Synopsis;

A Game Changing Moment for Governments to connect with their Citizens

Governments around the developed world have an opportunity to encourage true digital citizenship: radically reinventing the nature of service provision so that the web is used not only as an enabler of large-scale top-down administrative eServices, but as a channel through which services can be requested, provisioned and delivered from the bottom up, to meet more everyday and local needs. In conjunction with devices such as GPS-enabled smart phones, the internet can enable citizens not only to self-serve in the most transactional types of service, but to manage and participate in a wide range of services in a way that improves the flexibility of government while reducing its cost burden.

But to achieve this means understanding that this is a true 'disruption' not only in technologies but also in people and expectations requiring a wholly new approach.
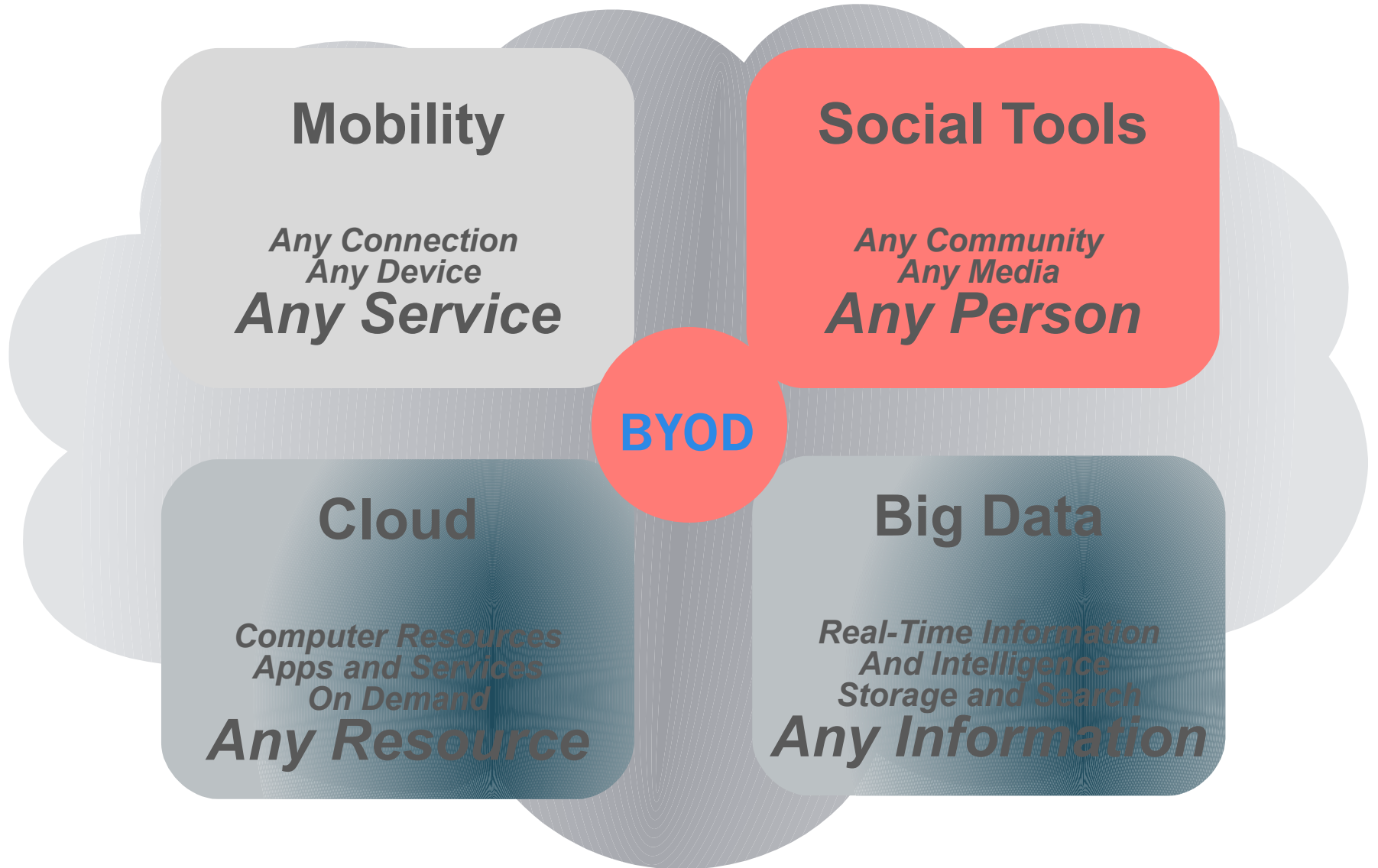
it all comes down to...

