What Leaders of the 21st Century Need to Know:

Information Technology as a Strategic Advantage

UNC SCHOOL OF GOVERNMENT

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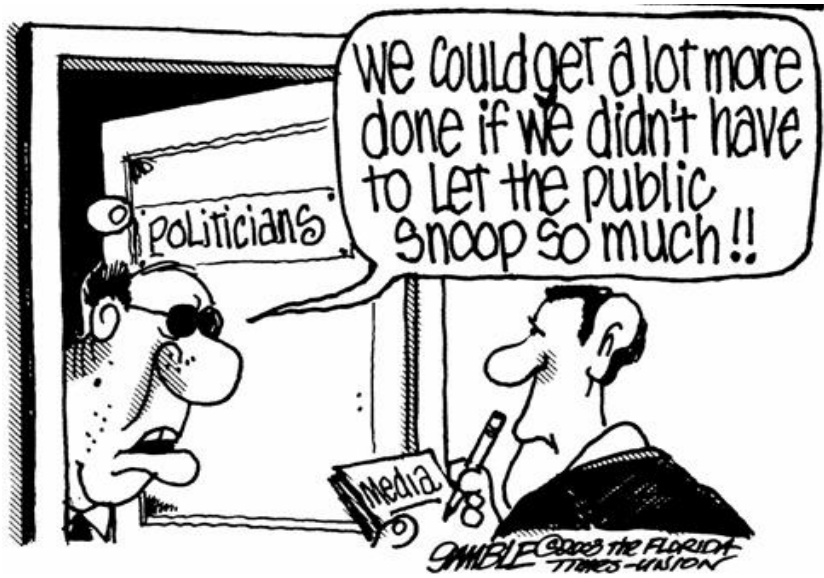
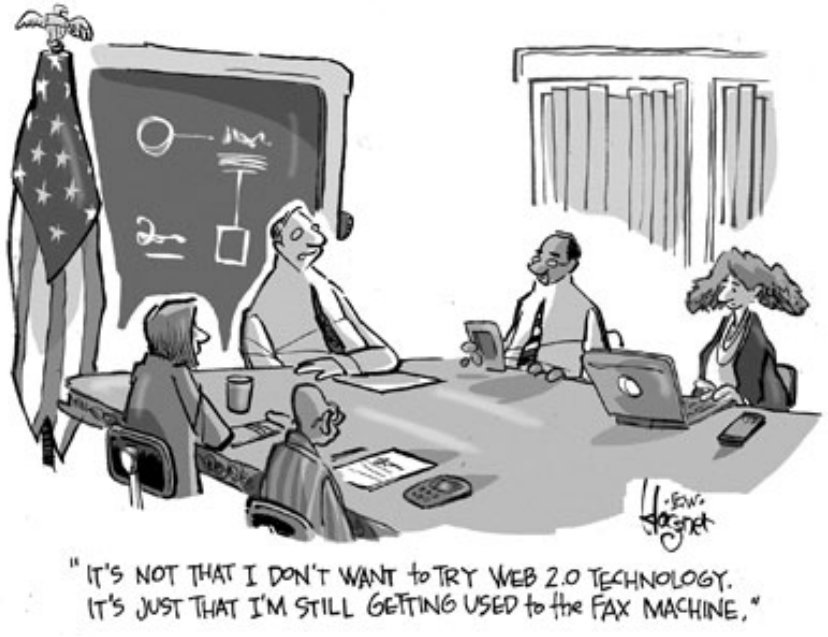
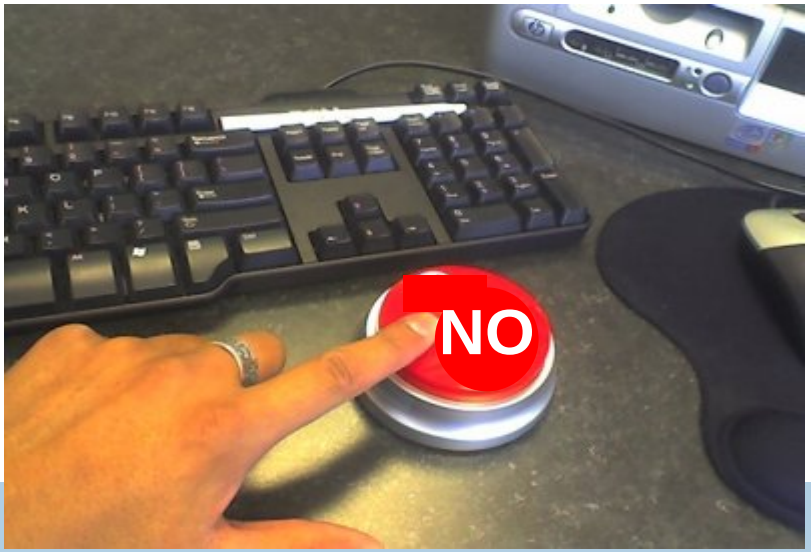
If Public Service is Noble…



