The GITS *Difference*

An Environment of Trust

People need to be able to believe that they can speak openly and freely, without fear of repercussions. We make it **clear** that we respect the concerns of *all of your employees*.

The 'Leap Of Faith'

You've probably heard of consultants who propose an elaborate methodology: interviews, requirements, use-cases, data and process models, endless suites of diagrams, documentation conforming to tightly prescribed mandates. The promise is:

> **IF** and only **IF** – you follow our methodology **precisely**, your project will succeed at minimal cost.

You see the cost all right, but it's not minimal. It's hard to see that performing all the prescribed steps really guarantees anything like a successful outcome.

Continuous Training and Success

What happens after the consultant has left? Do you now have better process methods for cost containment? Are you collaborating better? Do you have better Data Transparency?   Are your Project Plans now *part of your solution?* Working with GITS allows you to answer yes to all these questions.

We don't just leave a *'pile of documents'*

Analysts often write requirement documents and *hope for the best*. Evidence is a shelf full of 3-ring binders or Sharepoint Folders full of documents – in minute detail – with the page-headings reciting the project name. A pile of documents is a pile of documents. *Has anyone read them? If so, did the project team **really assimilate** the guidance into their daily practice? Did you not dare to ask such questions?*

GITS does not leave a *pile of documents*. Each Solution Component is stored as Meta-Data, providing Transparency and Traceability across Project Plans, Requirements, Process and Data Models and the delivered Solution.

Long Term Strategic Goals and Strategies for Continuing Success

Roadmap Creation

The first thing we do with our Clients is to help them articulate their Strategic Goals. Then we document their Objectives. We demonstrate how artifacts that contain Goals, Objectives and project plan tasks represent Policy/Charter-Based Unstructured Data that can be treated as data and linked to one another. We illustrate how Policy/Charter-Based Unstructured Data will be linked to both Unstructured and Structured Data that is captured by the Clients' Value Chain processes. No *leap of faith* is required by our Clients - they understand exactly how we will implement *'Data Transparency',* and we understand what needs to be developed when. We then create a Roadmap which contains a visual representation of our analysis sessions to ensure everyone is on the same page. Lastly, we explain to our Clients that they are participating in the Data Governance process.

Strategy Management

GITS uses a 6-Point Operational Strategy Management method that applies to the Acquisition, Clean-Up Repackaging and Visualization/Consumption of Data.

As we develop/refine our Clients' Process and Data Models, and examine their current Operational Strategies, we collaborate with our Clients to refine their Operational Strategies. GITS understands that a 'boil the ocean' approach rarely works, so we use the 6-Point Operational Strategy Management method to provide *Continuous Improvement* in the Clients' Value Chain.

Continuous Improvements occurs by improving on business processes that yield data which is aggregated into what is referred to as *'Measurements'*. We provide guidance on how to improve these Processes, resulting in Evolved Operational Strategies.

Data Transparency, Collaboration and Interoperability

Data Transparency

There are often a lot of pieces on an enterprise's chess board. *Orchestration with Data Transparency is needed*. This is why our Clients use our Data Governance Methodology.   As we develop/refine our Client's Processes, Data Constructs and Applications, we provide an easy to use Meta-Data repository that can be used with any tool (e.g., Excel, Tableau, OBIEE, Business Objects) and by any staff member, regardless of technical ability. We also provide the tools and techniques to ascertain the *truthfulness* of the information that is being examined, whether the information is Structured or Unstructured.

Collaboration

When multiple Parties agree to collaborate with each another, the following information should be captured:
- Each Party's 'Handshake' responsibilities
- The data and processes involved/changed
- The timeliness of performing respective tasks

GITS Clients have discovered that this perspective provides Accountability and Oversight, and allows the entire team to manage their workload and expectations. GITS refers to this perspective as the 'Data Stewardship Handshake' and provides the means to document what takes place when, and training on how to perform the 'Handshakes'.

