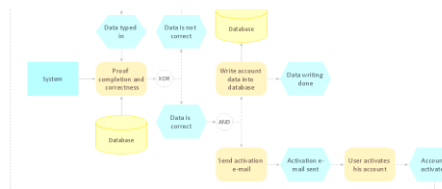


FDLP Technology Plan

Anthony D Smith, Director of Projects and Systems, GPO



Depository Library Council Meeting &
Federal Depository Library Conference
May 2, 2014



Session Outline

- “Projects and Systems” unit of LSCM
- Update on the current status of LSCM information technology planning and deployment.
- Group Exercise – Workflow Evaluation





Projects and Systems

- New LSCM organization created in late 2012:
 - 2012 LSCM re-organization
 - Consolidate technology and project management under one unit
 - First to serve in this new role, effective April 2013

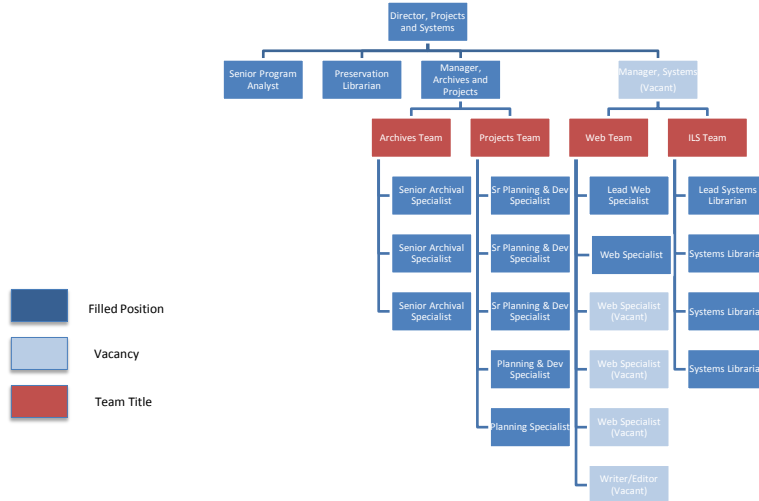


Projects and Systems

Loss of a few key staff early last year:

- Lead Web Specialist
- Manager of the ILS Group
- Second Web Specialist

Projects and Systems



Background

- Last option year on a 5-year contract for the current ILS solution
- Congress approved funding for contract renewal
- Project Vision Document signed in Nov 2013

The goal of the next generation Integrated Library System (ILS) effort is to provide the Superintendent of Documents' organization of Library Services & Content Management (LSCM) with a next generation Commercial-off-the-Shelf (COTS) Integrated Library System due to the nearing end-of-life of the current system.



Background

Vision Continued:

The next generation Integrated Library System will enable Library Services & Content Management to improve its internal organizational workflow and business processes while leveraging new technology features and functionality to enhance LSCM related library acquisitions, cataloging, record distribution, federated searching, and indexing operations and activities. Opportunities to further develop internal LSCM workforce talent will be created as well.

- Project team of subject-matter experts (SMEs) formed representing most functional areas of LSCM
- Project Manager assigned and Phase 1 work began



Project Design

- Project structured around 2 Phases:
 1. As-Is Process – Workflow analysis
 2. To-Be State – Vision for the future state



