

# **A LOOK AROUND THE CORNER**

**CATHILEA ROBINETT, EVP  
e.REPUBLIC**



# The Long Hard **Climb**



**\$200B**

**taken out of SLG**

---

**5 Years**

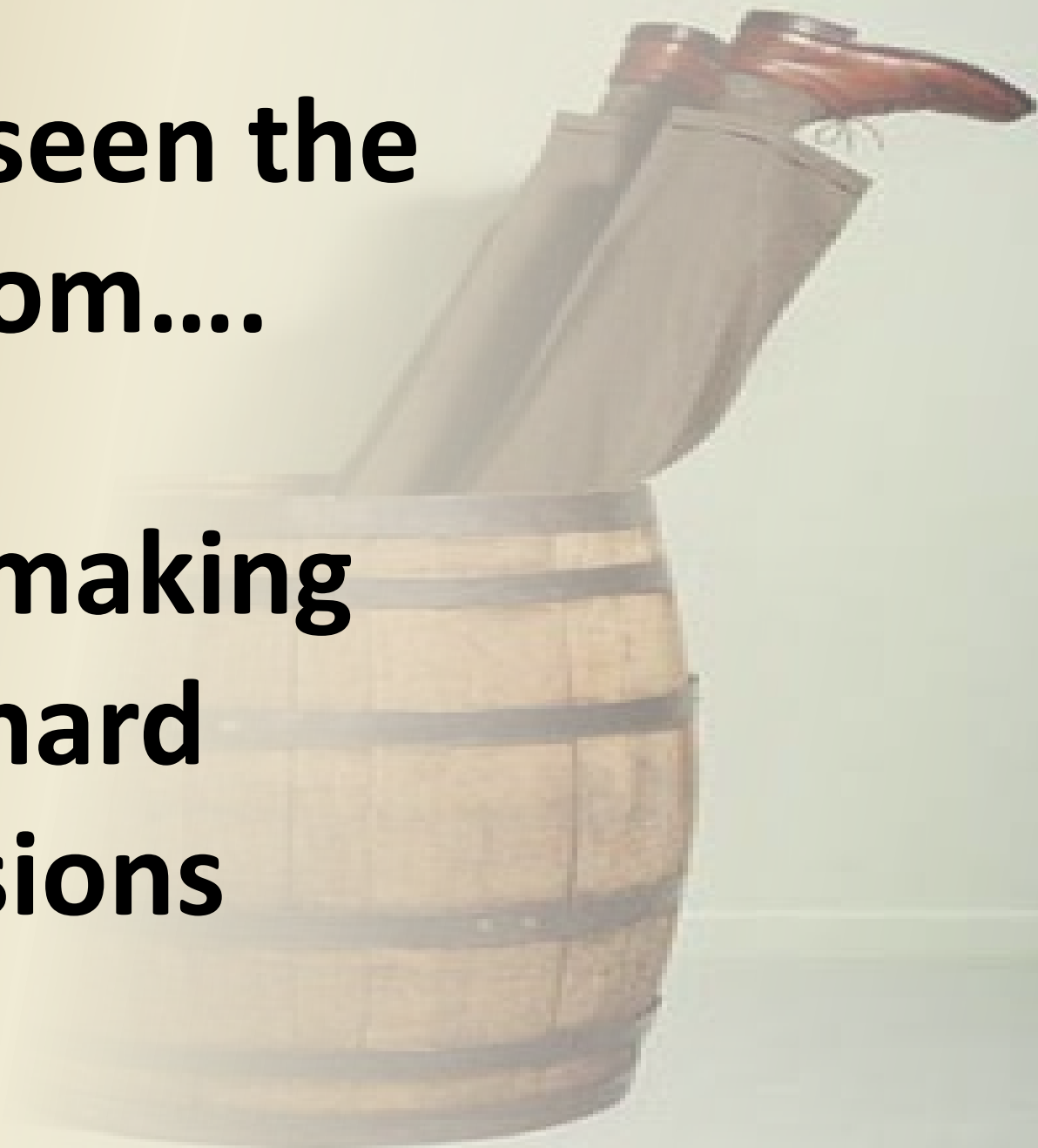
**of pent up demand**





**You've seen the  
bottom....**

**You're making  
the hard  
decisions**



Chicago Tribune

# CHICAGOLAND

Facts, 360 B.C.-A.D. 2012

In memoriam: After years of health problems, Facts has finally died.

If you can't or won't agree on facts, you don't have to be obligated to do what would naturally follow.