Connecting with People!

Digital Transformation; Business Revolution
Clouds; Mobility; Tablets; Big Data; Big Process;
and more ....

we.gov

Caution; This is not a 'standard' presentation!

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Deploying Technology or Cultural Shift?

Mobility

Any Connection
Any Device
Any Service

Social Tools

Any Community
Any Media
Any Person

BYOD

Cloud

Computer Resources
Apps and Services
On Demand
Any Resource

Big Data

Real-Time Information
And Intelligence
Storage and Search
Any Information

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The Cultural shift around People using Technology

Training	The hard way	Too much and I'll leave	Required to keep me	Continuous and expected
Learning style	Classroom	Facilitated	Independent	Collaborative and networked
Communication style	Top-down	Guarded	Hub and spoke	Collaborative
Problem-solving	Hierarchical	Horizontal	Independent	Collaborative
Decision-making	Seeks approval	Team informed	Team included	Team decided
Leadership style	Command and control	Get out of the way	Coach	Partner
Feedback	No news is good news	Once per year	Weekly/Daily	On Demand
Technology use	Uncomfortable	Unsure	Unable to work without it	Expected to be Intuitive
Job changing	Unwise	Sets me back	Necessary	Part of my daily routine

Is this about Technology, Government or Citizens?

... And are we even asking the right question?

What is the role of IT dept in Government today?

The EVOLUTION of Back Office cost effective admin

Smartphone — Documents — Chat — GAL — Laptop

E-mail — Presentations

Blogs — Calendar — Video

Pictures — Training

Tablet — Address Book — Spreadsheets — Desktop

Cloud Computing
Having secure access to all your applications and data from any network device

What role should Technology be playing in Government today?

Technology has become the means by which Government and their Employees can create meet new expectations by Citizens as to the value and services delivered

The REVOLUTION in the 'Front' Office

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Three Answers on Technology in Government Today

Do you know your 'REAL' maturity curve of adoption and are you working to gain advantage from all stages, or……

Embedded

Consumer Technologies together with Generation Shift change Culture and social practices to become a Digital Society
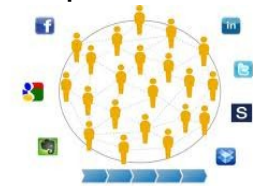
Enabling

The Digital Economy creates new connectivity and Information Services via the Internet and Web
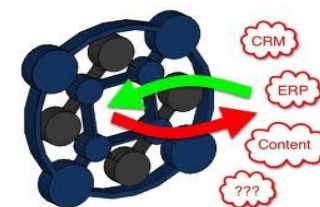
Aligned

*Limitations of Computing Technology
Versus the benefits of Automation of Government Processes*

People Centric

Focusing on Improving How People Work, less Controlling How they Work

Activity Centric

Data Centric

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A new form of the 'Macdonalds comparison test'

… An Authorative Brand has to compete with Local Experience

**De-centralization at the point of delivery provides Personalization of the experience ....
But how to do this at scale?**

