

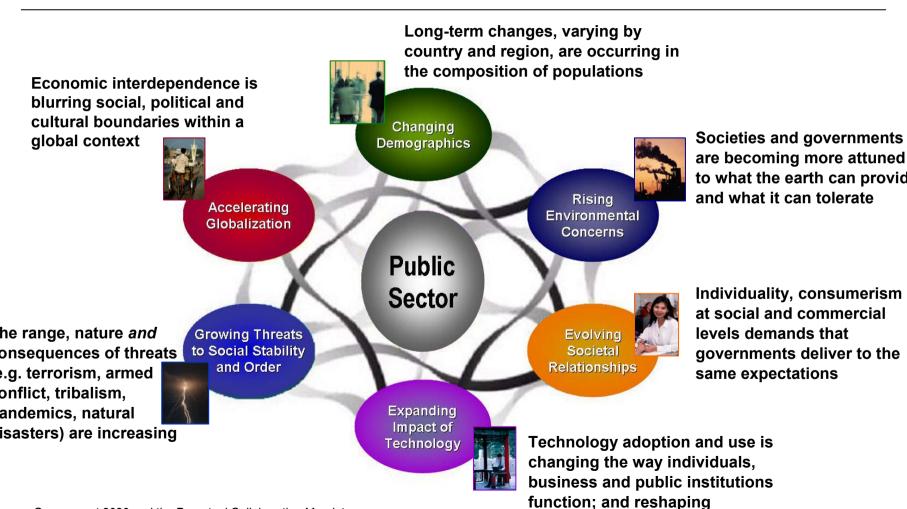
# **IBM Global Business Services**

IBM Institute for Business Value

Sovernment 2020 and the Perpetual Collaboration Mandate

Todd Ramsey
IBM Managing Director, US Federal
October 22, 2008

# Six powerful drivers are reshaping societies – and the way they are governed



2

arce: Government 2020 and the Perpetual Collaboration Mandate,

Institute for Business Value study, 2008

relationships between them

# Many programs will need to be refurbished as strategies are aligned with existing realities. Integration and collaboration are critical enablers.

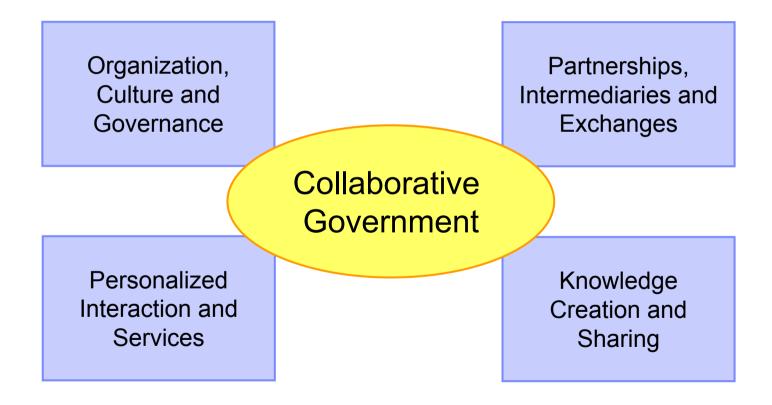
#### Demographics **Environment** Globalization **Economic Transportation** Managing Citizenship **Immigration** Focus on Wellness and Congestion Competitiveness Urbanization Initiatives Control **Programs** and Policy Management Customs and **Higher Education** Outcomes and Energy **Primary** Tied to Economic Border "Green Agenda" Supply and Education Value Based Management Strategies Consumption Healthcare For Children Workforce and Water and **Economic Vitality** Social/Financial Research. Strategic **Food Supplies** For Aging Programs for Skills Science and Intelligence and Safety Development Citizens Pensioners Innovation Government Direct access Policing and Emergency Citizen Self Defense & Outsourcing to Public Preparedness Public Responsibility security and Response and out tasking Security Information Citizen Public technology Reduction of Adoption of interaction Infrastructure Open Standards bureaucracy and self service and access

Relationships

Technology

**Stability** 

# Addressing the challenges ahead requires new core capabilities



# **Critical success Factors**

### Strong and committed senior executive leadership

- Establish strategic vision with shared frame of reference and desired outcomes
- Drive changes, maintain focus, and communicate success
- Lead by example with proactive involvement
- Clear personal and organizational accountability

#### Focused execution

- Citizen focused, outcome based objectives, measures and incentives
- Adequate funding aligned with priorities
- Standards adopted and consistently applied
- Well defined and executed plans
- Continuous improvement using feedback from clients and stakeholders

## Collaborative and transparent approach

- Strong cross government program integration and data sharing
- Open communications to encourage informed and involved citizens and stakeholders
- New governance models to include partners, stakeholders, influencers & intermediaries
- Deliberate efforts to foster innovation and collaboration