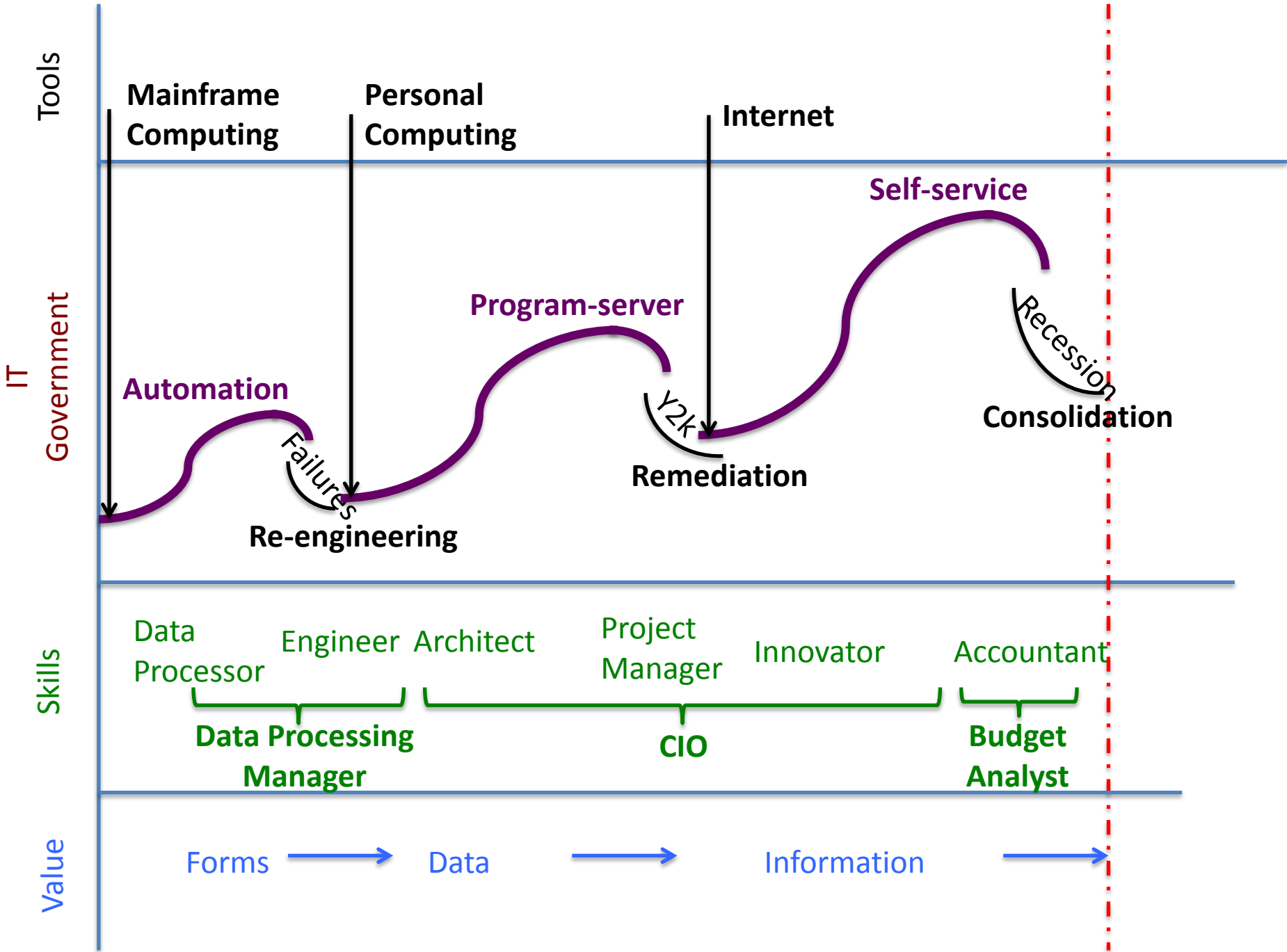


**Kitzhaber: Three-Time Governor Turning Oregon's Tide**  
John Kitzhaber once called Oregon "ungovernable." Now, he's forging bipartisan alliances that are making it one of the best-governed states in the nation.