Then What About IT?





Technology is …

the vehicle from which

accurate, reliable, and timely

information is produced for:

developing strategies, identifying objectives,

improving productivity, and

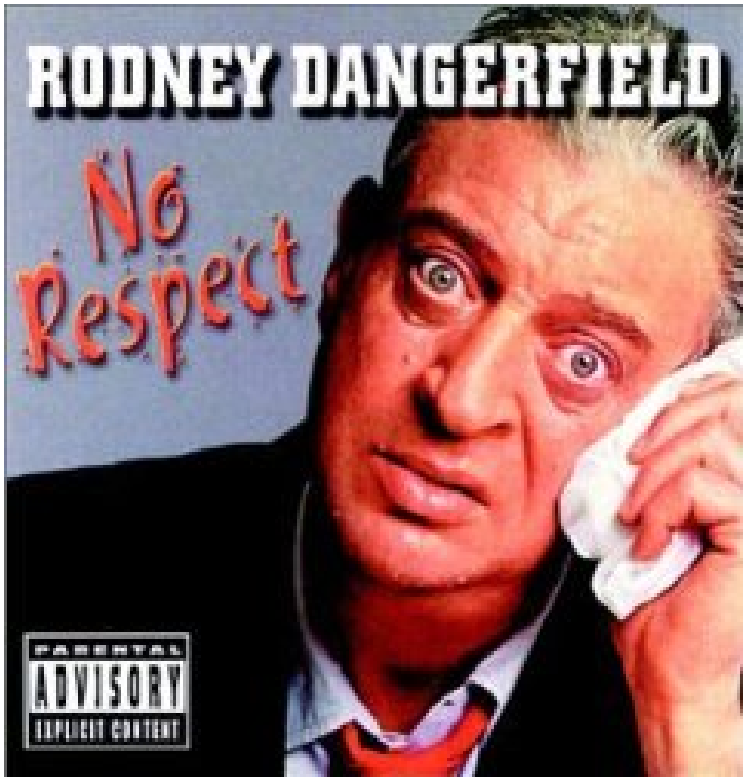
facilitating service delivery

The Value of Technology

What percentage of your organization's budget goes towards technology?

What percentage of work does technology support?

Then why is this your IT Department?



At the end of the day…

Does leadership see IT
as a cost to be controlled or
a strategic value add?

The challenge…

How can we use information technology…

- to create public value

Once Upon a Time, In a Land Far, Far Away…

The challenge…

How can we use information technology…

- to create public value
- through a better division of labor

The challenge…

How can we use information technology…

- to create public value
- through a better division of labor
- where innovation is essential

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A **freely browsable** database of crimes reported in Chicago.

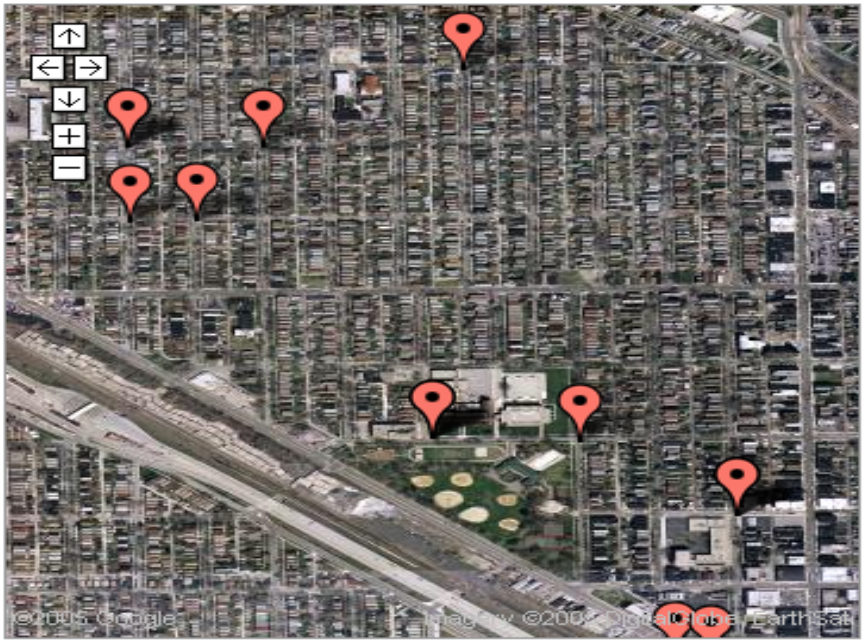
Browse by: Crime type · Street · Date · Police district · Location · City map

