

Digital Government: Embracing the Future

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Digital Government



Digital business

The creation of new business designs by blurring the boundaries between the digital and physical worlds due to the convergence of people, business and things.

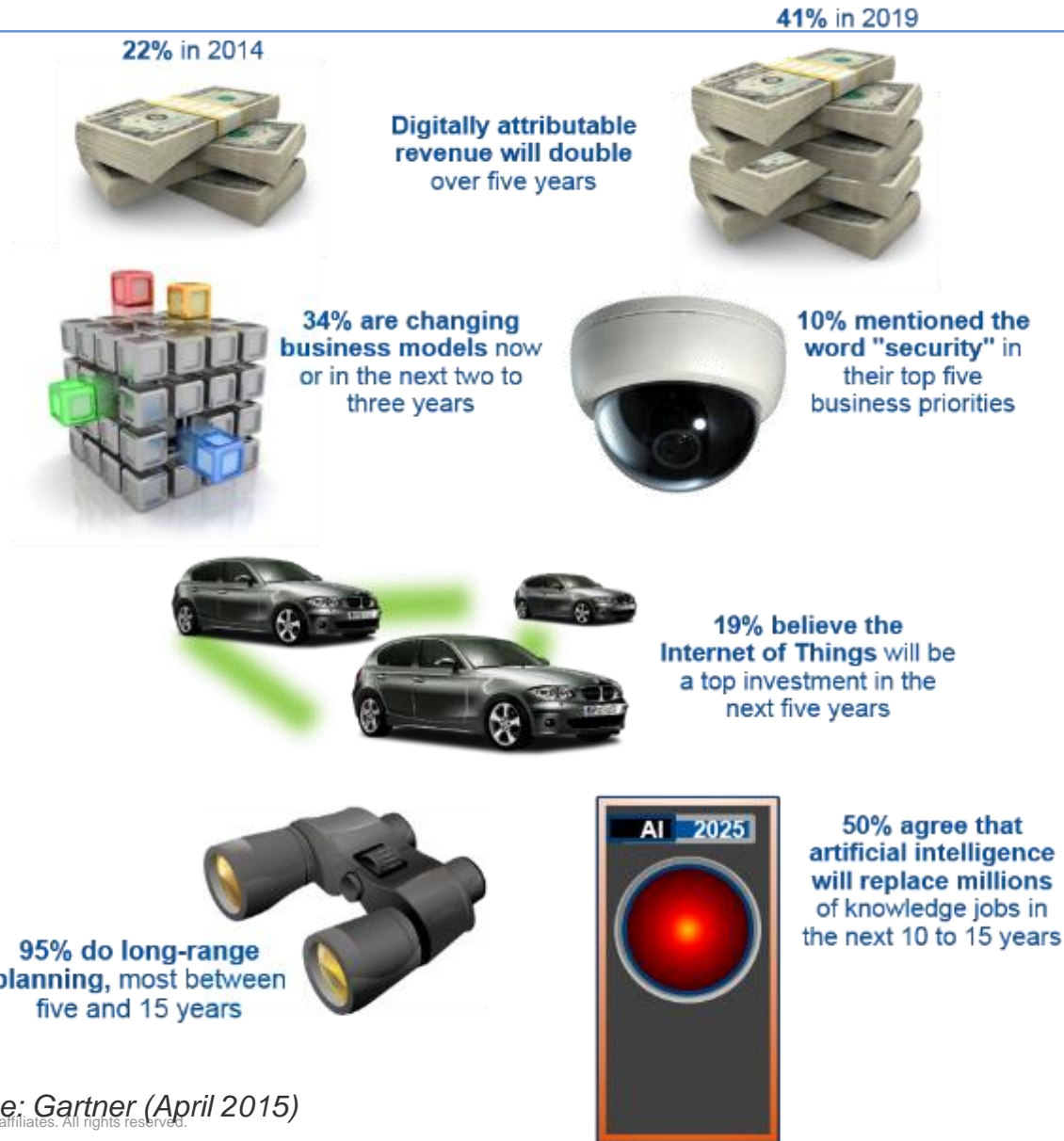
Digital government

Digital business that leverages *digital data* to optimize and transform government services.

Digital Government: Data is Key

By 2018, more than 30% of local government agencies will depend on data supplied by the InterNet of Things (IoT), to support at least 50% of their mission-critical programs.

2015 CEO Survey – Digital Economy is Here



Source: Gartner (April 2015)

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The Digital World is Evolving. Are You ?