# Necessity





Tools

Mainframe Computing

Personal Computing

Internet

IT  
Government

Automation

Failures

Re-engineering

Program-server

Y2K

Remediation

Self-service

Recession

Consolidation

Skills

Data Processor

Engineer Architect

Project Manager

Innovator

Accountant

Data Processing Manager

CIO

Budget Analyst

Value

Forms

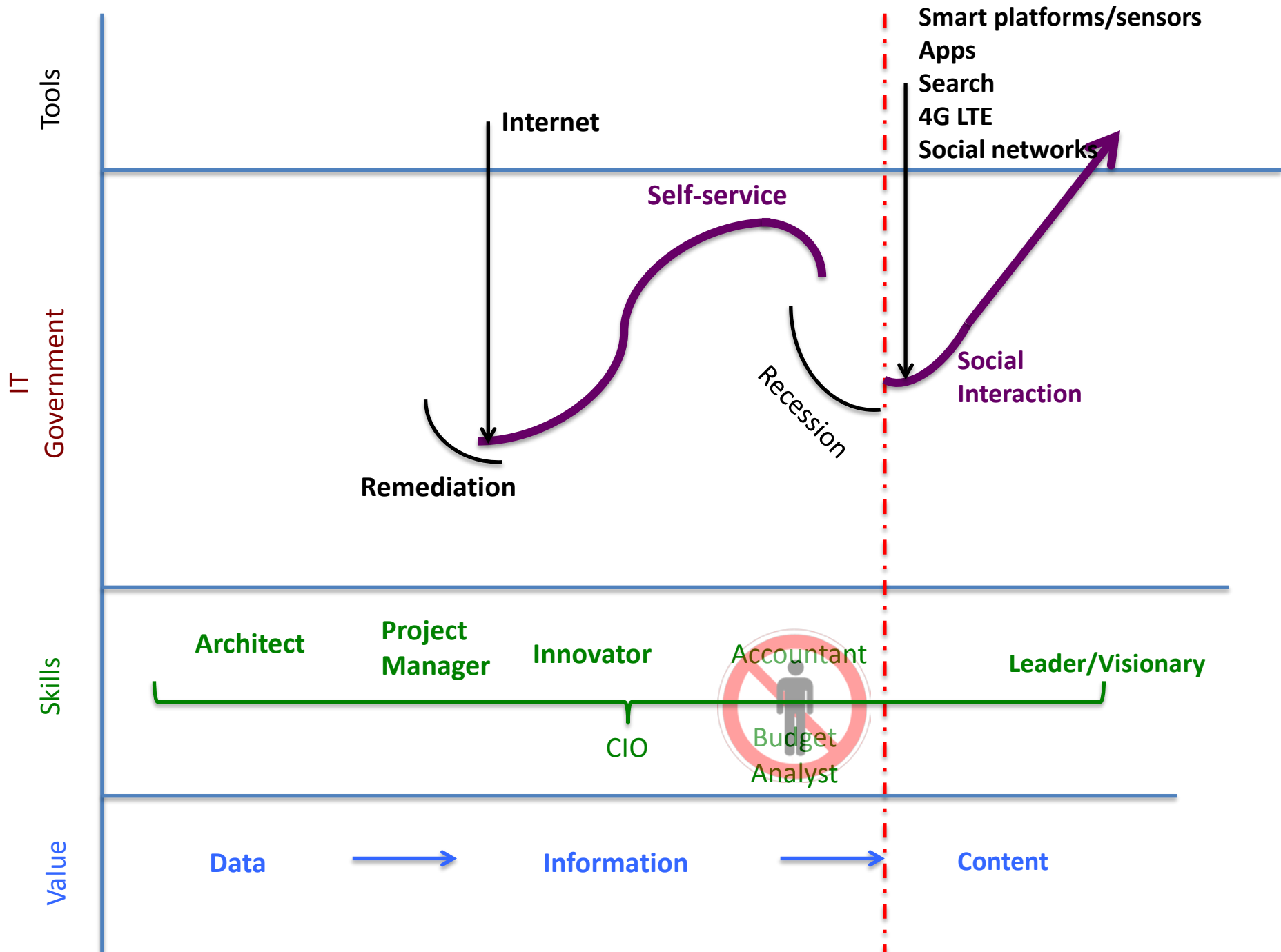


Data



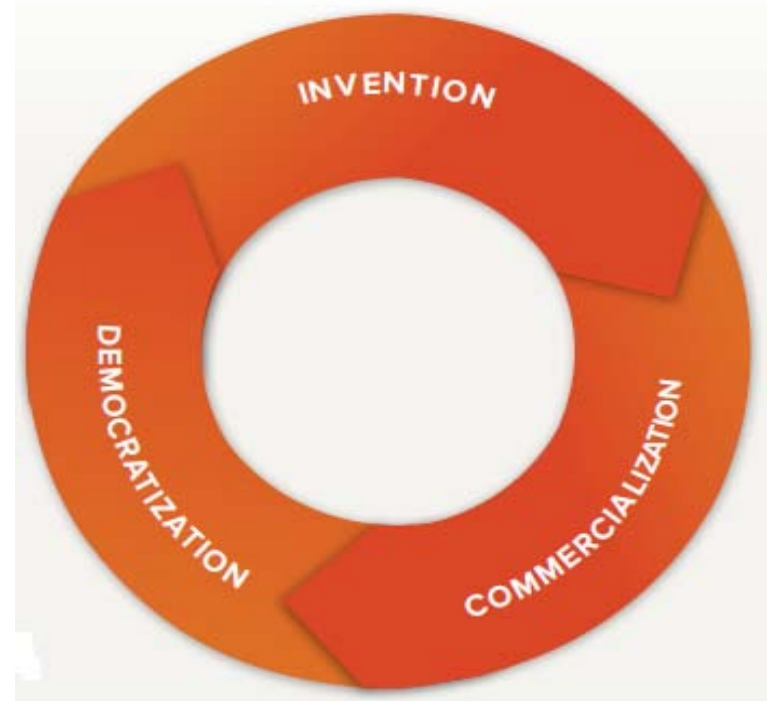
Information





# The Innovation Lifecycle

- **Invention**  
**(Curiosity)**
- **Commercialization**  
**(Opportunity)**
- **Democratization**  
**(Passion)**





I have no special talent.  
I am only **passionately curious.**

-Albert Einstein





**OPPORTUNITY  
AHEAD**

# Next Wave of Government Technology

Here's the thing about waves....

You either **ride them** or they  
**wash over you!**

A person is surfing inside the barrel of a large wave. The surfer is positioned in the center of the wave's tunnel, riding the wave face. The water is turbulent and white with foam, creating a dramatic and powerful scene. The background is a bright, overcast sky, which makes the dark water of the wave stand out.

# Riding the **Wave** or Wiping Out

**71%** of state CIOs feel their influence is increasing

At the same time, a growing number of states are moving the position of CIO **out of the cabinet** and placing it under the supervision of **budget or procurement** director.

