



CENTER FOR  
**DIGITAL**  
GOVERNMENT

Innovations at the Edges of Public Sector Modernization

## Must See IT 2 – The Sequel

Paul W. Taylor | Chief Strategy Officer

[Check Against Delivery]



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Must See IT 2

"One million exhibitors. Sixty million attendees. Four trillion booths spread across an area the size of Rhode Island... 43 quintillion products ..."



1. Panasonic DVD LS82  
2. ATP PhotoFinder  
3. Sony's 3mm Thick XEL-1 OLED TV  
4. Parrot DF7700 Digital Picture Frame  
5. Garmin NUVI 800  
6. Sony Rolly  
7. Wireless HD Hubs  
8. Flash Memory Hard Drives (and MacBookAir that came the next week)



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GOVERNMENT

"94,731 cities, counties and state governments. 300 million citizens. Seven national surveys of public sector IT ... Hundreds of nominees, dozens of winners."

**The Center's GTC 9**

1. Strategy by top 10 lists
2. YouTubing and mashing up government
3. How and where we work, live and play
4. How we prove who we are
5. Transparency, accountability and sustainability
6. Service delivery, surveillance and operational efficiency
7. Community response and recovery
8. Architecture and collaborative platforms
9. Listening as an act of governing

DIGITAL CITIES SURVEY
DIGITAL COUNTIES SURVEY
DIGITAL STATES SURVEY
BEST OF THE WEB

Best of California | Best of Texas | Best of New York  
*And other sources...*



Source: atlantaga.gov



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# Citizen Agency: Trust

Meditations on Government 2.0



Tara "Miss Rogue" Hunt  
Founder  
Citizen Agency, LLC

### The Promise



openness



collaboration



community

A.K.A. THE CORE TENETS OF HER 2.0

### The Pitfalls



centralization




secrets



distrust

A.K.A. THOSE BY-GONE 1.0 ERA BEHAVIORS

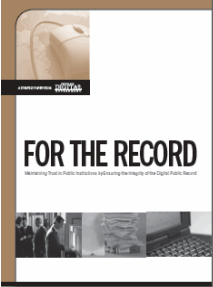



# No. 4 with a Bullet

**DIGITAL Must See IT 2**

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
9 *	14	Interoperability
10 *	--	Human Capital/ IT Workforce





# Seeing Around Corners

**DIGITAL Must See IT 2**

NASCIO **Gartner**

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 App
7	Networking, Voice & Data	Web Platform/ SaaS
8	Document/ Content Management	Computing Fabric
9	Wireless, remote & fixed	Real World Web
10	Service Oriented Applications/ SOA	Social Software



