

eGovernment-conference 2006

Innovation in Government

Todd Ramsey
General Manager, IBM Global Government
Industry
Oct 31, 2006

what makes you *
special?



The Grand Challenges facing government and society are fueling the pursuit of innovation

Fiscal Constraints and Responsibilities

- Modest economic growth in most countries
- Resistance to tax increases
- Increasing importance of fiscal accountability standards

Safety and Security Challenges

- Global concerns over terrorism, organized crime and smuggling
- Issues span national, regional and local governments
- Privacy issues counterbalance security measures

Maintaining Social & Environmental Commitments

- Aging populations are tipping the worker-to-beneficiary balance
- Healthcare sophistication and costs are escalating rapidly
- Environmental & infrastructure renewal will require major investment

Improving Global Competitiveness

- Globalization is dramatically reshaping competitiveness strategies
- New-economy oriented tactics are replacing industrial development
- Education, workforce development and collaboration are essential

Innovation and transformation are critical to securing future prosperity



Global CEO Study 2006

□ A Focus on Government:

- Over 100 senior public sector officials were interviewed
- Agency and Cabinet-Level Leaders

□ Areas of Focus

- Innovate to enhance productivity
- Transform organizational structures and workflow
- Collaboration and partnering are essential
- Integration of business and processes with technology is critical
- Develop new Business Models
- Actively engage Constituents

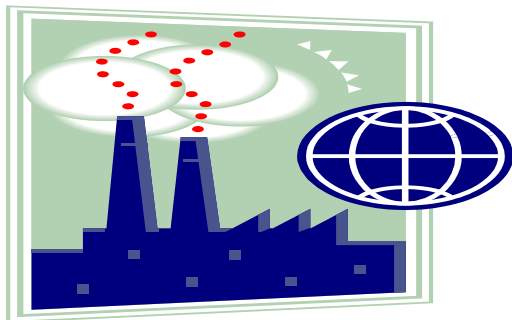


Reality: To date, desire exceeds performance



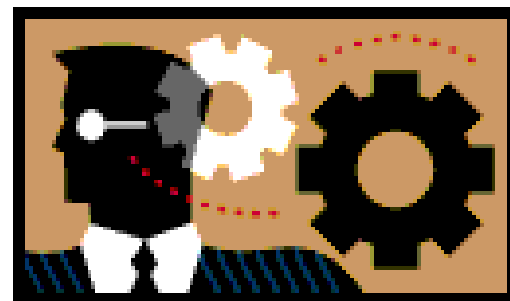
How can societies harness innovation?

Macro innovation to strengthen societies



- Create suitable jobs and economic growth
- Evolve strong and sustainable communities
- Target investments and connect institutions

