



# Leadership in Government & Technology

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“**CHANGE** is  
the price of **SURVIVAL**”

Sir Winston Churchill

# Change and Innovation



# John Manville

- Senior Vice President
- IT Infrastructure





# Yesterday

# Today



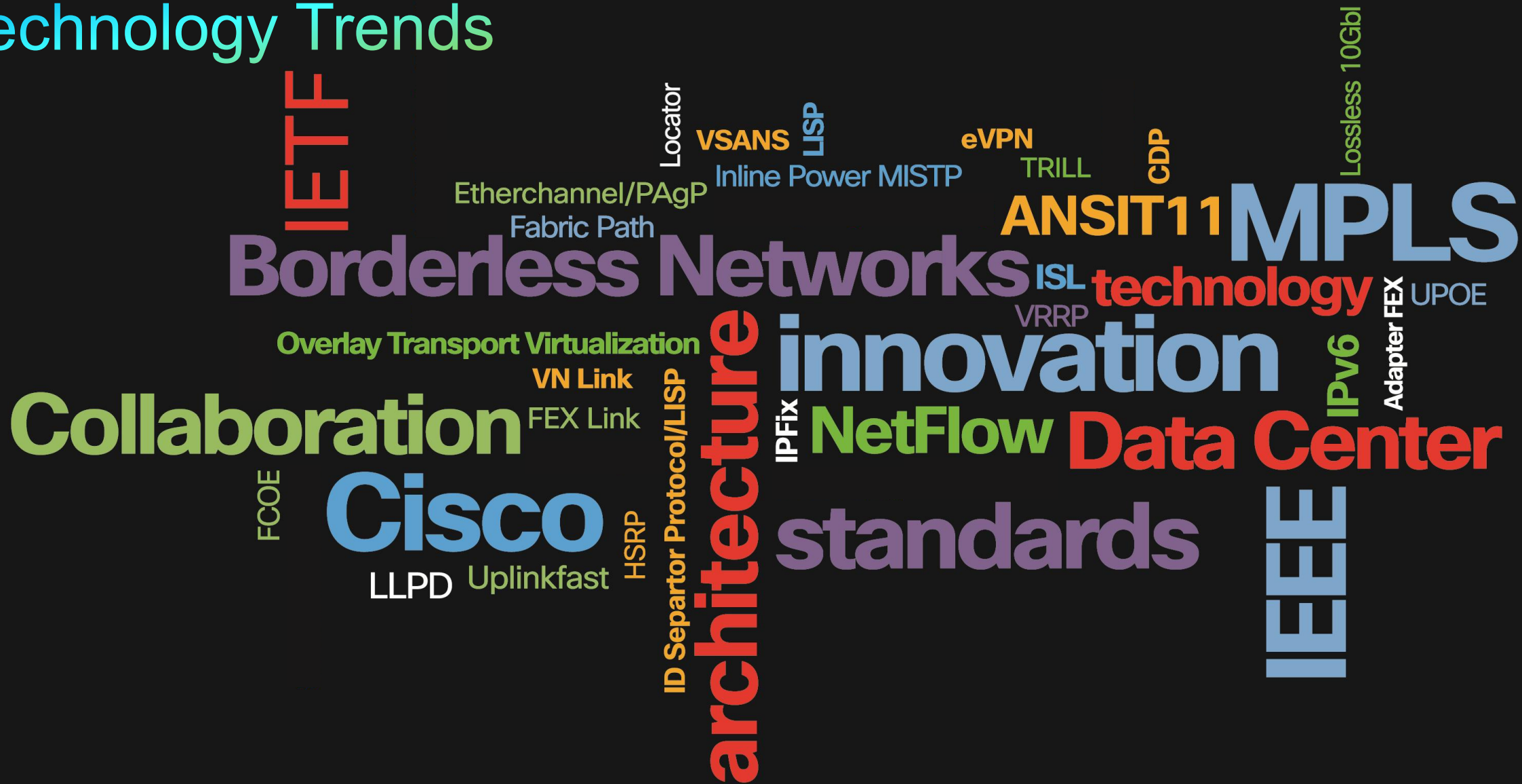
## Product



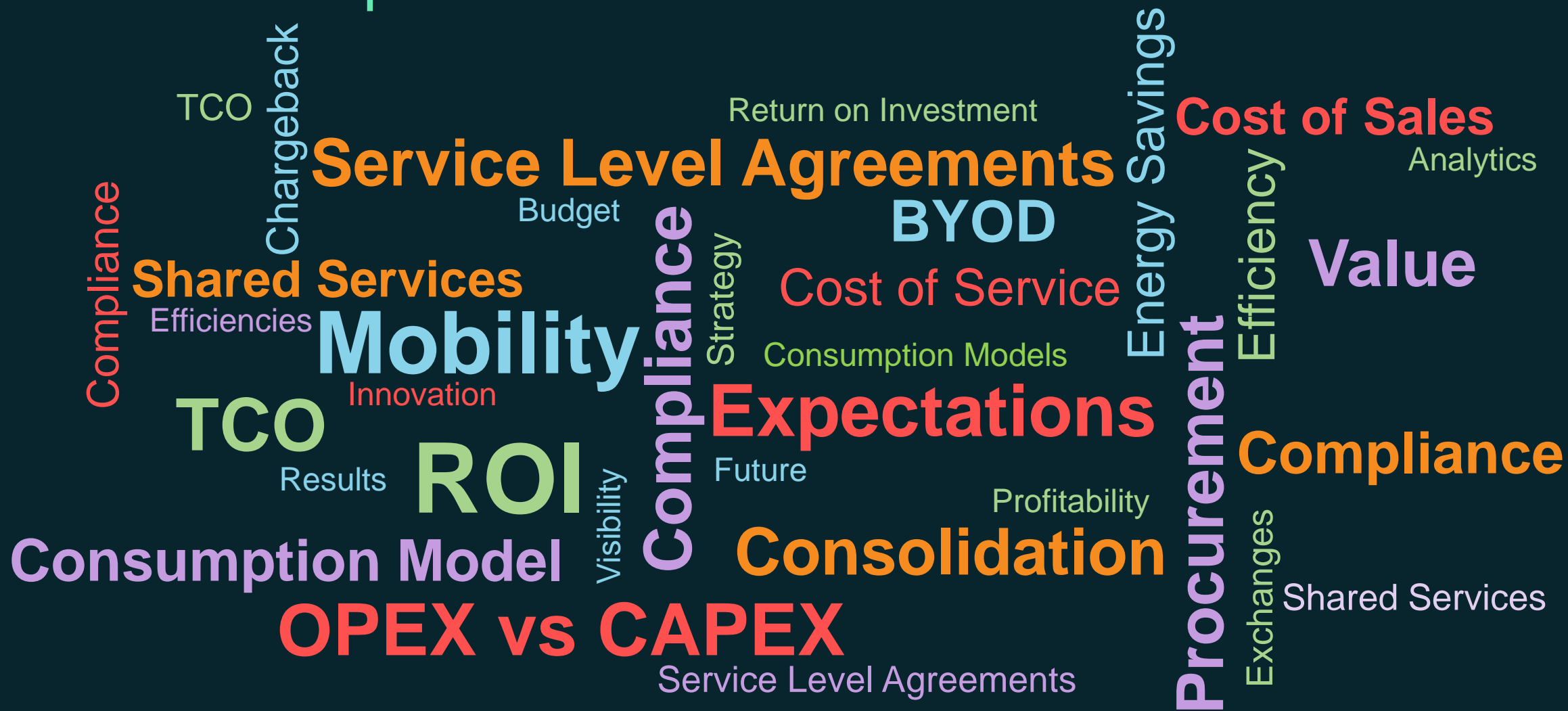
## Solutions/Architecture



# Technology Trends



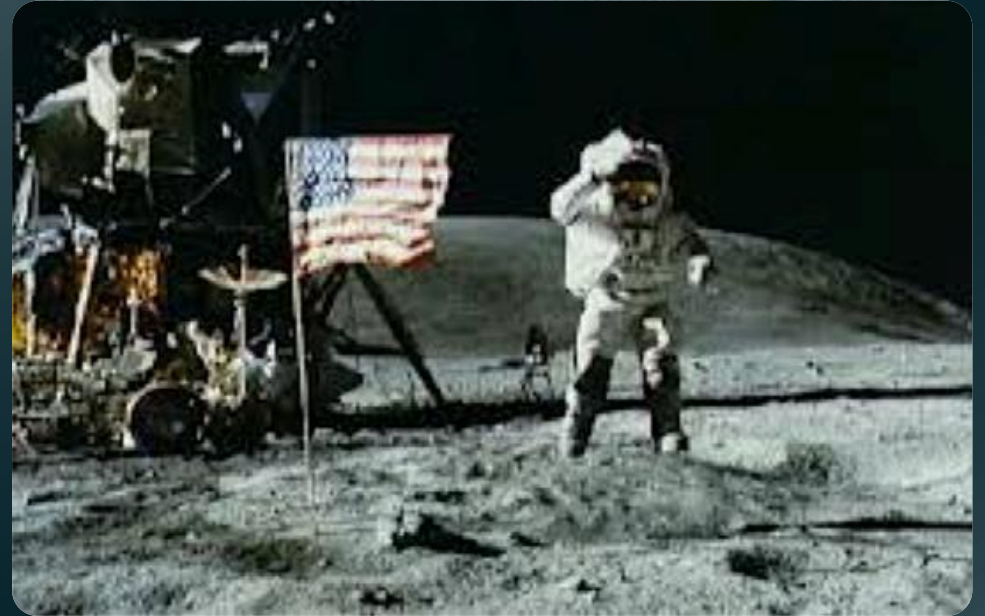
# Business Expectations





# People, Process and Technology

Where does innovation reside in your organization?



# Felix Baumgartner's Supersonic Freefall



# Solution Framework

Three men in dark suits are shown from the back, looking towards the right. They are standing in a row, with the man in the foreground having his arms crossed. The background is a dark teal color with horizontal bands of varying shades.

## What do your customers need?

Speed, Risks Mitigation, and Costs

HOW DO WE SIMPLIFY COMPLEXITY?

## Approach to solving problems?

Leaders start with Why...