- ✓ California
- ✓ Washington
- ✓ Arizona

**Squishy Titles**  
*Measured by Results*

CIO – Chief Information Officer  
CIO – Chief Innovation Officer  
Social and New Media Directors



# The **Essential** CIO

- ✓ Move past consolidation
- ✓ Shifts focus from retrenchment to possibility
- ✓ Looks to the future
- ✓ Exploits new technologies and evangelizes the better use of the entire IT ecosystem
- ✓ Puts the premium on leadership and innovation
- ✓ Engages the private sector in a new way
- ✓ Lead into the next wave of social interaction and the **renovation of government into a social enterprise**

# eGov is Bigger than Ever

**Arkansas.gov**  
Official Website of the State of Arkansas

Agencies • Online Services • State Directory



Translate ▾

Welcome | Government | Online Services | Business | Education | Employment | Residents | Tourism |

Search Services, Agencies and People



- Agencies
- Online Services
- Business Services
- Citizen Services
- Alerts
- 211/311/511
- eNewsroom
- Help Center

eGov Widget  
Immate Banking  
Background Check

Roosevelt Lake Spillway - Petit Jean State Park < >

#### Business Center



- Taxes
- Guides
- Licensing

#### Citizen Resources



- Relocation
- Taxes
- Education

#### Government Services



- Most Popular
- Time Savers
- eDemocracy

#### Focus on Arkansas



- Jobs
- Education
- Energy

#### Stay Connected



- Mobile
- Newsroom
- Social



# Is Social Media useful for workforce productivity?

**57%**

**Of your state and local government peers say**

**YES**



# Government as a **Social Enterprise**

*Building it at the Edges*

## Indicators of another **Wave**



Social Media is useful for workforce productivity?

**57%**



Facebook allowed in workplace

**42%**



LinkedIn allowed in workplace

**58%**



YouTube allowed in workplace

**45%**



Plan to deploy citizen facing app in the next 12 months

**39%**



Tablets will become primary computing devices in state and local government

**30%**



BYOD Policy in place

**44%**



# Who's Doing Social?

The image shows a Facebook page for Seattle.Gov. The page header features a cityscape background and the Seattle.Gov logo. A navigation bar includes a search box and a 'Submit New Idea' button. Below this, there are sections for 'Browse Recent Ideas' with filters for 'Recent (44)', 'Popular (44)', 'In Review (0)', 'In Progress (0)', and 'Complete (0)'. A category list includes 'All Ideas', 'Build Our New Innovation Digital Economy', 'I.T. Policies', and 'I.T. Shared Services / Solutions'. A featured idea is titled 'A system of Uniform domain names for NYS entities' with 0 votes and a 'Follow' button.

Government Organization  
Seattle.gov, the City of Seattle

About - Suggest an edit

Tell us  
Help you  
you visit

Seat  
Yeste

Tune in to the Seattle Chan  
More: <http://www.seattlech>

 **NJSP - State Police**  
@NJSP [Follow](#)

NJSP OEM advises Nor'easter to impact NJ tomorrow. Specific effects will depend on the track of the storm. [nixle.us/7YD9M](http://nixle.us/7YD9M)

5:48 PM - 21 Apr 12 via Official Nixle - Embed this Tweet

[Reply](#) [Retweet](#) [Favorite](#)

Office of the Governor of Iowa

# TERRY BRANSTAD

Search the Governor's Website:

Search

HOME ABOUT THE GOVERNOR GOALS NEWSROOM SCHEDULE CONSTITUENT SERVICES MEDIA CONTACT



## GOALS

200,000+  
NEW JOBS

1.5%/REDUCTION

## GOVERNOR'S FEED

- 1 May 4, 2012 6:45 pm – Gov. Branstad attends Main Street Iowa Awards ceremony
- 1 May 4, 2012 2:00 pm – Gov. Branstad attends Soil and Water Conservation Week's Urban Conservation Showcase

## FOLLOW UPDATES:

### The Governor

- Facebook
- Flickr
- Twitter
- YouTube

### The Lt. Governor

- Facebook
- Flickr
- Twitter
- Website

# San Francisco 311



SF311  
@SF311

Follow

@DPClean This was reported to USPS.com on 5/26/10 with the same corner address. SR # 662907. See <http://twitpic.com/1r96xs> ^KT



SF311  
@SF311

Follow

@mrokhalif Please provide with us with the location to this garbage [yfrog.com/nw72vgij](http://yfrog.com/nw72vgij) ^mm



CENTER FOR  
**DIGITAL**  
GOVERNMENT



## State Legislative Leaders Foundation

*Preparing the leaders of today for the challenges of tomorrow*

[Home](#) [About SLLF](#) [Educational Programs](#) [National Conference](#) [SpeakersTLA/SLL Europe](#) [Publications & Resources](#) [State & Legislator Links](#) [Legislative News](#)

### SEARCH

News & Upcoming Events

**Board of Directors**

Advisory Council

SLLF Staff

Contact Us

### Board of Directors

The SLLF is governed by a board of up to 45 House Speakers, Senate Presidents, Majority Leaders, Minority Leaders, and Pro Tempores. Directors are elected to three year terms and are eligible for reelection. Legislative leaders may be nominated for membership on the board by a current director or on the recommendation of the President.

