

DESPERATE TIMES CALL  
FOR DESPERATE MEASURES

# STEAL THIS IDEA

THE STATE AND LOCAL  
GOVERNMENT EDITION

# Most Wanted

OUR (ANTI) HERO ...



"HUNTER"

- ✓ Fulton County, GA
- ✓ Fairfax County, VA
- ✓ Chattanooga, TN 3-1-1
- ✓ Houston, TX 3-1-1
- ✓ Danbury, CT 3-1-1

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GOVERNMENT

# Most Wanted

- ✓ New York City Housing Authority Call Center
- ✓ City of Garland, TX Automated Public Works Citizen Callback
- ✓ Texas Legislature Online
- ✓ San Diego Reverse 9-1-1
- ✓ Online Classification Support System
- ✓ Roseville, CA Integrated Project and Portfolio Management
- ✓ NYS Family Services Commissioners' Dashboard
- ✓ CA Master Address Repository
- ✓ Hawaii Electronic Death Registration System
- ✓ California Agile Payment
- ✓ California Retire & Return
- ✓ Genesee Co., Michigan Urban Land Reform Initiative
- ✓ California EZREG
- ✓ New York Economic Development Portal
- ✓ Utah State Construction Registry
- ✓ Virginia Mines WaterTrans
- ✓ Rhode Island Wine, Beer and Spirits Certificate of Compliance
- ✓ Oakland County, MI Mobile Services
- ✓ City of Ripon, CA MESH Network



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# Most Wanted



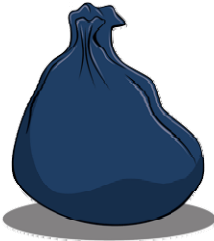


# Agenda



## Things we should have stolen.

Self Service at the Front End; Discipline at the Back End



## Things we should be stealing.

Acting More Like the People Government Services



## Things we could steal next.

What and how government will work



## How to steal well.

“We have no money so we must think”



# Should Have Stolen



- I. Amazon.gov
- II. Alphabet Soup
- III. Assurance



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# Amazon

amazon.com

Hello. Sign in to get [personalized recommendations](#). New customer? [Start here](#).

Kindle: Amazon's Wireless Reading Device

Your Amazon.com

Today's Deals

Gifts & Wish Lists

Gift Cards

Your Account | Help

Search Amazon.com

GO

Cart

Your Lists

Shop All Departments

Books >

Movies, Music & Games >

Digital Downloads >

Electronics & Computers >

Home & Garden >

Grocery >

Toys, Kids & Baby >

Apparel, Shoes & Jewelry >

Health & Beauty >

Sports & Outdoors >

Tools, Auto & Industrial >

## Kindle: Amazon's Revolutionary Wireless Reading Device

Amazon Daily **BLOG**

10 posts since yesterday  
[Read posts](#)

amazon.com

Your Store

See All 32 Product Categories

Your Account |

Cart |

Wish List | Help |

[Gift Ideas](#) | [International](#) | [New Releases](#) | [Top Sellers](#) | [Today's Deals](#) | [Sell Your Stuff](#)

## Ann Coulter's **Godless**: The Church of Liberalism

[Pre-order at Amazon.com](#)



BROWSE

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Featured Stores

- [Apparel & Accessories](#)
- [Beauty](#)
- [DVD's TV Central](#)
- [Electronics](#)
- [Gourmet Food](#)
- [Jewelry & Watches](#)
- [Shoes](#)
- [Textbooks](#)

New Stores

In Beta ([What's this?](#))

- [Automotive](#)
- [Musical Instruments](#)
- [Health & Personal Care](#)
- [Yellow Pages](#)

Hello. Sign in to get [personalized recommendations](#). New customer? [Start here](#).

### Pick Your Poison: Get \$100 Back After Rebate



Get \$100 cash back after rebate and new service activation through T-Mobile now at Amazon.com. Plus, you'll get a [free Bluetooth headset](#) with purchase! Hurry--special pricing on these phones ends May 31.

- ◆ [Motorola RAZR V3 Phone: \\$100 back after rebates](#)
- ◆ [Motorola RAZR V3 Magenta Pink Phone: \\$100 back after rebates](#)
- ◆ [Motorola V360 Phone: \\$100 back after rebates](#)

[See all T-Mobile phones](#)

TV DVDs 50% Off

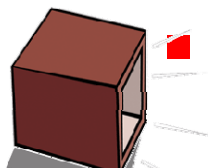


Enjoy twice the TV fun with 50% Off TV you may have missed, including

[Arrested Development - Season Two](#)

Shop Target Clearance

[Shop the](#)



## Approachable, Findable and Actionable



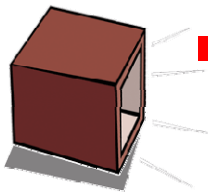
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# Alphabet Soup



## IT Governance

- EA
- SOA
- ITIL
- COBIT
- ISO (Pick a Number)
- PMOs
- Acronym of your governance body



- Choose your recipe - make soup.



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# Assurance



■ Home ■ News ■ Travel ■ Money ■ Sports ■ Life

**Technology** ■ Products ■ Science & Space ■ Gaming ■ Wi-Fi Center

## Five arrested in Spain for hacking government sites

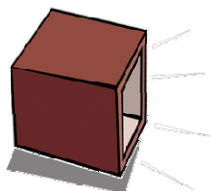
Posted 2h 36m ago | Comments 1 | Recommend

E-mail |

By Daniel Woolls, Associated Press

MADRID, Spain — Spanish police have arrested five young computer hackers who allegedly disabled Internet pages run by government agencies in the U.S., Latin America and Asia, authorities said Saturday.

