

Teammates,

As we wrapped up the [Center of Operational Excellence Month](#) in Nebraska earlier this week, I wanted to take the time to highlight the impact the COE has had on Nebraska state government, and especially on the Department of Administrative Services. As many of you know, DAS houses [the COE](#), and help supports the COE in their efforts at providing our teammates with the training and tools to build a more effective, more efficient, and customer-focused state government. Since its inception, the COE has worked hard to build a culture of [continuous improvement throughout state government](#).

During October, Governor Ricketts [held a news conference to celebrate the COE](#) and all it has done for the State of Nebraska. [Since its launch in 2016](#), the COE has trained over 32,000 teammates while facilitating over 900 process improvement projects across 18 agencies, resulting in over 900,000 hours being freed up for teammates.

Below are some of DAS’ impactful process improvement projects from just the last year:

- The Human Resources team worked on making the process for filling out new hire onboarding paperwork less tedious, knocking the previous 2–3 day process down into a 15-20 minute process. While this alleviates an obvious headache for applicants, it will also help get some much needed new hires acclimated to their teams quicker, helping to improve the level of service of those teams.
- The State Personnel Training & Development team further cut costs down for agencies looking to sign up for LinkedIn Learning through their team, averaging a 62.5% decrease per course taken by teammates. This will help

more agencies and teammates be able to access the training they need to grow their skills to have an even bigger impact on our workforce.

- The Operations Team was able to successfully implement the EnterpriseOne (E1) Same Sign On project, eliminating unnecessary redundancy in how teammates can access certain state accounts.

These are just a few examples of the incredible process improvement successes we've seen at DAS. I know our teammates are working every day to improve how we deliver services to our customers.

Thank you to Roger St. Aubyn Euter, DAS' Process Improvement Coordinator (PIC), for his work in ensuring DAS is a leader and model of a process improvement focused agency. And to Inna Karpyuk, Kurt Janousek, and Jessica Weiner, the COE's Shared Services PICs within DAS, for their great work as process improvement leaders for the Departments of Agriculture, Banking and Finance, Economic Development, Insurance, the Crime Commission, Parole Board, and the Fire Marshal's Office.

Also at the news conference, Governor Ricketts announced the [2nd Annual Nebraska Center of Operational Excellence Summit](#), which will take place on December 12th. Last year's Summit was a resounding success, and I'm looking forward to seeing even more of our teammates join us to learn about process improvement from industry leaders in state government and from across the country.

Thank you to Matt Singh, the entire COE team, and all of our process improvement minded teammates across the State for your work to ensure we are delivering a high-level of customer service to the people of Nebraska!

Regards,

Jason Jackson
Director, Nebraska Department of Administrative Services