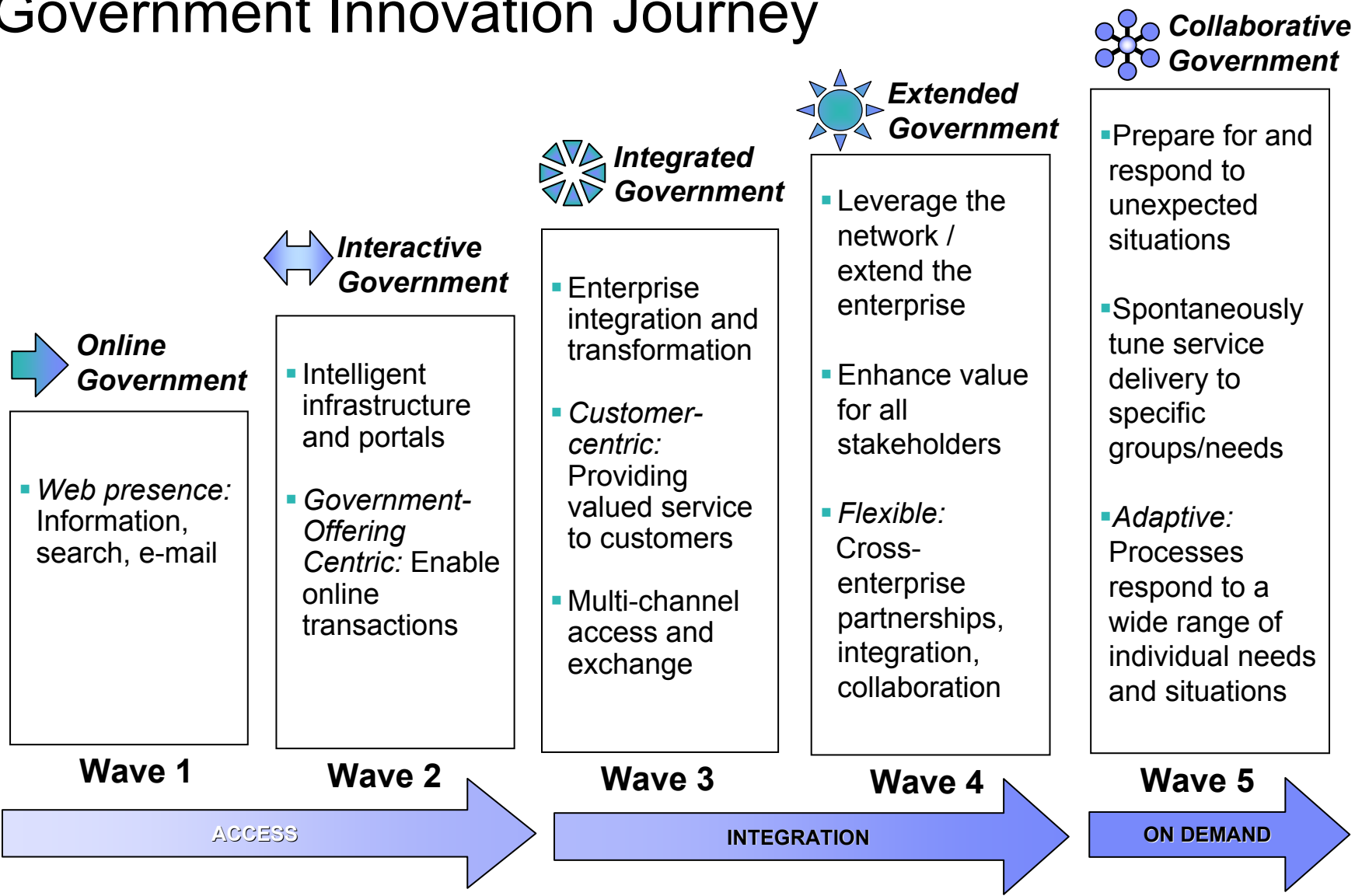
Micro innovation to strengthen institutions