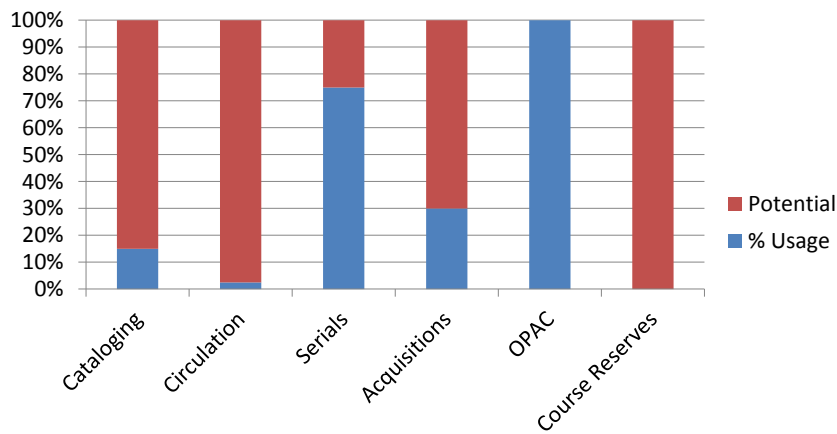


As-Is Phase

- Contractor hired to assist with the capture of existing business processes and produce As-Is Process Document
 - Focus on existing ILS touch points
 - SMEs provided contractor with system architecture and technical specifications
 - Interviewed other LSCM staff
 - Coordinated mock workflows and documented each process
 - Created workflow diagrams
 - Document delivered Mar 2014



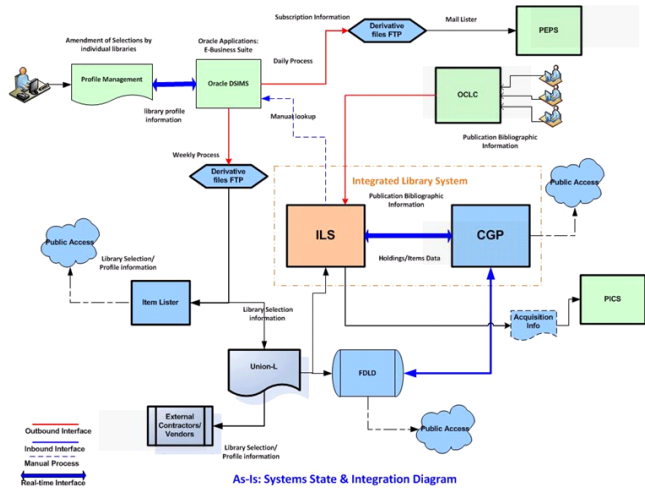
As-Is Findings





Background

Bib Control (holdings)	DSIMS	PURLs
Catalog Record Distribution Program (Z39.50)	Heritrix	Depository Management Tools (DDM2)
Enhanced Discovery	Needs and Offers	Preservation
Serials Management	Directory Service	Collection Management
		<ul style="list-style-type: none"> • Digitization • Tangible collections • NARA • IES • ByLaws
Acquisitions (fugitives)	Communications	
Fdplp.gov	Record Ingest	
iCohere	Agency Harvesting	





What we've learned

- Our unique needs cannot be fully met by implementing an ILS alone
- Manual processes are impacting efficiencies
- Duplicative processes are impacting efficiencies
- Limited system interoperability has the potential to impact efficiency, quality, etc.



New Strategic Vision

LSCM seeks to implement a technology plan that will allow for “thoughtful” reaction to user needs, through strategic planning and carefully orchestrated investments in infrastructure development. This plan seeks to:

- A. Base itself on a conceptual model that will serve as a **blueprint** for infrastructure development moving forward;
- B. Be **agile!** Enjoy the ability to take on new shape in response to changing needs and a changing environment;
- C. Own a **modular architecture** design that supports agility and cost effectiveness;
- D. Recognize the value of a “silo-less” design and the high value of **interoperability**

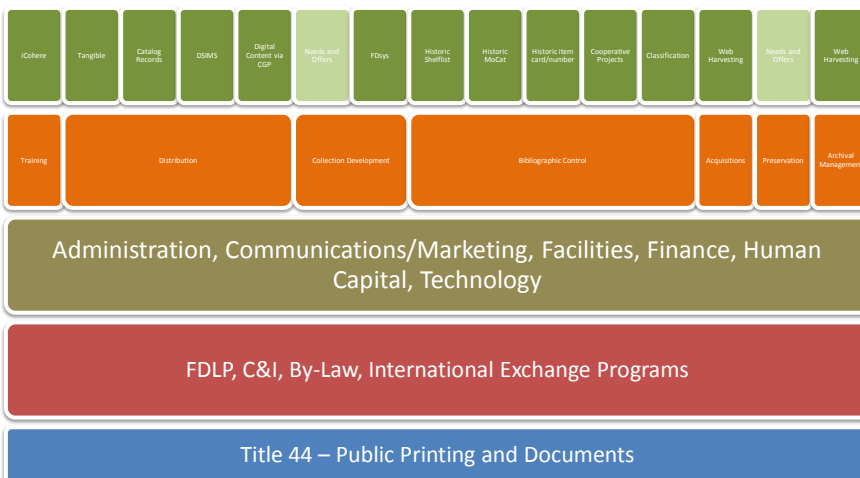


Next Steps – “To-Be”

