



The Council of State Governments  
Sharing capitol ideas.

**2011 Innovations Awards Application**

**DEADLINE: MARCH 28, 2011**

**ID # (assigned by CSG): 2011- \_\_\_\_\_**

**Please provide the following information, adding space as necessary:**

**State:**

Oregon

**Assign Program Category (applicant):**

Government Operations and Technology / Information Systems

**1. Program Name**

Oregon GovSpace

**2. Administering Agency**

State of Oregon Department of Administrative Services

**3. Contact Person (Name and Title)**

Wallace Rogers, E-Government Program Manager

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[http://www.oregon.gov/DAS/EISPD/EGOV/Govspace/Govspace\\_index.shtml](http://www.oregon.gov/DAS/EISPD/EGOV/Govspace/Govspace_index.shtml)

**9. Please provide a two-sentence description of the program.**

Oregon [GovSpace](#) is the State of Oregon’s Social Business platform that combines the power of community software, collaboration software, social networking software, and social media monitoring capabilities into an integrated social platform. Nearly 5,000 individuals representing over 230 organizations of state agencies and their business partners use Oregon GovSpace to engage in: business conversations, idea sharing, and collaboration that drive better business outcomes and gains in productivity.

**10. How long has this program been operational (month and year)?**

September 2008

**11. Why was the program created? What problem[s] or issue[s] was it designed to address?**

The State of Oregon Department of Administrative Services E-Government Program recognized a need for a collaboration platform that could cross State agency boundaries. State agencies had their individual methods of collaborating internally, but the primary way to collaborate across State agencies was through e-mail, conference calls or face-to-face meetings. As result, knowledge was locked away in hard-to-reach places (e-mail, desktops, etc.) and time was spent inefficiently working with across siloed agencies and with remote workers.

As the complexity and interdependence of government operations increased, there became an apparent need for a platform that could engage all employees to collaborate more effectively. As a result, when Oregon evaluated a Social Business platform, the solution needed to address the following:

**Multi-agency collaboration.**

Enable meaningful cross-agency interactions and greatly improve coordination to maximize resources and assets.

**Reduce duplication of effort.**

Lower the cost of governing by bringing greater visibility of people, content, and activities, eliminating costly, redundant efforts.

**Find subject matter experts.**

Quickly discern who has the expertise to address critical issues.

The State of Oregon felt the urgency to break out of functional, departmental, and geographic silos. They selected the Jive Social Business platform to launch Oregon GovSpace in September 2008. Oregon GovSpace combines the power of community software, collaboration software, social networking software, and social media monitoring capabilities into an integrated social platform.

Oregon’s agencies who are active in Oregon GovSpace are no longer separated by departments or geographic location. Everyone’s expertise, ideas, skills, knowledge and social networks is brought to bear on initiatives that beg for broad participation and eliminate the “group-think” limitations that occur in closed groups.

Oregon GovSpace leverages social interactions to engage employees in work conversations, idea

sharing, and collaboration that drive better outcomes, which results in gains in productivity by connecting Oregon's employees to the people and information they need to make decisions and take action.

## **12. Describe the specific activities and operations of the program in chronological order.**

In February 2008, Oregon started the pilot project using Jive's Social Business platform deployed as a Software as a Service (SaaS). The pilot started out with less than 200 individual accounts, and involved just a handful of State agencies and was named Oregon GovSpace.

In September 2008, Jive and the State of Oregon extended the pilot project for another year, to give all State agencies the opportunity to fully explore the platform. Over the next year, the Oregon E-Government Program met with State agencies to highlight and demonstrate the capabilities of the platform, and developed training programs for the software, specific to the State's use of the platform. Because this platform is internet-based, State agencies are able to access the information via a secure login, without the need to access their State agency networks. This opened the communication door for State agencies to network with other State agencies, as well as their business partners, such as local governments, vendors, and other state and national organizations.

By September 2009, Oregon GovSpace, hosted just over 2,000 individual accounts comprised of not only State agencies, but their business partners as well. This platform was proving to meet a business need in Oregon State Government that was not met before. Because of this, Oregon decided to continue using Oregon GovSpace.

Since September 2009, Oregon has further developed its training program, to offer in-person, over the phone, and live online trainings for State agencies and their business partners. They have responded to requests from all branches of Oregon State Government for presentations and demonstrations to learn more about the platform and what the benefits are when using it. The Social Business platform powered by Jive is flexible enough to allow State agencies and their business partners customize the features to meet their needs. Across the state, the platform is being used to share and collaborate on documents (some that are too big to send through e-mail), hold online discussions so their colleagues can participate in the information sharing and knowledge building, track projects, and network with other individuals across the state.