The National Police described the suspects as belonging to one of the most active hacker groups on the Internet and said two of the suspects are only 16 years old. The others are 19 or 20.



✓ Find a Friend; Don't Go It Alone



# Should be Stealing



- I. The Long View
- II. Taking Help
- III. Daring Do!

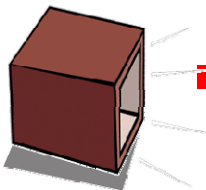


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# No. 4 with a Bullet

## NASCIO **Billboard.com**-style Charts

2008	2007	State CIO Priorities (NASCIO)
1	2	Consolidation
2	1	Information Security
3	5	Disaster Recovery/ Business Continuity
4 *	16	Electronic Records Management/ e-Discovery
5	6	Health Information Technology
6	3	Shared Services
7 *	18	Connectivity
8 *	22	IT Governance



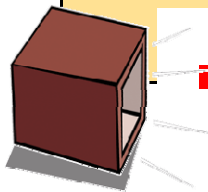
■ Your next priority may come out of nowhere!



# Seeing Around Corners



2008	Priority Technologies (NASCIO)	Strategic Technologies (Gartner)
1	Virtualization	Green IT
2	Server Virtualization	Unified Communications
3	Security Enhancement Tools	Business Process Modeling
4	Geographic Information Systems	Metadata Management
5	Legacy Modernization (ERP)	Virtualization 2.0
6	Identity & Access Management	Mashup & Composite Apps
7	Networking, Voice & Data	Web Platform/ SaaS
8	Document/ Content Management	Computing Fabric
9	Wireless, remote & fixed	Real World Web
10	Service Oriented Applications/	Social Software



■ Legacy still heart of the matter but there are new renewal options



New Data Centers  
(WA, CA)

Smart Building  
Technology and LEED  
U.S. Green Building Council's Leadership  
in Energy and Environmental Design  
(NY, CA, WA)



# Is Green Sustainable?

CASING THE JOINT...

**Climate Protection Agreement**  
(700 US City Mayors)  
**Climate Action Plan**  
(29 States)

**PCs, laptops and servers**  
[www.climatesaverscomputing.org](http://www.climatesaverscomputing.org)

**Data centers**  
[www.thegreengrid.org](http://www.thegreengrid.org)

**Carbon footprint disclosure**  
[www.cdproject.net](http://www.cdproject.net)

**Earth friendly disposal**  
[www.step-initiative.org](http://www.step-initiative.org)

UN E-waste Problem (StEP)

**Energy Efficiencies**  
[www.EnergyStar.gov](http://www.EnergyStar.gov)





# Green is the new Green



## Telework

*Energy Savings and  
Employee Retention*

## Online Self Service

*Move the interaction from  
atoms to bits*

Greenest is ...

*... the data center or office  
building not built*

## A Green Hue from Consolidation and Virtualization

### Commonwealth of Virginia

- Replaced 60,000 PCs and laptops with Energy Star-rated machines
- Energy consumption reduced by 32 percent
- Hard dollar savings estimated at \$12 million each year

### State of New York DMV

- 277 servers have been virtualized across 11 physical machines
- Realized more than 25:1 savings in server acquisition, power, AC, UPS, floor space, security, support and maintenance costs

### City of New York

- Virtualization has raised server utilization rates from 10% to 60%
- Capacity increased by the equivalent of 400 servers
- Avoided the need for implementing an additional 350 servers
- Cost avoidance estimated at \$7.9 Million



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# 24 Hour Make Over

**Caltrain** <http://www.caltrain.org>

**Weekday Northbound service**

Train No.	161	163	165	167	169	171	173	175	177	179	181	183	185	187	189	191	193	195	197	199	
Travis																					
Claremont																					
San Martin																					
Menlo Park																					
Blowers Hill																					
Castro																					
Tamien																					
Sun Jct																					
College Park																					
San Jose																					

**FROM...**

CAL HENDERSON, A FEW FRIENDS AND A HANDFUL OF YAHOO! APIS



**IamCaltrain**  
BETA

<http://iamcaltrain.com>

START  END  Search

**Northbound**

- 11:32 - 139 local in 1 minute
- 12:32 - 143 local in 1 hour and 1 minute
- 13:32 - 147 local in 2 hours and 1 minute
- 14:32 - 151 local in 3 hours and 1 minute
- 15:32 - 155 local in 4 hours and 1 minute

**Southbound**



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# Real-Time Map Over



## REAL-TIME TRANSPORTATION STATUS

New York State Transportation Federation

Save My 'Map View'

Clear My 'Map View'

[RSS](#) [ABOUT RSS](#) [MAP VIEW](#) [TEXT VIEW](#)

### NAVIGATION

Select only those Legend items of interest

Click icon to view more information OR select Text view for list

[FAQS](#)

