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Convergence: Beyond E-Government
(*Innovation Government*)

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Who is PTI?

- 34 years of service to local government
- Formed by NLC, ICMA, and NACo
- Is people driven on technology matters
- Has the best & brightest technology leaders
- Has a very active governance structure
- Reaches the "right" people at the local government level.

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Local Governments in the U.S.

- 35,937 municipalities/townships

- 3,034 counties

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When It Comes to Technology Local Governments……..

- Regulate
- Innovate
- Prime User
- Tax authority (but can't print money like Federal)
- Provider of first & last resort

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E-Government to *I*-Government?

- What is E-Government?
  - Electronic Government
  - E-Governance
  - E-Administration
  - Enhanced, Enriched, Efficient, Effective..

- What is I-Government?
  - Innovation Government

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What We Know….

- Universal credit & debit card penetration
- On-line access now routine
- Broadband access increasing
- Increased comfort with online transactions
- Younger generation's expectations regarding technology
- Digital divide continues to grow
- Disconnect between local government and its citizens

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Convergence Features

1. IP protocol standard
2. Multifunctional devices
3. Connectivity (always on)
4. Integrated voice, data, and video
5. Mobility
6. Functionality
7. Accessibility

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Convergence Phone Example

1. Phone
2. Answering machine
3. Recording machine/Tape Recorder
4. Address book
5. Calendar
6. Caller ID
7. Video clips
8. MP3 Player
9. Camera - Still
10. Video camera
11. GPS tracking
12. Web browser
13. E-Mail
14. IM
15. Games (3-D)
16. Calculator (Tip Calculator)
17. Clock/World Clock
18. Timer
19. Wireless Modem
20. Computer
21. Word Processor
22. Note Pad
23. Speaker phone
24. Picture Viewer
25. Ring Tones
26. Wallpaper
27. "Walkie Talkie"
28. Infrared
29. Bluetooth
30. Enterprise apps.
31. USB Connectivity
32. TV
33. Video Conferencing
34. Voice Recognition
35. Smart Cards (transportation)
36. News, Weather, Traffic Report Alerts
37. Wi-Fi
38. VoIP
39. Vanity Mirror Screen (daughter's idea)
40. Book Reader
41. Flashlight

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Local Officials Ask….

1. How important is broadband, availability, penetration and pricing to my city or community?
2. What types of Broadband is available?
3. Where is it available?
4. Is it "Affordable"?
5. What services are associated with it?
6. By doing nothing what will be the consequences?
7. What can/should local leaders do for their city or community?

E-Government (Passive)

- Citizen Access to Information
- Government Functions and Services
- Directory & Directions to Parks and Community Centers
- Calendar of City-Sponsored Events & Activities
- Property Information
- Citizen Services
- Job Postings
- Phone & Staff Directories
- Meeting Notices
- Statistics of City
- Tourist Information

E-Government (Transactional)

- License Renewal & Payment
- Payment of Parking Tickets, Fines
- Registration for Functions
- Interactive Job Applications
- Online permits, business licenses, court documents
- Online Purchase Orders, Bid Documents
- Sales tax Collection
- Distance Learning
- Webcasting of City/County Meetings
- Communications with Local Leaders
- Links to other key sites (airport, transportation, hotels)

E-Government (Participatory)

- Digital Democracy
  - Respond to Proposed Rules & Regulations
  - View Others Comments/Pleadings
  - Vote on Certain Issues (see results)
  - View & Participate in Live Meetings
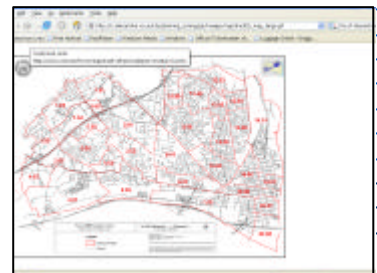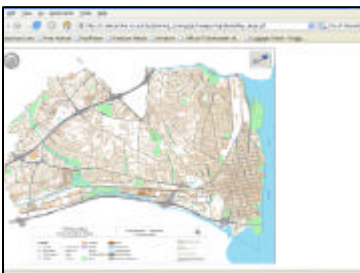 - View Streaming video of Past Meetings
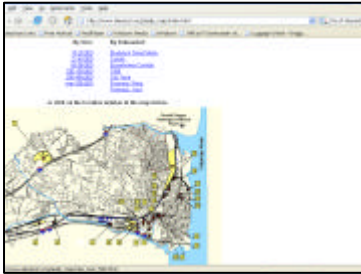
E-Government Benefits

1. Always Open (24 Hour City Hall)
2. Locality Neutral
3. Faster Transactions
4. No Lines
5. Saves Government Money
6. Citizen Satisfaction
7. Business Satisfaction
8. Improved Security Applications
9. Accessibility (can be almost anywhere)
10. Language Options
11. Greater Citizen Participation
12. Competitive Advantages

Implications

- A greater connected society
- Caters to a mobile universe
- Recognizes boundaries/physical handicaps
  - Sight
  - Hearing
  - Language
  - Monitoring (voluntary & involuntary)

I-Government

EXTERNAL

- Passive (information)
- Transactional
- Participatory
- Public Forums

INTERNAL

- Administration & Finance
- Crime & Justice
- Public Safety
- Transport Management
- Public Works
- Internal Communications
- Systems integration
- Mobile applications

Future Trends

1. E-Government will morph into I - Government
2. New Technologies will push new services
3. CIO *function* will continue to grow & be more centralized
4. Citizens will feel & be more connected
5. Government will be more responsive
6. Those who don't embrace technology will suffer
7. Wireless access & and applications will increase

On-Going Concerns

- Privacy
- Security
- Keeping Ahead
- Technology Leadership
- Greater broadband growth in rural areas
- Ethics
- Access
- Financing
- Training
- Special needs for smaller local governments

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