

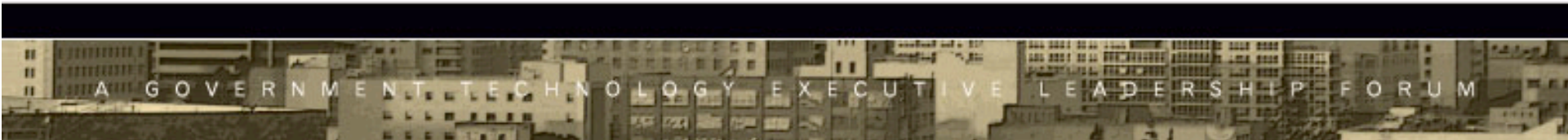


GOVERNMENT TECHNOLOGY
EXECUTIVE EVENTS

WELCOME TO THE

LOS ANGELES

TECHNOLOGY FORUM



A GOVERNMENT TECHNOLOGY EXECUTIVE LEADERSHIP FORUM

DESPERATE TIMES CALL
FOR DESPERATE MEASURES

STEAL THIS IDEA

THE STATE AND LOCAL
GOVERNMENT EDITION

Most Wanted

OUR (ANTI) HERO ...



"HUNTER"

✓ Kentucky.gov

✓ Tampa.net

✓ Fulton County, GA

✓ Fairfax County, VA

✓ Chattanooga, TN 3-1-1

✓ Houston, TX 3-1-1

✓ Danbury, CT 3-1-1

CENTER FOR
DIGITAL
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

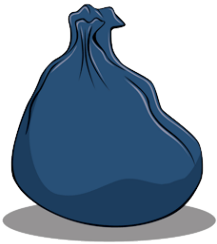
✓ Oakland County, MI Mobile Services

✓ City of Ripon, CA MESH Network



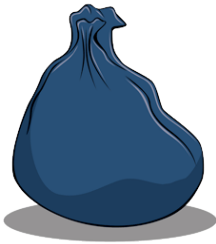


Agenda



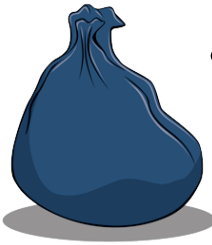
Things we should have stolen.

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



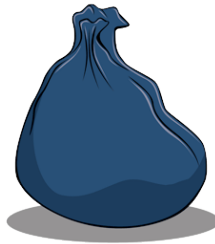
Things we should be stealing.

Acting More Like the People Government Services



Things we could steal next.

What and how government will work



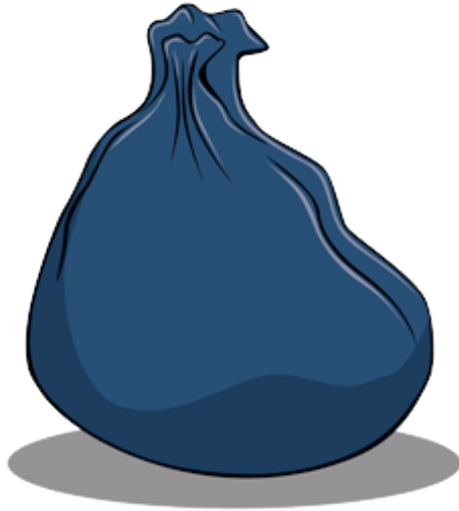
How to steal well.

“We have no money so we must think”



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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



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

[Add favorites](#)

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



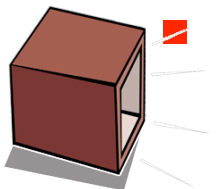
Enjoy twice the TV fun with 50% Off TV you may have missed, including

[Arrested Development - Season Two](#)

Shop Target Clearance



Shop the



Approachable, Findable and Actionable



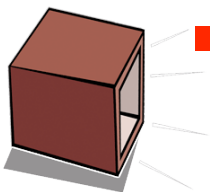
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Alphabet Soup



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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GOVERNMENT

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.

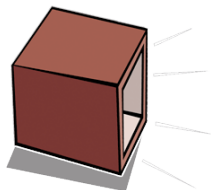
The National Police described the suspects as belonging to one of the most active hacker groups on the Internet and said two of the suspects are only 16 years old. The others are 19 or 20.