## Center for Digital Government Must See IT 2

# YouTubing Government

### Driver Education



### Police Investigation




### Public Policy

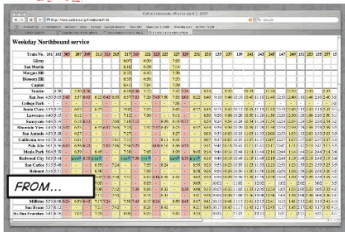


## Center for Digital Government Must See IT 2

# 24 Hour Make Over

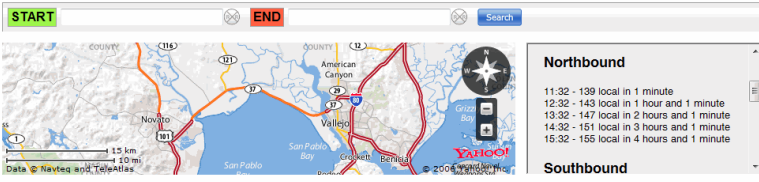


<http://www.caltrain.org>



**iamCaltrain**  
BETA

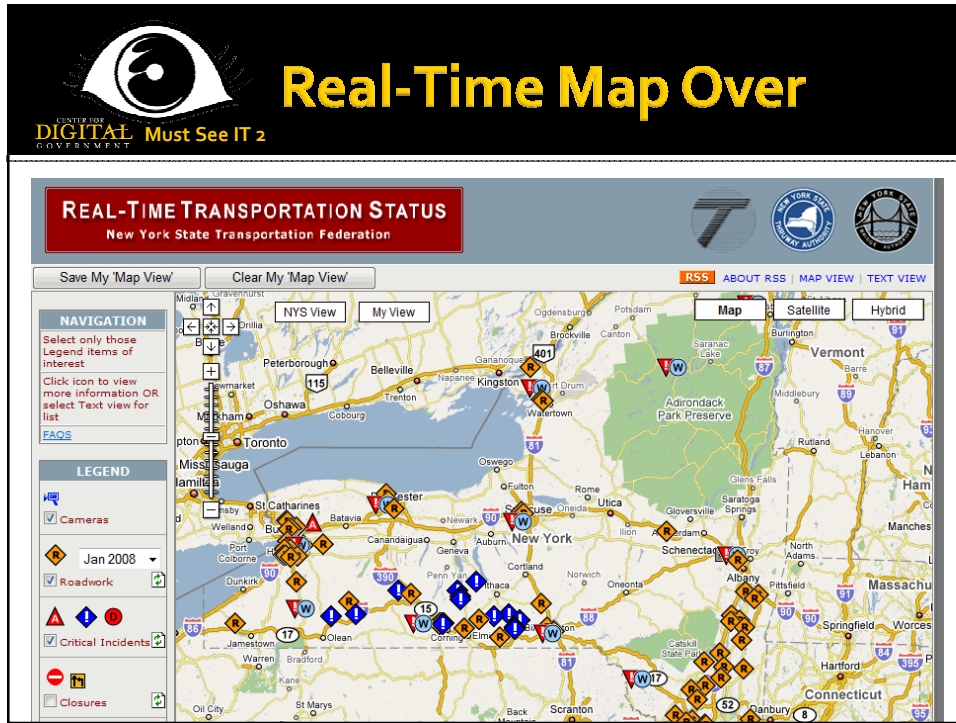
<http://iamcaltrain.com>



**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**



**Real-Time Map Over**

Center for Digital Government Must See IT 2

**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

Map | Satellite | Hybrid

The interface displays a map of New York State with various transportation status icons overlaid. The map shows major highways and cities, with icons indicating roadwork, critical incidents, and closures. The legend on the left allows users to filter the map view by these categories and by month (Jan 2008).



**Web 2.0 Pothole Repair**

Center for Digital Government Must See IT 2

**FixMyStreet Beta** | Report a problem | All reports | Local alerts | 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 Playing Fields

**SANTA CLARITA**  
City of Santa Clarita Department of Public Works

**eGraffiti**  
City of Santa Clarita Department of Public Works

**LEAGUE CITIES**  
2007 LEAGUE CITIES AWARD FOR EXCELLENCE  
GRAND PRIZE WINNER

**Graffiti Reporting**

Street: [input]  
Telephone Number: [input]  
Email Address: [input] (Optional for notification of status)  
Mobile Number: [input]  
Address of Graffiti: [input] (Please provide full location address of the graffiti tag only)  
How long has the graffiti been there? [input]  
What type of graffiti? [input]  
How long has the graffiti been there? [input]  
How long has the graffiti been there? [input]

The interface shows a report for an eroded wall on Woodfield Road. It includes a map snippet, a report summary, and a graffiti reporting form. The graffiti reporting form has several input fields and checkboxes for reporting details.

# Live Response Monitoring

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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  
WebCAP

Lancaster County Government

Digital Government Authority  
8 0 0 7 W I N N E S

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 CIRCAVINE LINDSEY AVE	MEDIC-6-12-1(M)
0709040412 26 Sep 2007 08:36:44	ALARM BELLS	MAN LEV DR	
0709040409 26 Sep 2007 08:33:27	AUTO ALARM INDUSTRIAL	MAN W 4 DR	
0709040404 26 Sep 2007 08:27:29	ROUTINE TRANSPORT	MIL E C AVE	
0709040403 26 Sep 2007 08:26:59	MEDICAL EMERGENCY	RAS RIF WA	

Martin County, Florida

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 08:44:03

Incident Number	Unit	Status	Location	Call Type	Call Description
26002	E 30	RED	SE COWE RD / SE MANATEE COWE RD	29	MOTOR VEHICLE ACCIDENT
26003	E 32	GREEN	BRIDGE	71	VEHICLE FIRE

Hot Status Code Explanation

Home | Contact Us | Sitemap | Search | Privacy | Accessibility Policy | [Acessible Reader](#) | [Flash Player](#)  
© 2007 Martin County, Florida. All rights reserved and other Copyrights Apply.