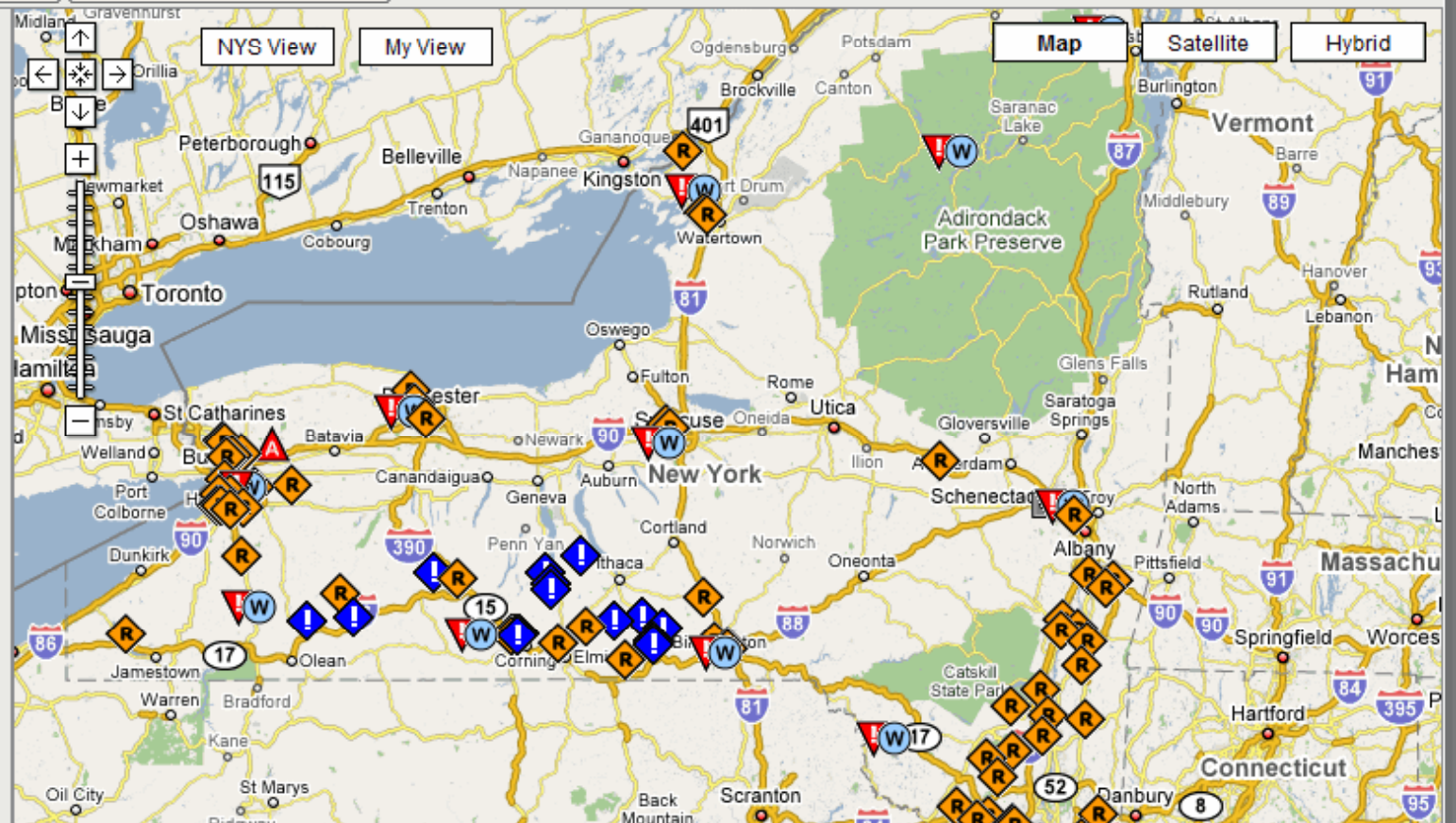
### LEGEND

Cameras

Jan 2008  
 Roadwork

Critical Incidents

Closures





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# Web 2.0 Pothole Repair

**FixMyStreet** *Beta*

[Report a problem](#)

[All reports](#)

[Local alerts](#)

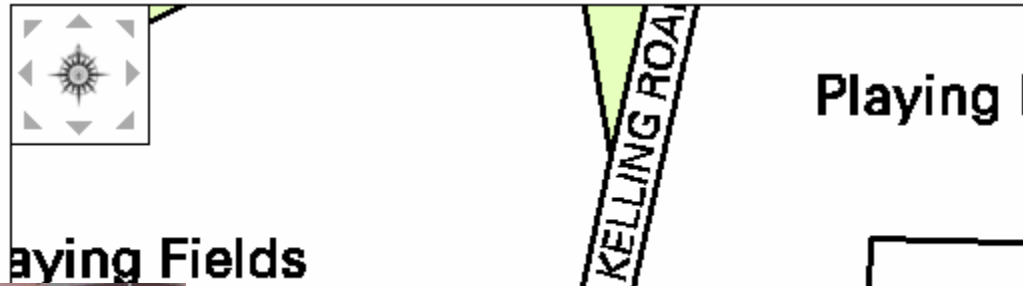
**NEW**

[Help](#)

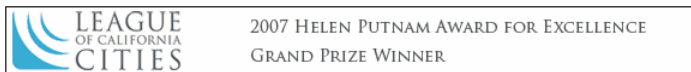
[Contact](#)

## Eroded Wall Woodfield Road

Reported by PC9066 Richard Childs at  
18:04, Sun 23 December 2007  
Sent to North Norfolk District Council and Norfolk



HOME | CITY HALL | CITY SERVICES | COMMUNITY | LEISURE | I Want To... | GO | Search... | FIND



### WEB BASED TRACKING AND REPORTING

Santa Clarita's Graffiti Tracking System is a centralized, web-based application that allows multiple agencies to report graffiti. It provides a central location for all graffiti reports, making it easier for the public to report graffiti and for agencies to track and manage them.



