



# Transform the Federal customer experience with BusinessOptix

To meet the needs defined by Executive Order 14058 “Transforming Federal Customer Experience and Service Delivery” (Dec 2021), the Office of Management and Budget (OMB) expects Federal agencies to:

- More completely and transparently articulate burdens and associated costs experienced by the public when accessing essential public benefits programs
- Use that analysis to minimize the Federal information collection burden.

## Understanding the burden

### 1. Assess

- Use BusinessOptix modeling and master data functionality to Model the beginning-to-end process for the public to respond to Information Collection Requests.
- Map supporting resources (people, systems), constraints (vulnerabilities, languages), business rules, metrics (timings, volumes).
- Assessment can be automated by using BusinessOptix mining and rapid capture tools.

### 2. Analyze

- Determine the cost and time impact of the burdens by running BusinessOptix scenarios on your beginning-to-end process from the assessment phase.
- The platform shows the process steps that create the most burden for the public with the necessary meta data to bring to life – cost, time, complexity, metrics – so they can be simplified, automated, optimized, eliminated etc.
- The output capability of BusinessOptix helps the agency quickly document the burdens and their materiality.

## Minimizing the burden

### 3. Design

- Improvement opportunity life cycle management within BusinessOptix enables agencies to identify both short-term and long-term initiatives from the assessment and analysis.
- BusinessOptix simulations quantify the burden reduction opportunity to compare and prioritize initiatives.
- Move quickly without driving up risk by understanding the potential impact of changes before they're rolled out.

### 4. Deliver

- Organize and optimize the preferred initiatives into a holistic program with transformation maps and dashboards within the platform that can then be used to track progress.
- Proactively manage resilience of the operation by identifying governance, risk, and compliance (GRC) requirements – then link the controls to the improved beginning-to-end processes.
- BusinessOptix makes it easy to re-run steps 1 – 4 enabling continuous burden minimization as the operation evolves.

The BusinessOptix platform will make it easy for agencies to comply with Executive Order 14058 by identifying and minimizing the access burdens on the public for any type of benefit program.

## About BusinessOptix

BusinessOptix helps organizations Control Today, Navigate Tomorrow™ to achieve the next level of customer and operational excellence. Our cloud-based Business Process Transformation suite is used by hundreds of global firms to capture and redefine business operating and process models, accelerate transformations across the enterprise, improve operational efficiencies and streamline go-to-market processes

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