Information Technology v Business Technology

Browser- Cloud adds a RADICALLY different Technology set of capabilities

Society

IT Application

Security Border

Outside - In

Citizens

Suppliers

Inside - Out

Partners

Back Office IT
Cost reduction and process automation

Front Office
Market and Information value producing

Web & Cloud Services
Innovation in Business Models

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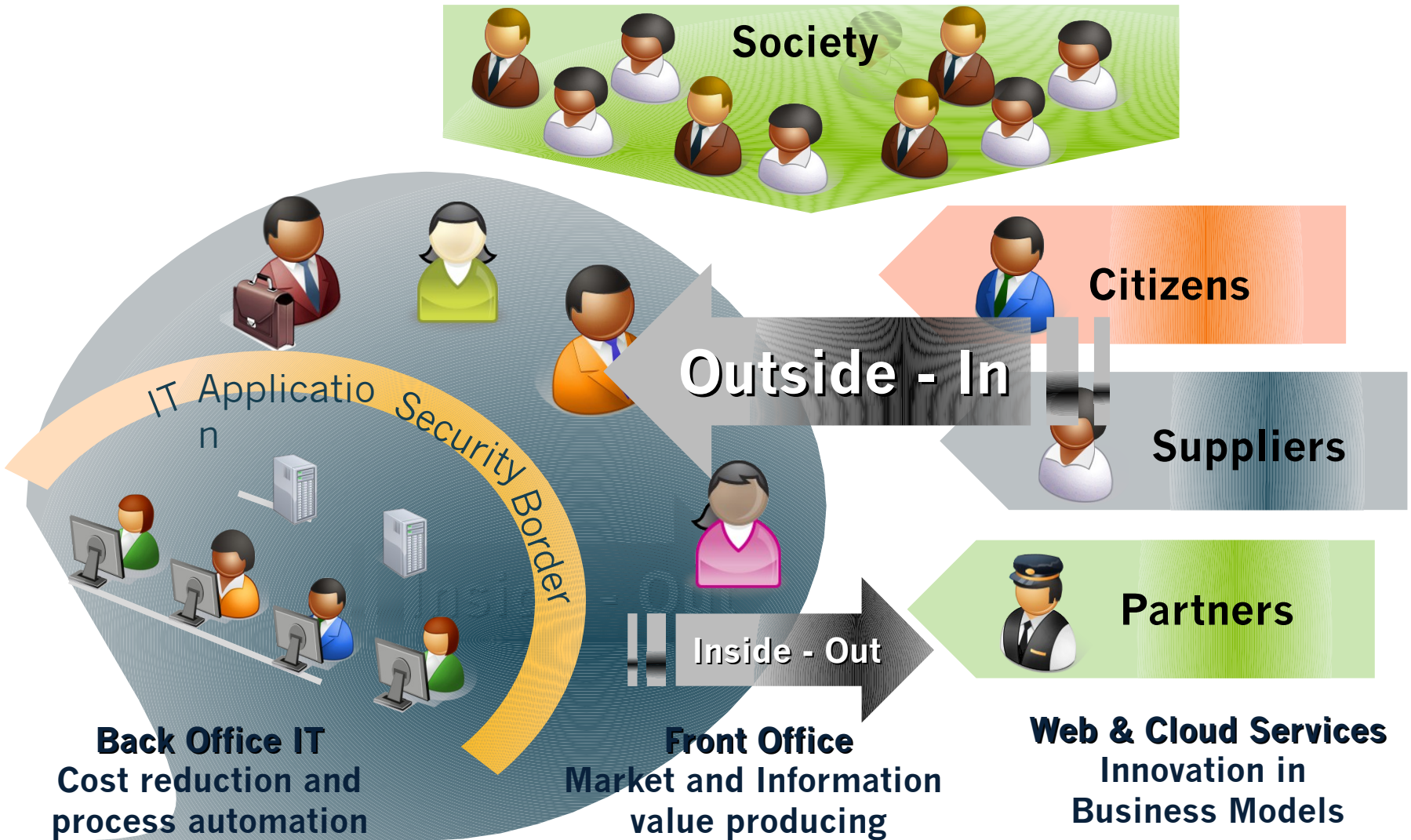
IT Experience and capabilities don't naturally fit;

Client Server Architecture

A 'Push' architecture enabled by 'rich' PC clients on fixed internal network infrastructure

Process driven Transactions to maintain 'structured' Data base and Directories

State-full, Transactional, Persistent Data Integrity

PC centric as requires data to be held on Client*
  * Thin Client can over come this if necessary

