

## **Process Improvement Discussions**

69. Does the agency have regular discussions (quarterly, annually, etc.) about ideas for how various technology could be utilized to improve efficiencies and effectiveness at the agency? If not, would the agency consider it?

Yes, there are various methods in which ideas are presented on how technology can be used to make the agency more efficient. The Strategic Planning Committee meets regularly throughout the year and monitors the agency's progress toward achieving long term goals, some of which are technology-based. Also, staff may submit recommended technological/procedural changes to the Office of Professional Responsibility using the **Divisional Process Improvement Request Form 1208 (attached)** Procedures for Continuous Improvement.

In addition, the PPP TIB (Technology Investment Board) is responsible for reviewing, prioritizing, and approving all budget requests, agency projects, and technological expenditures in an effort to obtain maximum results. The Chief Information Officer also provides monthly updates to the Executive Management Team to enhance collaboration, discuss ongoing IT challenges, and address technological obstacles as it relates to the Agency's infrastructure.

