State Geospatial Coordinating Board (GeoBoard)

Service Delivery Task Force
Draft Charter

1. Mission
The mission of the service delivery task force is to evaluate how geospatial services are delivered today in the commonwealth, evaluate how other states and counties deliver geospatial services and identify recommendations for how geospatial services should be delivered in the commonwealth to maximize investments. The task force should review how services are delivered and consider if the existing model should continue, if the commonwealth should consider leveraging hybrid cloud services for geospatial service delivery or if a center of excellence model should be established. The focus is on driving operational efficiencies and value-add solutions while advancing the commonwealth's delivery of geospatial services.

2. Goal
The service delivery task force will focus on providing practical solutions to improving geospatial service delivery in the commonwealth – across all facets of government and citizenry. The task force will provide a business and technical perspective in the identification of technical needs and opportunities, provide recommendations on how to implement initiatives, identify potential centers of excellence or best practice models that can be leveraged and will identify approaches that need to be established to further the initiatives.

3. Objectives
- Identify opportunities and recommend strategies that the commonwealth should pursue to effectively leverage capabilities across government appropriately to avoid redundant investments, enhance cross boundary interoperability, and ensure repeatable success.
- Research and evaluate how geospatial technology solutions are delivered today in the commonwealth, identify existing challenges and formulate recommendations to improve the current environment.
- Establish a footprint of technology solutions used to deploy geospatial services in the commonwealth; including how much those technical solutions are consumed to define a roadmap or go-forward strategy that best leverages commonwealth investments.

- Discuss strategic trends in technology opportunities, technologies, citizen expectations, and the modern government trends as well as innovative opportunities and transformational potential to facilitate new or better ways of doing business.
- Synchronize IT strategies with business strategy ensuring that the right people are involved in making the right decisions to expand reach, open new channels to better serve and deliver positive, effective outcomes for citizens.
- Balance long term opportunities for improvement with tactical projects such as Next Generation 9-1-1, FirstNet, hydrography and energy pipelines.
- Evaluate current procurement mechanisms for geospatial technologies to ensure the geospatial community is getting the best pricing possible.
- Evaluate cloud based delivery models for geospatial technology for adoption in the commonwealth.
- Evaluate center of excellence models or opportunities to improve geospatial service delivery as cost effectively as possible.
- Advise and provide direction and recommendations to other standing committees such as the Geospatial Technologies Steering Committee and other appointed subcommittees.

4. Membership

Membership on this task force shall be comprised of volunteers (or their designees) from the GeoBoard.

Members may, on occasion, designate alternates to participate in task force meetings during their absence.

5. Roles and Responsibilities

5.1 Chair & Vice Chair

The Chair of the Service Delivery task force will be {TBD}.

The Vice Chair shall be selected from the members of the task force.

The Chair's or Vice Chair's responsibilities include:

- Presiding over and facilitating meetings;
- Coordinating and prioritizing task force activities;
- Providing recommendations to the GeoBoard for consideration;

5.2 Task Force Members

Task force member responsibilities include:

- Attend and participate in task force meetings and provide input for meeting topics.
- Review, comment on, and, as necessary, vote on matters brought before the task force.
- Provide recommendations to matters discussed during the task force meetings.
- Identify additional volunteer task force members as required.

6. Decision Authority

- Approval of all scope, objectives, timelines and outputs of the task force;
- Vote on decisions and formal recommendations.

7. Meetings

7.1   Regular Meetings

The task force will meet on a bi-weekly or monthly basis or may be convened between regularly scheduled meetings as required to serve the needs of the commonwealth.

7.2   Meeting Agenda

An agenda for regular meetings of the task force will be prepared by the Chair & Vice Chair and will be sent to each member of the task force in advance of each meeting. Discussions and actions by the task force may not, however, be limited to the items included on the agenda.