

ISF: A Trusted and Reliable Partner to Achieve Your Vision for the Future



ISF has worked with state environmental agencies for four decades, helping navigate public sector organizations across the ever-evolving landscape of technology and business processes. Our work includes strategic planning, business process improvements, application, web, and mobile development, modernization strategy and implementation, hosting and support, and data management, analysis, and migration.

We understand the unique challenges of licensing and permitting systems, and have extensive experience serving agencies that protect natural resources and manage waste. You can rely on our expertise to make your vision a reality.

Our Approach: Collaborative and Effective

ISF engages with our state agency clients at the strategic level, creating a collaborative environment to enable new approaches to the processes, staff, and systems that are the keys to improving efficiency and effectiveness. ISF can help your organization focus on:

- ✓ Adapting to today's reality, ensuring strategic alignment with changing business needs
- ✓ Maximizing performance by balancing imperatives for growth, optimization and risk-taking
- ✓ Doing the right amount, aligning invested resources with expected returns
- ✓ Organizing and managing talent for success
- ✓ Monitoring trends and drivers for impacts to hosting, DevOps, IT security, and IT capability effectiveness and future business requirements
- ✓ Implementing continuous improvement and strategic planning

IT Modernization Strategy and Implementation

ISF employs an enterprise architecture approach that directly addresses the challenges of modernizing legacy systems and deploying new technology and software products. The core activities of this approach include:

- ✓ Methodically evaluate business and technology architectures and services
- ✓ Advance practical strategic plans that anticipate likely future needs
- ✓ Conduct rigorous feasibility studies to support business cases and budgets
- ✓ Plan and execute procurements that maximize value and minimize risk

Business Process Improvement

The ISF process focuses on adding value and removing unnecessary and redundant processes. ISF has a comprehensive set of tools to achieve process improvement, including the following:

- ✓ Experience with process improvement methodologies such as Six Sigma, Lean Process Improvement, Agile Management, Business Process Reengineering, Total Quality Management, Just-in-Time, and Kaizen
- ✓ Experience in business process mapping and requirements development for new processes and systems
- ✓ Experience building a standardized business process model across an enterprise

State Government Focus

ISF has provided services for many state agencies and public sector organizations including nearly every State of Florida agency and several Texas agencies and institutions of higher learning, for over 40 years.

Experience and Knowledge to Help Fulfill Your Mission

Leveraging our long history of experience with state agencies working with legislative appropriations processes, ISF can work directly with stakeholders and subject matter experts to assess your current environment and recommend improvements to increase efficiency and strategically plan for future IT development effort, developing strong business cases for legislative funding.

Our Work Improving Technology and Business Processes

Our case studies represent the best of our solutions for agencies that protect natural resources and manage waste.

Florida Department of Environmental Protection, Division of State Lands Board of Trustees Lands Database System (BTLDS) Feasibility Study

The Florida Department of Environment Protection (DEP) needed a vendor to create a complete and thorough feasibility study to identify the most effective approach to modify the database for state lands based on newly enacted legislative requirements. ISF developed a feasibility study for a modernized system to store all state land acquisition records. ISF inventoried existing systems, interviewed subject matter experts, conducted focus groups across the State of Florida, and developed a feasibility study for a multi-year project in excess of \$10 million. ISF completed the project two weeks ahead of schedule and the deliverable formed the basis for the division's Legislative Budget Request.

Florida Department of Environmental Protection, Environmental Protection Business Process Innovation, ERIC Analysis

ISF assisted FDEP in a successful effort to consolidate and modernize the input, validation, analysis, and reporting of cleanup data from several different databases managed by the Division of Waste Management (DWM). ISF provided Business Analysis and Project Management services to develop a complete analysis of the as-is business process for the identified programs and recommend a to-be business process solution for the Environmental Restoration Integrated Cleanup (ERIC) system. ISF drew from the information gathered throughout the project to provide DEP with proposed solutions to consolidate and modernize the input, validation, analysis, and reporting of Division-wide cleanup data.

Railroad Commission of Texas, IT Assessment and Strategy Development

For the Railroad Commission of Texas, ISF provided an evaluation of the capabilities, architectures, systems, strategies, methodologies, and organizational policies and structures of the Commission with goal of identifying an ideal future state and clear action plan for consolidation of systems and processes to move the RRC forward in its mission and goals as an agency. In our work with the Commission, ISF gained insight and knowledge building our understanding of the Commission's various business processes through hands-on process walkthroughs, work sessions, and in-person onsite observation of inspections processes.

Florida Department of Transportation, Geospatial Roadway Characteristics Inventory (RCI) Framework/Strategic Plan

The Florida Department of Transportation (FDOT) coordinates the planning and development of a safe, viable, and balanced state transportation system serving all regions of the state. To measure, capture, and report information about travel ways, FDOT utilizes the Roadway Characteristics Inventory (RCI) system. FDOT commissioned ISF to work with RCI's primary stakeholders in defining the user and data requirements for a new solution. The new RCI system will contain the roadway and rail data that is in the existing system, as well as new roadway information and data related to intermodals: aviation, ports, freight, and additional rail. The recommendations aligned with the Department's Reliable, Organized, and Accurate Data Sharing (ROADS) Project to improve data reliability and simplify data sharing across FDOT to have readily available and accurate data to make informed decisions.

Florida Department of Agriculture, Division of Licensing, IT Review and Business Analysis, Feasibility Study

After the Division of Licensing implemented an Electronic Document Management System (EDMS) and associated workflow processes the Division experienced an increased workload in applications in all areas, which had outpaced the Division's ability to act in a timely manner. ISF developed a "Business Analysis and Information Technology Review and Upgrade/Replacement Recommendation" report that assessed the current environment and recommended improvements to increase the efficiency of the Division and strategically plan for future IT development efforts.

ISF is an approved vendor under the Department of Information Resources (DIR) Deliverables Based Information Technology Services (DBITS), Contract No. DIR-TSO-3836 for services including IT Assessments and Planning, IT Project Management, Technology Migration/Upgrade, and IT Procurement Assistance, and the Texas Comprehensive Web Development and Managed Services Contract, Contract No. DIR-TSO-4370.



Your Vision | Our Expertise
Solving the Future