Interoperability

We have discovered that *Interoperability* is one of the **most mismanaged concepts** associated with Software Applications, Data Architecture and Data Governance at our Client sites. Before our arrival, GITS Clients only relied on Applications/APIs to manage Interoperability. Eventually, this approach led to increased complexities due to changing regulations/standards, sustainability, scalability and cost. The GITS approach uses Applications/APIs also, but our brand of Interoperability is driven by data, meta-data and governance, all of which are stored as data. Also, we have discovered one of the common missteps made by the solutions that we have replaced was that the Consultants and employees did not modularize *Data Transparency* and *Collaboration* first (e.g., attempting piecemeal methods called 'Semantic Interoperability'), before addressing the scope and degree of Interoperability. Different types of Collaboration among different types of people/organizations often dictate the scope and nature of Interoperability. We are not sure why so many of our Clients were provided with an Interoperability solution that *consistently* included this type of misstep. All of GITS Clients realized large successes in managing Interoperability when using the GITS Methodology.

What are GITS Clients saying about William Moore (founder of the GITS Methodology) and GITS?

Ronald Ruais - Chief Data Architect, JPMorgan Chase

"William is a knowledgeable technology professional. His work habits are beyond reproach. Perhaps his strongest skill, among his many, is his problem-solving ability. It was a privilege to have him as a member of the architecture team."

Stephen Schwartz - VP at Citigroup Global Capital Markets

"Will provided excellent guidance as the Data Architect for my team. His materials and methods of performing knowledge-transfer were very helpful and productive. With his leadership, me and my team were able to deliver our project 3+ months ahead of schedule."

U.S. Department of the Interior
Contractor Performance Assessment System (CPARS). Contract# IND12PC00141
Ref: https://www.cpars.gov/

Contract Effort Description:
The contractor deliverables were complete and delivered on time as defined in the Performance Work Statement. The contractor was available for ad hoc meetings and researched and answered questions as they arose. The contractor helped define and share expertise with Department of the Interior/Office of Natural Resources Revenue (ONRR) managers and personnel in the development and enhancement of a data stewardship and data admin program for ONRR.

18. Evaluate the following Areas:	Past Rating	Rating	Trend
a. Quality of Product or Service	N/A	Very Good	N/A
b. Schedule	N/A	Exceptional	N/A
c. Cost Control	N/A	Exceptional	N/A
d. Business Relations	N/A	Exceptional	N/A
e. Management of Key Personnel	N/A	Exceptional	N/A
f. Utilization of Small Business	N/A	Exceptional	N/A

20. Assessing Official Narrative: (i.e., PMS, PMA, or Equivalent Individual) Responsible for Program, Project, or Task/Job Order Execution

QUALITY OF PRODUCT OR SERVICE: The Contractor provided a viable strategy for capturing Quality Control Metrics and managing Quality Assurance in data stewardship and governance that is low maintenance, cost effective, and scalable. The Contractor reviewed multiple design documents, had multiple meetings with ONRR personnel, and was able to create accurate functional/process and data modeling diagrams of the Minerals Revenue Management Support System. The Contractor built a sample Meta-Data catalog that was accurate and impressive.

SCHEDULE: The Contractor created a project management plan at the beginning of the project and provided weekly and monthly updates. The project plan was detailed and had milestones with start and finish dates. The project was completed on time.

COST CONTROL: The Contractor's task order was done on time and within budget. The Contractor adhered to the project plan provided the first month of the project and provided weekly and monthly status updates.

BUSINESS RELATIONS: The Contractor provided a detailed project plan at the start of the project, had multiple meetings with upper management, and provided all deliverables on time and complete. The Contractor held multiple meetings with ONRR personnel. All meetings were well organized and productive. Contractor answered questions timely and was available for impromptu meetings to discuss metadata, data administration, and data lineage. The Contractors helped educate the managers and subject matter experts in data stewardship and data governance.

