

n. renovation
to restore

RENOVATION NATION

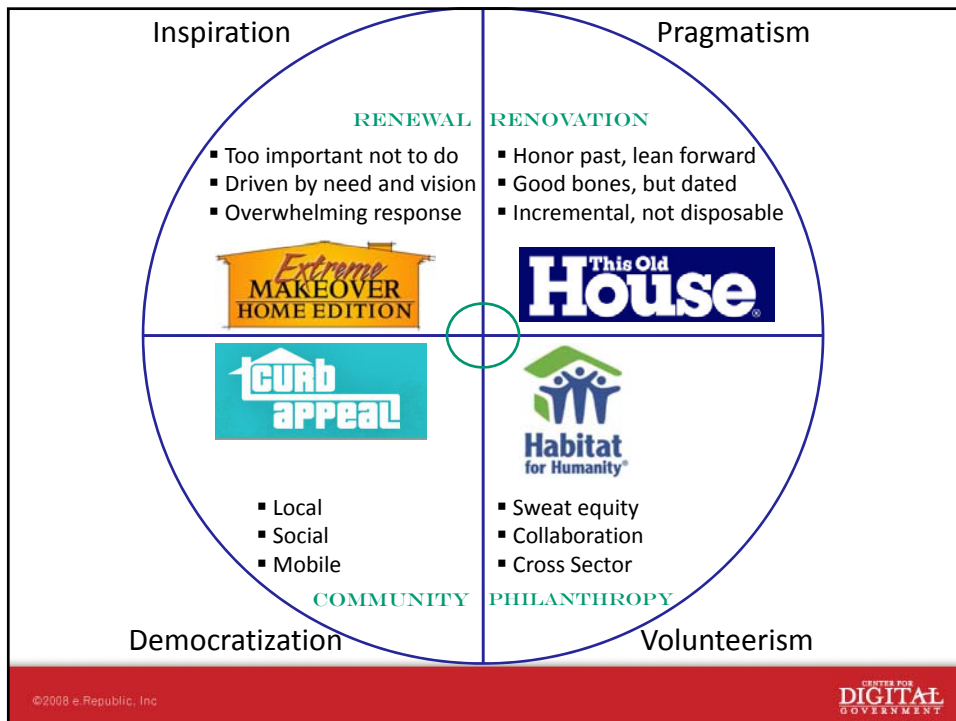
From Razing the Old to (Barn) Raising the New

n. restoration
to renew

CENTER FOR DIGITAL GOVERNMENT

Paul W. Taylor | Chief Strategy Officer

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Renovation Nation

*Restructuring, Refreshing and Rekindling
Government Service Delivery through a Smart
and Sustainable approach to Technology*

Using some uniquely American characteristics:

- 1. Inspiration**
- 2. Pragmatism**
- 3. Democratization**
- 4. Volunteerism**

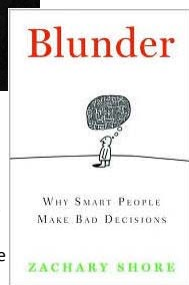
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Avoiding Blunder



Shore is a professor of national security affairs at the Naval Postgraduate School



People blunder because they fall into inflexible mind-sets formed from faulty reasoning—or cognition traps, such as causefusion (confusing the causes of complex events), static cling (an inability to accept change) and flatview (black and white thinking) or one-size-fits-all syndrome.

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Shovel Ready, Funding Worthy?



In the January 22 issue, Economist Paul Krugman wrote an open letter to the new president:

“As much as possible, you should spend on things of lasting value, things that, like roads and bridges, will make us a richer nation. Upgrade the infrastructure behind the Internet; upgrade the electrical grid; improve information technology in the health care sector, a critical part of any health care.”

“Provide aid to state and local governments, to prevent them from cutting investment spending at precisely the wrong moment. And remember, as you do this, that all this spending does double duty: It serves the future, but it also helps the present, by providing jobs and income to offset the slump.”

Digital Recovery



- **Roads were important.** But without cars, insurance, traffic signals, driving schools, civil engineering

	Investment	Total Jobs	Jobs in Small Businesses
Broadband	\$10 billion	498,000	262,050
Health IT	\$10 billion	212,000	121,675
Smart Grid	\$10 billion	239,000	140,500
Total	\$30 billion	949,000	524,225

fuel benefits

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ortant.

But without widespread digital take-up and literacy; standards, shared practices and systems (e.g., security, identity resources, etc.); tools (computers, sensors, software) and applications (e.g., e-health, telematics, e-gov, etc.) the benefits will be limited.