MS-ISAC Cyber Alert Level:



Multi-State Information Sharing and Analysis Center (MS-ISAC)

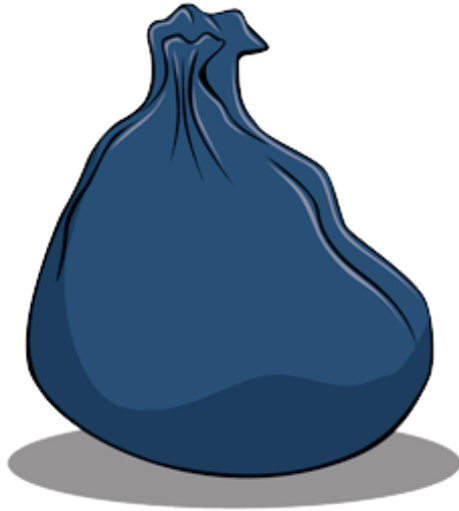


- ✓ Find a Friend; Don't Go It Alone
- ✓ Use Time Zones to Advantage



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Should be Stealing



The Long View

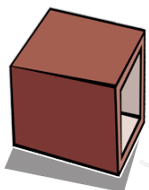


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No. 4 with a Bullet

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!

9		Human Capital/ IT Workforce
---	--	-----------------------------



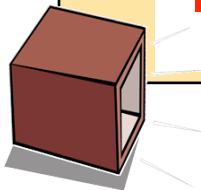
Seeing Around Corners



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

■ 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

Data centers
www.thegreengrid.org
Carbon footprint disclosure
www.cdproject.net

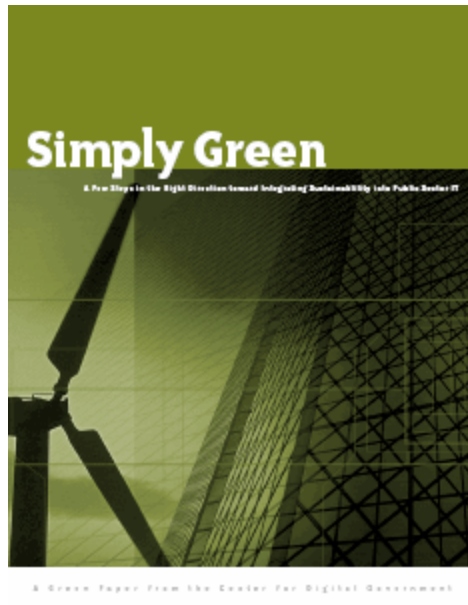
Earth friendly disposal
www.step-initiative.org
UN E-waste Problem (StEP)

Energy Efficiencies
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

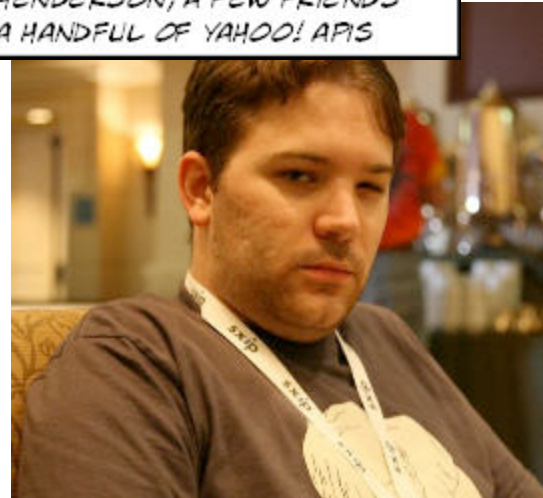
Caltrain <http://www.caltrain.org>

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	8:34	8:36	8:38	8:40	8:42	8:44	8:46	8:48	8:50	8:52	8:54	8:56	8:58	9:00	9:02	9:04	9:06	9:08	9:10	9:12
San Jose	8:50	8:52	8:54	8:56	8:58	9:00	9:02	9:04	9:06	9:08	9:10	9:12	9:14	9:16	9:18	9:20	9:22	9:24	9:26	9:28
San Carlos	9:06	9:08	9:10	9:12	9:14	9:16	9:18	9:20	9:22	9:24	9:26	9:28	9:30	9:32	9:34	9:36	9:38	9:40	9:42	9:44
Redwood City	9:22	9:24	9:26	9:28	9:30	9:32	9:34	9:36	9:38	9:40	9:42	9:44	9:46	9:48	9:50	9:52	9:54	9:56	9:58	10:00
San Bruno	9:38	9:40	9:42	9:44	9:46	9:48	9:50	9:52	9:54	9:56	9:58	10:00	10:02	10:04	10:06	10:08	10:10	10:12	10:14	10:16
San Francisco	9:54	9:56	9:58	10:00	10:02	10:04	10:06	10:08	10:10	10:12	10:14	10:16	10:18	10:20	10:22	10:24	10:26	10:28	10:30	10:32