Uses Monolithic Applications usually expensive, licensed and limited in users; an 'overhead' recharge recovery for IT department

Proprietary standalone 'stack's required complex system integration

Centralized, internally oriented and protected behind Firewall

Security, Governance and Policy Management based on limited known possible actions

Justified by ability to reduce automate recognizable processes to save cost

Supports Business Intelligence by reporting on Structured data and data base information
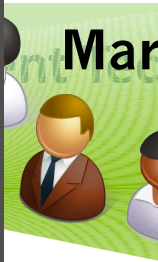
Browser Cloud Architecture

A 'Pull' architecture enabled by an 'open', shared, common Infrastructure internally and externally

Event driven Interactions to find and assemble suitable responses to User requested activities

Stateless, Interactional, Representational State

Any device that can support a browser and requires no local data but usually needs to be online

Uses small Apps in standardized open formats either free or on a pay per use model; costs are directly allocated to user or department.

Open standards dominating with simplicity in user access, down load and deployment

De-centralized, with use equally internal and external, limited if any Firewall protection

Requires new forms of Governance and Policy Management based on 'roles' and 'permissions'

Driven by the need to be able to participate with customers in new markets to create revenues

Big data finds insights from new unsuspected alignments in unstructured real time activities
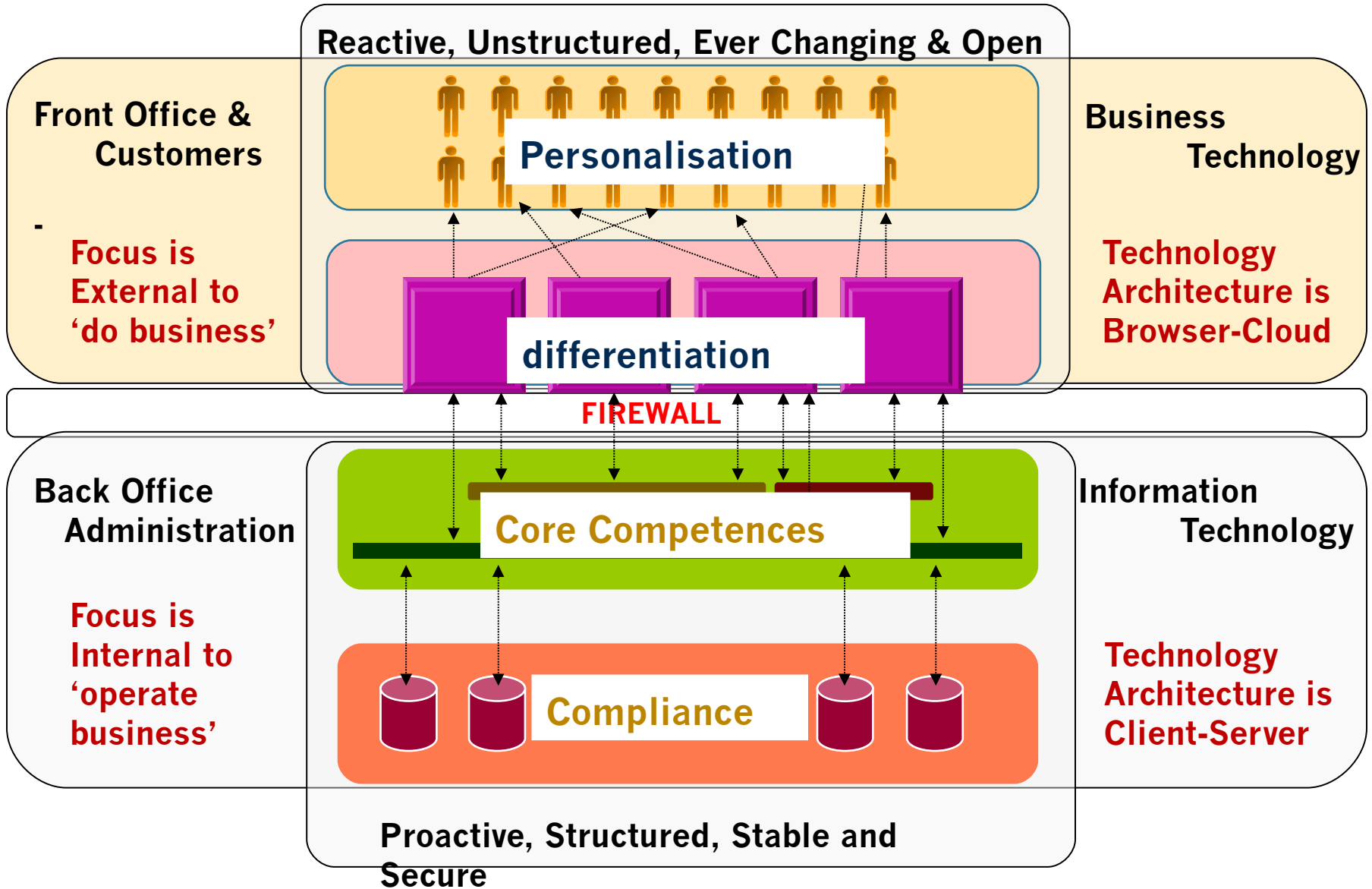
Outside - In