Digital Government

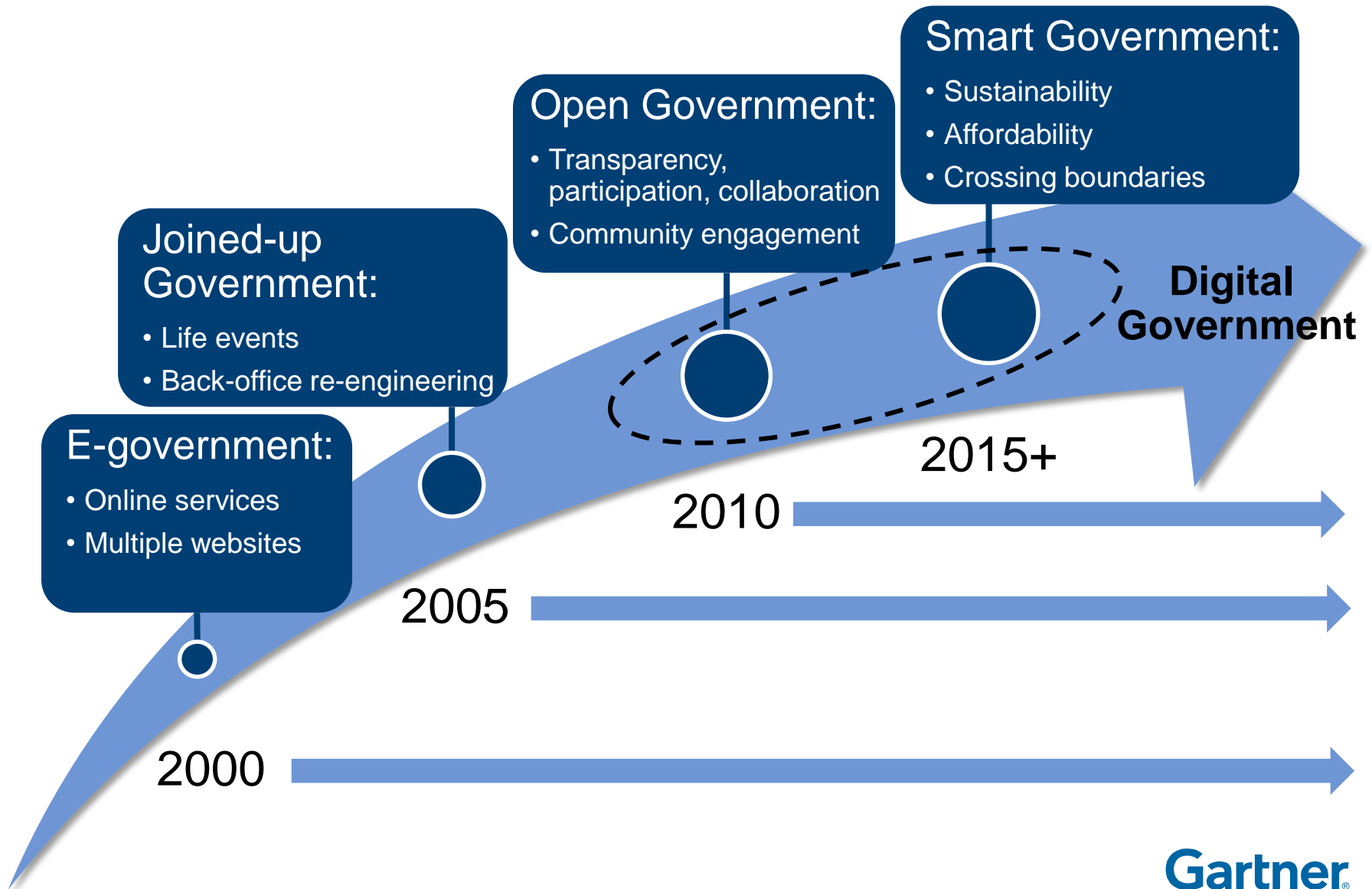
Government 2.0



E-Government

EVOLUTION

Four Phases of Technology in Government: Smart and Digital





**Delivering Digital Government
requires a broader vision and
knowing where you are**

We Are Entering a Third Era of IT

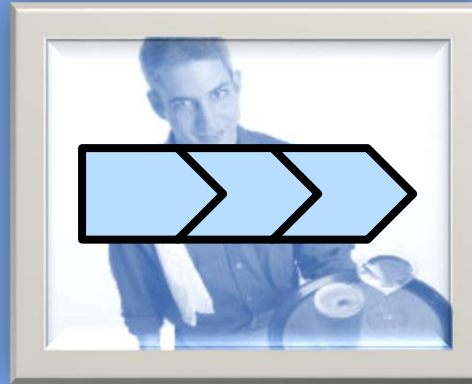
We are here



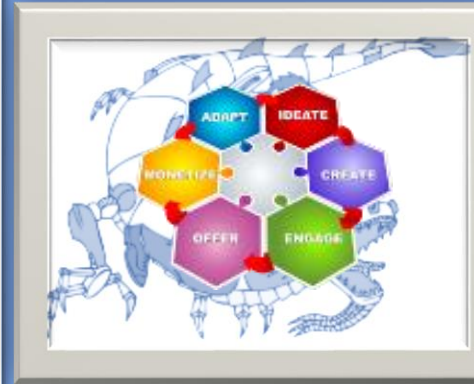
IT Craftsmanship



IT Industrialization



Digitalization



Focus

Technology

Processes

Business Models

Capabilities

