

# IOT Business Relationship Management - 2021

**Who We Are:**

An interdisciplinary team reporting to the CTO and coordinated by the Deputy CTO: Director of Relationship Management

**Our Mission:**

Promote and facilitate collaborative planning and strategy with our partner agencies to ensure desired outcomes.

**Department:**

493005 (CTO)

**Manager:**

Chris Henderson

**Formed:**

January 2021

**What We Do:**

Business Relationship Mgt.	Facilitate communications, collaborative planning, and strategy with leadership in our partner agencies.
Capability Needs Identification	Focusing on business outcomes, engage partner agencies to proactively identify changes and disruptions to mission and operations that necessitate new or different technical capabilities.
Rapidly Disseminate Insights	Get insights, information, and feedback to the right people in an easy to consume fashion as fast as is practical.
Support Organizational Change	Provide guidance and advice as well as brokering connections and relationships to support change initiatives.
Support Mission-led Innovation	Champion, promote, and help mature innovation by our partner agencies to address needs across state government.

**Our Metrics:**

TBD

**Our Customers:**

All state government entities

**Major Accomplishments:**

Established in Q4 2020

**Current Projects:**

- Defining vision, strategy, scope, and framework for relationship management.
- Kicking off engagements with a prioritized list of partner agencies, working to include all agencies in the executive branch.
- Establishing baseline relationship maturity model and target goals.