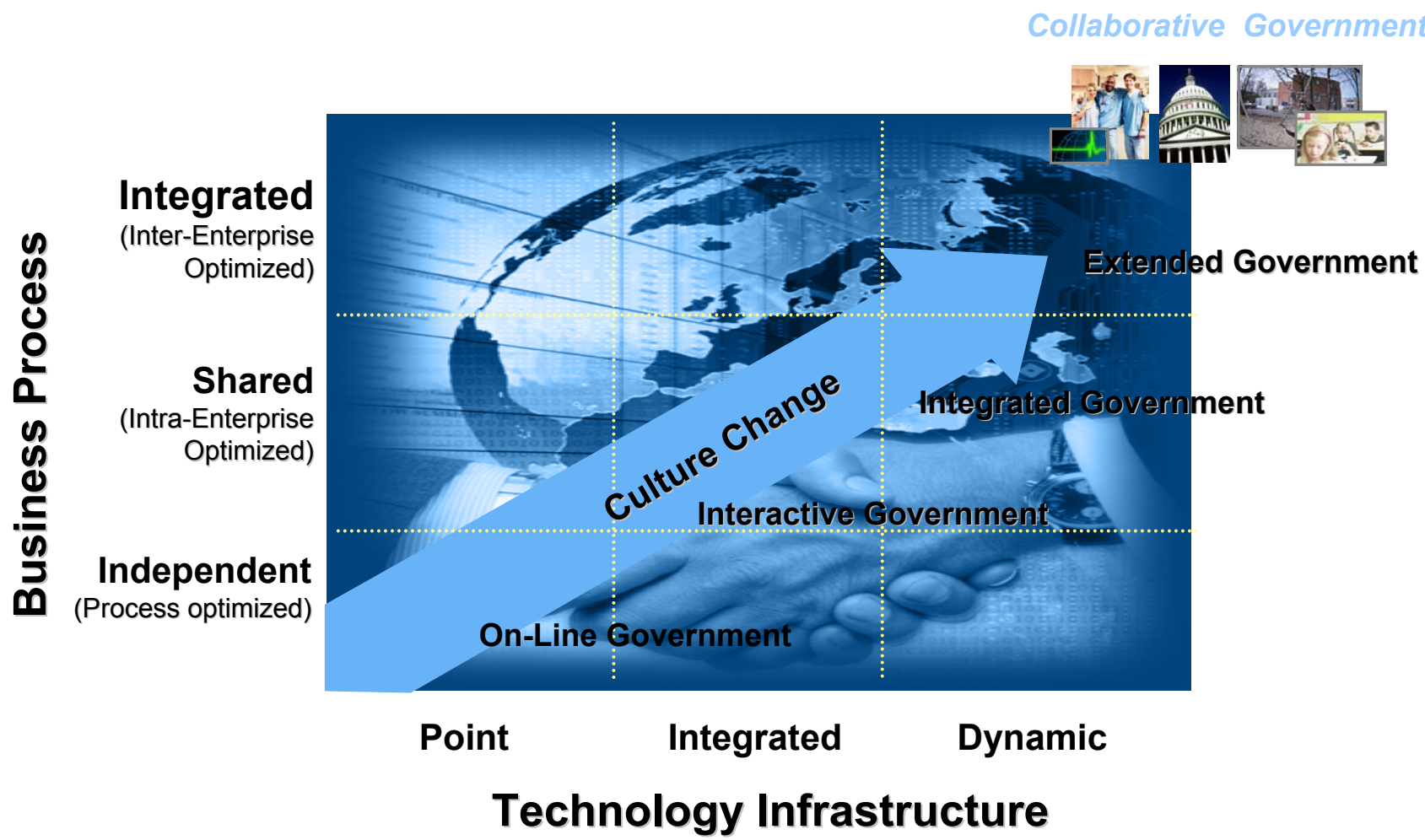
- Embrace innovation within public sector
- Government action provides direction
- Private sector institutions benefit

Effective use of innovation in either domain requires a strategy; focus on measurable value contribution; and balanced attention to culture, business processes and infrastructure.

Government Innovation Journey



Three Dimensions define the Transformation Journey



Serving Constituents



Delivering Value through Integration



Addressing Societal Challenges





Miami-Dade County

CHALLENGE

To make the county's services more accessible and convenient to citizens and businesses while lowering operating costs.

SOLUTION

Miami-Dade transformed its service delivery by breaking down silos between county departments and delivering services "horizontally." Personalization capabilities enable the county to sense individual users' needs and respond with the service they need.

BENEFITS

Benefits included a 50 percent increase in the number of overall portal visits; an average reduction of more than 25% in systems management costs; and faster detection and resolution of systems problems, improving availability





UK's Department of Environment, Food and Rural Affairs

CHALLENGE

An environmental department's IT environment included many separate applications with unique databases and data stores. With siloed information and independent business processes, obtaining the necessary data to make informed business decisions was a difficult and time-consuming task.



SOLUTION

Evaluate the feasibility of a data warehouse solution that would deliver a single view of all animal and farm information stored within various systems.