## Graffiti Reporting



Name:

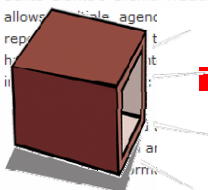
Telephone Number:

Email Address:  (optional; for notification of clean up)

Photo Upload:    
(if you would like to upload photos of the graffiti; jpg only)

Address of Graffiti: \*   
(use "@" for intersection) eg "100 Main St" or "1st @ Main" If graffiti is not at an address or intersection, please give the location nearest the graffiti.

Graffiti Marked On: \*  Property (eg: house, wall, bus bench, pole, driveway, sidewalk)  
 Traffic Sign  
 Road/Pavement  
 Flood Control (eg: Flood channel, wash, stormdrain)



Help and inspiration comes from the 'darndest' places.



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# Live Response Monitoring

## Lancaster County-Wide Communications



SEARCH

[Home](#)  
[Contact Us](#)

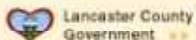
**FOR THE PUBLIC**

[About 9-1-1](#)  
[News](#)  
[Annual Reports](#)  
[Radio System](#)  
[FieldComm 91](#)  
[Live Incident Status](#)

**FOR SERVICE MEMBERS**

[Fire & EMS Services](#)  
[Law Enforcement](#)  
[Form Library](#)  
[WebCAD](#)

Login



[Back](#) [Printable Version](#) [View as Text-Only](#)

### Live Incident Status

[Mobile Version](#) | [RSS](#)

#### Lancaster County Fire & EMS Status

As of 26 Sep 2007 08:44:03

Incident No. Time Received	Incident Type	Location	Units Assigned
0709040416 26 Sep 2007 08:38:14	MEDICAL EMERGENCY	LANCASTER CITY CIRCLE AVE / CIRCLE AVE	MEDIC-6-12-1(M)
0709040412 26 Sep 2007 08:36:44	ALARM BELLS	MAI LEV DR	
0709040409 26 Sep 2007 08:33:27	AUTO ALARM INDUSTRIAL	MAI W A DR	
0709040404 26 Sep 2007 08:27:29	ROUTINE TRANSPORT	MIL E C AVE	
0709040403 26 Sep 2007 08:26:59	MEDICAL EMERGENCY	RAP RIF WA	



**Martin County, Florida**  
City Government & Community Affairs/Police Resources

[Home](#) | [Residents](#) | [Visitors](#) | [Business](#) | [Government](#) | [News](#) | [eServices](#) | [Kids/Teens](#) | [Contact](#) | [Events](#)

**Martin County Emergency Services** "FIRE/RESCUE SCANNER"

Page will Automatically Refresh

Last update 9/26/2007 08:46:15

Incident Number	Unit	Status	Location	Call Type	
282022	E30	ARR	SE COVE RD / SE MANATEE COVE RD	29	MOTOR VEHICLE ACCIDENT
	R130	ENR			
282023	E32	DP	BRIDGE	RD	71
	R132	DP			

**Unit Status Code Explanation**

[Home](#) | [Contact Us](#) | [Sitemap](#) | [Search](#) | [Privacy](#) | [Accessibility Policy](#) | [Acrobat Reader](#) | [Flash Player](#)

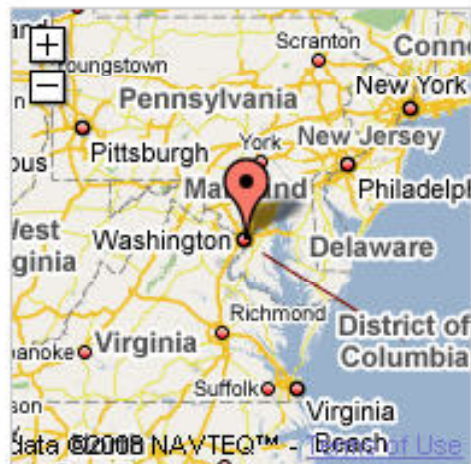
© 2005 Martin County, Florida, All rights reserved and other Copyrights Apply.



# The Mobility Factor

**AP** Associated Press

[Go to Google News](#)



## 3 in 10 get all or most calls on cell phones

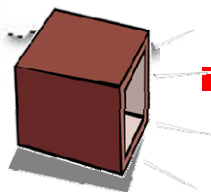
By ALAN FRAM – 3 days ago

WASHINGTON (AP) — For nearly three in 10 households, don't even bother trying to call them on a landline phone. They either only have a cell phone or seldom if ever take calls on their traditional phone.

The federal figures, released Wednesday, showed that reliance on cells is continuing to rise at the expense of wired telephones. In the second half of last year, 16 percent of households only had cell phones, while 13 percent also had landlines but got all or nearly all their calls on their cells.

The number of wireless-only households grew by 2 percent since the first half of last year. Underscoring the rapid growth, in early 2004 just 5 percent had only cell phones.

Households with cell phones who rarely if ever use their landlines grew by 1 percent since



■ It is not about place as much as people.