Shovel Ready, Funding Worthy?



779 cities generated a list of **18,750** local infrastructure projects are "ready to go, worth **\$149,758,339,126**.

Area	Request
Public Safety	\$5.7 B
Energy and Green Jobs	\$30.5 B
Transportation	\$53.9 B
Community Development	\$26.5 B
Water and Sewer	\$23.5 B
Schools	\$7 B
Public Safety	\$5.7 B
Public Housing	\$2.4 B

Technology	Projects	Request
Community Wide Broadband	9	\$106 M
Information Technology	98	\$181 M

Shovel Ready, Funding Worthy?


"They're talking about a government that's still a trillion, 500 billion dollars. We ought to then have a smart, trillion, 500 billion dollar government, not a dumb one.

"Lincoln built the trans-continental railroads, one of the key factors in the rising Republican majority of his generation. Theodore Roosevelt built the Panama Canal. Eisenhower proposed the interstate highway system as a national defense act.... There are smart things government should do....

"There's a huge jump from the transcontinental railroad president to a pothole presidency. What I've seen so far is a tendency to have relatively tiny projects that have no strategic impact on the country's long-term future."



Be Somebody's Ty Pennington



Video: ABC/ Disney

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The State CIO POV

NASCIO Billboard Government Pop Charts

2009	2008	2007	NASCIO Priorities
1	1	2	Consolidation
2	6	3	Shared Services
3	--	--	Budget and Cost Control
4	2	1	Information Security
6	--	--	ERP Strategy
7	--	--	Green IT
8	--	--	Transparency

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Extreme Stimulus

A makeover effort of this magnitude is characterized by:

- ✓ **Stimulus-Sized in Scope:** It is a massive undertaking, measured in dollars (825 billion to 1 trillion) or projects (Thousands of “shovel ready” and pork free projects);
- ✓ **Too important not to do:** It represents what Atkinson calls “digital progress,” that is, an investment in giving communities and countries a shot at a meaningful future; and,
- ✓ **Driven by need and vision:** It inspires because the solution scales to meet huge needs in a smart way.

Extreme Stimulus

Consensus view of policy makers or state executives and state CIOs in identifying those areas most likely to become a higher priority in the coming biennium:

- ✓ **Public Safety, Emergency Management, Corrections and Courts**
- ✓ **Finance and Administration**
- ✓ **Enterprise IT Infrastructure and Applications**
- ✓ **Health, Human Services and Employment**
- ✓ **Economic, Business, Community and Workforce Development**

Extreme Stimulus

Like this section's *Extreme Makeover* namesake show, our charge is to build a preferred future by focusing on the phrase, "Life after...."

- ✓ Life after legacy eligibility systems and the rise of integrated social enterprise management (doing for social service delivery what ERP did for the back office);
- ✓ Life after budget crisis (new baselines and new approaches for provisioning against the pent up demand that came after the cuts); and,
- ✓ Life after physical centers of production (where economic development is the result of a smart and sustainable grid and network infrastructure and not geographic proximity).

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TOH: System by System

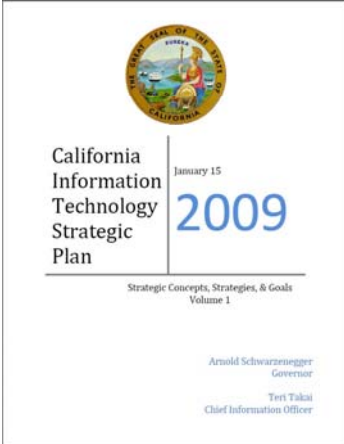


Video: This Old House Productions

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California Dreaming (Redux)




California Information Technology Strategic Plan
January 15
2009
Strategic Concepts, Strategies, & Goals
Volume 1
Arnold Schwarzenegger
Governor
Teri Takai
Chief Information Officer

1. IT as reliable as electricity – *so pervasive you take it for granted*;
2. Fulfilling Technology’s potential to transform lives – *delivering better services while meeting growing expectations*;
3. Self-service in the digital age – *technology that makes government transparent, available, and intuitive*;
4. Information as a tool – *digital, spatial, searchable, sharable, useful*;
5. Economic and Sustainable – *lowering costs, saving the planet*; and
6. Facilitating collaboration that breeds better solutions – *working together, teaming up*.

