

# How to Support Lasting and Agile Transformation

*An interview with Dick Stark, President, RightStar*

Innovation isn't typically associated with citizen-facing government services, such as state toll roads, some transit authorities or even public school systems.

That's changing, though, as more governments embrace transformation as a continuous and holistic evolution — backed by formal strategy, dedicated funding, clear roles and expertise.

Dick Stark, President of RightStar, an Atlassian verified Government Partner and IT service management provider, has seen these truths unfold across agencies as they embrace Agile and DevOps methods.

Take the New Jersey Turnpike Authority, which operates two of the busiest toll roads in the country, for instance. By partnering with RightStar, the agency modernized and consolidated its IT operations, including service incidents and asset management, and tracking functions outside IT, such as intelligent device signage and cameras. "The whole idea here is to save money on the asset management side and make sure that toll roads are up and running so there's no loss of revenue," Stark said.

Orange County, Florida, is another example. Collaborating with RightStar, the county implemented a 311 system to field non-emergency calls.

"It's important to have software that works well," Stark said. **"In this case, what better tool to use than something like your service management [system] that allows you to provide 311 services and has the mobile capability that customers, who are citizens, really expect these days."**

These and other innovation success stories have several traits in common, and Stark highlighted a few:

## 1 Unleash the power of every team

Stark is a firm believer in this Atlassian motto because he has experienced its value. Digital tools such as Confluence and Jira, for example, help agencies run meetings, track action items and manage long-term projects in an Agile way.

Empowering teams through cloud-based tools, regardless of location, is vital in today's environment. "And I think that's been accelerated by the pandemic," Stark said.

## 2 Improve user adoption

How do you get people to really appreciate the value of a new system and processes? According to Stark, simulation training is a great way to help expedite adoption and avoid the use of dry user manuals and idle training classes.

There must also be a commitment to learning and transforming within the organization. "Transformation is a long-term effort," Stark said. "It doesn't happen overnight."

## 3 Evolve legacy mindsets

Everybody complains about old, legacy software products, but too often organizations spend exorbitant amounts of money acquiring new tools that do the same thing as the old ones. "Then they come back and say, 'Things aren't that much better. We spent all this money, and we don't have too much to show for it,'" Stark said.

It doesn't have to be this way. Developing and sustaining innovation is about continuous process improvement and being proactive rather than reactive, he said.

"It's not about working in a silo anymore," Stark said. "It's about keeping things simple, practical and automating what you can. And that makes a difference moving forward."

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