# Not all Ideas ...



DATELINE: LONDON

**1 in 18 Texters injured  
while walking**

*Source: ITN/ MSNBC, March 5, 2008*



# Design Matters



My favorite things at Beautiful Society. Beautiful Society is a social network based around your favorite things.

beautiful society

home | society favorites | society members | society forums | society articles | society staff

what's this | join now

my favorite Kids Movie is

+ newest society favorites

Winter	Season
HTML	Programming Lan...
Las Vegas	City
Cheese and Bacon Sa...	Lunch
Tennis	Sport to play
Soccer	Sport to play
HARD ROCK CAFE	Bar

+ top society members

BEEFYBINE	12870
ranfart	12200
captainredmuff	11008
Skyrail	11006
cjgraphix	490
SartoSan	489
Schlady	127

+ society photos

social network sign in

Username:

Password:

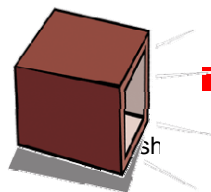
Forgot your password? Join the society!

make a donation

Ads by Google

[Social Networking](#)  
Make Connections in Your Industry Share Your Professional Profile Now  
[www.karmadevs.com](#)

[Neural Networks Software](#)  
Find non-linear patterns & predict behavior. Free evaluation download.  
[www.ngsoftware.com](#)



■ You can learn a little something at Hard Rock Café: "Serve All."



# YouTubing Government

CASING THE JOINT...

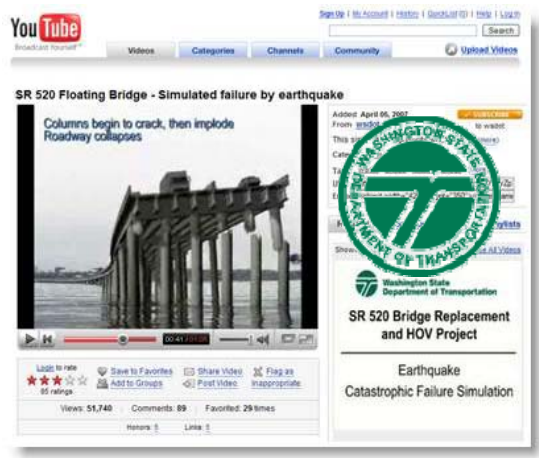
Driver Education  
(California DMV)



Police Investigation  
(Franklin, MA PD on YouTube and Twitter)



Public Policy  
(Washington DOT)





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# YouTubing Government

**Franchise Tax Board** [Subscribe](#)

**FranchiseTaxBoard**  
Style: Financial  
Joined: **November 07, 2007**  
Last Login: **2 weeks ago**  
Videos Watched: **64**  
Subscribers: **12**  
Channel Views: **3,765**

We are responsible for administering two of California's major tax programs: Personal Income Tax and the Corporation Tax. We also have responsibility for administering the Homeowner and Renter Assistance (HRA) program, and other non-tax programs and delinquent debt collection functions, including child support debt collections and delinquent vehicle registration debt collections on behalf of the Department of Motor Vehicles. In 1999, the California Legislature gave us the additional responsibility for procuring, developing, and implementing the statewide child support automation development project.

Hometown: **Sacramento**  
Country: **United States**   
Website: <http://www.ftb.ca.gov>  
[Report profile image violation](#)

**Connect with FranchiseTaxBoard**

[Send Message](#)  
[Share Channel](#)  
<http://www.youtube.com/FranchiseTaxBoard>

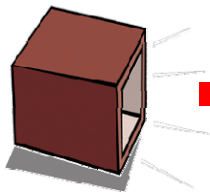
**Subscriptions (2)**

**ReadyReturn Testimonial 2 of 5**  
From: [FranchiseTaxBoard](#)  
Views: 3,887  
Comments: 3

**Playlists**

**ReadyReturn Testimonials & Videos** [Play All](#)  
Testimonials on the Franchise Tax Board's free tax return program called ReadyReturn [Share](#)  
[See all playlists](#)

**Videos (8)** [Subscribe to FranchiseTaxBoard's videos](#)



■ Being relevant depends on your audience.

<http://www.youtube.com/FranchiseTaxBoard>



# Public Service/ Servants



Tara "Miss Rogue" Hunt  
Founder  
Citizen Agency, LLC



## Dilbert is Dead.

Miss Rogue's Prescription for a Creative Work Environment

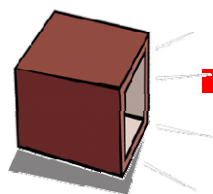
Room for personalization -- *"to feel at home"*

[Cut the tethers] - *"don't lock them in the office"*

Healthy snacks and drinks - *"brain food"*

Out in the open meeting spaces - *"there are no secrets here"*

Creation of personal connection - *"team"*



■ Change behaviors to change culture ... and bring snacks!



# Public Service/ Servants



Your World. Your Imagination.

[Resident Login](#) | [Join](#)

WHAT IS SECOND LIFE? | [SHOWCASE](#) | [COMMUNITY](#) | [BLOG](#) | [SUPPORT](#)



Arts & Culture



Fashion



Hot Spots



Music

## Second Life Showcase



### Greenie Invasion!

Explore the strange and beautiful world of Second Life!

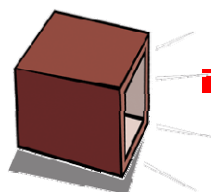
[visit this location](#)

DOES GOVERNMENT HAVE ANY BUSINESS STAKING A CLAIM IN

**SECOND LIFE?**

THE "SHOW ME" STATE SAYS ...