Search: GO

District 4 / Beat 0423

Latest reported crimes RSS

MAY 5 12:31 p.m.	**Battery**	8200 block S. Exchange Ave. Sidewalk
MAY 5 9 a.m.	**Battery**	9000 block S. Exchange Ave. School building (public)
MAY 5 5 a.m.	**Assault**	2700 block E. 89th St. School building (public)
MAY 5 1:30 a.m.	**Criminal damage**	8400 block S. Manistee Ave. Street
MAY 4 6:19 p.m.	**Weapons violation**	8900 block S. Muskegon Ave. Park property
MAY 4 2:50 p.m.	**Criminal damage**	8600 block S. Essex Ave. Street
MAY 4 1 p.m.	**Battery**	9000 block S. Exchange Ave. School building (public)
MAY 4 9:56 a.m.	**Sex offense**	2700 block E. 89th St. School building (public)
MAY 3 5:20 p.m.	**Assault**	8300 block S. Marquette Ave. Residence: Porch/hallway
MAY 3 3 p.m.	**Criminal damage**	8500 block S. Essex Ave. Street
MAY 3 3 p.m.	**Battery**	8500 block S. Essex Ave. Street
MAY 3 2:45 p.m.	**Assault**	9300 block S. Marquette Ave. Street
MAY 3	**Robbery**	



View larger map

Map - **Satellite**

Most common crimes for this beat

Battery: Simple battery	80 crimes
Criminal damage: Criminal damage to property	53 crimes
Assault: Simple assault	40 crimes
Criminal damage: Criminal damage to vehicle	39 crimes

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TweetDeck
BETA

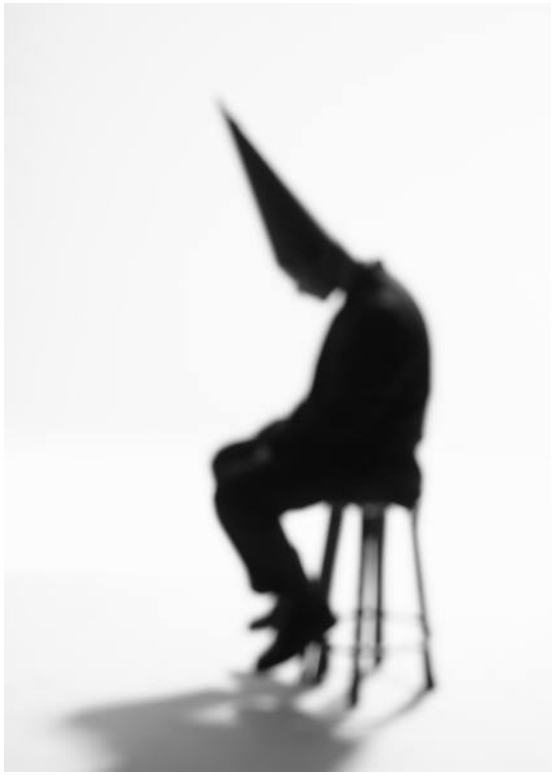
The challenge…

How can we use information technology…

- to create public value
- through a better division of labor
- where innovation is essential
- and implementation is often difficult?

