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Government IT

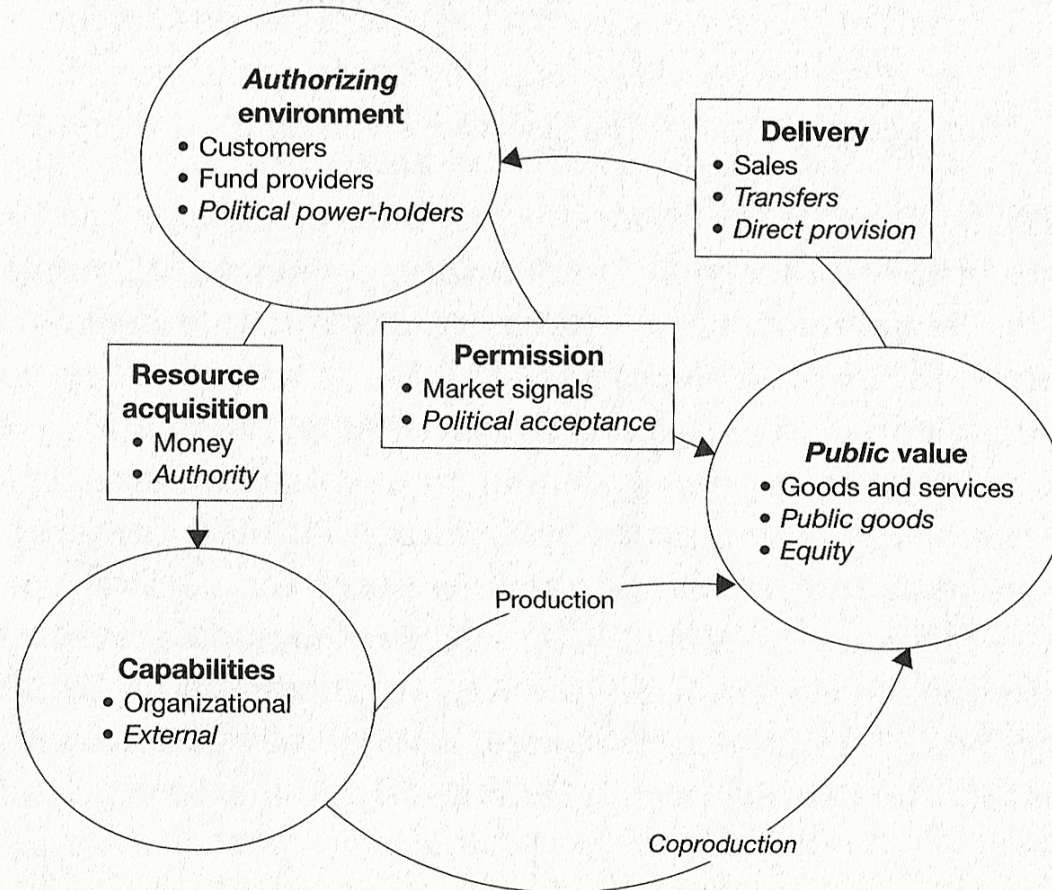
Thoughts on Governance and Current Challenges

School of Information Studies, Syracuse University,
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Value Framework for Managing Not-for-Profit Organizations



Note: Italics are for not for profits only.

Source: Adapted from John Alford, Melbourne Business School, University of Melbourne, 1993.

- The “I’m here, everything is different” syndrome
- Thoughts on the private and public sector:
 - Sales versus finance as a driving force
 - Clarity of goals, implications of not meeting them
 - Business processes, but not a business
 - The Federation of Transportation
 - Executive/Legislative vs Parliamentary systems
 - Culling the herd
- So
 - Situational awareness
 - Automated Transparency
 - Hate the message not the messenger

- Situational awareness
 - If you do not know what is happening you cannot improve it
- Transparency of status
 - If no-one knows the situation, they can't help implement the objectives
- Walk and chew gum (e.g. Federal Desktop Configuration Control-like activities)
 - Without these it's like putting steel plates on a house while leaving the windows open

- Nothing from nothing leaves nothing – transactional cost economics
 - Makes it advantageous to utilize external resources as much or more than internal
- Here come the clowns – management and implementation by crowd sourcing
 - The death of hierarchy
- Everybody needs somebody sometime – the Internet of Things
 - Fast sensors
- Ptolemaic versus Copernican architectures – earth -> Sun -> nothing

- The end result is that the power is in the connections not the endpoints including your own organization
- As a result commercial organizations need to emphasize information sharing or go out of business
- Same pressures exist on the government though the impact is slightly different and not as obvious

Cloud Computing

- Remember it is not magic, it is merely economics
 - Back office
 - Virtualization
 - Optimizing technology, people around mission support
 - Front office
 - Move to web services
 - Changes the way Government services are provisioned
 - Allows participation as well as consumption
 - Will increase citizen/customer expectations for Government behavior
- The electricity analogy and where the analogy breaks down

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