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Modernization Investments

	Public Safety	Health and Human Services	Licensing and Permitting	Transportation and	Public Works	Finance and Administration	Environment & Natural	Parks and Recreation	Economic Development	Enterprise IT
Enterprise Resource Planning (ERP)	15%	22%	20%	47%	20%	67%	6%	10%	19%	50%
Enterprise Content Management (ECM), Document Management, Workflow	45%	65%	45%	32%	40%	48%	56%	30%	50%	64%
Customer Relationship Management (CRM)	15%	41%	65%	26%	20%	30%	25%	40%	35%	46%
Case Management and Eligibility Determination	45%	81%	25%	5%	0%	18%	13%	20%	42%	29%
Business Intelligence	55%	57%	40%	53%	40%	61%	31%	40%	62%	46%
Database / Data Warehouse	79%	76%	65%	53%	60%	82%	81%	70%	81%	86%
Geospatial/ Mapping (GIS)	42%	27%	20%	58%	60%	15%	63%	60%	38%	36%
Transaction Processing	55%	62%	80%	42%	20%	67%	38%	30%	62%	39%


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Planning and Policy

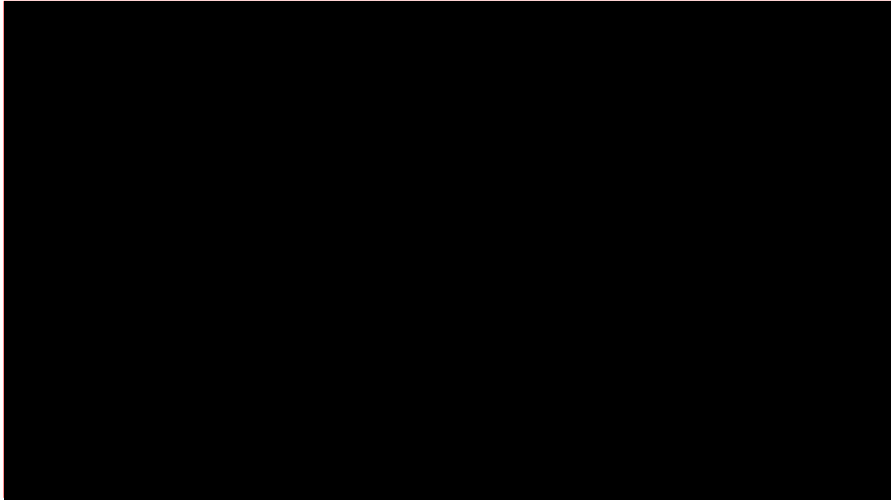
States with ...	Percentage
A Strategic IT Plan that has been updated in the last two years	83%
Considering review or reform of their IT-related procurement policies in the next 12 months	73%
Both a project review/ oversight mechanism and project management process	78%
A Shared Services strategy	82%
Shared Services proven through successful pilot or in production	46%
Software as a Service (SaaS) proof of concept	39%
Production level use of Software as a Service (SaaS)	22%

Source: Center for Digital Government, Digital States Survey Results, 2008.



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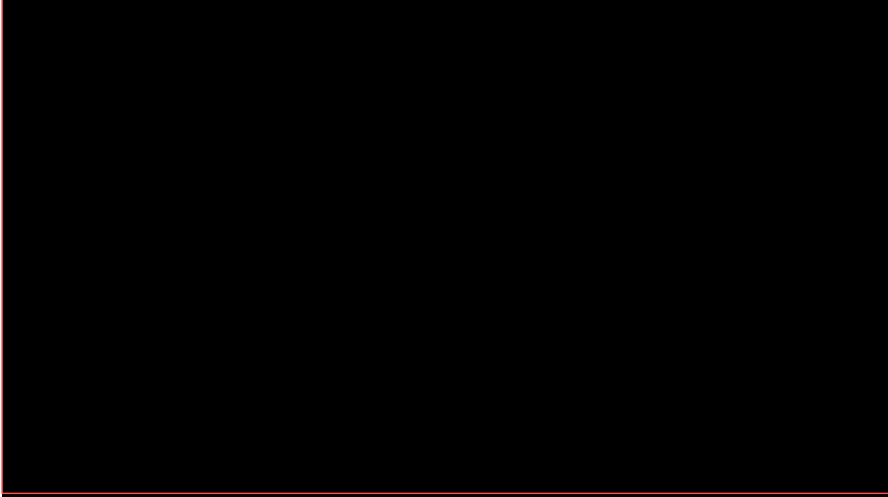
Wither the Data Center