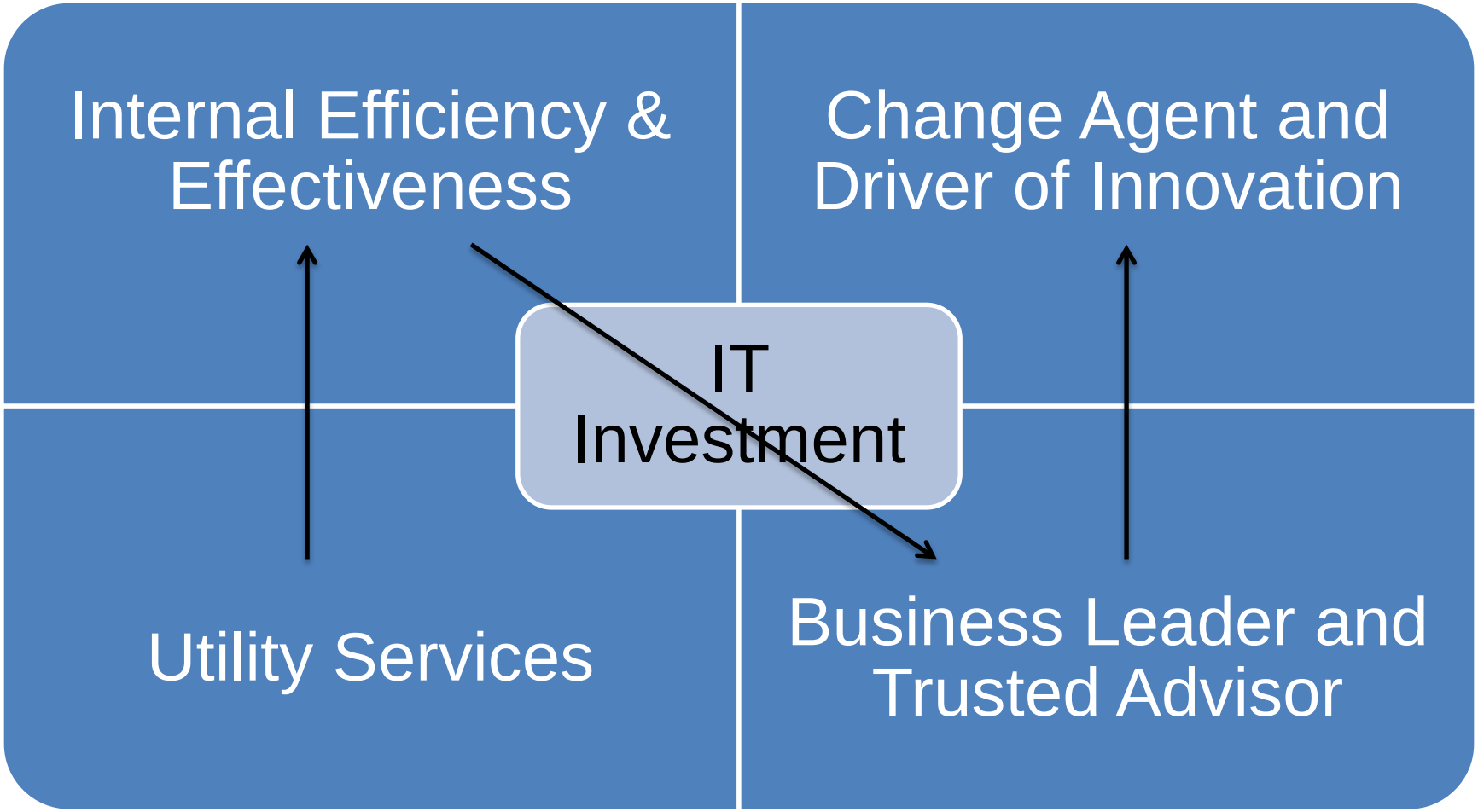
Chaos 2012

Are Your IT Investments Failing?



