

Executive Summary | Future State Design Principles & Benefits

A&M's recommendations and project roadmap have been designed to transform the way the state uses technology to support essential services and processes.

Design Principles



Center on the constituent experience



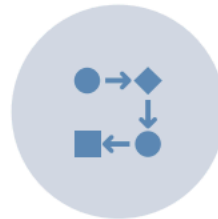
Digitalize input "at the edges"



Remove unnecessary physical touch points



Link internal processes with workflow tool and digital inputs



Automate manual processes



Create a reusable model and process and rationalize applications

Design Benefits

- ✓ Reduced technology spend
- ✓ Increased pandemic resilience
- ✓ Streamlined and efficient processes
- ✓ Smaller real estate footprint