## Leadership Attitude:

Embrace the change

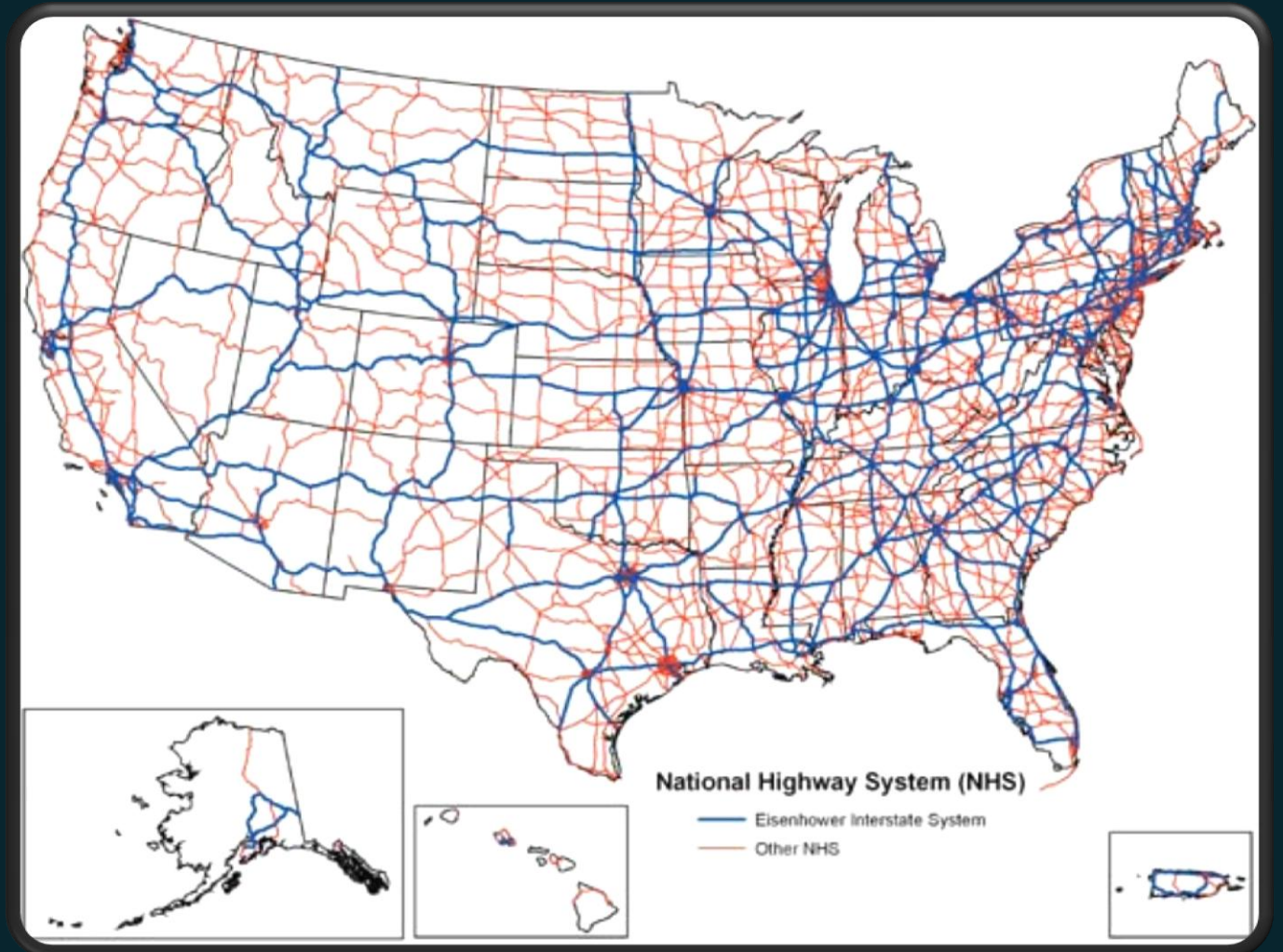
You need to be **ALL THREE**



# One Piece at a Time

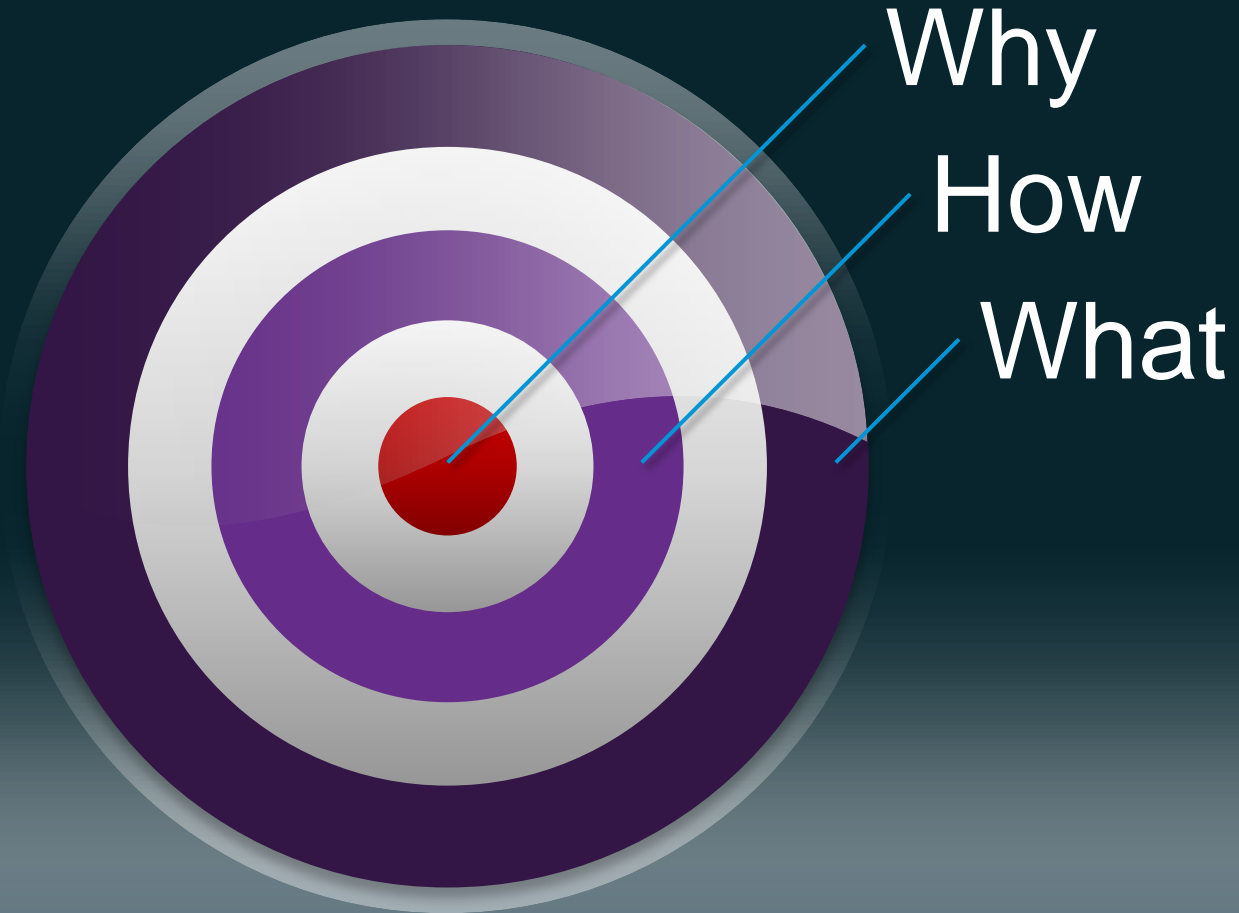


# Architectural Approach



# How Great Leaders Inspire Action

[http://www.ted.com/talks/simon\\_sinek\\_how\\_great\\_leaders\\_inspire\\_action.html](http://www.ted.com/talks/simon_sinek_how_great_leaders_inspire_action.html)





# Education and Execution: Customer Agenda

Finding Solutions to our Customers Challenges

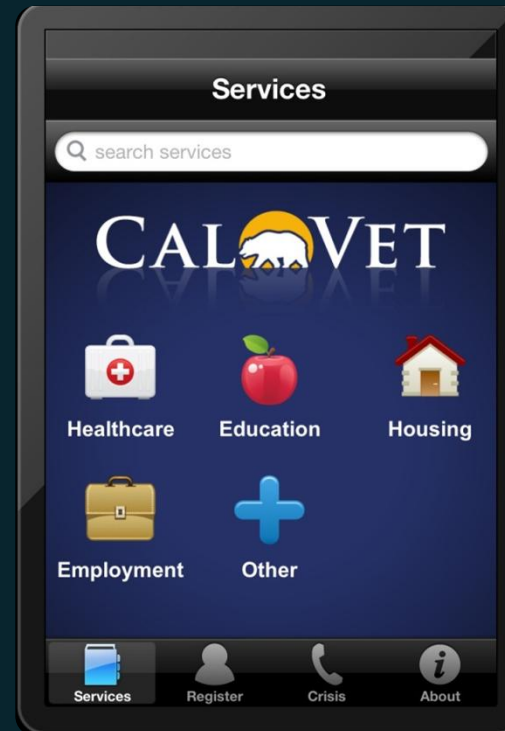


Core, Cloud/Virtualization, Cybersecurity, Collaboration

# CalVet Mobile Application

2012 California Nomination for Digital Government: **Government to Citizen**

- Increases accessibility and utilization of housing, benefits, and services to veterans and their families
- Creates fiscal and operation efficiencies in the California Department of Veteran Affairs