Programming, system management

IT management, service management

Digital leadership

Engagement

Isolated, disengaged internally and externally

Treat colleagues as customers, unengaged with external customers

Treat colleagues as partners, engage external customers

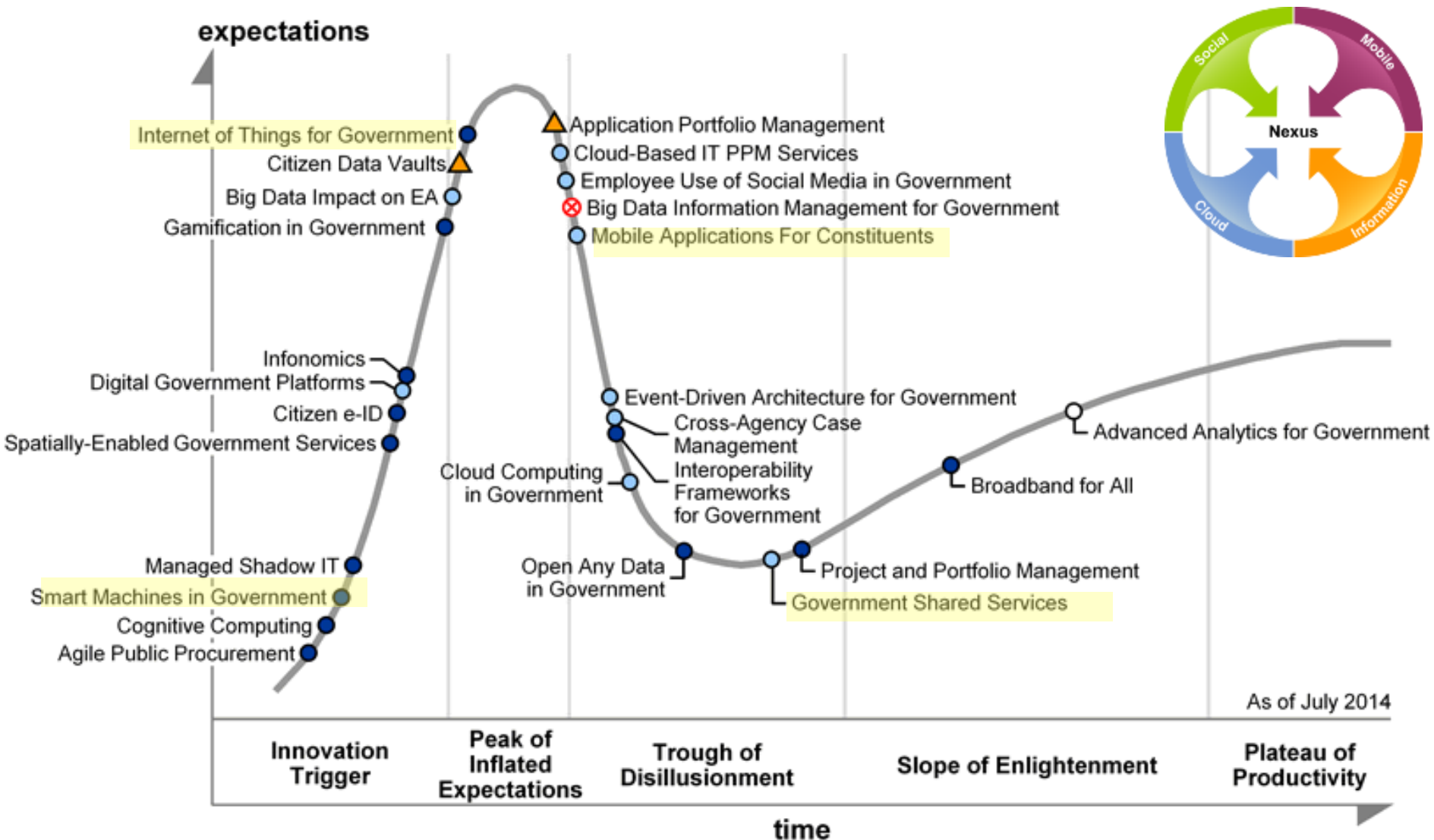
Outputs & Outcomes

Sporadic automation and innovation, frequent issues

Services & solutions, efficiency & effectiveness

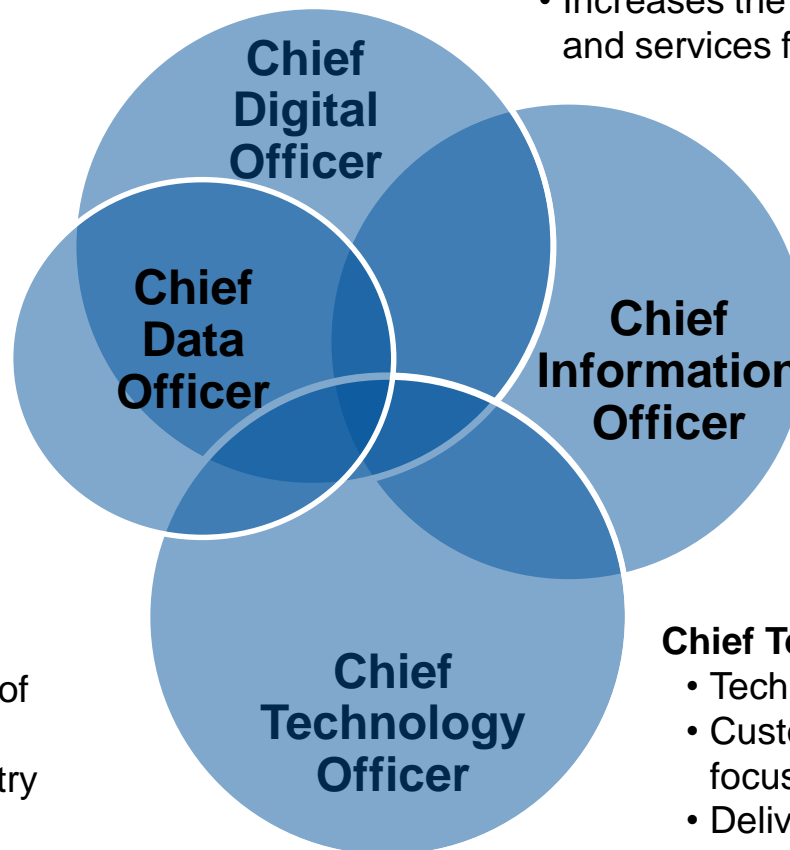
Digital business innovation, new types of value