The Board meets regularly to review all ongoing SLLF programs and policies, approve the annual operating budget, oversee all fiscal audits, and discuss future SLLF initiatives.

### BOARD OF DIRECTORS 2010

#### CHAIR

[Hon. Lois M. DeBerry](#)

House Speaker Pro Tempore, Tennessee

#### VICE CHAIR

[Hon. Bob Stenehjem](#)

Senate Majority Leader, North Dakota

#### Directors

[Hon. B. Patrick Bauer](#)

Speaker of the House, Indiana

[Hon. Brian C. Bosma](#)

House Minority Leader, Indiana

[Hon. Sharon Weston Broome](#)

Senate President Pro Tempore, Louisiana

[Hon. Michael E. Busch](#)

Speaker of the House, Maryland

[Hon. Glenn Coffee](#)

Senate President Pro Tempore, Oklahoma

[Hon. Martin M. Looney](#)

Senate Majority Leader, Connecticut

[Hon. Ray Merrick](#)

House Majority Leader, Kansas

[Hon. Thomas V. Mike Miller, Jr.](#)

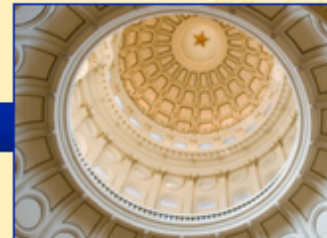
President of the Senate, Maryland

[Hon. Elizabeth H. Mitchell](#)

President of the Senate, Maine

[Hon. Terie Norelli](#)

Speaker of the House, New Hampshire



### Calendar

August 18 - 22

[Transatlantic Leadership Forum](#)  
Dublin, Ireland

Sept. 30 - Oct. 3, 2010

[SLLF Leadership Summit](#)  
[Democracy 2.0:](#)  
[Connecting with the 21st](#)  
[Century American](#)

University of Massachusetts  
Boston, Massachusetts

December 3 - 5, 2010

SLLF Board Meeting /  
Leadership Forum  
(SLLF Directors and Advisory  
Council members)  
Las Vegas, Nevada

January 13 - 16, 2011

New Speakers Orientation

March 31 - April 3, 2011

SLLF Issues Summit  
UNC Chapel Hill, North Carolina


June 23 - 26, 2011


SLLF Leadership Summit  
Notre Dame University  
South Bend, Indiana

# Your Website... Made Instantly Transparent

A project of **Sunlight Foundation** (Who is the Sunlight Foundation?) [Join Our Mailing List](#)

Run Poligraft from any web page with this bookmarklet

Drag to your bookmarks toolbar 



Share these Results <http://poligraft.com/AsNe>

## Board of Directors - State Legislative Leaders Foundation

Original Source: [www.sllf.org](http://www.sllf.org)

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House Minority Leader, Indiana

Hon. **Sharon Weston Broome**  
Senate President Pro Tempore, Louisiana

Hon. **Michael E. Busch**

## The Report

### Points of Influence

Graphs for politicians represent campaign contributions while graphs for organizations represent aggregate campaign contributions made.

#### **BOSMA, BRIAN C**



**Top Contributing Industries**  
Misc. Business, Finance/Insurance/Real Estate, Health

[Learn More >](#)

#### **Elizabeth H Mitchell (D)**



**Top Contributing Industries**  
Finance/Insurance/Real Estate, Lawyers/Lobbyists, Misc. Business

[Learn More >](#)

#### **FITZGERALD, JEFF**



**Top Contributing Industries**  
Finance/Insurance/Real Estate,

**CONTRIBUTIONS, 1993 - 2008** \$2,049,801 RECEIVED

**IN STATE VS. OUT OF STATE**  
in dollars

In-state	84%
Out-of-state	16%

**TOP INDUSTRIES**  
*opensecrets.org and followthemoney.org classify contribution data into 13 broad sectors.*

Unknown	\$142,655
Misc. Business	\$49,635
Finance/Insurance/Real Estate	\$236,555
Health	\$212,365
Lawyers and Lobbyists	\$153,409
Construction	\$130,005
Energy/Natural Resources	\$126,825
Transportation	\$119,825
Communications/Electronics	\$96,750
Ideology/Single Issue	\$34,220

**INDIVIDUALS VS. PACS**  
in dollars

PACs	72%
Individuals	28%
Unknown	0%

**TOP CONTRIBUTORS** Employees PAC  
*includes contributions from an organization's employees, their family members, and its political action committee.*

Christel Dehaan Trust	\$142,500
Whitco Industries	\$70,000
Indiana Hospital Association	\$35,500
Build Indiana Council	\$31,500
Insurance Institute Of Indiana	\$29,400
Indiana Motor Truck Association	\$27,500
Zirk Transportation Co	\$27,500
Indiana Statewide Association	\$25,375
Indiana State Medical Association	\$25,500
Baker & Daniels	\$24,500

For more information on contributions: [FollowTheMoney.org](http://FollowTheMoney.org) [TransparencyData.com](http://TransparencyData.com)