**YES!**

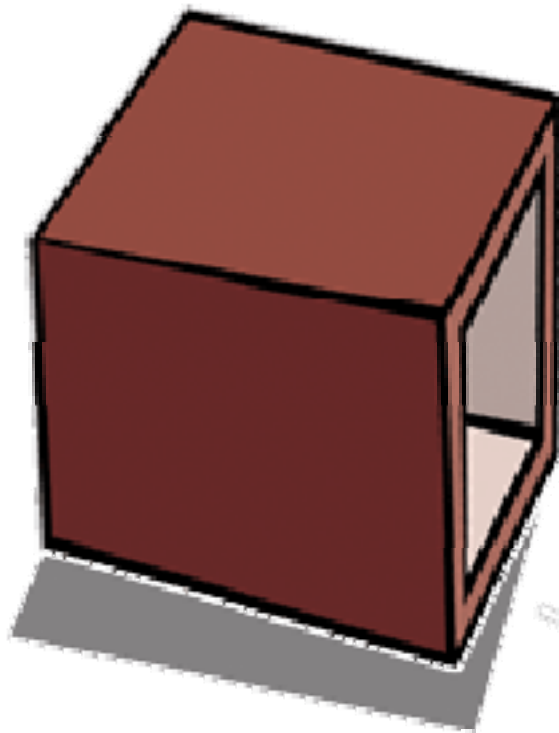


- Make public service appears "bright and crisp" ... in this life and the next.



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# The Big Nugget!



Web 2.0 is to the  
individual ...

... as SaaS is to  
the Institution.



# Could Steal Next



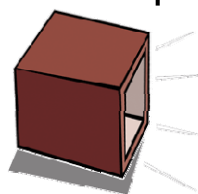
- I. Platform
- II. Platform
- III. Platform



# A Flickr in *The Commons*



- To share photographs from the Library's collections with people who enjoy images but might not visit the Library's own Web site.
- To gain a better understanding of how social tagging and community input could benefit both the Library and users of the collections.
- To gain experience participating in Web communities that are interested



- Take advantage of folksonomies.
- Begin to rethink the platform mix...



**eCityGov.net**  
e-powered government services

**Quick links**

- MyBuildingPermit
- MyParksAndRecreation
- NWMaps
- NWProperty
- Shared Procurement

**NCTCOG**  
North Central Texas Council of Governments

Programs > Topics A-J > Topics K-Z > Departments > Services > About Us

**research & information services**

Demographics  
Geographic Information Systems  
Communities  
Shared Services  
Computer Data Center  
Technology Consulting Services  
Committees  
Prescriptions  
Research & Information Services Home

**iCommunities**

NCTCOG's iCommunities Internet service combines our Internet and map technology with local government planning, economic development, and geographic information systems (GIS) resources. It transforms local government web sites into an information source that is both interactive and customizable to your users' needs. Integrating these existing technologies creates numerous possibilities. For example:

- allowing citizens to access and print full-page maps of their neighborhoods with features such as zoning areas and parcel boundaries
- providing detailed information on economic development sites to worldwide clients
- providing city staff with access to your GIS assets through a web browser
- enhancing public announcements for zoning hearings or other city planning efforts with links to a web site with aerial photography and parcel boundaries

All of this technology flows seamlessly, powered by our DFWmaps.com Internet site to the member's website.

**Digital Towpath**  
e-solutions that lead governments through the digital age

Home Page  
Search Website  
Boards & Committees  
Digital Towpath Cooperative Information  
How Does the Digital Towpath Software Work?  
How has Digital Towpath Evolved?

**Digital Towpath Links People To Communities, Links Communities To Each Other...**

Digital Towpath is government content management system provides local governments with an easy-to-use, cost efficient tool, which they use to build full featured web sites.

# Collaborative Platforms

CASING THE JOINT...

- ✓ Cities of King County WA eCityGov.net
- ✓ North Central Texas Council of Governments iCommunities
- ✓ New York Digital Towpath
- ✓ Service New Brunswick
- ✓ Microsoft component-based Citizen Service Platform
- ✓ YouTube
- ✓ Google Maps
- ✓ Flickr
- ✓ twitter
- ✓ Social Networking (Facebook, myspace, Ning, Nexo, Twango)





# Your Next Platform?

A “platform” is a system that can be programmed and therefore customized by outside developers – users – and in that way, adapted to countless needs and niches that the platform’s original developers could not have possibly contemplated, much less had time to accommodate.

- Marc Andreessen



Infrastructure  
*Reengineer it*

Interface  
*Rethink it*

Worldwide Computer  
*Harness it*

## SaaS

E-mail  
Office Tools  
CRM ERP  
Eligibility  
and (almost)  
everything  
else



# Assistance Wizards

CASING THE JOINT...

CalWIN Information Network

Consortium Member Login | Open Job Positions | Contact Us | Home

Who We Are | Our Counties | Success Stories | News & Events | FAQ & Help | Resources & Links

Member LOGIN

Consortium Members, click here for secure login.

In the NEWS

CalWIN recognized for Project Excellence

Welcome to CalWIN

Did You Know...?  
...The CalWIN enterprise system on the average processes more than 10 million transactions per day in less than one second.