BENEFITS

- Proof of concept successfully proved an integrated information solution was both technologically possible and would provide tremendous business value
- Consolidated view of data promotes more informed decision making and provides a valuable, comprehensive view of all aspects of critical environmental situations





St. Louis Area Regional Response System (STARRS)

CHALLENGE

In the event of a large-scale emergency, STARRS must coordinate police, firefighters, emergency medical services and government agencies, across 2 states, 8 counties and 120 cities, in the fastest and most effective response possible. The existing communication systems lacked integrative and collaborative capabilities, requiring personnel to make numerous phone calls to convey critical information.

SOLUTION

STARRS is positioned for more effective emergency response with a resilient communications network that people can count on even when power and phone lines are inoperative. Implemented by IBM and our Partner Paaridian, the fully integrated, wireless rapid response solution enables seamless interoperability and data exchange, allowing STARRS to instantly deliver critical information to responders across the region.

BENEFITS

- 10-15% responder productivity increase expected during emergencies
- Greater public safety
- Multidisciplinary integration serves as a model nationwide

**St. Louis Area
Regional
Response
System**





New York Police Department

CHALLENGE

The New York City Police Department (NYPD) has billions of records that detectives and investigators need to analyze quickly in crime solving and prevention. The problem NYPD faced: It took hours, days and sometimes weeks to get limited access to this information – precious time lost in identifying and apprehending criminals.

SOLUTION

NYPD created the Real Time Crime Center to provide investigators in the field with information about crime scenes, potential suspects, satellite images and sophisticated mapping of the City precinct by precinct, and other crime-fighting resources within minutes.

EXPECTED BENEFITS

The Real Time Crime Center uses powerful data mining technology to analyze records and make information available quickly to detectives and investigators. “It will help [NYPD] stop spikes in crime before they become trends, and make sure dangerous criminals are caught before they can hurt others,” said New York City Mayor Michael R. Bloomberg.



New York Governor's Office of Regulatory Reform (GORR)

The regulatory hurdles facing individuals or companies who want to start or expand businesses in New York were challenging, requiring businesses to fill out multiple applications in order to share identical business information with several state agencies.

SOLUTION

IBM helped GORR develop a permitting assistance system, with kits that quickly guide applicants through the business-permit application process, cutting through the bureaucratic red tape and creating a more responsive process for business permits

BENEFITS

- Fast, effective way to apply for more than 1,100 business permits through 36 state agencies with a single payment
- Increased productivity and reduced training costs for permit assistance representatives
- More private-sector jobs statewide, thanks to increased efficiency





NewPA - An Economic Development Strategy

CHALLENGE

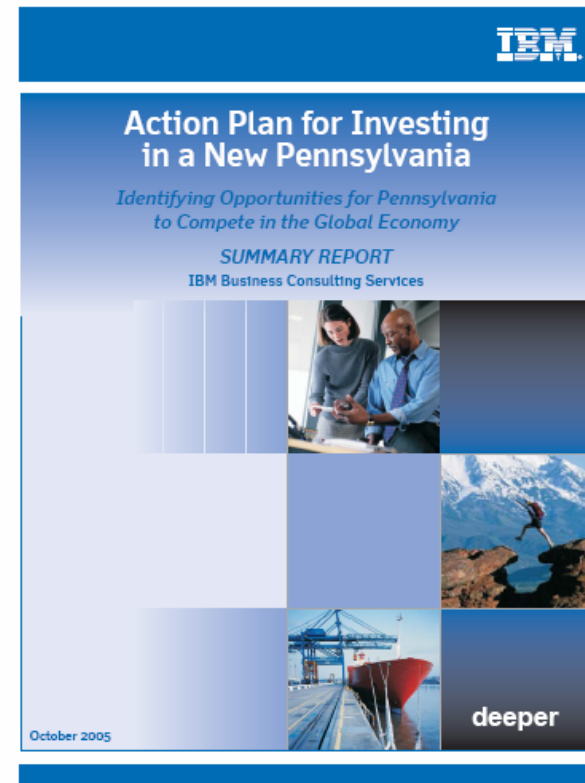
Faced with Global competitive pressures and the need to identify future opportunities for economic growth in Pennsylvania, the State needed better insights about their current environment and importantly, where to focus and invest for their future

SOLUTION

Working with NewPA, IBM evaluated the competitive strengths of a select group of industry clusters and sub-sectors located within Pennsylvania relative to 22 competitor locations in the United States and around the world.