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

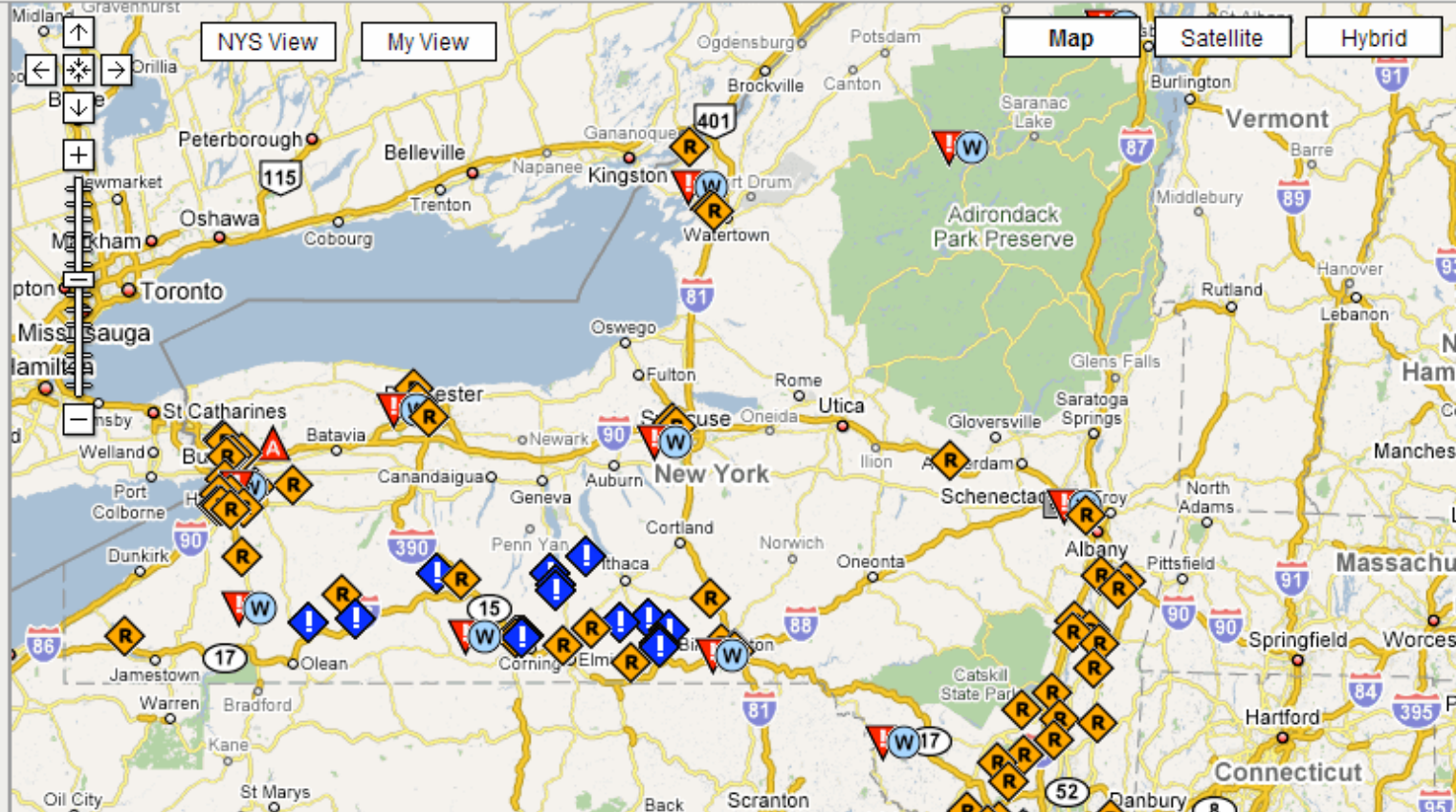
Click icon to view more information OR select Text view for list

[FAQS](#)

LEGEND

- Cameras
- Roadwork Jan 2008
- Critical Incidents
- Closures

Map Satellite Hybrid



The map displays the state of New York with various transportation status icons overlaid. Yellow diamond icons with 'R' indicate roadwork, blue diamond icons with '!' indicate critical incidents, and red diamond icons with 'W' indicate closures. Major highways like I-190, I-84, I-90, and I-88 are visible, along with cities such as Albany, Syracuse, and New York City. The Adirondack Park Preserve is highlighted in green.