COMPASS

Services:

- Healthcare
  - Medicaid
  - CHIP
  - Medi-Cal
- Cash Assistance
- Child Care, Workday Program
- Food Stamps
- Energy Assistance
- School Meals
- Home and Community Based Services

En Español: Screen or Apply / Finish or Check Application Status / Apply or Screen for Services

Other Languages: View My Current Benefits / I Get Services Now

Florida Department of Children and Families

**ACCESS** Florida

Automated Community Connection to Economic Self-Sufficiency

- Prescreening to See if You Might Qualify for Benefits
- Apply Now for Food Stamps, Temporary Cash Assistance or Medicaid
- Complete a Review Note for Food Stamps, Temporary Cash Assistance, or Medicaid
- Complete an Unfinished Application or Review
- Add Comments to an Application that Has Been Submitted Using an E-Signature
- Report Changes to your Food Stamps, Temporary Cash Assistance or Medicaid case
- Check Case Status or Benefit Information
- Platinum Community Partners - Check Case Status or Benefit Information

Own | Rent

+ Add a Free Listing

Your Source For All Things Housing!

Renters

Homeowners

Providers

DGAA

THE INFORMATION HOUSING AGENCY (IHOA) announces the opening of a new Section 8 Customer Service Center at the Marlin Matthews Community Center.

Know Your Rights to Saving Your Home  
The Dade County Clerk of the Courts has an informative procedure in PDF format that gives you the facts on your rights during foreclosure proceedings.

Help Crack Down on Mortgage Fraud  
Mayor Carlos Alvarez' Mortgage Fraud Task Force includes facts, contacts, statute, and complaint forms you can fill out to report fraud.

Infill Homes Available for Immediate Purchase  
New homes developed through the County's Infill Housing Program are available for immediate purchase by low to moderate income buyers.

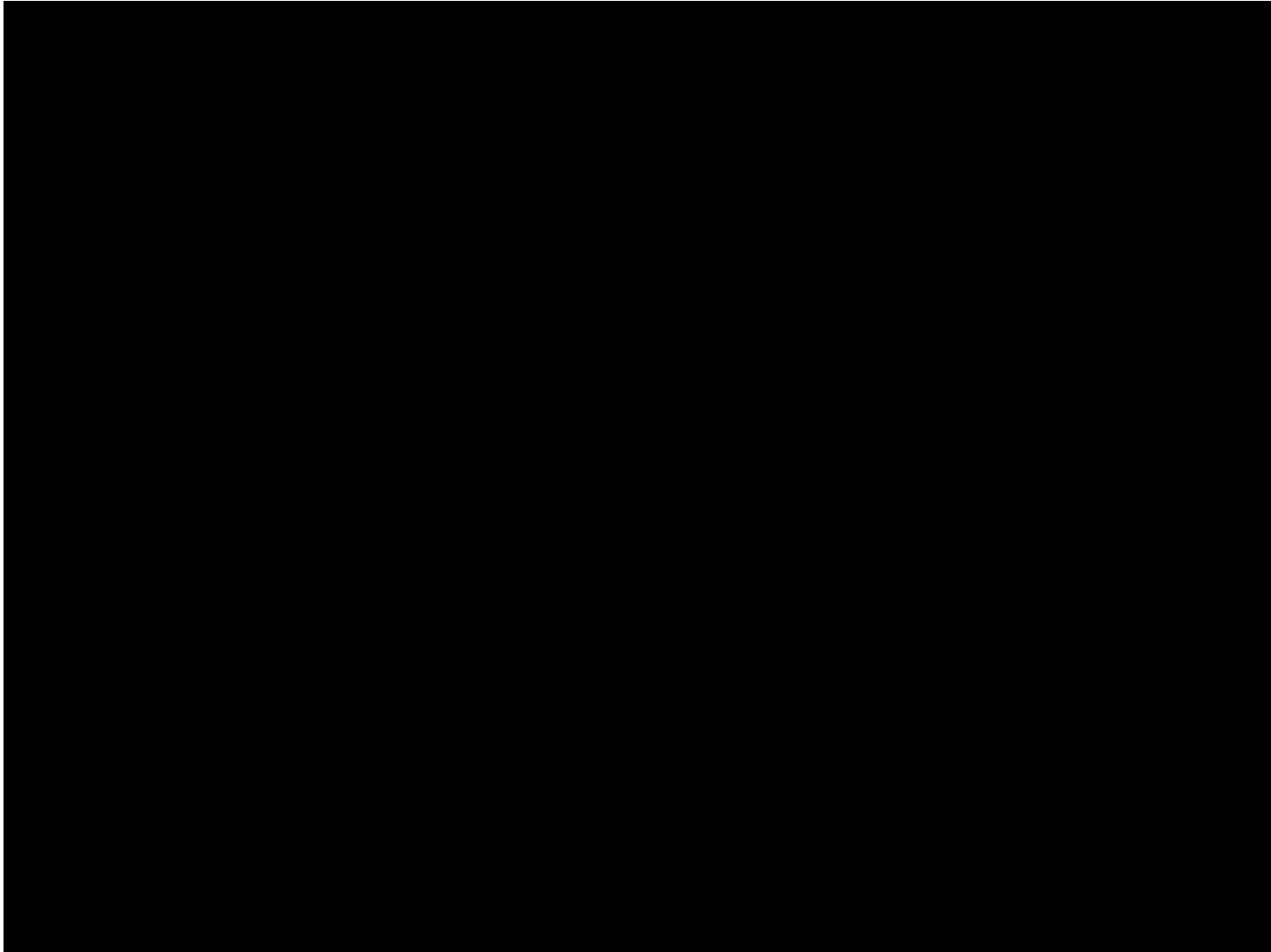
Housing Central Wins Award!  
Miami-Dade County's Housing Central Portal has been recognized by The Center for Digital Government and Government Technology magazine with a 2007 Digital Government Achievement Award.





