

2007 Showcase in Excellence Awards Recipient

Office of Enterprise Technology - Maricopa County – “New Telecommunication Construction”



Company Information:

Highest Ranking Official:
**Stephen Wetzel, Chief
Information Officer**

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Type of work:

The Office of Enterprise Technology (OET) operates within Maricopa County, the largest local government in Arizona with more than 14,000 full-time employees. We support enterprise software and hardware solutions for all 58 departments within Maricopa County. Our mission is to provide strategic vision, leadership and enterprise solutions to County leaders and staff so they can meet their goals and deliver results to the public with maximum efficiency and effectiveness.

Workforce: 118 employees

Testimonial of Value of Arizona State Quality Awards Program

This award demonstrates OET's commitment to our customers and the citizens of Maricopa County. Further, the award reinforces OET's commitment to AQA values, and emphasizes our motto: "*People Doing Technology Right!*"

The award selection process was an ambitious undertaking and took approximately five months to complete, which included a site visit from the AQA panel to evaluate and validate our submission. This process highlighted our strengths and presented opportunities for improvement. We appreciate the experience of and feedback from the external evaluation panel. OET is committed to improving the quality of its programs and services. The AQA award program will benefit us now and in the future as we seek excellence in public service.

~ Stephen Wetzel, Chief Information Officer, Office of Enterprise Technology

Highlights of Organizational Process:

The award represents a combined effort and noteworthy synergy between the Office of Enterprise Technology and the Facilities Management Department. The new process makes OET responsible for all cabling infrastructure within Maricopa County government, resulting in improved quality and value as well as a reduction in cost.

Facilities Management Department provides construction management on all County-owned buildings for new construction and remodels.

David Smith, County Manger, states, "Building working partnerships and focusing on customers are two of the County's core values. The efforts undertaken in support of the County plan exemplify commitment to these values. . . the successful implementation of [this process] has been made possible through the collaboration of [OET and Facilities Management] departments working with one another to achieve results for the citizens."

Leadership

Maricopa County employees serve the public in such areas as public health, transportation infrastructure construction and maintenance, flood control, law enforcement and Courts, education, parks and recreation, libraries, animal care and control, economic and community development, and elections. The County serves both incorporated and unincorporated areas. Maricopa County provides services in unincorporated areas similar to those provided by municipalities within the incorporated areas, which includes law enforcement, development planning, code enforcement, libraries, and parks and recreation.

County leadership provides opportunities for staff to improve their knowledge and skills through a leadership program, through mentorship, and formal or informal education to improve services, all of which contributes to meeting organizational needs and encouraging personal career development.

Process overview

When a new building or remodel of a facility is approved within the County, Facilities Management is responsible for the overall management of the project. At the beginning of each project Facilities Management notifies the OET department and a telecommunication project manager is assigned, who works with Facilities Management to develop a cabling plan for network and voice communication. Each step in the plan is signed off and approved from planning to completed install. Both departments work closely to assure quality is delivered to the end customer.

Quality and Performance Results:

- The number one performance result in this process is cost savings for the installation. Facilities Management has saved an average of 40% on the overall telecommunications portion of their construction projects by collaborating and partnering with OET.
- The OET department has a quality installation of layer one infrastructure that meets or exceeds the current needs of our business environment. All installations follow industry best practice standards.
- The installation optimizes the performance of the network and voice systems across the County.
- The key trends in this process are meeting timelines, lower costs, and higher quality.

Process

- The process contributes to the organization's overall performance by saving on construction cost, and ultimately saving taxpayer dollars.
- Key success factors:
 - Enhanced communication and planning between Facilities Management and OET.
 - Involvement of an experienced telecommunication project manager.
 - Excelling and meeting industry standards by inspections and certification of the install.
 - The telecommunications project manager attends all construction meetings for changes.
 - Planning is done early-on in the project, resource verification, improved time scheduling and tracking of completed items.
 - Increased accountability by verifying work was completed according to best practices, industry standards, and County standards.
 - Evaluate and improve the process, by including the team for lessons learned.
 - Customer feedback.
 - Adjusting the process in a timely fashion after evaluation or improvement suggested.