# Community Response

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You aren't signed in [Sign In](#) [Help](#)

[Home](#) [The Tour](#) [Sign Up](#) [Explore](#)

Search this group's pool

e.g., "10 market st, san francisco" or "hotels near lax"

[View in Google Earth](#) [Print](#) [Send](#) [Link to this page](#)

Search Results | My Maps

★★★★★ 26 ratings - 5 comments

[Harris Fire](#)  
The Harris Fire is 90,440 acres and 100% cor

[Witch Creek Fire](#)  
The Witch Fire is 197,990 acres and 100% cc

[Evacuation Lifted, Escondido](#)  
All areas within the City of Escondido previu

Fortunately, we have the Internet, with its Web 2.0, open APIs, and several clever people who have been able to assemble some very useful information. Here's my favorite of the bunch. It's a Google Map of the San Diego area, with polygons and icons showing the perimeter of the fire at various times throughout the past few days, along with road closings, shelter locations, and other updates.

FROM: [HTTP://STENNIS.COM/BLOG/2007/10/22/SAN-DIEGO-WILDFIRE-UPDATES-WITH-GOOGLE-MAPS/](http://stennis.com/blog/2007/10/22/san-diego-wildfire-updates-with-google-maps/)

[Harris Fire](#)  
Estimated burn area

©2006 Google - Map data ©2006 GeoEye, AeroGRID, IGN, etc., NAVTEQ

Paul W. Taylor [pwtaylor@erepublic.com]

# Community Recovery

Important! Please READ!

**craigslist** olympia [see](#) [est](#) [sno](#) [kit](#) [tac](#) [oly](#) [skc](#)

community (5368)

- activities
- lost+found
- artists
- musician
- childcare
- local new
- general
- politics
- groups
- rideshare
- pets
- volunteer
- events
- classes

freecycle finder

changing the world one gift at a time

Home Finder FAQ Groups Sponsors Store About Us

Make a Donation! Tell a friend!

Find your local Freecycle™ Group:

**THE COUNTER:**  
 Number of Freecycle™ Communities: 4,041  
 Number of Freecycle™ Members: 3,540,995

**Welcome!**

If your local group is signed up for the Freecycle Finder, enter the name of something you are looking for and your location (zip code) below and click on the button. (More info)

Item:

City, ST:

Olympia, WA

# Web 1.0 Exemplars

1. US National Guard Camp Atterbury Web TV
2. LTAP Web Site
3. ca.gov Web Tools
4. Tampa.net
5. Utah.gov
6. Virginia.gov
7. Kentucky.gov
8. Tampa.net
9. Fulton County, GA
10. Fairfax County, VA



**Must See IT 2**

- Banking and Business Crisis
- Shuttering SL communities because audience prefers mobility

CRAVE PODCAST

FEATURE

On trial:  
In-game advertising



- \$700 Million market by 2010
- EA introducing ad supported "free" games
- Channel into key demo


## Where U Live, Work & Play



**Telegraph.co.uk**


The shine comes off social networking

Last Updated: 12:01am GMT 26/01/2008



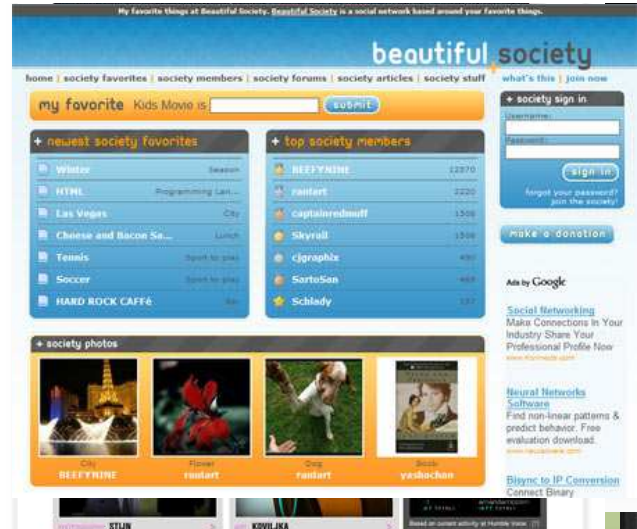
**Must See IT 2**

BEAUTIFUL SOCIAL NETWORKS



Source: Mashable

## Design Matters







# The Mobility Factor

1. Oakland County, MI Mobile Services
2. City of Ripon, CA MESH Network

I-215 U 4300 S

**BLACK ICE POSSIBLE USE CAUTION**






**Oakland County Mobile Services**

Oakland County's Mobile Services site provides access to selected information from the County's 15,000+ web pages to users of small-screen web browsers such as those in wireless Internet enabled phones and PDAs. The Mobile Services pilot site currently offers a selection of the most commonly requested Oakland County information, including County government telephone numbers, access to recent County news, and the locations of County golf courses. Citizens will also be able to use Mobile Services to get emergency alert information when necessary. Oakland County plans to expand its Mobile Services offerings after evaluation of the usage of the pilot site.