Oregon GovSpace users -- which are authenticated by the state -- create profiles that list their areas of expertise and current projects. They also can create shared documents and calendars, blogs, dashboards and polls centered on specific issues, and then invite other users into the discussion. All of it is encrypted and password protected.

The platform started with just over 200 individual accounts, and under 20 agencies. It currently serves nearly 5,000 individual accounts and over 230 organizations to include state agencies and their business partners. The number of individual accounts and organizations using the platform continues to grow on a regular basis.

## **13. Why is the program a new and creative approach or method?**

Social Business is a new way to engage employees, customers and the social web. What's happening in the consumer world with social technologies is fundamentally changing the way we create, consume and share information. Social is shifting into the enterprise and also creating government use cases.

Too much of what's in today's government agencies is built on technology and processes that aren't intuitive. Critical data is trapped in siloed systems, people's minds—or languishing in archives. Oregon GovSpace, on the other hand, combines the power of community software, collaboration software, social networking software, and social media monitoring capabilities into an integrated social platform. Oregon GovSpace users drive gains in productivity by connecting instantaneously to the people and information they need to make decisions and take action.

In an industry example, Jive reports that 100 people in one department at CONVOS met once a quarter face-to-face. Because of Jive and the ability to collaborate in real-time across departments and streamline communications, this group now only needed to meet once a year in-person. After three years in removing nine of the twelve in-person meetings, it has equated to almost \$1M in savings. Oregon GovSpace gives the State of Oregon similar opportunities for savings. Time is additionally spent efficiently in which past meeting agendas and notes are saved in Oregon GovSpace, reducing meeting time spent sitting around repeating discussions. Furthermore, after in-person meetings have concluded, individuals can continue discussions online together rather than exchanging one to one emails.

Agencies are additionally using Oregon GovSpace as an online component to classes being taught to Oregon employees. These generally take several months to complete (e.g. 1 day a month). Oregon GovSpace allows students to go online and connect, discuss, post homework and leverage the community to answer questions posted online.

**14. What were the program's start-up costs? (Provide details about specific purchases for this program, staffing needs and other financial expenditures, as well as existing materials, technology and staff already in place.)**

The initial pilot cost was \$20,000. Jive currently hosts the platform at the SunGard datacenter. Since this platform is internet-based, the only technology needed is a computer with access to the internet, available to almost all of the State of Oregon employees. The State of Oregon currently has one statewide community manager, one person from the help-desk to assist customers with routine requests, and the Jive support team.

**15. What are the program's annual operational costs?**

One Oregon community manager, an administrative specialist, spends about 60% of her time supporting the site for \$30,000. Oregon opted to use Jive's Software as a Service model is a per user model. It is bundled in with Oregon's fixed price contract with Hewlett-Packard for E-Government Services that also includes Oregon.gov, E-Commerce, and custom application hosting and support.

**16. How is the program funded?**

Oregon GovSpace is funded through with existing funds. Oregon GovSpace is part of the Oregon E-Government program, which is funded by assessment based on the number of Full-Time Equivalent positions in each agency.

**17. Did this program require the passage of legislation, executive order or regulations? If YES, please indicate the citation number.**

No, existing legislation was sufficient.

**18. What equipment, technology and software are used to operate and administer this program?**

The solution is a Cloud based SaaS Solution provided by Jive.

**19. To the best of your knowledge, did this program originate in your state? If YES, please indicate the innovator's name, present address, telephone number and e-mail address.**

No.

**20. Are you aware of similar programs in other states? If YES, which ones and how does this program differ?**

Yes, the State of Oregon is aware of similar programs in other states, and there are federal agencies such as the ones below who are using Jive's Social Business platform.

- Intelligence Community
  - A-Space
  - J-Space
- Department of Defense
- Military HomeFront
- NASA
- Air Force Medical Services
- U.S. Army GoArmy.com

Oregon selected the Software as a Service (SaaS) option. Though the State of Oregon does not know of any other state using the SaaS platform when the pilot began, it is possible that other states were exploring the product. The SBS platform is a complete media solution, offering tools such as wiki documents, blogs, microblogs, projects, upload capabilities for a variety of office documents, tagging, organizing, online discussions, polling, networking, and online forums. Jive also offers the ability to access the site (and its contents) through a mobile device. The State of Oregon did not limit participation to State of Oregon employees, but rather opened the door for all State agencies and branches of State government to communicate with their business partners to get the State's work done. State business partners include boards, commissions, vendors, and other local, state and national organizations.