Launched  
August 2010

# Social Media Challenges

Managing Content

Value? Culture

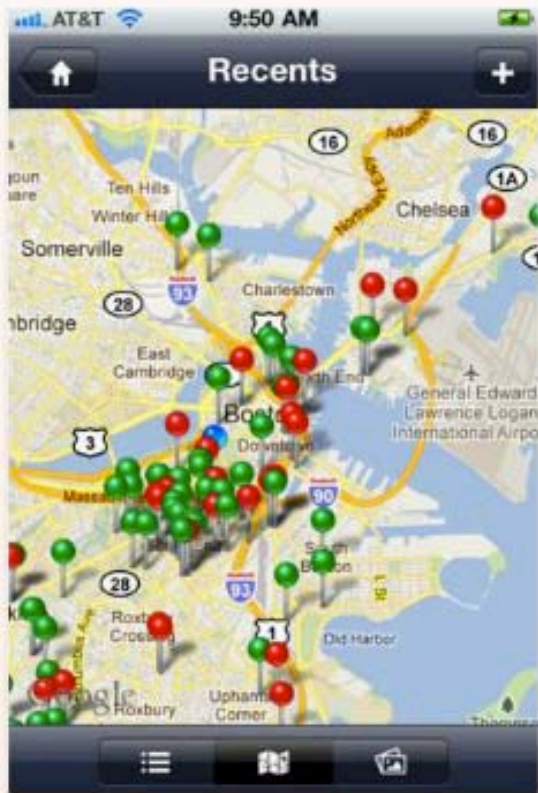
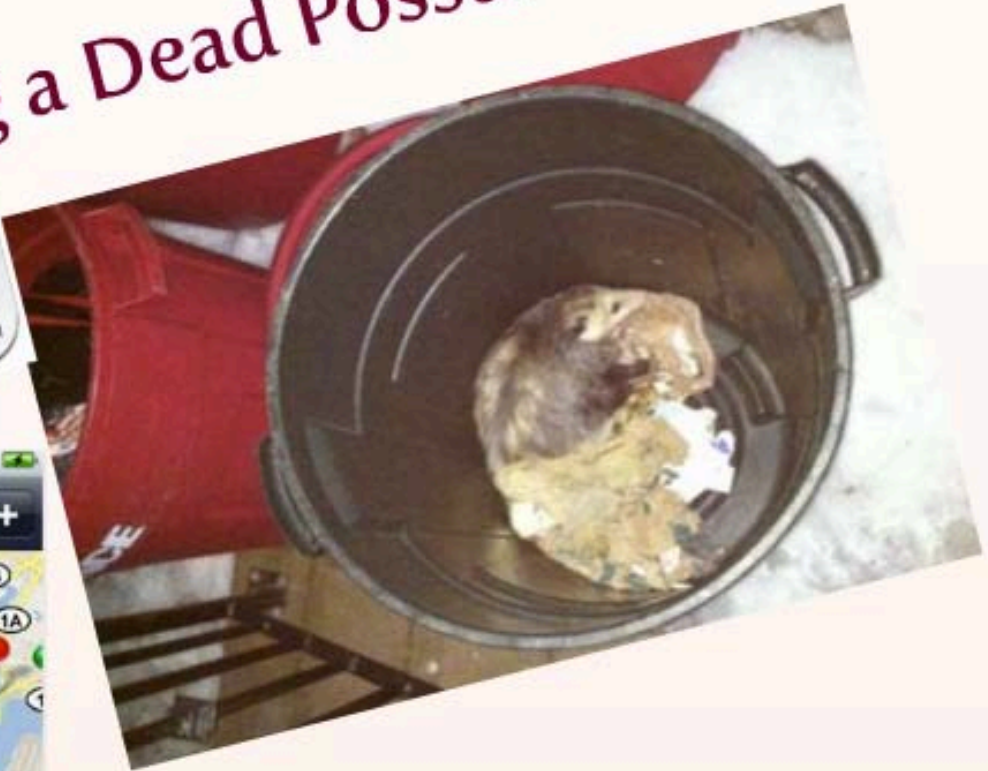
Meaningful metrics

Policies

Service Delivery



# Creating a Dead Possum Society





February 15, 2011

"Possum in my trash can. Can't tell if it's dead.  
Barrel in back of 168th west 9th.  
How do I get this removed?"



"When people solve problems themselves and for each other, it makes the city a less faceless town by encouraging people to think that the city doesn't have to solve every problem."

Good night, sweet possum"

# Mobility

Will your agency's spending on smartphones and tablets (devices and voice and data plans) increase or decrease in 2012?

Strong Increase



Moderate Increase



Stay the Same



Moderate Decrease



Strong Decrease



Not Sure



**30%**

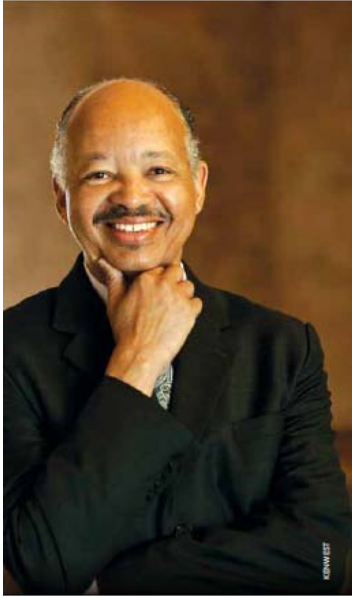
of state and local  
IT officials think  
that **tablets** will  
eventually be the  
**primary**  
**computing device**  
in state and local  
government

# Social and Mobile

**39%**

are planning on  
deploying a new  
mobile application for  
citizens within 12  
months.