Oakland County's citizens are increasingly on the move, and County government must be ready to meet the changing needs of the community. The Mobile Services pilot site allows Oakland County to expand its already robust eGovernment offerings to better serve the growing number of citizens who rely on cell phones and PDAs to access the Internet. By continuing to break down barriers between citizens and government, Oakland County remains at the forefront of effective government service.

To access Oakland County's Mobile Services pilot site, direct a wireless Internet enabled phone or PDA to the County's Web site home page [www.oakgov.com](http://www.oakgov.com). The Mobile Services menu will be displayed automatically.


More information about the Mobile Services pilot site is available in the [Frequently Asked Questions](#). Email comments are always welcome at [sgov@oakgov.com](mailto:sgov@oakgov.com).



# What's in Your Wallet?

**GOT Enhanced ID?**

Apply for an EDL/ID today.

**Fight ID Fraud**

The White House has asked local officials that allow approved individuals to verify the information on their Social Security Numbers, Driver's License Cards, and State Identification Cards.


Verification of ID can be provided to a driver's license and state ID card will help to prevent and combat identity fraud and theft.

## A Border State's Best Friend

Compliance with Western Hemisphere Travel Initiative (WHTI) rules for land and sea crossings (and provides an alternative to a US Passport).

This enhanced driver license:

- Is a Voluntary program.
- Costs \$40 (\$15 more than a standard license).
- Requires proof of citizenship, identity, and residence to apply.
- Is more secure than a standard license, and similar in security features to a U.S. passport.
- Uses facial recognition biometrics to validate identity at time of application.
- Imbeds Ultra-high frequency passive vicinity RFID tag is embedded in each EDL/ID for better range, faster data transfer and reliant on reader to transmit.



**MUST SEE IT 2**

# Public Safety & Justice

1. LA/ Orange Co./ Sacramento Police License Reader
2. LA Regional Transportation Management Center (LARTMC)
3. Attorney's Council of Georgia Cordele Judicial Circuit Data Exchange Project
4. Maricopa Co., AZ E-Court Interactive Forms and Filing
5. California bilingual TurboCourt Child Support system
6. Santa Clara County Online Visit Reservation system
7. Harris Co. TX Probationers Automation
8. NYC Fire Department 27 second solution
9. Chicago CLEAR






Image: WIRED



SEARCH FOR CRIME AROUND AN ADDRESS



**MUST SEE IT 2**

# Transparency

**ACCOUNTABILITY STATES**

Alabama	Montana
Arizona	Nebraska
California	New Mexico
Colorado	New Mexico
Connecticut	New York
Florida	Nevada
Georgia	North Carolina
Hawaii	North Dakota
Idaho	Ohio
Iowa	Oregon
Illinois	Pennsylvania
Indiana	Rhode Island
Kansas	South Carolina
Louisiana	Texas
Maryland	Tennessee
Maine	Utah
Michigan	Virginia
Minnesota	Washington
Mississippi	Wyoming
Missouri	

Sources: NCSL, GAO, CDG

Virginia.gov Online Services | Help | Governor | General Assembly

Search  GO

## Virginia Performs

Key Facts & Demographic Data Mapping: [Intro](#) • [Map It](#) • [Scorecard at a Glance](#)



Measuring Virginia

This website shows you how Virginia is doing you and your family. Learn more about how region to region and compared to other states more about your community, visit our [map](#) government is working on your behalf, view

Home | About Virginia Performs

Economy | Education | Health & Family

Economy

Goal: Be a national leader in the preservation and enhancement of our economy.

