

2006 Microsoft Solutions Showcase Award Winners

Good afternoon ladies and gentlemen! My name is Neil MacMullan, and I am one of the two Account Executives for Microsoft State and Local Government for the State of California. It is my pleasure today to present the 2006 Microsoft Solutions Showcase Awards for excellence in technology to seven public sector customers. These customers have utilized Microsoft technology to either improve the way they provide services to the public or the operational efficiency within their organization – both very important achievements during these challenging times. Microsoft would like to publicly acknowledge the achievements of these organizations for their technical excellence, and to also recognize the public employees who implemented these solutions for their hard work, dedication and service to the public.

- 1. The first award goes to the Julie Stewart and her team at the California Department of Corporations, for their implementation of their Customer Relationship Management system.** This new system automates the Department's business processes and provides enhanced customer service to the public while improving efficiency and tracking of cases. This entire system was implemented in less than 90 days for less than \$100,000. At the press conference for the launch of the system, Department of Corporations [Commissioner William P. Wood](#) stated: "This innovative technology sets a new standard in customer service for the Department of Corporations." I am pleased to award a 2006 Microsoft Solutions Showcase Award to the California Department of Corporations for their Customer Relationship Management System.
- 2. The second award goes to Brian Gangler and his team at the California Department of Corrections and Rehabilitation for their Microsoft Exchange consolidation and migration project.** On January 5th, 2005 Governor Arnold Schwarzenegger called for the consolidation of seven different departments and organizations into one – the new Department of Corrections and Rehabilitation. Working under enormous pressure and tight deadlines, the CDCR team worked long

hours under intense scrutiny to ensure the success of the project. In just 14 months, the CDCR team completed the migration of over 12,500 Microsoft Exchange mailboxes from many different systems to deliver a single, consolidated system that is ready to be integrated with the Statewide email project. For their hard work and dedication, Microsoft is pleased to award a 2006 Solutions Showcase Award to the California Department of Corrections and Rehabilitation.

3. **The third award goes to Sandia National Labs for their Speech Recognition System for enabling automated benefits open enrollment.** Sandia National Laboratories is a US Department of Energy (DOE) Research Laboratory that manages \$2.3 billion in research projects annually for the Department of Energy, Department of Homeland Security and the Department of Defense. As a way to improve active member and retiree telephone access and reduce the amount of time to make Health Plan Benefit changes, Sandia chose to Speech Enable the Telephone Client User interface with Microsoft's Speech Server Platform. This alleviated the cumbersome touch-tone sequences and allowed for a simple interactive natural conversation question answer format. This new system allowed approximately 20,000 Sandia National Labs employees renew and make changes to their benefits options within a 2 week period. Of the members surveyed 76% rated the new system as a 4 or 5 on a scale of 1-5, with 5 being the best. I am pleased to present to Sandia National Laboratories this Microsoft Solutions Showcase Award for Speech Enabling Benefits Open Enrollment. Accepting on behalf of Sandia National Labs is Peggy Berlin of Stealth Network Communications, Inc.

4. **The fourth award goes to the California Department of Justice for the Megan's Law Website.** Since it became operational, California's Megan's Law web site has had more than 280 million hits from over 27 million users. The Internet site and inclusion of home addresses for the most serious offenders was signed into law in 2004 and required the DOJ to have an Internet site up within nine months. The DOJ's team beat that statutory deadline by more than six months.

Information provided on the Internet site includes name, aliases, age, gender, race, physical description including scars, marks and tattoos, photograph and offenses. Viewers can search the new web site by city, county, zip code or individual name. They also can type in the name of a park or school in a community to locate sex offenders living in the vicinity. The Megan's Law website is an important tool for helping to keep California's citizens safe. Recognizing the broad diversity of California's population, the website is now available in 13 different languages. As the husband of an elementary school principal responsible for the safety of over 700 pre-teen students, I would like to personally thank Mike Broderick and his team at the Department of Justice for their hard work and dedication with this Microsoft Solutions Showcase Award.

5. **The fifth award goes to the California Department of Health Services for Emergency Preparedness Office web site.** The website helps address public health emergency preparedness and response by providing timely information on topics such as bioterrorism, chemical, radiological, and natural disasters – while also taking an all hazards approach. This website improves EPO staff efficiency in communicating with constituents. It also incorporates the information architecture, access, usability, and branding in redesigning the site, while consistent with a strong partnership between the Department's health officials and the Chief of Information Technology. Congratulations to the Dept of Health Services CIO Christy Quinlan and her team.

6. **The sixth award goes to State CIO Clark Kelso and the CEAP team – the California Enterprise Architecture Program.** The CEAP team is chartered with providing the State with a comprehensive enterprise architecture for information technology – no small feat for a State Government that is the most populous in the Union, growing like mad, and has faced significant budget and political challenges in the past few years. Against this background, the CEAP team has worked collaboratively with the stakeholders to provide a segmented, incremental approach to revitalizing the State's IT infrastructure while keeping strategic goals in mind. As

important, the CEAP has recognized that this process cannot be a static one, but is a dynamic process that must be updated as demands and technologies change. For their contribution to the modernization of the State's IT architecture and infrastructure, I am proud to present Dr. Kelso and the CEAP team with a 2006 Microsoft Solutions Showcase award.

7. **The seventh award is presented to Jamie Mangrum and the California Department of General Services for their implementation of the Rights Management Server for the Procurement Division.** The CA Dept. of General Services is responsible for managing the procurement of over \$4 Billion dollars per year in goods and services for the State of Ca. The high visibility and competitive nature of these procurements, plus procurement policy and law require that many of the documents remain confidential during the actual procurement. The RMS implementation provides the DGS with additional safeguards to ensure those documents are only read by the people and organizations that should read actually be reading those documents. For safeguarding the integrity of the procurement process, and improving the processes and control of the Procurement Division, I am pleased to award the DGS this 2006 Microsoft Solutions Showcase Award.

8. **The eighth and final award goes to Sandy Adams and the Department of General Services for their use of VB.NET for the DVBE Website.** The application selected was the OSDC Search Engine that allows users to conduct online searches for Small Business, Disabled Veteran and micro businesses on the DGS website. Utilizing a mentoring partnership with Kiefer Consulting, DGS rewrote this application using VB.NET & ASP.NET 2.0 which allowed them to simultaneously eliminate the cost of an external vendor for the application and train their staff in new development tools. DGS is now able to manage the source code in house and make changes. The application is designed for 24/7 operation, and handles thousands of page views per month. DGS managers are highly satisfied with the results, stating that the application is scalable, responsive and cost-effective for the state to operate and maintain. Code developed during the prototype effort will serve as the

foundation for a DGS code library of reusable application blocks, helping the DGS save money over time. This is a great example of technical leadership in applying new technologies to save the State time, money, and resources and I am proud to award Sandy Adams and the Department of General Services a Microsoft Solutions Showcase award for technical excellence.

Thank you all for your kind attention, and please join me in giving the award winners a round of applause for their contributions to technical excellence in Information Technology.