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Computational Overload



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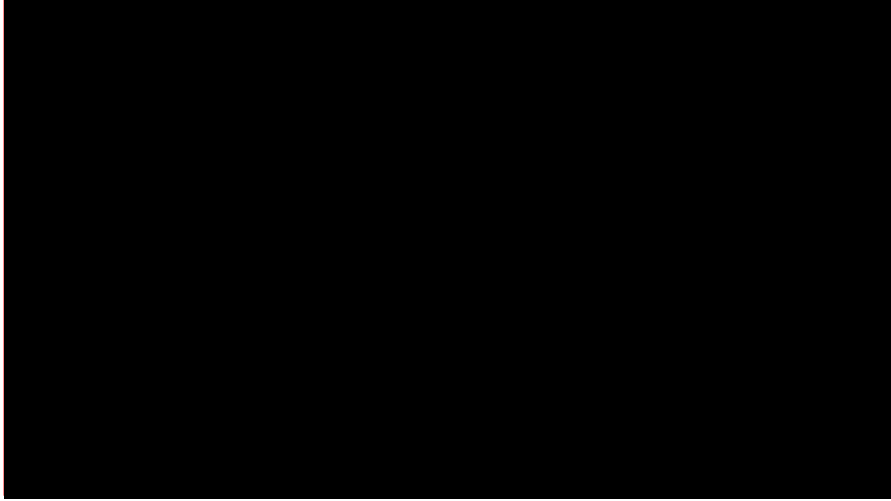
Partly Cloudy Patriot





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CA's Internal Cloud




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Function, Function, Function

- ✓ In Arizona, a centrally managed SaaS utility makes it possible for agencies to 'XML enable' their legacy applications, extending the business logic of aging production systems and reconcile data with the State's core financial system without need of 'screen scraping' technologies.
- ✓ The Texas Department of Information Resources is using a SaaS platform for contract management and improving customer relationships.
- ✓ Public agencies in Utah are engaged in widespread experimentation with, and limited production level use of, SaaS provided search, surveys, constituent contact tracking, contract management, multi agency collaboration and data sharing, mapping, video streaming, training, and web analytics.
- ✓ Virginia pioneered SaaS-based enterprise procurement (eVA) in 2001 and has used the model for multi agency human resource management, collaboration and search. The commonwealth is also relying on the cloud for providing services for returning soldiers (TurboVet), people with disabilities and workers in transition.

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Function, Function, Function

- ✓ Mirroring the functionality of CareerBuilder.com or Monster.com, Kentucky's first large-scale production-level use of SaaS is a new online employment system that allows job seekers to search, apply and track job opportunities in public service.
- ✓ Neither North Carolina nor North Dakota consume cloud computing but both are SaaS providers to other public entities. North Carolina offers eight different multi-tenancy SaaS offerings, including email and calendar services, electronic document management, collaboration, data warehousing and common payment services. The state of North Dakota offers SaaS-style IT services to both the K-12 educational and law enforcement communities.
- ✓ California has embraced the SaaS model for claim processing in the state's Medi-Cal program because it was less expensive to have a third party design, implement, and maintain the claims processing software.

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Function, Function, Function


- ✓ Michigan has made SaaS costing alternatives a standard component in every major RFP, resulting in a portfolio of cloud services that support Medicaid eligibility system, food inspections and court modernizations.
- ✓ Louisiana turned to SaaS to help administer Medicaid, electronic benefits transfers, government job search and placement, online park site reservations and emergency response alerting.
- ✓ The state of Vermont turned to a SaaS solution for enterprise-scale grants management after earlier successes with the model for its portal and economic development tracking.
- ✓ Indiana uses multiple SaaS platforms to support statewide incident reporting, newsletter subscription, delivery and tracking, frequently asked questions, and a live chat help feature.
- ✓ New Jersey adopted a SaaS solution for customer relationship management in support of business formation, GIS-based business location assessments, and 22 separate tax payment, fee payment, and reporting processes.