Inside - Out

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A simple Business Model Architecture

Reactive, Unstructured, Ever Changing & Open

Front Office & Customers

-

Focus is External to 'do business'

Personalisation

differentiation

FIREWALL

Business Technology

Technology Architecture is Browser-Cloud

Back Office Administration

Focus is Internal to 'operate business'

Core Competences

Compliance

Information Technology

Technology Architecture is Client-Server

Proactive, Structured, Stable and Secure

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A Mature 'Digital' Enterprise

Reactive, Unstructured, Ever Changing & Open

Front Office & Customers

- Creating Sales
- Event Driven
- New Insights
- New Bus. Models
- Interactional

SOCIAL TOOLS

Personalisation

BIG DATA

differentiation

BIG PROCESS

Business Technology

- Browser Cloud
- Multi Media
- People Centric
- Externally Oriented
- Stateless REST

Firewall separation internal/ext... STATE-FULL/STATELESS

Back Office Administration

- Business Records
- Process Driven
- Historic Report
- Many legal Reqmts
- Transactional

Core Competences

Compliance

Information Technology

- Client-Server
- Data Centric
- Computer Format
- Internally Oriented
- State-Full

Proactive, Structured, Stable and Se...

Enterprise Business Infrastructure

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So its both a Business Capability Revolution around 'orchestration' of business elements into new models and Traditional IT Delivery Evolution

Business Capability Revolution

Front Office Internal

Productivity of People
Social Networking
Collaboration
Tablets & Smart Phones

Innovative Business Models
Digital Transformation
Servicing customers
Front Office Revolution

New Markets & Revenues

The Digitally Transformed Enterprise

Back Office Internal

Evolution of IT Capabilities
Virtualisation of Data Center
Flexibility and Agility
Development & Test

Computing Resource Shift
Everything as a Service
On Demand
IaaS, PaaS, & SaaS

External Resourcing

IT Delivery Evolution

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Nine Themes of Digital Citizenship

Digital citizenship can be defined as the norms of appropriate, responsible behavior with regard to technology use.

1. **Digital Access:** *full electronic participation in society.*
2. **Digital Commerce:** *electronic buying and selling of goods.*
3. **Digital Communication:** *electronic exchange of information.*
4. **Digital Literacy:** *process of teaching and learning about technology and the use of technology.*
5. **Digital Etiquette:** *electronic standards of conduct or procedure.*
6. **Digital Law:** *electronic responsibility for actions and deeds*
7. **Digital Rights & Responsibilities:** *those freedoms extended to everyone in a digital world.*
8. **Digital Health & Wellness:** *physical and psychological well-being in a digital technology world.*
9. **Digital Security (self-protection):** *electronic precautions to guarantee safety.*

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