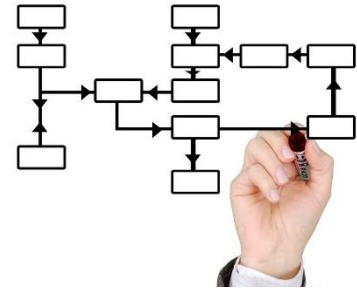


# Improvement and Automation | Rethink and Redesign Business Processes



The need for remote work capabilities has increased during the pandemic, shining a light on critical processes that have historically relied on paper, manual procedures, and in-person interactions with citizens. Every agency is feeling the strain, and process improvement and automation are overwhelming priorities. You may have successfully identified areas for improvement, but you need support to realize the necessary changes. ISF has a proven approach for achieving business and technical process improvements and is a trusted and reliable partner to help rethink and redesign the way your agency's work is done. With your vision and our expertise, we can achieve dramatic improvements to support your mission.



## Our Approach: Team-Based, Collaborative, Transparent

ISF has completed hundreds of projects to implement new best practices requiring detailed business process analysis, evaluation of standards, consensus building, and defined transition plans. Our team-based, collaborative, and transparent approach allows you to be fully involved in this initiative. The ISF process focuses on adding value and removing non-value-added processes, providing clients with the following:

- ✓ Well-developed analysis and documentation of current business processes
- ✓ Standardized terminology to be used across the enterprise
- ✓ Identification of commonalities across processes, technologies, and personnel
- ✓ New workflows and business processes to integrate across the entity
- ✓ Technology assessments and capacity evaluations
- ✓ Streamlined business rules for new processes, systems, and technologies
- ✓ Transition plans for implementation
- ✓ Implementation support focused on change management and people

Leveraging more than 40 years of experience in state government and industry-leading best practices, ISF has a comprehensive set of tools to achieve improvements in performance, productivity, and quality including the following:

- ✓ Experience with a variety of methodologies for process improvement, including Six Sigma, Lean Process Improvement, Agile Management, Business Process Reengineering, Total Quality Management, Just-in-Time, and Kaizen
- ✓ In-depth understanding of government agencies and their business processes and needs
- ✓ Experience in business process mapping and requirements development for new processes and systems
- ✓ Experience building a standardized business process model across an enterprise to efficiently meet business needs, including developing tool-agnostic processes
- ✓ Ability to plan for and support implementation of new processes and technology



## Experience and Knowledge to Help Fulfill Your Mission

We know you want to improve and automate processes, streamline workflows, and strengthen remote work capabilities. ISF has the experience and knowledge to help you rethink and redesign the way you fulfill your mission. ISF is an approved provider under the Florida State Term Contract for Management Consulting, State of Texas Comprehensive Web Development and Managed Services Contract, and GSA Multiple Award Schedule (MAS) Contract.



Your Vision | Our Expertise  
**Solving the Future**