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Curb Appeal: Extending Value






Video: HGTV

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Web 2.0 Adoption

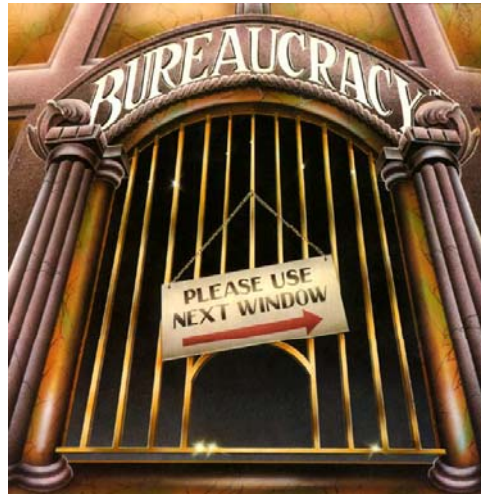


	Cities	Counties	States
All Hazard Alerts	54%	53%	83%
RSS Feeds	53%	47%	88%
Listservs & their archives	37%	19%	70%
Webcasts	82%	59%	90%
Podcasts	31%	19%	73%
Blogs	30%	16%	45%
Wikis	16%	9%	28%
Mashups	48%	37%	45%
Text Messaging/SMS		45%	50%

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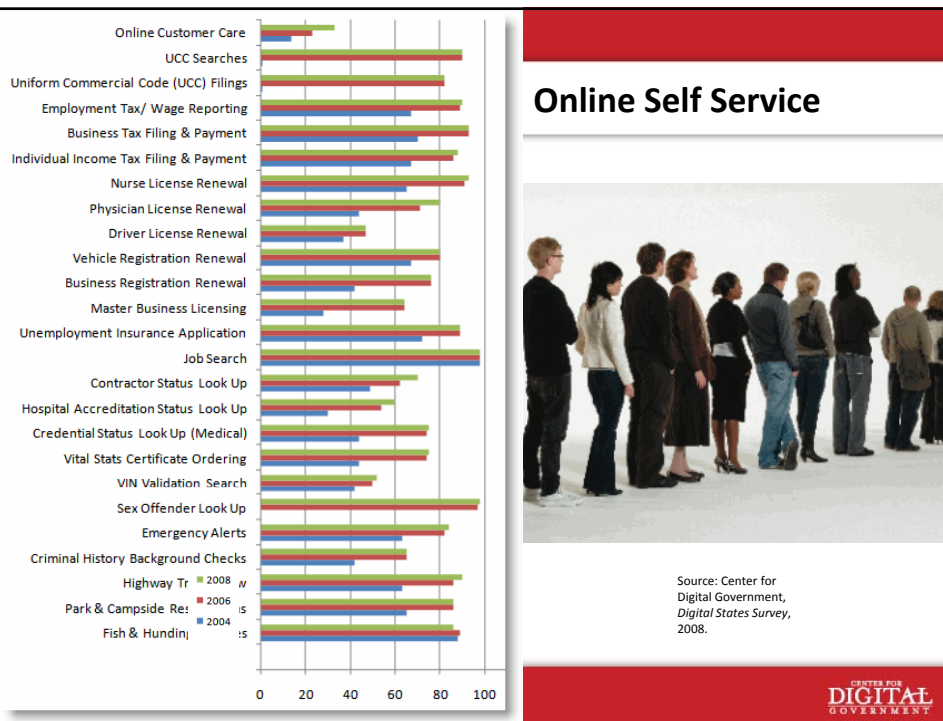


Old School, Bad Rap



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Top 10 Digital States

2008	2006	2004	State
1	4	8	Utah
2	1	1	Michigan
3	2	3	Virginia
4	5	5	Arizona
5	16	26+	California
6	16	2	Washington
7	8	12	Kentucky
8	7	6	South Dakota
9	12	15	Maryland
10	10	7	Tennessee
10	20	24	Pennsylvania

Source: Center for Digital Government, Digital States Survey Results, 2008.

Top 10 Out Performs the Pack

Issue or Item	All	Top 10
Use of Text Messaging/ SMS	49%	64%
Convergence partially adopted and evaluating unified communications	48%	55%
Convergence fully adopted and evaluating unified communications	10%	18%

Source: Center for Digital Government, Digital States Survey Results, 2008.

Around the Next Corner

- **Tearing Down the Walls Around Gated Social Communities:** As the Internet returns to its social roots, social networks are under growing pressure to confront their own silos. Within the next year or two, expect fairly complete interoperability and visibility across social networks.”
- **The Tiering of Twitter:** No one would have believed that streams of Tweets, those 140 character messages at the heart of micro blogging, would have grown into a rapid, messy river.
- **A Post PC Future:** Our users are moving on, preferring hand held devices as their first choice for communication, commerce and community. “I think we are definitely reaching the end of the personal-computer era,” says Tim O’Reilly, “But there’s no question in my mind that the phone is the dominant platform for the [future] - and not just the phone even, but really other ubiquitous [handheld] devices...”