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Web 2.0 Pothole Repair

FixMyStreet *Beta*

[Report a problem](#)

[All reports](#)

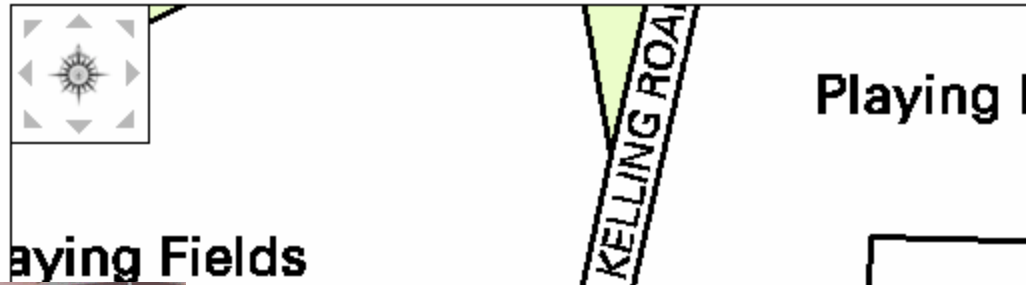
[Local alerts](#) ^{NEW}

[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



Graffiti Reporting



Name:

Telephone Number:

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

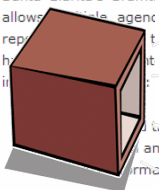
Photo Upload: (if you would like to upload photos of the graffiti; jpg only)

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)

WEB BASED TRACKII

Santa Clarita's Graffiti allows...
...that the incident is reported
...and the location of the vandalism
...information of the individual staff member reporting the incident



■ Help and inspiration comes from the 'most unexpected' places.





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Live Response Monitoring

Lancaster County-Wide Communications



SEARCH

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

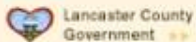
FOR THE PUBLIC

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

FOR SERVICE MEMBERS

[Fire & EMS Services](#)
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Login



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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
Your Government & Community Online Resource

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Martin County Emergency Services "FIRE/RESCUE SCANNER"

Page will Automatically Refresh

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

Incident Number	Unit	Status	Location	Cell Type	
282022	E 30	AR	SE COVE RD / SE MANATEE COVE RD	29	MOTOR VEHICLE ACCIDENT
	R30	ER			
282023	E 32	DP	BRIDGE	RD	71
	R32	DP			

[Unit Status Code Explanation](#)

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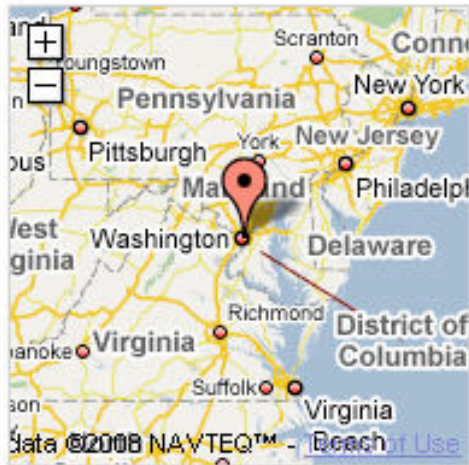
© 2005 Martin County, Florida, All rights reserved and other Copyrights Apply.



The Mobility Factor

AP Associated Press

[Go to Google News](#)



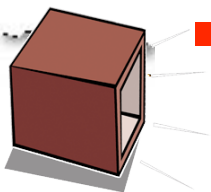
3 in 10 get all or most calls on cell phones

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.



- 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 stuff | 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

BEEFYNINE	12370
ranfart	2220
captainredmuff	1508
Skyrail	1506
cjgraphix	490
SartoSan	469
Schlady	137

+ society photos

+ society sign in

Username:

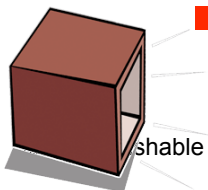
Password:

forgot your password? join the society!