- Completed “As-Is” phase of the project (Mar 2014)
- Request extension of current contract for 1 additional year (Sep 2015)
- Prepare Statement of Work (SOW) for “To-Be” phase of project
 - Develop and produce a formal business process diagram (Reference the Forecast Study)
 - Coordinate vendor demonstrations for market research purposes
 - Develop functional requirements document
 - Create vendor/functional requirements matrix, as needed



LSCM Operations





Additional Thoughts – “To-Be”

Questions for the Project Team:

- Are there specific ILS modules that we cannot function without? A la carte purchasing?
- Is open-source a better solution for helping us meet our objectives? What are the pros and cons?
- Would our users benefit from implementing a web-scale discovery service?
- Are there roles for consultants?
 - ILS expert
 - Ethnographer (Rochester Model)
- Can the project provide a document that indicates where interoperability (exchange of data) is needed across the LSCM domain?
- Implement Personas/UX for user-centered design?



Project Team Acknowledgment

Darryl Walker, Project Manager
Christina Perantonakis, Project Manager
An Liu, Lead Systems Librarian
Patricia Duplantis, Systems Librarian
Yalan Qi, Systems Librarian

Kathryn Campbell, Systems Librarian
Stacey Kinsel, Technical Services Librarian
Rachel Mattingly, Cataloger
Kathy Bayer, Outreach Librarian
Cathy Wagner, Outreach Librarian



Process Improvement Exercise

What aspects of your workflow would benefit most from process improvement?



Performance Indicators

- 1. Quantitative** – Does the process affect your ability to perform at the rate you expect?
- 2. Qualitative** – Are you able to produce consistent outcomes?
- 3. Input** – Are the resource you are committing to this effort unreasonable?
- 4. Practical** – How well does it interface with other processes?
- 5. Financial** – Are we spending too much money?

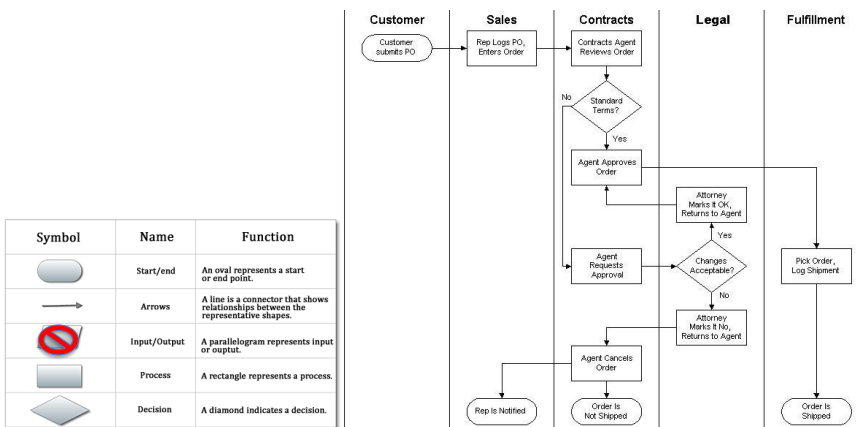


Workflow Modeling

1. Break up into groups and discuss ideas/concerns with others regarding workflow processes that impact your ability to fulfill program requirements.
2. Can the group agree on a common concern?
3. Use a swimlane diagram to document the current process (Generalize if needed)
4. Decide as a group, what are the performance issues.
5. Report out – Name of workflow and processes identified as performance issues.



Swimlane Diagram





Communications

Progress Updates

- Would you like to be kept informed of the progress and if so, how?
 - Monthly/Quarterly Blog Post
 - Monthly/Quarterly Webinars
 - Other ideas?