“You served, now let CalVet serve you!”



# CMS Virtual Worker and Expert Locator

Government serving citizens to drive customer satisfaction and reduce fraud



Arizona's Center for Medicare and Medicaid Services virtualized their workforce for focused on eligibility.



- Reduction in real estate cost (fewer state "owned" buildings)
- Reduced carbon footprint as employees aren't commuting to work
- Improved staff skills with focus on expertise
- Improved access to the talent pool
- Improved citizen response times, interaction and resolution



# Consolidated Funding Application

## Driving Economic Development

In 2011, economic development funding was made available through a Consolidated Funding Application (CFA).



- Increased efficiency
- Less bureaucracy
- Quicker and easier access up to \$1 billion in state resources

# Current Transitions and Transformations



# Leadership Skills

**Results**

*Achieve results  **tied to strategic priorities***

**Quality Teams**

*Build, develop and retain  **high performing teams***

**Align Objectives to Strategy**

*Show clear  **alignment of team's objectives with Cisco strategy and priorities***

**Decisive and Execute**

*Make fast, informed decisions and execute effectively*

**Collaborate / Innovate**

*Collaborate and innovate for impact across the business*

**Industry Knowledge**

*Make data-driven decisions based upon deep industry knowledge*

**Best Example of Culture...  
Do What is Right**

*Walk the Talk*

**Framework for Action**

*Vision / Strategy / Execution / Measurement*



# Skills = CAPOC

C

Communication

A

Attitude

P

Processes focused on customers' mission

O

Organization

C

Consistency



**CISCO**