Get to Know the Top 10 InterOptimability™ Drivers

SOC's 10 InterOptimability drivers *include organizational, operational and technological competencies—derived originally from our study of past interoperability initiatives. The driver icons, shown below, provide an entertaining and memorable shorthand you can use to quickly communicate about your organization's interoperability priorities and efforts.*

The SOC readiness assessment uses a variety of analytic and survey tools to create baseline measures of each driver. This information provides guidance for leadership to construct project plans and timelines, and identify development and investment priorities. You can use the baseline to measure the progress of your interoperability project over time.

1. CUSTOMER-CENTRIC FOCUS makes better client outcomes the foremost goal of the InterOptimability process. By improving organizational awareness of, and sensitivity to, consumers' strengths, limitations, resources, needs and preferences, it helps ensure that clients can communicate openly with agency personnel and that services are delivered in a meaningful and satisfying manner.

Consumer-Centric

2. BRIDGING SERVICE SILOS involves planning and providing services in a streamlined, coordinated way across multiple programs. It addresses the organization's ability to work holistically and collaboratively across programs, increasing data portability and securely linking people, information and services to maximize efficiency and effectiveness.

BRIDGING SERVICE SILOS

3. BUILDING OPEN & INCLUSIVE PROCESSES refers to the degree to which all external stakeholders, including those outside the organization—the courts, funders, legislators, private providers and the public at large—can access information about a department's services and accountability measures. It also relates to the depth of communication and collaboration in which the organization routinely engages.


Building Open & Inclusive Processes

4. CONFIDENTIALITY & PRIVACY INFORMATION MANAGEMENT addresses an organization's need to store, use and share regulated information. It covers policies and practices about safeguarding sensitive data and maintaining confidentiality within legal bounds. It also encompasses employee knowledge, beliefs and attitudes about the policies and boundaries of information sharing.

School, Health, Court
TOP SECRET
In Plain Talk—Shared Info!
Confidentiality & Privacy Information Management
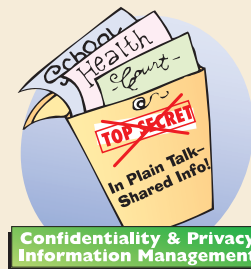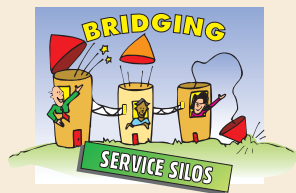
5. DATA & PERFORMANCE MEASUREMENT SYSTEMS help determine how much and how well the organization and its users work with data, including data collection, storage, access, sharing, usage and analysis. The output from this driver informs performance metrics for individual workers, programs and the organization as a whole.

Data and Performance...
Measurement Systems
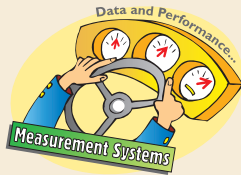
6. PUBLIC & POLITICAL WILL refers to the degree to which government leaders and their constituents understand and have confidence in the organization. Contributing factors include the groups' awareness of organizational direction, the strength of each group's belief in that direction, and the ability of the organization to deliver the results promised.

Public and
Political Will

7. FUNDING & RESOURCING focuses on the organization's ability to pay for the people, systems and tools fundamental to ongoing operations and innovation. It includes the department's ability to maximize funding from local, state, federal and alternative sources.

FUNDING
and Resourcing

8. WORKFLOW, WORKFLOW & TRAINING relates to the systems and supports necessary for workers to do their jobs effectively, meeting responsibilities to both the organization and its customers. It encompasses worker satisfaction and retention as well.

Workforce,
Workflow
and Training
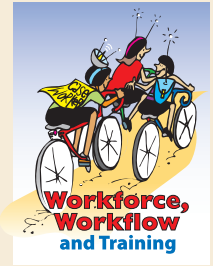
9. LEADERSHIP & GOVERNANCE are intimately linked to the organization's ultimate mission and vision. Governance provides the policies, systems and decisions that establish that vision, authority and responsibility, and affects how initiatives are measured. Leadership guides the implementation and strategies provided by the governance structure.

LEADERSHIP
and Governance
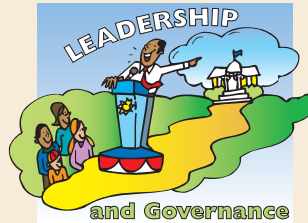
10. TECHNOLOGY FRAMEWORK encompasses all hardware and software architecture, systems and functionality that enable the organization's IT processes, including data collection, storage and sharing.

TECHNOLOGY
tweet
hello
framework
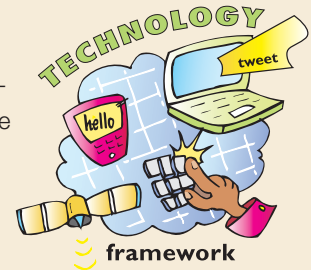
Contact us at info@stewardsofchange.com for more information.