**21. Has the program been fully implemented? If NO, what actions remain to be taken?**

Yes

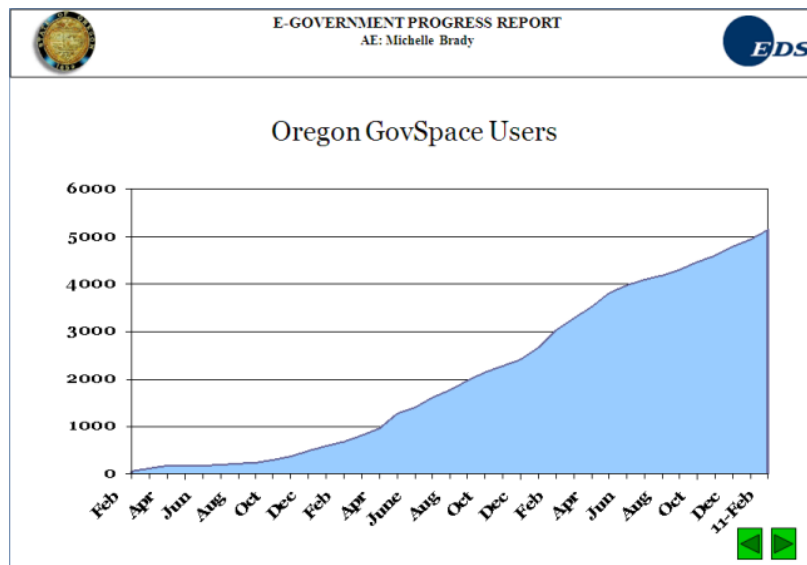
**22. Briefly evaluate (pro and con) the program's effectiveness in addressing the defined problem[s] or issue[s]. Provide tangible examples.**

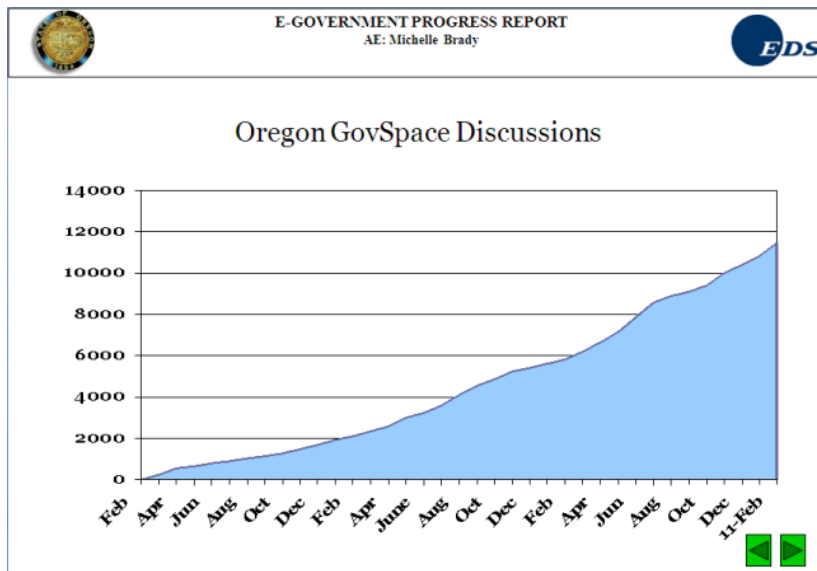
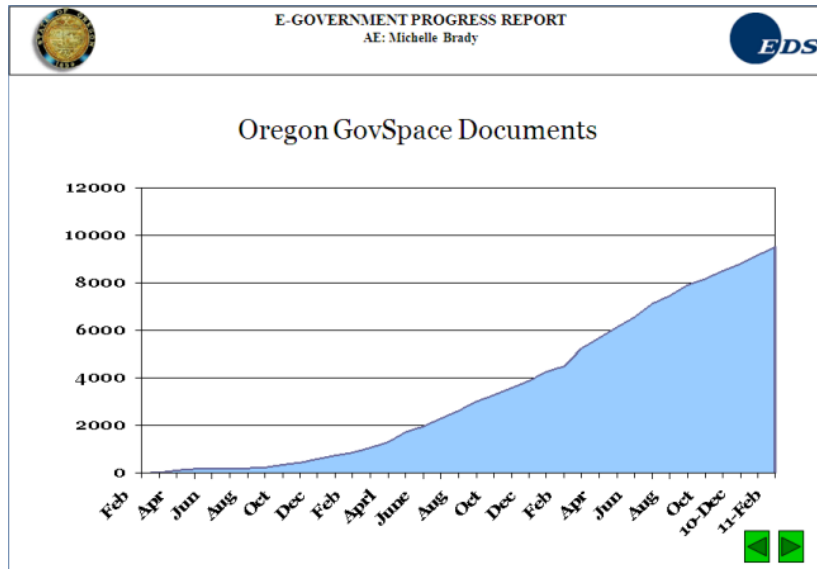
- Recognized Leading Platform: Oregon GovSpace benefits from Jive's platform being the industry's most innovative platform. It is recognized by Forrester Research as the category leader and by Gartner as the leader in three Magic Quadrants.
- Consolidation: Oregon GovSpace consolidates the support infrastructure needed for collaborative, multi-agency planning, and action in a decentralized state.
- Shared Services: Oregon GovSpace provides an essential shared service in support of cross-agency collaboration for all agencies.
- Budget and Cost Control: Oregon GovSpace produces a variety of cost control and optimization practices, the most significant of which is supplanting the need for costly travel, and travel-related expenses with the potential for 24x7 web-enabled collaboration, conserving both time and money.