Indicators:

Personal Income/Wages and Salaries	↑ Improving	🏠 Limited
Poverty	↓ Worsening	🏠 Limited
Unemployment	↑ Improving	🏠 Limited
Employment Growth	↑ Improving	🏠 Limited
Workforce Quality	↔ Maintaining	🏠 Significant
Business Climate	↑ Improving	🏠 Significant
Business Startups	↑ Improving	🏠 Limited

Paul W. Taylor [pwtaylor@erepublic.com]




**MUST SEE IT 2**

# The Inside Game

1. Online Classification Support System
2. Roseville, CA Integrated Project and Portfolio Management
3. NYS Family Services Commissioners' Dashboard
4. DC Master Address Repository
5. Hawaii Electronic Death Registration System
6. California Agile Payment
7. California Retire & Return




The screenshot shows a web dashboard for 'NEW YORK STATE' titled 'WMS Application Dispositions'. It features two bar charts: 'All Case Types' and 'MA'. Both charts show 'Reg Count' on the y-axis and 'Disposition Year (TYD)' on the x-axis. The legend for both charts includes 'Denied', 'Open', and 'Withdrawn'. The 'All Case Types' chart shows data for 2003, 2004, and 2005. The 'MA' chart shows data for 2003, 2004, 2005, and 2006. The dashboard also includes navigation tabs like 'Statistics', 'Performance Measures', and 'Financial/Budget Trending'.



**MUST SEE IT 2**

# Citizen Talkback

1. Houston, TX 3-1-1
2. Danbury, CT 3-1-1
3. New York City Housing Authority Call Center
4. City of Garland, TX Automated Public Works Citizen Callback
5. Texas Legislature Online



The screenshot shows the 'Texas Legislature Online' website for the 80th Legislature Regular Session. It features a search bar for legislation, with filters for 'Legislature: 80(R) - 2007' and 'Word/Phrase' and 'Bill Number'. Below the search bar are sections for 'Additional Searches' (Text Search, Bill Lookup, Bill Search, Amendments, Sections Affected) and 'Legislative Activity' (Video Broadcasts, Today's Calendars, Today's Meetings). There is also a 'Legislative Process' section with links like 'How a Bill Becomes Law' and 'How to Follow A Bill'. A 'Who Represents Me?' section prompts users to enter their address to find their legislator. The bottom of the page features logos for '3-1-1 HOUSTON SERVICE CENTER', 'VIRGINIA 2-1-1', and 'Washington State 2-1-1'.



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# Digital Democracy



1. City of Riverside SmartRiverside Digital Inclusion
2. Johnson County, KS Election Office
3. Seattle Digital Democracy



CITY OF RIVERSIDE SMART RIVERSIDE



seattle CHANNEL CABLE CHANNEL 21 CONNECT TO LIFE IN THE CITY A Service of the City of Seattle SEATTLE.GOV

Home About Us Contact Us

Art Zone Community News Shows TV Schedule Videos Watch LIVE powered by Google GO

**CITY INSIDE/OUT**  
This week's edition of City Inside/Out with C.R. Douglas takes a look at what's happening with the Port of Seattle. Read C.R.'s blog posting, vote in the poll and watch the show in [City Inside/Out](#)

**ART ZONE**  
[Gallery Blog](#)  
Nancy Guppy visits Garde Rail Gallery in Pioneer Square.

**COMMUNITY CORNER**  
[CityStream](#)  
Langston Hughes Center, Seattle Storm, Beacon Hill & Harbore Opera.

**WATCH VIDEOS**

 Seattle Inevitable NOW WATCH	 5th Ave Theatre Spotlight WATCH	 Seattle Voices: Dr. Hochman WATCH	 Scott Balch WATCH
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**TV SCHEDULE**

Sunday, January 27, 2008

5:00 p.m.	American Podium: Timothy Egan - A Taste of the Vine WATCH LIVE
5:50 p.m.	HIV Positive: Aids through a New Lens
6:00 p.m.	City Inside/Out: 01-25-08
6:33 p.m.	City A Go Go: Muse Coffee Company, Ued and the High



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# 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 in the kinds of materials in the Library's collections.