Digital government Hype cycle



Change: Overlapping Technology Roles in Government

2015



Chief Digital Officer:

- Community oriented
- Citizen engagement focus
- Increases the value of government information and services for the public and industry

Chief Information Officer:

- Business oriented
- Employee engagement and innovation focus
- Increases the value of government information across the enterprise

Chief Technology Officer:

- Technology and sourcing oriented
- Customer support and vendor engagement focus
- Delivers the best value for IT services to government agencies

Chief Data Officer:

- Data oriented
- Open government focus
- Increases the value of government data for the public and industry

Prepare for the Future

Government

"My business and its IT organization are being engulfed by a torrent of digital opportunities. We cannot respond in a timely fashion, and this threatens the success of the business and the credibility of the IT organization."














64%

Agree

55%
Disagree

"The IT organization has the right skills and capabilities in place to meet upcoming challenges."

The Journey to Digital Business

	Pre Web	Pre Nexus			Post Nexus	
	Analog	Web	E-Business	D-Marketing	D-Business	Autonomous?
Focus	Build relationships that drive business or lower cost	Extend relationships into new markets/ geographies	Transform sales channel into a global medium to drive efficiencies	Exploit Nexus to drive greater efficiency	Extend potential customers from people to things To develop new service delivery models	Smart, semi-autonomous things become the primary 'customer'
Outcomes	Optimize relationships	Extend relationships	Optimize channels.	Optimize interactions	Build new business models	Maximize retention of and relationships with things
Entities	 People	 People  Business	 People  Business	 People  Business	 People  Business  Things	 People  Business  Things
Disruptions	Emerging technologies	Internet and digital technologies	Automation of business operations	Deeper customer relationships, analytics	Creation of new value and new nonhuman customers	Smart machines and things as customers
Technologies	CRM	CRM Web	EDI Mobile	BI Big Data Social	Sensors 3D printing Smart machines Big data	Robotics Smarter machines Automation