BENEFITS

The insights from the competitive analysis provides Pennsylvania's Political and Business leaders with a clearer understanding of the competitive landscape and a framework for formulating effective strategies and making investments in Pennsylvania's economic future.





OneCleveland

CHALLENGE

The Cleveland Ohio area has experienced challenging economic times and community leaders were looking for ways that Cleveland could leverage the power on Information Technology to transform the region

SOLUTION

OneCleveland is a non-profit corporation providing ultra-broadband networking services to healthcare, educational, cultural, research, non-profit, and government organizations in Greater Cleveland, Ohio area. To stimulate economic development and community collaboration, they implemented an Economic Development Grid.

EXPECTED BENEFITS:

The new Economic Development Grid provides expanded public access to libraries, schools, job training, cultural and health services. OneCleveland expects the grid will help students improve their academic performance, enable the delivery of world-class health services, and contain computing costs. Also, it could eventually help the region lure new businesses and professional talent, as well as provide more jobs.



ideastream



Finnish Defense Forces

CHALLENGE

The Finnish Defence Forces needs improved, integrated operations system to realize its network-enabled defence (NED) objectives.



The Finnish Defence Forces
WILL, ABILITY AND EQUIPMENT

Three questions: **WHY, HOW AND WHERE** ↻

SOLUTION

The project will enable connections between all FDF's operational areas as well as other national security authorities both in Finland and internationally in crisis management situations. A Services Oriented Architecture (SOA) model will be used to facilitate information sharing and will include core services like identity management..

BENEFITS

This project will help FDF to implement its network-enabled defence (NED) strategy, a strategy with improved and integrated information and weapon systems can enable command and control of joint and territorial operations and enable interagency collaboration in securing vital functions of the Finnish society in total defence. Network enabled defence will allow more efficient use of operational resources based on real time information.

China E-Port



CHALLENGE

Charged with the responsibility to develop and maintain the technology platform to improve the flow of data relating to foreign trade within government and with important industry and economic players, the lack of flexible integration of it's applications and systems was adversely impacting effective collaboration and information sharing

SOLUTION

China E-Port Implemented IBM Workplace end to end solutions to provide an enterprise environment to more effectively support it's mission

BENEFITS

- A tightly integrated, secure environment for the mission critical China E- Port technology platform
- Provides improved information sharing
- Improves operational efficiency



<http://www3.chinaport.gov.cn/en/index.htm>

The UK's Driver and Vehicle Licensing Agency

CHALLENGE

With over 43 million transactions each year and an over-reliance on post offices, people-oriented processes and paper checks, collecting car tax was an expensive business. The agency's primary goal was to make compliance with car tax legislation easier for customers - to open up new channels for better customer access and choice.

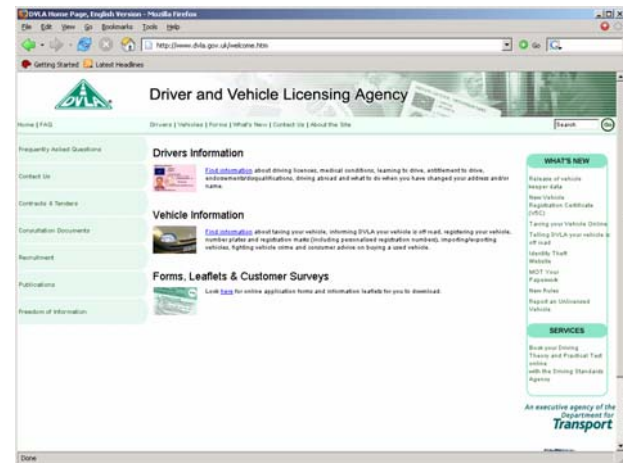


SOLUTION

Developed the Electronic Vehicle re-Licensing (EVL) system. With EVL, customers can go online or use a new automated phone system at any time. Furthermore, integration with insurers, and planned integration with the MOT (Ministry of Transport) system, will help ensure speedy renewals without sacrificing necessary legal and fraud checks.