Ads by Google

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

[Neural Networks Software](#)
Find non-linear patterns & model behavior. Free



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

PHOTOGRAPHY: STJAN

ART: KOVILJKA



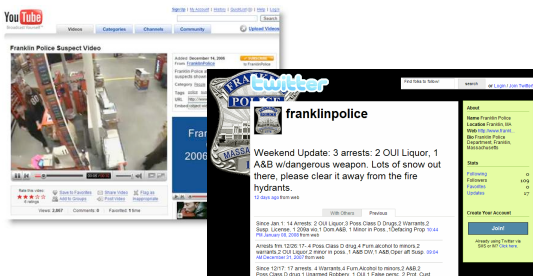
YouTubing Government

CASING THE JOINT...

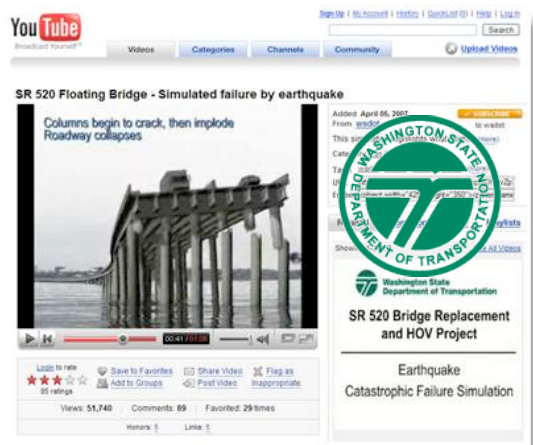
Driver Education
(California DMV)



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

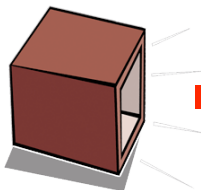
[Send Message](#)
[Share Channel](#)
<http://www.youtube.com/FranchiseTaxBoard>

Subscriptions (2)

Playlists

ReadyReturn Testimonials 6 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 but not always viral ...

<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

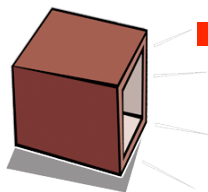
Room for personalization -- *"to feel at home"*

[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"*

~ ~ ~ ~ ~



- 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!

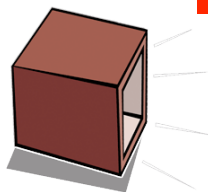
[visit this location](#)

DOES GOVERNMENT HAVE ANY BUSINESS STAKING A CLAIM IN

SECOND LIFE?

THE "SHOW ME" STATE SAYS ...

YES!

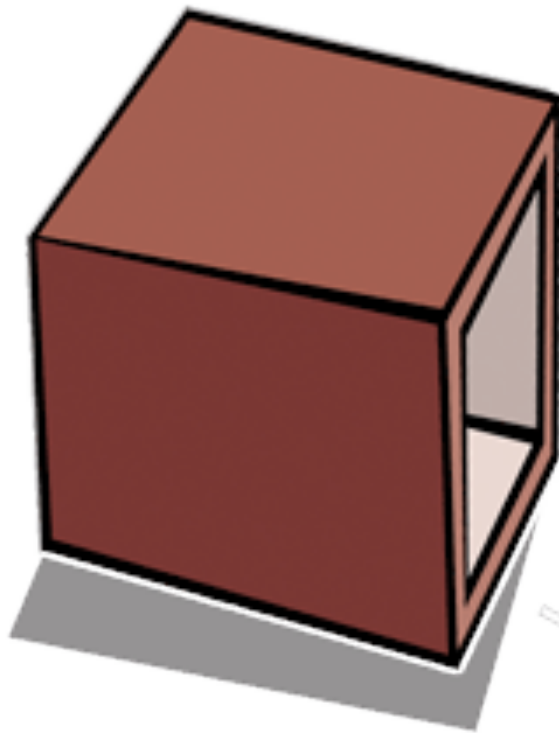


- Make public service appears "bright and crisp" ... in this life and the next.



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The Big Nugget!



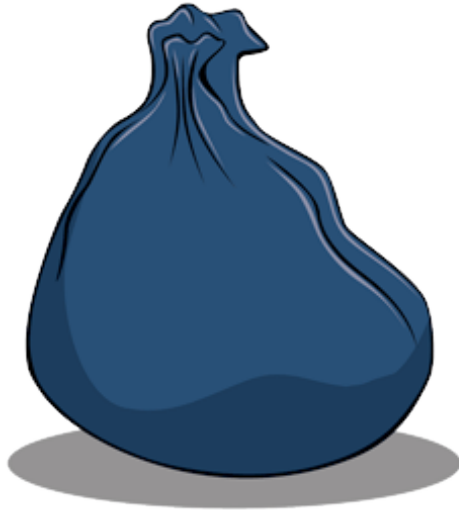
Web 2.0 is to the
individual ...