Change of Degree



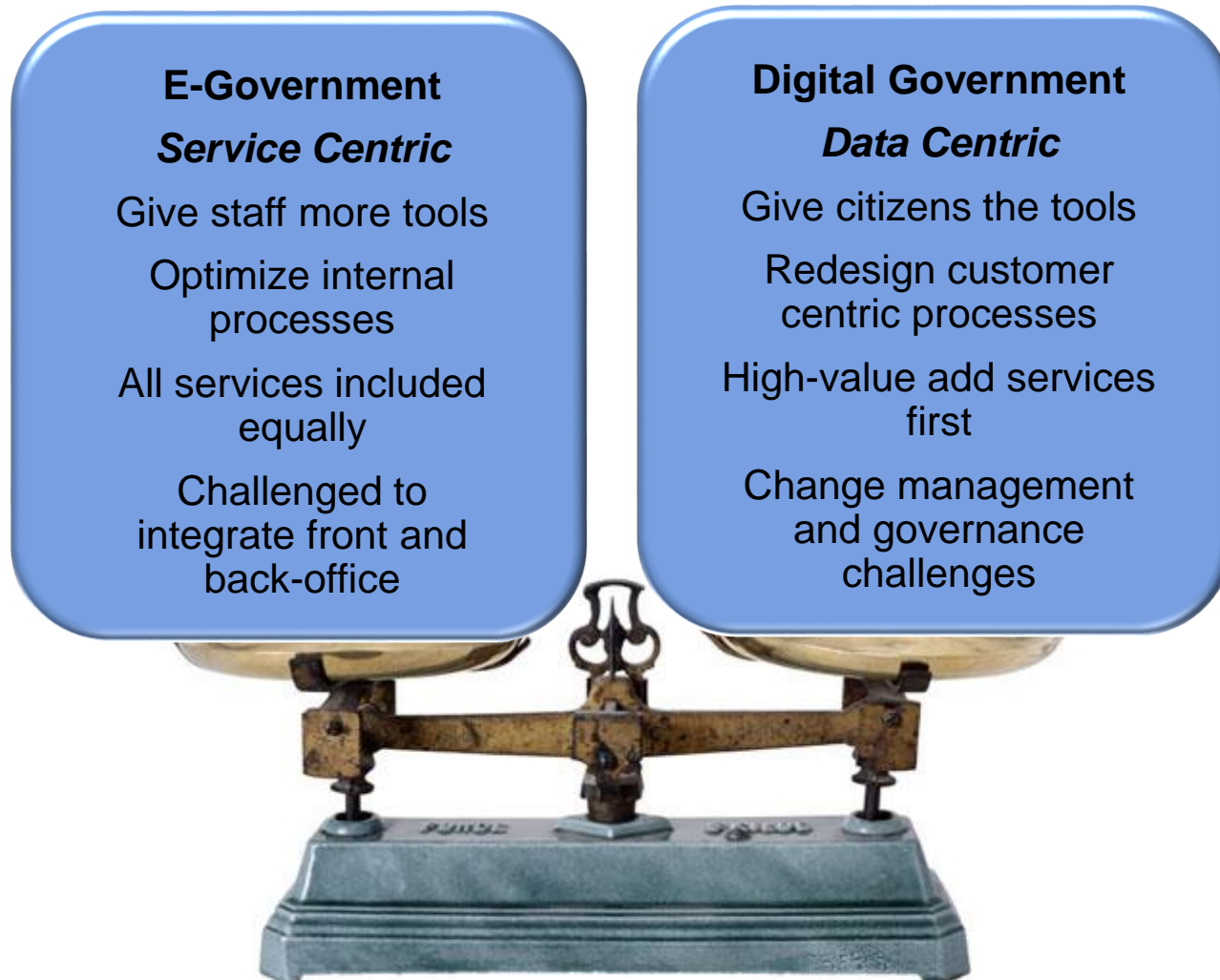
Change of Kind

What Outcomes Can We Expect From Digital Government?

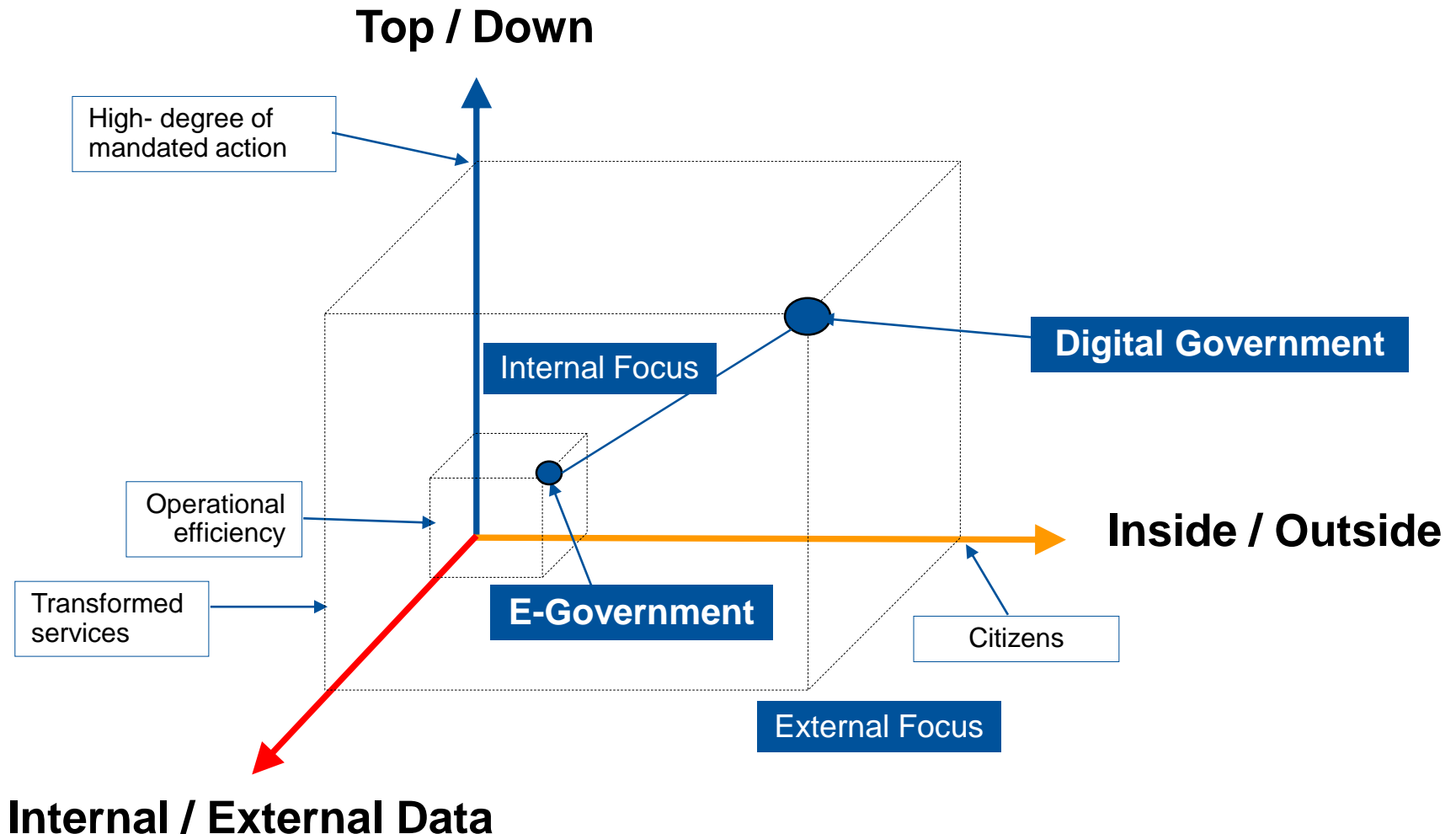


- Better service to citizens
- Increased civic participation in government decision making
- Better collaboration with organizations
- Efficiencies and cost savings