MANAGEMENT OF KEY PERSONNEL: The Contractor managed his time and the project very well. All deliverables were received by ONRR by the defined project timelines. Invoices were received monthly. Questions were mostly answered immediately, but if additional research was needed, answers were provided within one working day.

RECOMMENDATION:
Given what I know today about the Contractor's ability to execute what they promised in their proposal, I definitely would award to them today given that I had a choice.

How have GITS' Clients used the GITS Methodology?

The Park Nicolette Health System

GITS introduced the data-driven constructs for managing '*Patient Encounters*'. The constructs are used for:

- Electronic Health Records / Data Exchange

- Telemedicine - the initial implementation was for stroke victims, but eventually morphed into Tele-Diabetes, Tele-Pediatrics, Home/Custodian and Eldercare based solutions, etc.

- Software Agnostic, Multiparty Scheduling (e.g., Provider, Facility, Patient) based on Business Intelligence and Demand Patterns

The data-driven constructs managed both Unstructured (e.g., Streaming Video, X-Rays, Chat Sessions, Doctors Notes) and Structured Data (e.g., the Patient's Medical Record).

The data-driven constructs also included multiple data-exchange delivery formats (e.g., HL7, XML-Based, EDI).

GITS also provided training on advanced Data Management Methods to employees, consultants and consulting companies.

MetLife

MetLife used our Data Architecture/Data Governance Methodology to develop one of the world's largest Death and Disability Claims Management Systems. The Solution covers over 40 million people worldwide - the solution was delivered ahead of schedule. Unique features:

- Optimized the management of Unstructured Artifacts (e.g., Death Certificates, X-Rays) and included automated interfaces with external organizations, along with data-driven methods for direction of payment (e.g., for incarcerated beneficiaries, alimony scenarios)

- Included pro-active Claims Management interfaces to external organizations for Claims Processing expediency (e.g., Social Security)

- Included data-driven Insurance Policy 'Riders'

- Replaced ADP for Payroll Processing; used to compensate the entire MetLife sales force.

- Software-agnostic data-driven Analytics Platform that addressed
  - Descriptive Analytics
  - Diagnostic Analytics
  - Predictive Analytics
  - Prescriptive Analytics

- Optimized Workflows for Claims and Value Chain Management, based on Analytics and Evolved Operational Strategies

- Provided Accountability and Oversight - internal Charge Code daisy-chaining, charge-backs and breaches with Corporate Policies

GITS also ran boot camps for new recruits, using the Meta-Data Repository customized for Metlife to provide knowledge-transfer on the MetLife Value Chain.

U.S. Department of the Interior

- Used GITS Process and Data Models to identify areas of optimization, Data Quality Management, and then to develop Operational Data Management Strategies for Continuing Success

- GITS implemented and provided training on using the Meta-Data Repository to acquire Data Transparency:
  - across over 10,000 items of data from dissimilar COTS and in-house Software Applications
  - to manage over 4000 pages of Unstructured Data, in the form of Regulations and Design Documents
  - to visualize how Data is consumed and created by Business Processes

- Data Governance Management and Data Stewardship Methodology was used to:
  - Resolve Data Ownership Issues
  - Develop Data Stewardship Collaborative 'Handshakes' between corresponding team members in separate organizations (e.g., Land Management, Indian Affairs)
  - Implement a cost-effective Data Quality Management Program

- Implement software-agnostic Business Intelligence (BI) and Reporting Solutions - simplifying/streamlining reports and reporting objects
- Provide training on modeling Process and Data

Aetna

Used our Data Architecture/Data Governance and Process Methodology to build what is referred to as the most efficient and sustainable Insurance Policy Management System in Aetna's history. Unique Features:

- Data-Driven Membership Eligibility Functions
- CDC Reporting
- Data-Driven Insurance Policy Component 'Edits' - i.e., add new Insurance Policy Coverage Components, without software changes
- Deciphering and routing of EDI Transactions / EDI Metrics

The Solution replaced 12 legacy systems and is currently referred to as the Aetna Strategic Policy Management System and has been deployed nationally.