“Users would login 5 to 6 times a day, going through our authentication and security. Each login would take six or seven minutes, total **30-45 minutes per day**, per user of **lost productivity.**”

-Harold Tuck ,CIO, San Diego County

## SAN DIEGO COUNTY SAVES BIG WITH MOBILE VPN

### By the Numbers

- **31 PERCENT** increase in productivity = 2,500 more inspections each year
- Travel time to work district reduced **100 PERCENT** = \$90,000 saved annually
- **14 PERCENT** savings in miles driven = 3,400 reduction in miles per vehicle, per month

\*RESULTS BASED ON PILOT INVOLVING 30 INSPECTORS



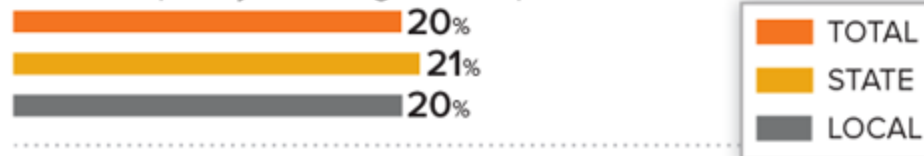
# Bring Your Own

Does your department/agency have a policy that allows employees to bring and use their own devices (BYOD) for work purposes?

A BYOD policy is in place



A BYOD policy is being developed



No BYOD policy



Not sure



**44%**

have a **BYOD**  
policy



# Secure Mobility in Virginia

“Whether a state-owned or personal smartphone, we wanted a **secure, containerized, encrypted, password-protected** footprint on the devices.”

Araon Mathes, Deputy Secretary of Technology, Virginia



# Algorithms and **Big Data**

Too much data - not enough intelligence

*Mining data for solutions*



Can data make you smarter?

- ✓ Enterprise Content Management
- ✓ Business Intelligence
- ✓ Predictive Analytics

# Answers in the Data



I am...

- Checking public transit arrival times
- Looking up restaurant inspection results
- Submitting a 311 request



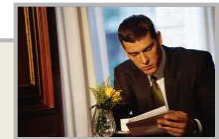
I am able to ...

- Question performance
- Find best practices
- Tie funding to outcomes
- No longer rely on my "gut"



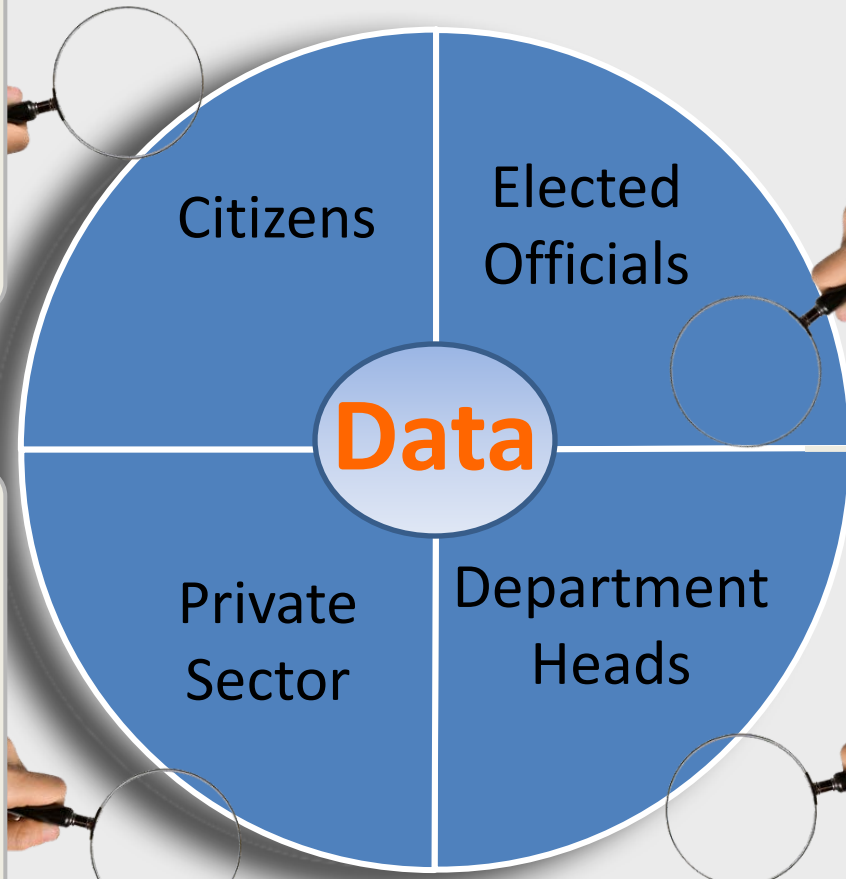
I am able to ...