eGov and Digital-Gov: The Differences



Digital Government Components



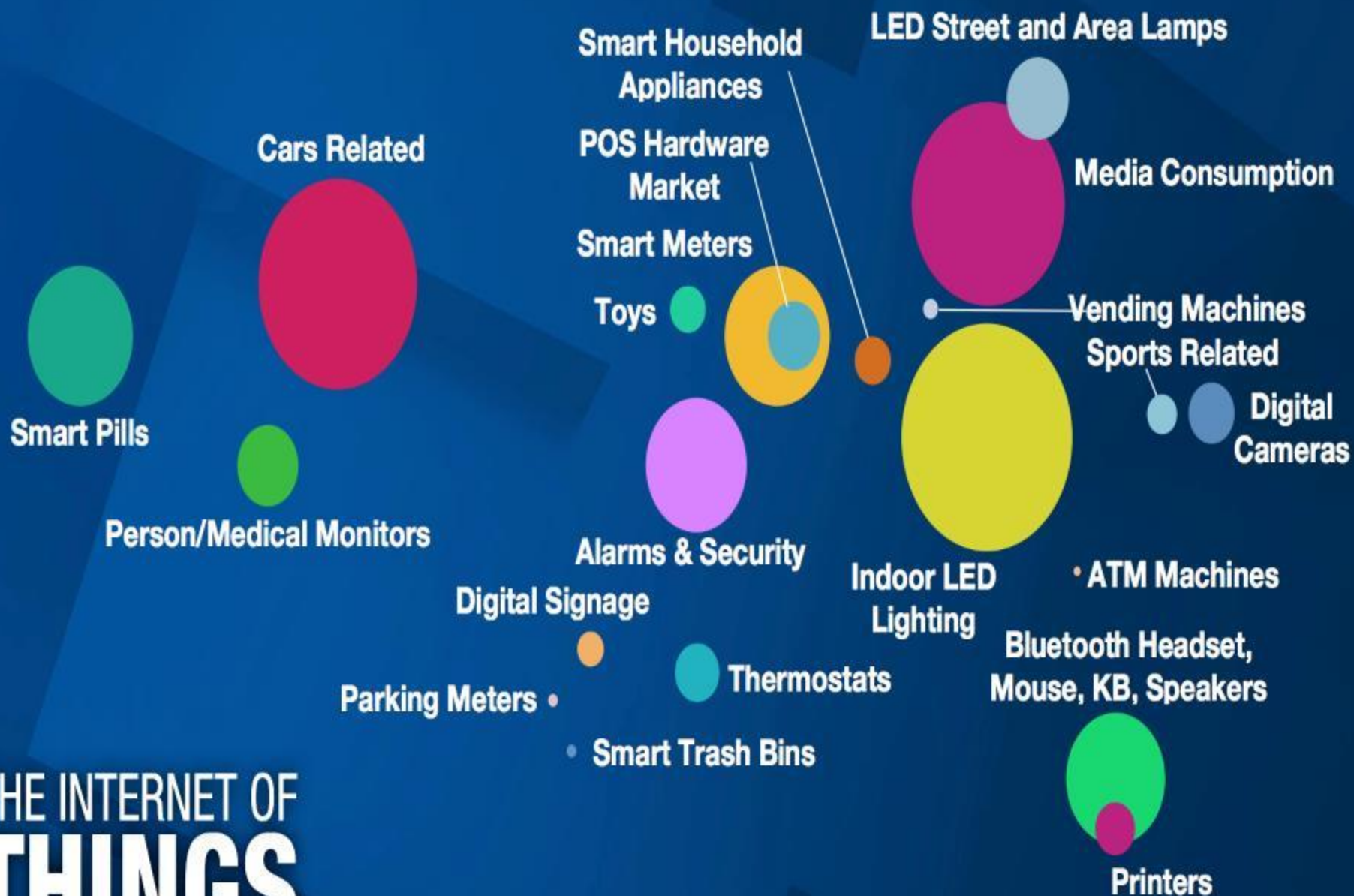
2009
Personal Devices
1.6 Billion

2009
Internet of Things
.9 Billion

2020
Internet of Things
30 Billion

2020
Personal Devices
7.3 Billion

THE INTERNET OF THINGS



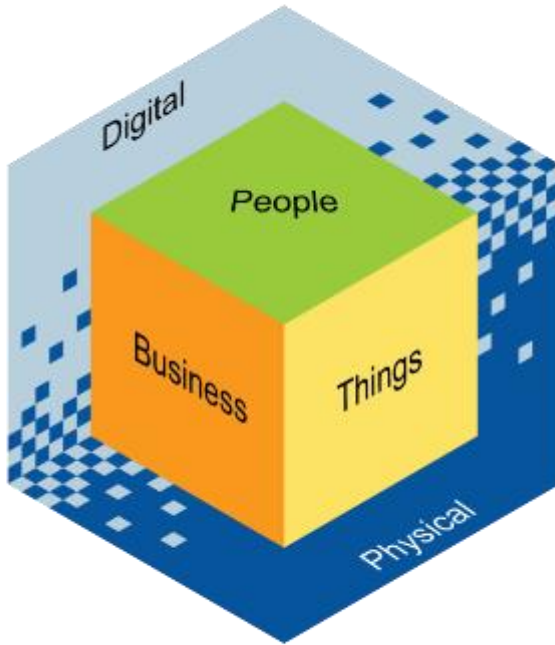
Digital Government must integrate different organizational components