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Habitat: Sweat Equity



Video: WXII 12 Television

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Platform, Platform, 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




Shared and Social Platforms



- ✓ Cities of King County WA eCityGov.net
- ✓ North Central Texas Council of Governments iCommunities
- ✓ New York Digital Towpath
- ✓ Newport News, VA (Open eGov)
- ✓ Service New Brunswick
- ✓ Force.com G2G App Exchange

- ✓ YouTube
- ✓ Google Maps
- ✓ Flickr
- ✓ twitter
- ✓ Social Networking (Facebook, myspace, Ning, Nexo, Twango)
- ✓ Social Platforms (KickApps, Open Social, Socialcast)

Co-Creating the Future



Apps for Democracy
An Innovation Contest

/Live.at where the world revolves around you

We the People Wiki

- ✓ 260 data feeds in DC library
- ✓ 30 percent reduction in FOIA requests
- ✓ 47 apps in 30 days
- ✓ \$20,000 in prize money

[/Live.at](#) - Doing errands in DC will never be the same.

[DC Historic Tours](#) -- A walking tour planner, powered by a Google Maps-Flickr-Wikipedia mashup, minimizes steps and maximizes experience

[Park It DC](#) -- fighting the constant circling, the unnecessary meter plugging and even expensive tickets that come with finding a parking spot

[Where's My Money? DC](#) -- The buck stops at the end of the line. This app tracks expenditures, procurement and asset management

[DC Crime Finder](#) -- Provides a customizable map of crime data

People's Choice
The District's new [Car Pool Mashup](#) attracted 22 percent of the 3,320 votes and [DC Bikes](#) took another 13 percent.

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Getting Gov's Green On

Alignment between IT strategies and larger sustainability program	Cities	Counties	States
Not at all aligned	3%	9%	5%
Not aligned	9%	7%	5%
Somewhat aligned	31%	34%	39%
Mostly aligned	30%	29%	37%
Fully aligned	28%	21%	15%

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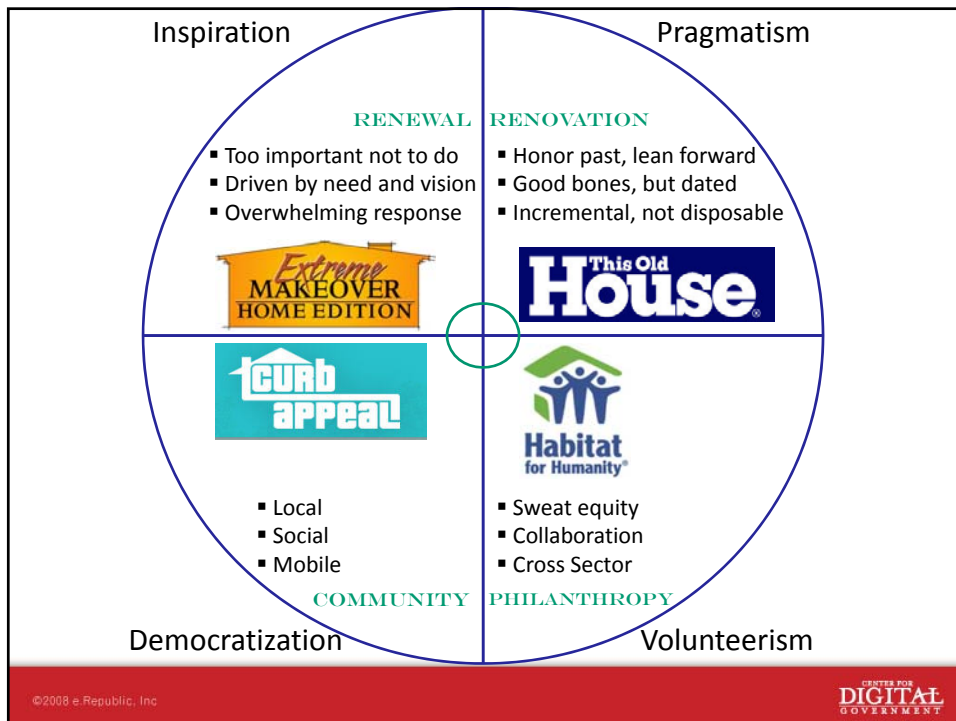
Modernization and Money

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

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

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Contact/ Credits



**RENOVATION
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