- See which departments need support
- Offer help
- Build applications with the data that government acting alone could not



I am able to...

- Analyze performance and set benchmarks
- Eliminate stovepipes
- Use dashboards and metrics
- Drive results





# IT DASHBOARD beta

[HOME](#) | [INVESTMENTS](#) | [DATA FEEDS](#) | [ANALYSIS](#) | [FAQ](#)



## Department of Energy

Major Investments: 27  
Spending on Major Investments: \$1.6 B (FY 2009)

Overall Rating

\$ [Progress Bar]

[Calendar Icon] [Progress Bar]

[Magnifying Glass Icon] [Progress Bar]

[Agency](#) [Investment Spotlight](#)

### Welcome to IT Dashboard



- [View Upcoming Features](#)
- [Learn More](#)

### Agency Updates

Monday June 29, 2009  
**Almost 400 Federal employees help test the IT Dashboard.** From June 11 through June 29, OMB hosted daily Open House sessions, with tremendous attendance from over 30 Federal agencies.

Monday, June 29, 2009  
**DOT, VA, USDA and NSF have rated 100% of their IT investments.**

Monday, June 15, 2009  
**Contracts Data Complete:** National Science Foundation has revised its contract data. Now 100% of NSF's contracts listed on the IT Dashboard match USASpending.gov.

# 131

### Investments Evaluated

by Agency CIOs

[View detailed chart by agency](#)

Note: All descriptions, dates, and costs are as reported by agencies. Major investments (Investments Evaluated) represent only a portion of the agency's entire IT portfolio reported in Exhibit 53.

# Government as a **Social Enterprise**

*Building it from the Center and the Cloud*

- ✓ **Strategy to Applying Reusable Technology (START)**
  - Prototyping multi-tenant, shared services cloud consortium in Oregon, Utah, Minnesota and Illinois
  - Expected to be a lower cost model for costly systems
- ✓ **Two-thirds (65%) of GovTech Exchange Respondents say forecast calls for clouds**
- ✓ **Three quarters (78%) anticipate a combination of the cloud and the data center working together**
- ✓ **A quarter (22%) think the cloud and the premises-based data center will square off**
- ✓ **Three quarters (76%) think the cloud data center will eventually win out**



# CDG Themes

## Mobility

- Mobile Payments
- BYOD
- Location-based services

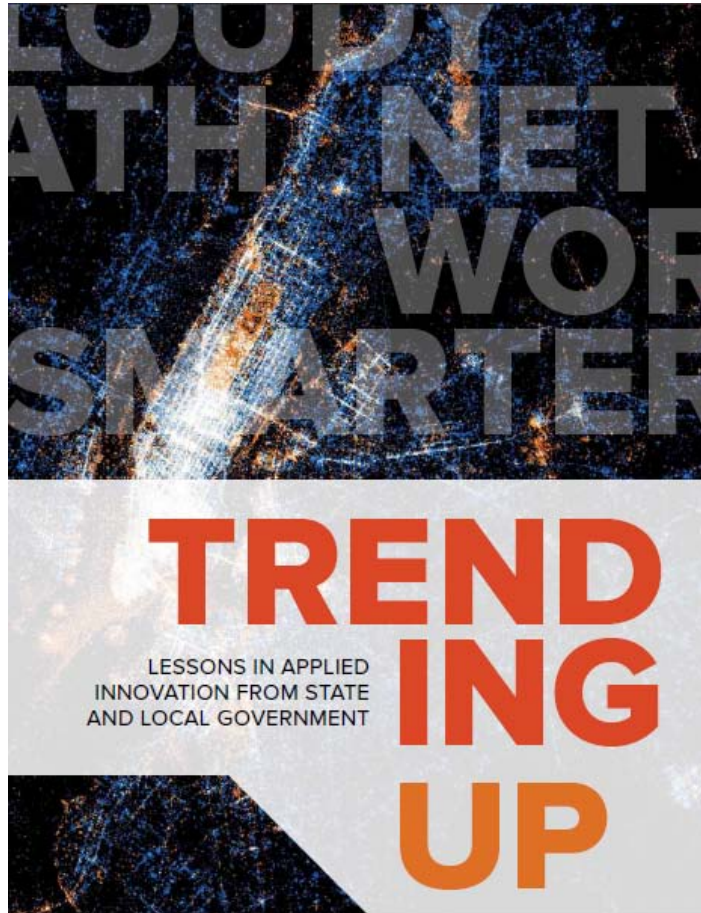
## Operational Efficiency

- Application/Infrastructure Consolidation
- Cloud Computing
- Securing Information vs. Securing Everything

## Smart(er) Government

- Big Data, Open Data and Analytics
- Social Media
- Shared Services

# #Trending Up



Lessons in applied innovation from state and local government...

[www.centerdigitalgov.com](http://www.centerdigitalgov.com)

[tsander@centerdigitalgov.com](mailto:tsander@centerdigitalgov.com)





# A LOOK AROUND THE CORNER

CATHILEA ROBINETT, EXECUTIVE VICE  
PRESIDENT, e.REPUBLIC, INC.

[crobinet@erepublic.com](mailto:crobinet@erepublic.com)

Twitter @CathileaR

