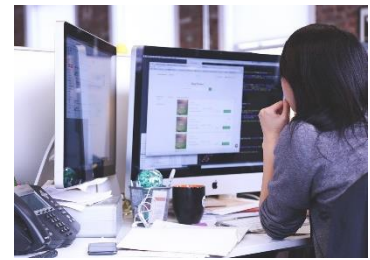


Your Vision | Our Expertise Solving the Future



ISF has served state government agencies for nearly 40 years, and is a trusted and reliable partner to help rethink and redesign the way you deliver services to your constituents. We understand the unique challenges of working in the public sector, and we have refined our expertise as technology, processes, and the needs of state government have evolved. ISF's proven IT strategy and modernization approach looks beyond the technology and toward the end result of achieving business and technical process improvements, deploying better technology for less money.



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

Process Automation and Paperless Workflow

As the need for remote work capabilities has increased during the pandemic, ISF has helped clients rethink critical processes that have historically relied on paper, manual procedures, and in-person interactions with citizens. ISF services include:

- ✓ Assessments of technologies and processes for effective automation
- ✓ Development and implementation of tools that support paperless workflows
- ✓ Development and deployment of mobile apps, reporting tools, online applications, online payments, and security solutions

Business Process Improvement

The ISF process focuses on adding value and removing non-value-added processes. ISF has a comprehensive set of tools to achieve process improvement, including:

- ✓ 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

Funding Formula Development

ISF works with public sector clients to evaluate and develop funding formulas that maximize transparency, efficiency, and effectiveness in distributing public resources. Beginning with the statutes and requirements that drive process and protocols, we consider state government needs and agency interactions with local and private partners to navigate the challenges of effective use of funding. Our approach includes:

- ✓ Developing impact assessments of potential changes and validating recommendations with executive leadership and stakeholders
- ✓ Developing performance metrics, algorithms, and models to provide a sustainable, justifiable and equitable funding formula that can be adapted over time to meet current and future needs
- ✓ Developing models that provide clarity and transparency for efficient use of state and federal funding across the state

Public Sector Focus

ISF began in Florida in 1979 and has served State of Florida government for over 40 years, along with work in 19 states. In the past 15 years alone, we have completed hundreds of projects for over 20 Florida agencies, along with dozens of local governments and institutions of higher education. In total, ISF has delivered over 1,500 projects to public sector clients.

Our Highlighted Experience

Florida Department of Agriculture and Consumer Services, IT Review and Business Analysis

The Division of Licensing had implemented an Electronic Document Management System and associated workflow processes, but an increased workload had outpaced the Division's ability to act in a timely manner, leading to a processing backlog. ISF developed a Business Analysis and Information Technology Review and Upgrade/Replacement Recommendation report for the Division to guide improvements. ISF worked to implement the efficiency recommendations and strategically plan for future IT development efforts.



Florida Department of Business and Professional Regulation, Building Code Information System

ISF assisted the Department in consolidating its workflows through the development of the Building Code Information System (BCIS), a unified system that is designed to house all information relating to inspections-related systems, building code compliance, and permitting for the Florida construction industry. ISF developed an original web-based application for the Department to inform users on building code and training requirements. As part of that system, ISF developed an accreditation module. We continue to provide support for the enhancement of the education and accreditation module and the system as a whole.

Florida Department of Children and Families, Substance Abuse and Mental Health (SAMH) Program Content

Elements included designing and integrating credit card processing functionality, and configuring an offline inspection form to enable SAMH field staff to conduct inspections with iForms when no Internet connectivity is available.

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

ISF provided Business Analysis and Project Management work to develop a complete analysis of the as-is business process for the identified programs and recommend a to-be business process solution. 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.

Florida Agency for Healthcare Administration, Division of Information Technology, Bank of America Online Payment Upgrade

To improve the Agency's use of technologies to streamline and improve government operations and delivery of service to the public, the Division of IT undertook implementation of online payment upgrades for the Bank of America system used by the Agency. For this effort, ISF provided review of online payment business processes, identifying areas of potential improvement including managed model or absorbed model options. Related tasks included the troubleshooting of process issues that could emerge as a result of the implementation of the planned upgrade.