Failure 1: Drinking the Kool-Aid

IT Value Progression



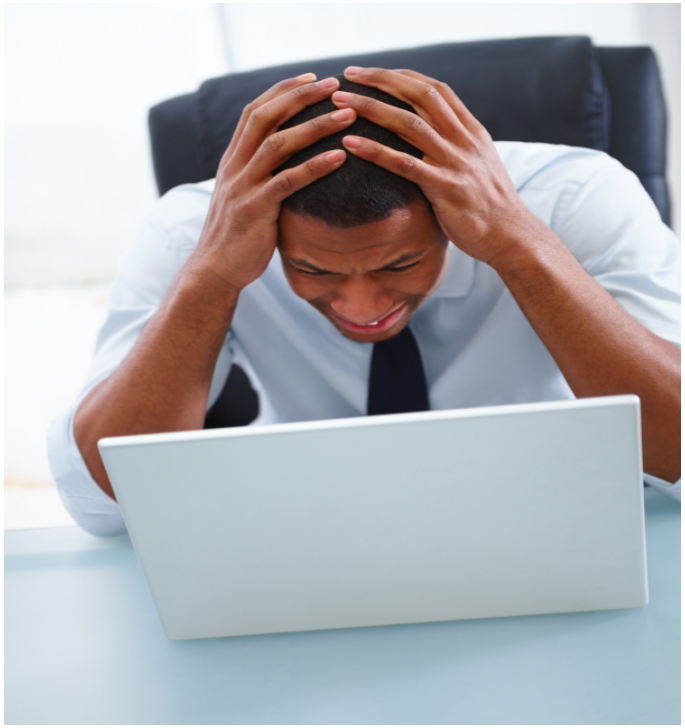
Technology corrupts…
and absolute technology corrupts absolutely.

facebook

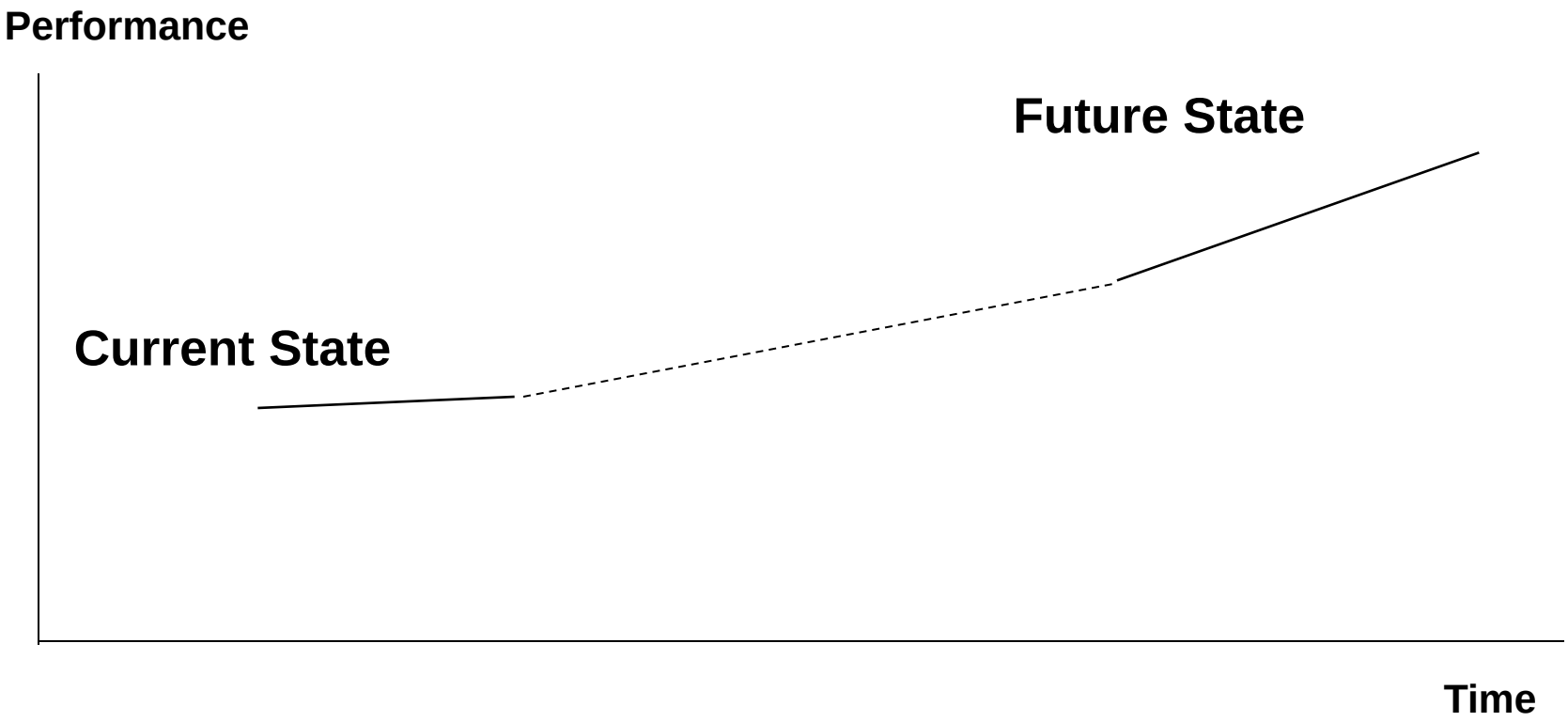
Failure 2: Believing We Can Have It All!