BENEFITS

Offers net present value (NPV) of £32 million and reduces service cost to 40 percent of using intermediaries
Creates customer-friendly renewal channels achieving 11% take-up rate and high customer satisfaction (91%)



The EVL project won the UK's 2005 Central e-Government excellence: Strategy & Leadership category

Service Canada

CHALLENGE

As with most central governments, Canada has a vast array of programs and service for it's citizens, but identifying and accessing those services can be very challenging

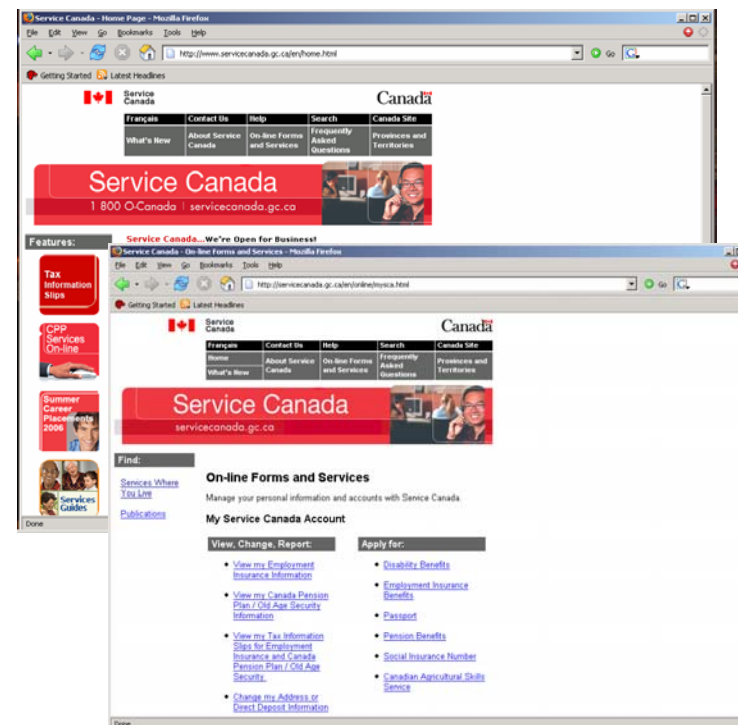
SOLUTION

Established Service Canada as a “One-Stop” integrated, multi-channel service center for a broad range of federal programs and services. Services can be accessed through the 300+ offices throughout Canada, by phone (over 50 million calls annually) or through the Web (over 14 million web visits per year)

BENEFITS

Created a “Citizen-Focused” delivery network
Expanded points of service throughout the country, especially in the northern and remote communities
Focused on building partnerships with other levels of government and community service providers to better integrate services for Canadians

Establish an organization that can continue to enhance and introduce new services – in a one stop environment



<http://servicecanada.gc.ca/en/home.html>



Critical Success Factors

- Proactive and Committed Senior Leadership**
- Client - Centric, Outcome based design**
- Effective Governance Model**
- Visible Performance Metrics**
- A Culture that supports and rewards Innovation and Collaboration**
- Budgets linked to Performance**
- A Dynamic and Integrated Technology Infrastructure**



IBM Thought Leadership Resources

IBM Institute for Electronic Government – Washington, DC

- Collaboration: Harvard School of Government, Univ. of Md, etc
- Strategy sessions
- Best practices demonstrations
- Discussion papers
- www.ibm.com/industries/government/ieg



The Center for the Business of Government publishes three types of publications. Descriptions for each type of publication follows.



[Business of Government Journal](#)



[Reports Order](#)



[Books Order](#)



IBM Center for the Business of Government

- Grants, reports, seminars
- Cutting edge ideas/concepts
- www.businessofgovernment.org