Florida Department of Health, Bureau of Epidemiology, Merlin System

ISF has partnered with DOH on information technology initiatives since 1998. In January 2000, ISF began developing the Merlin system for the Bureau of Epidemiology to support the reporting of infectious diseases from the 67 Florida county health departments. The resulting Merlin system replaced a manual process that required the counties to complete paper forms that were then faxed or mailed weekly. The initial Merlin system was completed within an aggressive 12-month timeframe.

As a complex and robust statewide system, the Merlin system has also been updated, enhanced, and modernized over the ensuing decades, and ISF has continued supporting and providing updates to the Merlin system since its launch through ongoing development, planning, requirements sessions, integration, reporting, and maintenance, including development of mobile capabilities.

The data processed in the Merlin system is vital to DOH and county health departments for monitoring morbidity and intervening in disease transmission, particularly in outbreaks and potential bio warfare attacks. ISF has extensive knowledge and understanding of Merlin, as well as the processes, procedures, goals, and needs of the Division and its constituents. ISF has worked closely over the life of the project with DOH Information Technology to understand, clarify, and document the standards and procedures for Merlin deployments and security requirements and to ensure the system and development activity meets these standards.

Our Highlighted Experience

Texas Health and Human Services Commission, Texas Veterans Mobile Application Development

ISF partnered with the Texas Health and Human Services Commission to develop the Texas Veterans mobile application. This easy-to-use application was developed to provide a one-stop resource for community support and engagement for Texas veterans, including information about the local, state, and national resources and services. The portal provides resources to put an individual in touch quickly with a veteran's crisis line, hotline for women veterans, local Texas veterans in their communities, and access to the Texas Veterans Portal.



Department of State Health Services/UT Southwestern, TB, HIV, STD Integrated System (THISIS) Business Process Redesign

The THISIS system is intended to manage HIV and STD data throughout the state of Texas. Through a series of work sessions with stakeholders, ISF performed a thorough review of business processes to increase organizational efficiency and effectiveness, improve performance and accountability, and increase utilization of available technologies for the DSHS HIV Surveillance program.

Railroad Commission of Texas, IT Assessment and Strategy Development

ISF worked with the Railroad Commission of Texas to improve efficiency through standardized workflows, standardize technologies, and eliminate duplicative processes. Project work has included enterprise-wide business process workflows, technical infrastructure, and system reviews, requirements gathering, and data evaluation. This project culminated in the production of process improvement including a unified enterprise inspections process and high-level system design documentation, data models, and data dictionary. ISF's recommendations have had a direct positive impact on the RRC.

Texas Department of State Health Services, TB/HIV/STD Epidemiology and Surveillance Branch, Local Health Department Funding Formula

Central Department staff and regional stakeholders were engaged in a process to assist in the identification of the most critical metrics of both regional need and LHD performance, resulting in the development of a robust formula that is comprised of over 30 distinct indicators. Included with the proposed funding formula were a detailed implementation plan and schedule for migrating from the current approach to the new structure, recommendations for regular formula maintenance and updates, as well as lessons learned from the engagement.

Texas Department of State Health Services, HIV Public Health Follow Up Funding Formula

ISF developed this funding model to determine how the Department's budget for HIV/AIDS, Syphilis, Chlamydia, and Gonorrhea education, surveillance, and treatment is distributed among the 8 local health departments contracted for services with the State. The new funding model was presented in a final recommendation document with analysis, stakeholder feedback and instructions for the new model.

ISF is an approved vendor under the Florida State Term Contracts for Management Consulting (#80101500-20-1), Independent Verification and Validation (#80101507-IVV-15-1), and IT Staff Augmentation (#80101507-SA-19-01), the State of Texas Deliverables-Based IT Services Contract (DBITS) and Comprehensive Web Design and Managed Services Contract, in addition to alternate sourcing for IT Consulting through the General Services Administration (GSA) Multiple Award Schedule (MAS) Contract (# GS-35F-0332V).



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