IT Cannot Defy the Triangle…

Failure 3: Forgetting the People Part

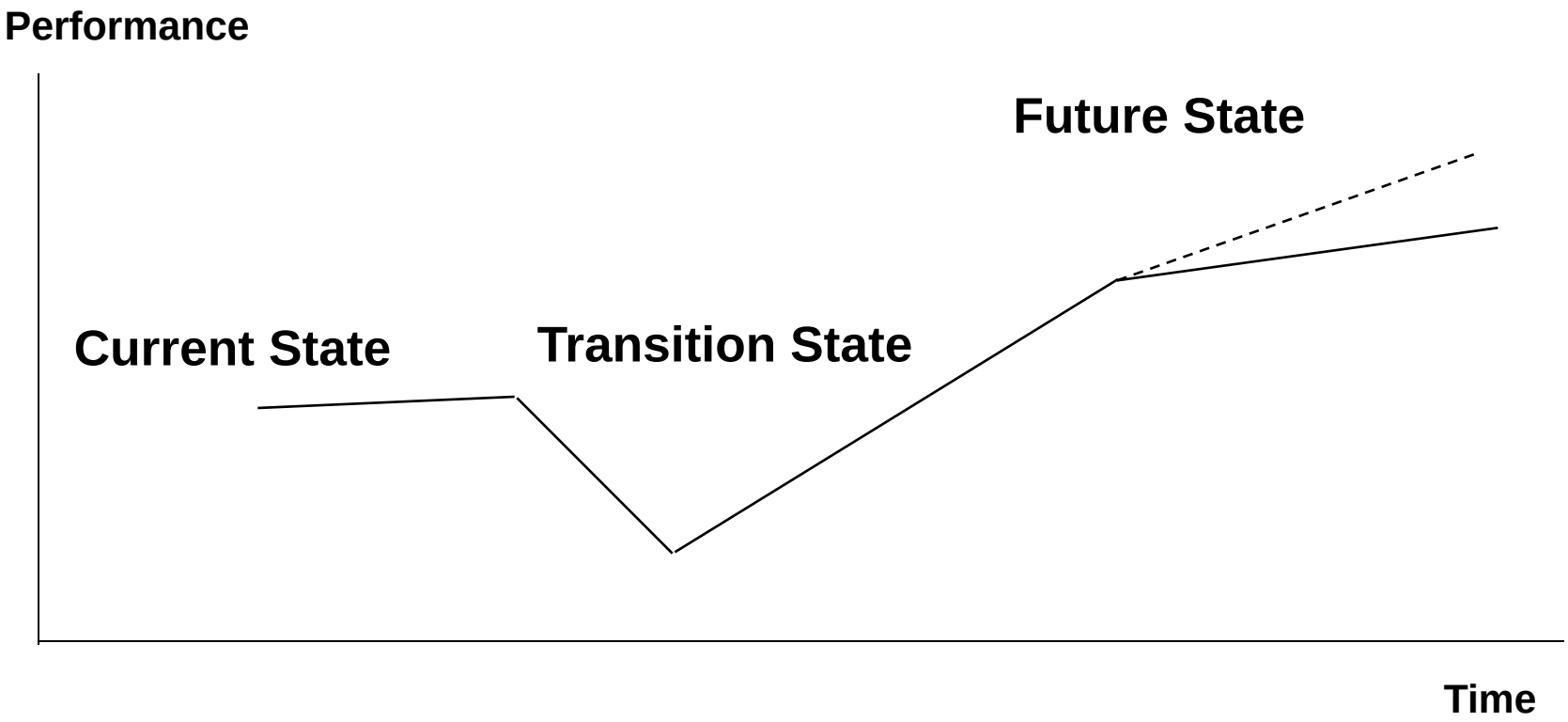


What Does Change Look Like?



