





IBM IS an On D	Demand Reference	
 Benefits from Bu 	usiness Transformation (1998-2002):	
 Since 1998, supply chain ir 	\$6.2B in benefits from ebusiness transformation (mainly ntegration)	
	ecade, IT spending cut by 31 percent even as IT infrastruc	ture
 155 data cer 	nters reduced to 12 worldwide	
128 CIOs re	duced to 1	
	Demand (2003 -)	
 Additional \$5 with 33.000 st 	5.0B savings for 2003 expected from supply chain integrat polier	tion
Next Genera	tion infrastructure will provide a <u>10% - 40% cost savings</u> nal infrastructures and services	over
Similar tradition		

To respond with speed to changing environment, governments need to move into the on demand era					
Reshape citizen/bus services	Organisational effectiveness	Financial performance			
Customer issues • Managing citizens' expectations • Improve democracy/ economic development • Security & Data protection	Customer issues • Adressing skills shortage (massive retirement waves) • Attract/train and maintain skills HOW	Customer issues • Providing more with less • Dealing with a deficit budget • Dealing with fraud			
Become an on demand government					
Responsive, Focused, Variable, Resilient					
Process Transformation	Cultural change	IT infrastructure			
 From silos to integrated Cross agency, cross- government processes 	Supporting the citizen focus vision	 Integrated, Open, Virtual, Autonomic Security and Data protection 			
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