Digital Government and Civic Moments

- Traditional Government Service Delivery is being disrupted & transformed
- Digitizing process allows other agencies and non-Government entities to participate easily and transparently
- Real Value comes by combining mobile, information, cloud and social technologies



The Nexus of Forces



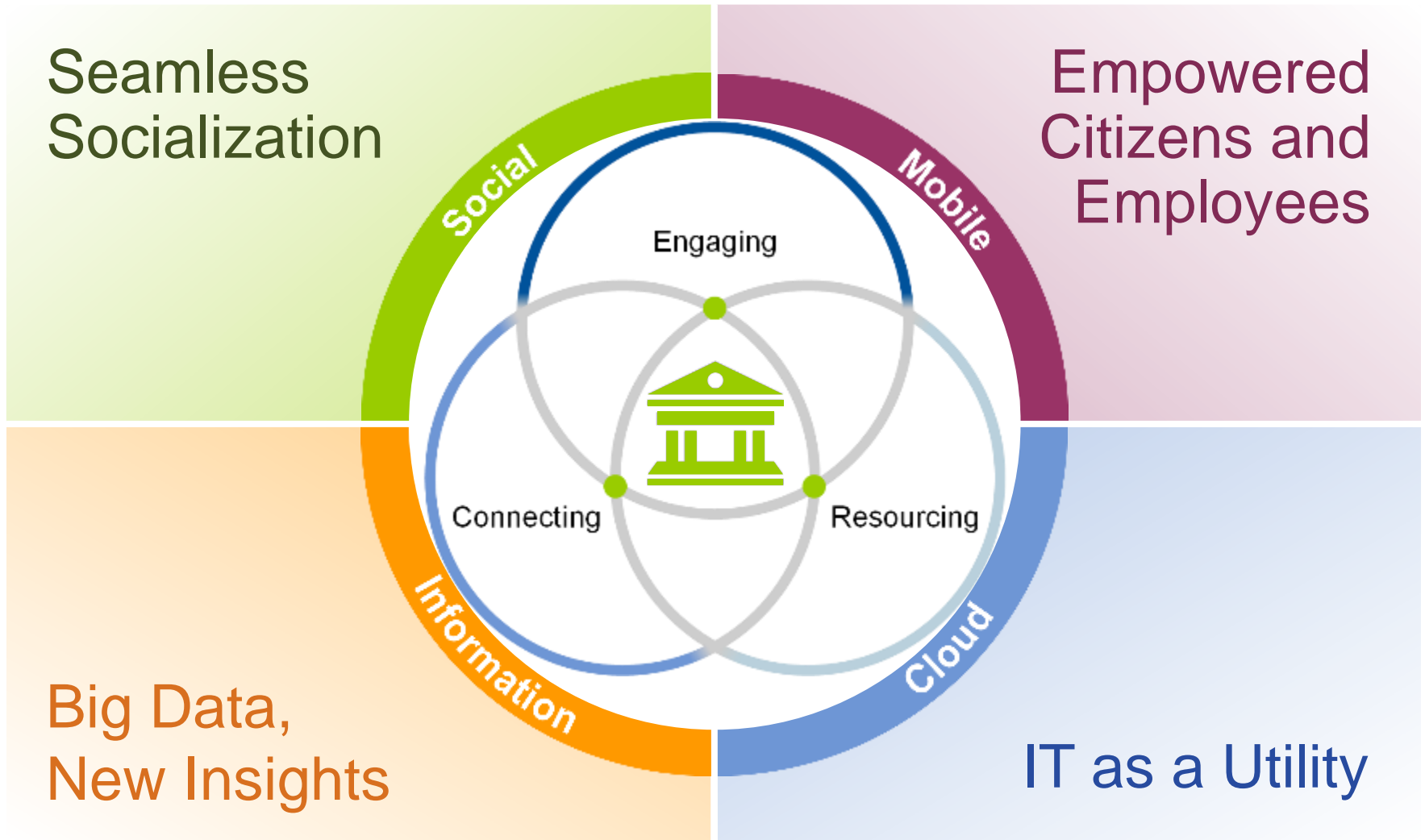
Digital Government

Government designed and operated to take advantage of **digital data** in optimizing, transforming, and creating government services.

Civic Moments

An event that triggers the exchange of data and coordinated actions across a network of people, businesses and things to achieve a singular objective.

New Service Models in Government Are Possible: How Will You Create Them?



Engaging the Citizens and the Workforce

Mobility isn't about devices or networks.
It's about services and innovation ...



... and changing the
concept of "workplace."

