

STATE OF GEORGIA - CASE STUDY

PROJECT SUMMARY

State of Georgia approached Noblesoft for investigating their business process and for drafting an **Enterprise IT Strategic Plan 2020** which assists State Government's technology and business leaders in making informed technology decisions for their agencies. Noblesoft engaged to create a strategy for technology to implement new administrative information systems

AT A GLANCE

Challenges

- Usage of out dated technology
- Relay on traditional work practices
- State wanted to immediately start advancing its technology infrastructure and services
- Driving force of Technology



SOLUTIONS

We worked with state representatives to establish focus areas and goals for the state's IT enterprise over the next six years. We focused on key areas to provide near, mid and long-term objectives as follows:

- **Mobility:** Worked to bring work groups together from various geographical locations to solve problems by eliminating traditional work practices.
- **Citizen Access to Service:** Derived plan to change the citizens and companies to conduct a larger percentage of business online. And provided recommendations to the State to achieve the goals of providing extended services
- **Innovation:** Established collective goals to work with Agencies to leverage existing technology in changing their business models and processes.

RESULTS

- Created flexibility for work groups to perform their duties without office constraints
- Experiencing greater access to government services during extended hours while using a more diverse mix of devices