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# Assistance Wizards

1. Pennsylvania COMPASS
2. California CalWIN welfare client data system
3. ACCESS Florida (Automated Community Connection to Economic Self Sufficiency)
4. San Diego County Agency-wide e-referral system
5. Miami-Dade Housing Central
6. Minnesota Developmental Disabilities Leadership Training









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# Economic Vitality

1. Genesee Co., Michigan Urban Land Reform Initiative
2. California EZREG
3. New York Economic Development Portal
4. Utah State Construction Registry
5. Virginia Mines WaterTrans
6. Rhode Island Wine, Beer and Spirits Certificate of Compliance






**DIGITAL Must See IT 2**

Green

1. Smart Building Technology and LEEDS (NYS, WA)
2. City of Seattle Climate Protection Initiative
3. Los Angeles Solid Waste Information Management System (SWIMS)



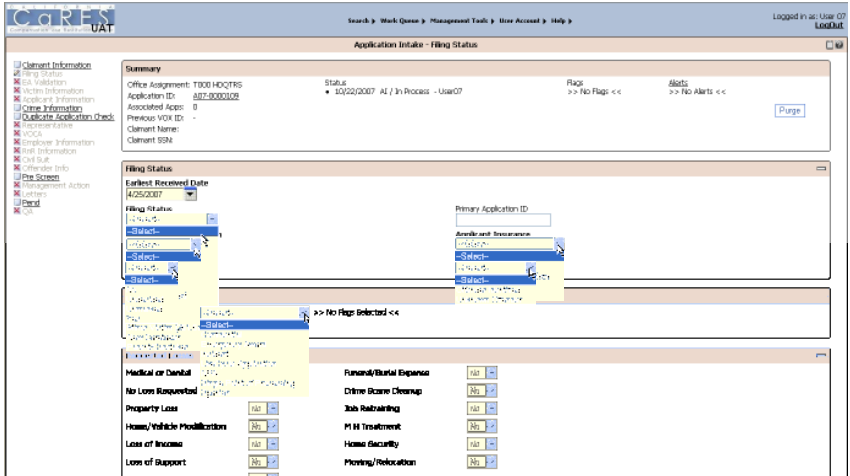




**DIGITAL Must See IT 2**

SOA

1. Arizona (1) Health Care Cost Containment System, (2) Vital Statistics Data, (3) Corporate Tax e-Filing, & (3) SAIS Locator
2. California Vehicle Registration Internet Renewal
3. California CaRES (Victims Compensation Claims)





**MUST SEE IT 2**  
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# Collaborative Platforms

- YouTube
- Google Maps
- Flickr
- twitter
- Social Networking (Facebook, myspace, Ning, Nexo, Twango)
- Microsoft component-based Citizen Service Platform
- Salesforce.com G2G AppExchange
- Cities of King County WA eCityGov.net
- North Central Texas Council of Governments iCommunities
- New York Digital Towpath
- Newport News Open eGov

**Quick links**

- MyBuildingPermit
- MyParksAndRecreation
- NWMaps
- NWProperty
- Shared Procurement



eCityGov.net  
powered government services



AppExchange  
on demand marketplace

Industry Solutions :: Public Sector

Government-to-Government AppExchange



**MUST SEE IT 2**  
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# The Act of Not Listening ...

The One Holdover from Release 1.0



**CONE OF SILENCE -THEN**  
*Get Smart*  
Talent Associates – 1965-1969



**NOW**  
*Cubicles of Babble*  
Herman Miller/Sonare Technologies



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## Listening as an act ...



The Elevator Pitch – Amsterdam



*"By listening closely to one another, we can help illuminate the true character of this nation—reminding us all just how precious each day can be and how truly great it is to be alive."*

- Dave Isay, Founder

StoryCorps – USA



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## E PLURIBUS UNUM@232




The state of our digital, networked union is stronger than we often allow ourselves to believe

We need to move beyond the inside-outside game where we take sides in a false dichotomy between mission critical and legacy systems that government builds, buys and maintains on one hand – and the grand Internet experiment on the other.

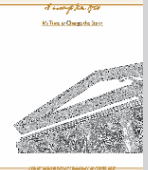
Our future relies on bringing the disciplines and heavy lifting of the former together with the innovation and responsiveness of the latter.





**Must See IT 2**

# Contact Data




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Folsom, CA

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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)

[www.pwt.net](http://www.pwt.net)  
(On February 1)



**GOVERNMENT TECHNOLOGY**

## GTC SOUTHWEST

WHERE 21ST-CENTURY GOVERNMENT MEETS 21ST-CENTURY IT  
INSIDE THE LABS

[www.govtech.com/events](http://www.govtech.com/events)

**Out of the Lab and Into the Streets**

[www.pwt.net](http://www.pwt.net)