Bring Your Own

DEVICE

DATA

Social Ratings
Reputations
Photos
Rankings
Videos

APPS



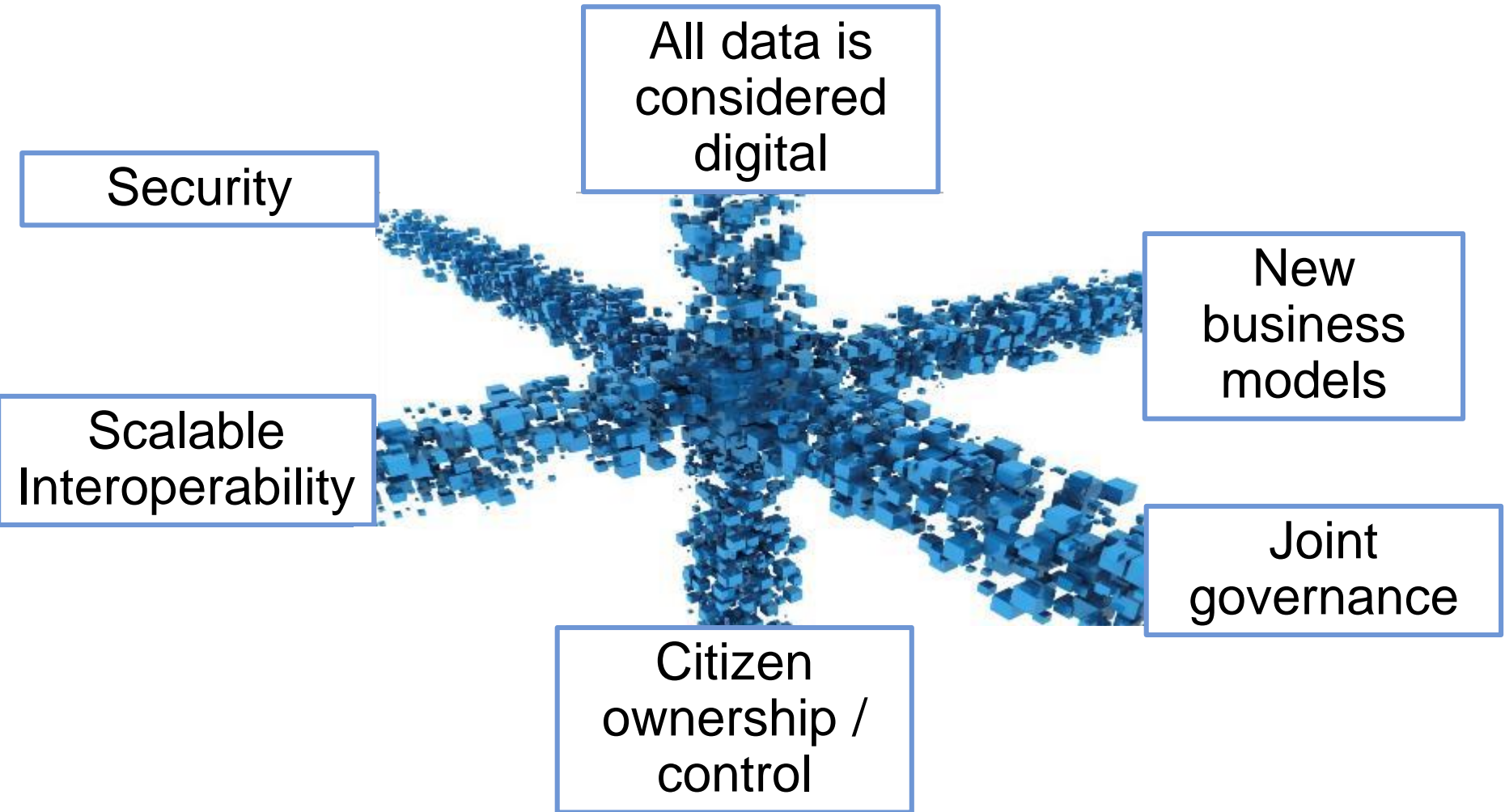
FRIENDS



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Connecting Agencies



What Should You Do to be Ready

Minimum:

- Assess the priorities are for your organization.
- Develop the correct governance arrangements for your organization.

Better:

- Ensure that the business process functions are renovated and integrated early
- Develop digital leadership skills and relationships.
- Engage executive leadership and broaden their understanding.
- Use the same data and processes across all channels and optimize for devices. Gartner encourages “Mobile First” and “Cloud First”

Best:

- Create a common data management strategy
- Provide advice enabling and encouraging safe, effective, efficient, connected sharing irrespective of organizational boundaries.
- Monitor the impact of open data initiatives and ensure value is created.

Considerations for Digital Government

1. Assess your Organization's Priorities
2. Ensure that the Core Back Office Functions are Renovated and Integrated Early
3. Develop Digital Leadership, Skills, and Relationships
4. Engage Executives and Broaden their Understanding
5. Use the same data and processes across all channels and optimize for devices
6. Create a common data management strategy
7. Provide advice enabling and encouraging safe, effective, efficient, connected sharing irrespective of boundaries.
8. Monitor the impact of open data initiatives and ensure value is created

Recommended Gartner Research

- ➔ [Hype Cycle for Digital Government, 2014](#)
Neville Cannon and Rick Howard (G00263793)
- ➔ [Digital Government Is a Journey Toward Digital Business](#)
Andrea Di Maio, Jerry Mechling, Rick Howard (G00262811)
- ➔ [2015 CIO Agenda: A Government Perspective](#)
Rick Howard, Jim Hocker, Poh-Ling Lee (G00272499)
- ➔ [Hype Cycle for Application Development, 2014 Government](#)
Thomas E. Murphy, Nathan Wilson, Maritess Sobejana (G00264031)
- ➔ [Tutorial: Successful Approaches to Citizen Electronic Identification Initiatives in Government](#)
Jeff Vining (G00258935)
- ➔ [Hybrid IT: Delivering IT as a Provider and a Trusted Broker](#)
Thomas J. Bittman, Ed Anderson, Drue Reeves (G00245906)

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