- Security: Oregon GovSpace enables collaboration within the context of a secure SunGard-hosted environment. Each agency controls access within their spaces.
- Green IT: Oregon GovSpace directly reduces the need for travel and other energy-costly practices by allowing members to participate remotely.
- Transparency: Oregon GovSpace provides an essential tool in creating the transparency needed to accomplish root cause and solution analysis, planning and action. It has become a primary tool to collaborate with non-state stakeholders
- Governance: Oregon GovSpace provides the forum between meetings necessary to support and sustain a viable multi-agency (enterprise) governance model.
- SaaS Delivery: Provides access anywhere, anytime to Oregon GovSpace and lower administration costs.
- Decrease in e-mails: Discussions can be held online and classes taught now have an online component in Oregon GovSpace to allow students to post homework and leverage the community to answer questions posted by fellow users.

### 23. How has the program grown and/or changed since its inception?

In February 2008, Oregon started the pilot project using Jive’s Social Business platform deployed as SaaS. The pilot started out with less than 200 individual accounts, and under 20 agencies. It only involved just a handful of State agencies and was named Oregon GovSpace. Since that first pilot experience the community has grown at a rapid rate due to viral adoption. It currently serves nearly 5,000 individual accounts and over 230 organizations to include state agencies and their business partners. The number of individual accounts and organizations using the platform continues to grow on a regular basis, approximately 20% per month.





**24. What limitations or obstacles might other states expect to encounter if they attempt to adopt this program?**

States would need to consider the cost of this program, to include start-up costs, ongoing costs, and appropriate staffing. The State of Oregon chose this platform because it is a Software as a Service option and does not require additional technical staff, technical training or hosting to go live. Jive was able to brand the platform to meet Oregon’s needs and is able to customize it as well. However, states need to be aware that customizing the platform beyond basic branding could result in ongoing maintenance costs, as well as costs to upgrade to the newest version.

The program needs an enterprise-wide community manager who can concentrate on working with all agencies and departments in their state to explore the benefits of the platform, to keep up to date on the continuing improvements that come with a SaaS offering, and to help share techniques that will develop and support a vibrant and engaged community. The ability to provide in-house training to their agencies and departments should strongly be considered.

Resistance to new technology from all levels of state government, from line staff to decision makers, needs to additionally be considered when looking at adopting any technology-based program. The program needs to meet specific business needs of state government, and be able to increase efficiency and productivity.

# # #

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2011 Innovations Awards Application  
Program Categories and Subcategories

Use these as guidelines to determine the appropriate Program Category for your state's submission and list that program category on page one of this application. Choose only one.

*Infrastructure and Economic Development*

- Business/Commerce
- Economic Development
- Transportation

***Government Operations and Technology***

- **Administration**
- **Elections**
- **Information Systems**
- **Public Information**
- **Revenue**
- **Telecommunications**

*Health & Human Services*

- Aging
- Children & Families
- Health Services
- Housing
- Human Services

*Human Resources/Education*

- Education
- Labor
- Management
- Personnel
- Training and Development
- Workforce Development

*Natural Resources*

- Agriculture
- Energy
- Environment
- Environmental Protection
- Natural Resources
- Parks & Recreation
- Water Resources

*Public Safety/Corrections*

- Corrections
- Courts
- Criminal Justice
- Drugs
- Emergency Management
- Public Safety

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