... as SaaS is to
the Institution.



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Could Steal Next



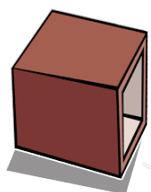
- I. Platform
- II. Platform
- III. Platform



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...



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



CalWIN CalWORKS Information Network

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

Members LOGIN Consortium Members, click here for secure login.

In the NEWS CalWIN recognized for Project Excellence at the COMPASS (CALIF. APPLY BENEFIT)

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

Services: Healthcare Medicaid CHIP Medi-Cal Cash Assistance Child Care Work 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 Now 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

Know Your Rights to Saving Your Home The Dade County Clerk of the Courts has an informative brochure 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 Social Government and Government Technology magazine with a 2007 Digital Government Achievement Award.

Assistance Wizards

CASING THE JOINT...

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





Collaborative Platforms

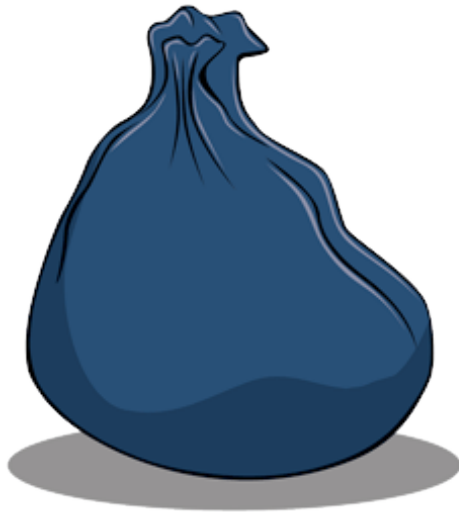
Salesforce.com G2G AppExchange - VA, TX, WY

Newport News Open eGov



CENTER FOR
DIGITAL
GOVERNMENT

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

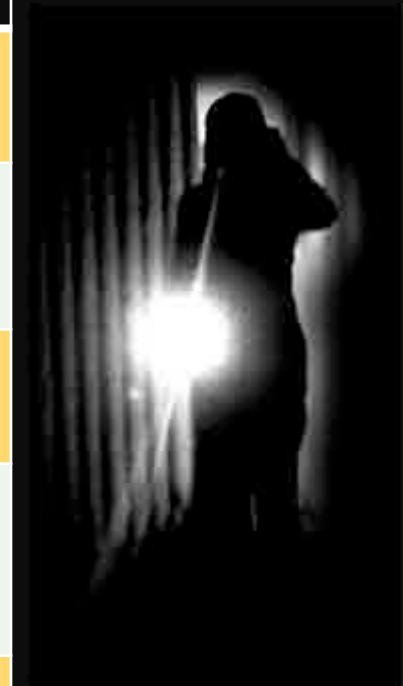
Kentucky	- \$900 Million
Illinois	- \$750 Million
California	- \$16 Billion

Source: Center on Budget and Policy Priorities

Missing Money

CASING THE JOINT...

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



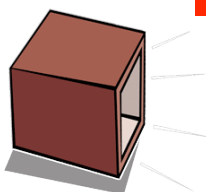


Modernization Money

PRESUME ON EXISTING AUTHORITY ...



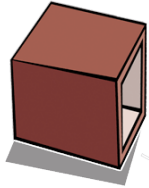
- Share Platforms and Services
- Be Somebody's Venture Capitalist
- Use Somebody Else's Money
- Buy Like Costco, Operate Like Southwest
- Run Cheap, Turn Green



- Going off budget is out of the box but possible...



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

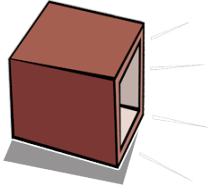
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Steal Liberally

- ✓ 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 & 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*

Hunter is blogging at ...

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Whitepaper downloads:
www.centerdigitalgov.com
(Registration required)

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

OUR OTHER UNINDICTED
CO-CONSPIRATORS

Cathilea Robinett
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.govtechblogs/hunter

- Hunt

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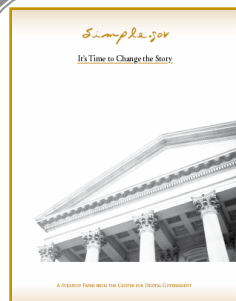
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