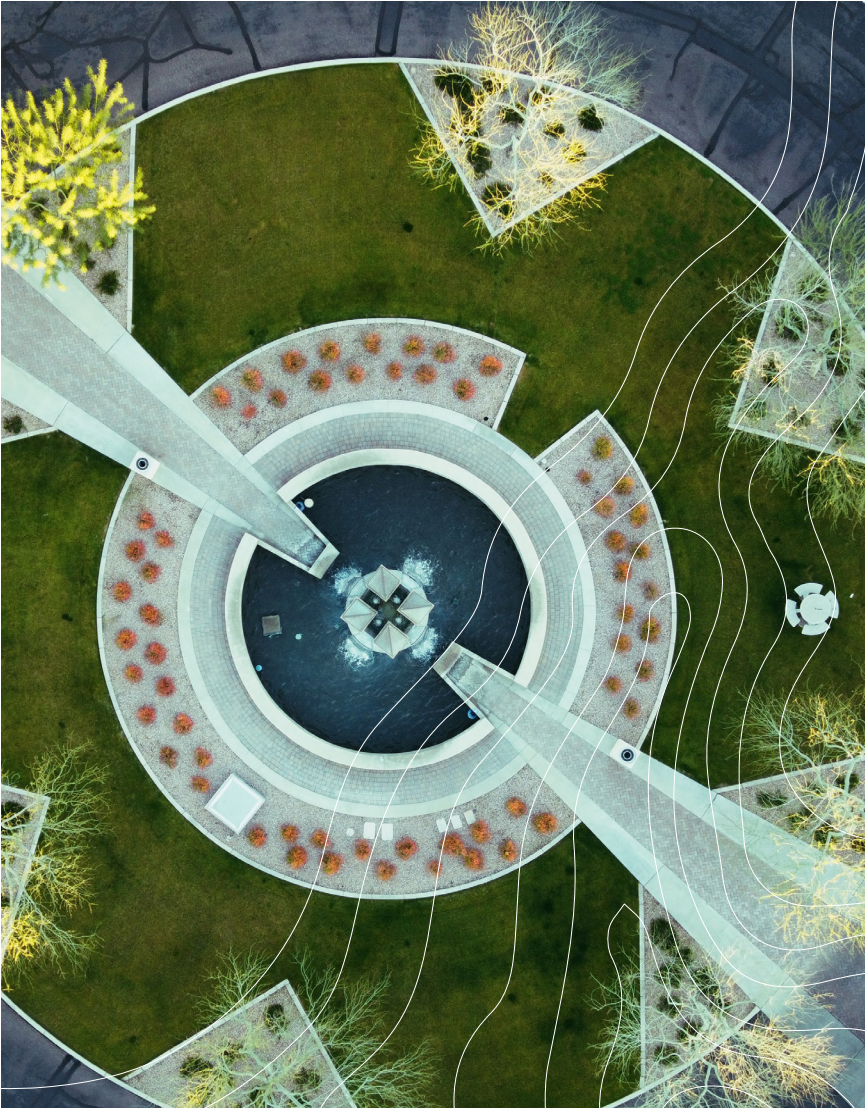


ISO 27001



SOC2 Type II





OUR CLIENTS



State

- AZ Department of Administration
- AZ Dept of Transportation
- AZ Dept. of Child Safety
- AZ Dept of Corrections
- AZ Dept of Financial Institutions
- AZ Dept of Economic Security
- AZ Game and Fish Department
- AZ Secretary of State
- AZ Corporate Commission



Counties

- Maricopa County
- Apache county
- Cochise County
- Coconino County
- Gila County
- Greenlee County
- La Paz County
- Mohave County
- Pima County
- Pinal County
- Santa Cruz County
- Yavapai County
- Yuma County

Cities

- Town of Gilbert
- City of Buckeye
- City of Apache Junction
- City of Casa Grande
- City of Chandler
- City of Flagstaff
- City of Peoria
- City of Tucson
- Town of Chino Valley

Wherever you are on the journey to modernizing citizen engagement, we're ready to step in.

Get started by requesting a free digital analysis with our team.