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# Wizards & Communities





# Collaborative Platforms

Salesforce.com G2G AppExchange -  
VA, TX, WY

Newport News Open eGov



# Stealing Well



- I. Paying for IT
- II. Thinking Different
- III. Leading in Place



## Public Sector Revenue Recession

- 25 States face \$39 billion in budget shortfalls in fiscal year 2009, which begins in July 2008
- Represents up to 9 percent of these states' general fund budgets

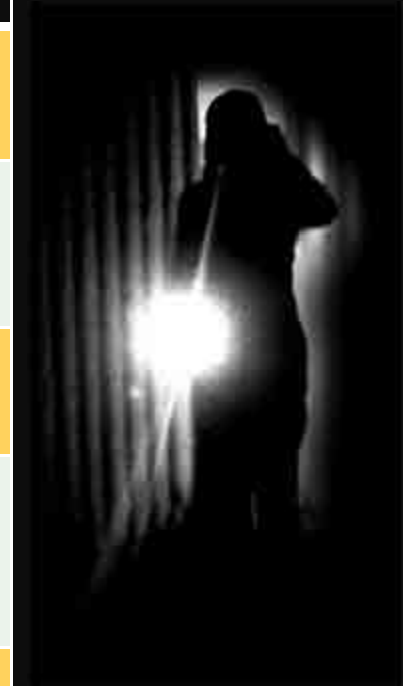
Kentucky	- \$900 Million
Illinois	- \$750 Million
California	- \$16 Billion

Source: Center on Budget and Policy Priorities

# Missing Money

CASING THE JOINT...

Option	Installed Base
Legislative Appropriations	<b>28</b>
Cost Recovery (Rate Base Revolving Fund)	<b>26</b>
Technology Investment Fund	<b>9</b>
Benefits Based Funding (Gain Share)	<b>14</b>
Self Funded (User Fees)	<b>34</b>
Bonds	<b>12</b>
Leasing	<b>24</b>





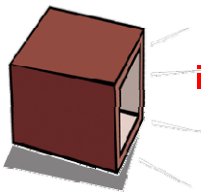
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# Modernization Money

PRESUME ON EXISTING AUTHORITY ...



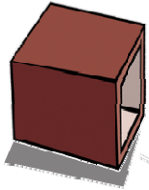
- Share Platforms and Services
- Be Somebody's Venture Capitalist
- Use Somebody Else's Money
- Buy Like Costco, Operate Like Southwest
- Run Cheap, Turn Green



■ Going off budget is out of the box but within the law...



# Top 5 Nuggets for Leading in Place



3

Be Clear on Intent

- ✓ *Know the specifics of "As Is" vs. "To Be"*
- ✓ *How much, long, difficult? & what difference?*
- ✓ *Understand how things will be better when you are done (and how it fits with priorities)*

4

Think about the *next* Platform

- ✓ *Standardize, standardize, standardize*
- ✓ *Cost, management, security, performance*

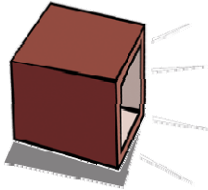
5

Steal Liberally

- ✓ *You're organization is not that special*
- ✓ *Somebody else has probably already done it*



# Top 5 Nuggets for Leading in Place



1

Play your own position

- ✓ *Be credible across, up and outside the org*
- ✓ *Staff will not be braver than you are*

2

Seize the Disruptive Moment

- ✓ *Focus on the breakthrough, not the incremental improvement*
- ✓ *Use technology to change the rules, cost structure, and the way the public's business gets done*

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Whitepaper downloads:  
[www.centerdigitalgov.com](http://www.centerdigitalgov.com)  
(Registration required)

Presentation downloads:  
[www.govtech.com/events](http://www.govtech.com/events)  
(A week to 10 days)

OUR OTHER UNINDICTED  
CO-CONSPIRATORS ....

Paul Taylor  
Todd Sander  
Bob Feingold  
Liza Lowery-Massey  
Jack Mortimer

## steal this idea SLG

A Subversively Helpful Approach to Government Modernization

### Hello, My Name is Hunter



That's Hunter, as in both verb and noun. As a verb, I sneak around looking for the next great idea to steal. As a noun, I am named for the late Hunter S. Thompson, the father of all things Gonzo, under which it is better to ask for forgiveness than permission.

Go ahead, steal an idea... or as much loot as you and your unindicted co-conspirators can carry.

# www.pwt.net/stislg

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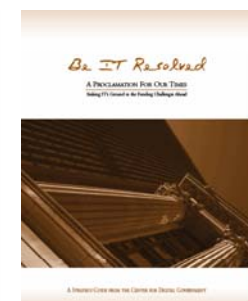
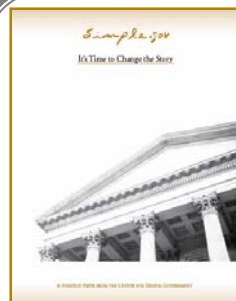
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