

INSTANT-ON GOVERNMENT: SHIFTING FOCUS FROM OPERATIONS TO INNOVATION

The Changing Role of IT Innovation in Helping
Governments Navigate Today's Fiscal Crisis and
Beyond

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The Instant-On Enterprise



Demand for an Instant-On Enterprise

- Everything and everyone is connected
- Everyone expects immediate gratification and instant results
- Enterprise and IT are one in the same
- Respond to continuous opportunity and competition
- Anywhere, anytime, anyway



The Instant-On Enterprise Requirements

Innovation

Deliver competitive and service advantage

Agility

Faster response to changing business and citizen needs

Optimization

Achieve better ROI, reduce cost, improve processes

Risk

Manage risk from the unknown, security threats, regulations, and data



Technology Innovation Must Support Service Innovation and New Service Delivery Models

Services Innovation

Prevention

Participation

Collaboration

Technology Innovation

Mobility

Whole-of-
Government
Enablers

Cloud
Computing

Analytics



Mobility

- Mobile phone penetration
- Digital inclusion
- Power of mobile



CASE STUDY

Human Services: Self-Certification Using Mobile Telephony



Case Study: Unemployment Certification Via Mobile Phone – EU Example

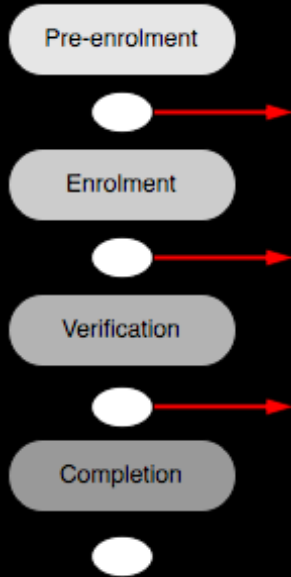
- Challenges:

- Increased demand for unemployment benefits
- Intense manual processes
- On-going certification requires regular visits to the Department for Social Protection Local Offices
- Long lines, staff overloaded
- Reduce welfare fraud and overpayments

- Desired Policy Outcomes:

- Improve service delivery against “Customer Charter and Action Plan”
- Increase certification frequency, to help reduce fraud and overpayments
- Examine new communication channels, including self-certification using mobile telephony
- Ensure on-going controls are in place

Enrolment Best-Practices and Benefits



Enrolment Best Practices

- Explain Enrolment process, obtain consent
- Gather voice sample, verify capture
- Verify enrolment with a test certification
- Enrolment complete

Benefits

- Supports in-country mobility
- Leverages voice print biometrics
- Reduces need to visit local offices
- Reduces program administration costs

Mobile Voting



Electoral Participation: Declining Participation, Rising Administration Costs and Expectations

- Western developed countries
 - Decline in voter participation
 - Drop in turnout among young people
 - Only 37 percent of voters aged 18 to 24 voted in the 2008 Canadian federal election, similar to U.S. & U.K.



Internet Mobile Phone Voting

Example of mobile voting process



Whole-of-Government Enablers

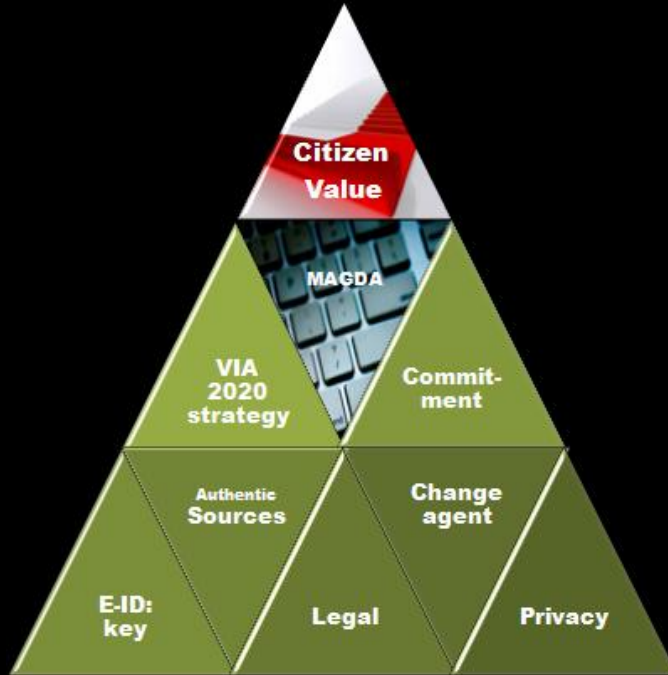
- Authentic data sources
- Identity management
- Single sign-on
- Mailbox and archiving



Flemish Government Video



Framework Components: Key Building Blocks



- Goal: Citizen Value
- Platform: MAGDA
- Part of the coalition agreement and long-term vision (VIA)
- Authentic Data: The information, the value
- Change agent: Driver
- Legal and privacy regulation
- e-ID: The key to get access

Cloud Computing

- Collaboration across government
- Collaboration with citizens and third-parties



Leading Public Sector Cloud Examples

- **Cross-agency Human Services:** Sharing immunization data through the cloud
- **U.S. Army:** Distributed Common Ground System
- **CalWin:** An integrated eligibility determination, benefit calculation, Enrolment and case management system
- **HP SchoolCloud:** A scalable, packaged server-based computing environment



Analytics

- Contact management
- Intelligence in operations
- Fraud and error
- Security



AGILE DECISIONS @ citizenship



City of Anaheim Enterprise Virtual Operations Center

Orange County Home > Anaheim

ANAHEIM ENTERPRISE VIRTUAL OPERATIONS CENTER Anaheim

Welcome David Brown | My Site | My Links

The Site: Anaheim

Info and Links | Documents | Business Directory Search | Directory Search | WebMOC | Cameras | Dashboard | Help (F2) | Electric Outages

Site Actions

Last Updated At: Friday, 06/17/2011 09:51:57

Weather Conditions: (@ Fullerton, CA)
temp:66°F wind:SSW 6 mph
cond:Cloudy vis:10.0 miles bar:29.88 steady

Layers Control

- Anaheim
- Layers
 - Incidents
 - Police
 - Fire
 - Police Vehicles
 - Fire Vehicles
 - City Vehicles
 - Other
 - Anaheim Wireless Pods and Controls
 - Traffic Cameras
 - Wireless Hotspots
 - Wireless Cameras
 - Public Facilities
- Other Resources
 - Show/Hide Alerts Box
 - Show/Hide Headlines
 - Show/Hide Map Annotation Tool
- Vehicle Search:
 - Organization: Anaheim
 - Vehicle ID: First Vehicle ID
 - Clear Search Results

Alerts and Notifications	Subject	Category	Date
	DHS has lowered the threat level to ELEVATED	DHS	06/21/04 13:00
	Threat Level Raised to Code Orange or High for all commercial aviation operating in or destined for the United States	DHS	08/10/06 00:00



AGILE DECISIONS @ infrastructure

Self-aware resilient infrastructure



Convergence of "Disruptive Solutions" Enables IT to Support New Business Models & Maximize Public Value

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Prevention

Participation

Collaboration

Technology Innovation

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*THE **INSTANT-ON**
ENTERPRISE IS HERE.*



THANK YOU