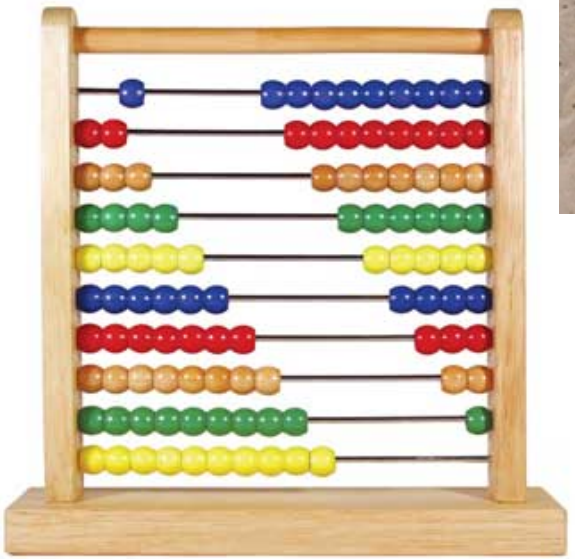
The expectation...

What Does Change Look Like?



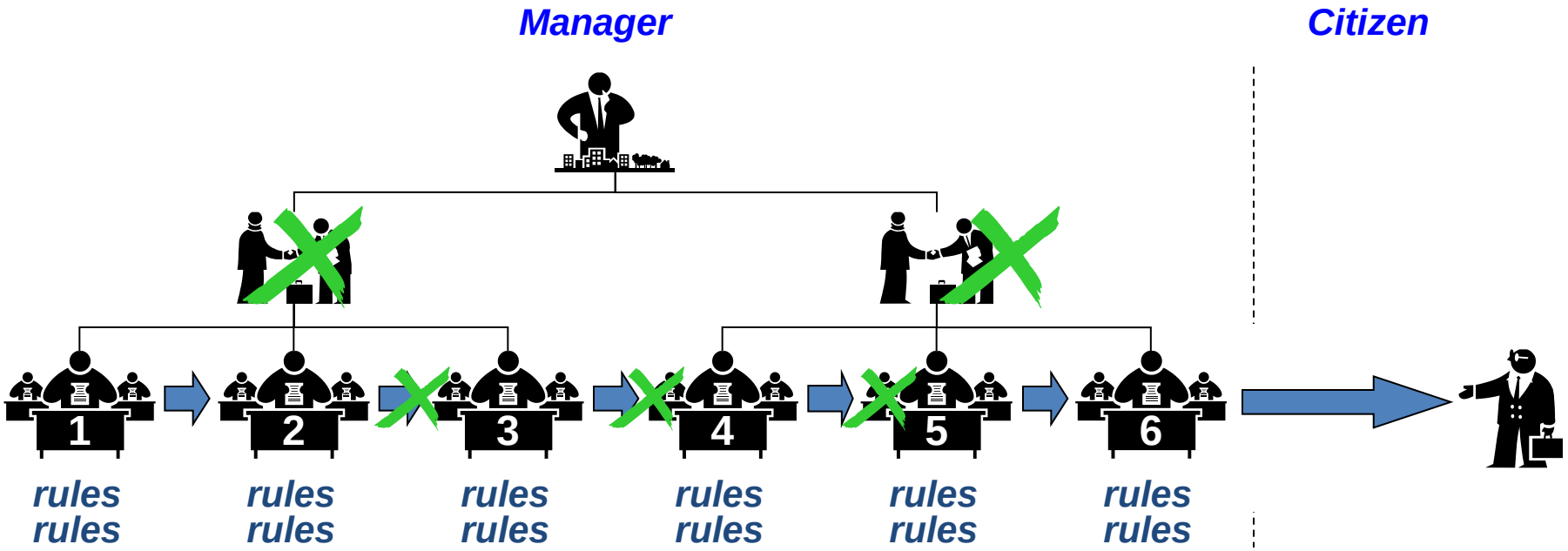
The reality...

So what is the solution?



Rule 1: Don't Honor Process without Justification

Business Process Reengineering



Rule 2: Be Willing to Divest

Are You Driving A Pimped Out Pinto?

Rule 3: Build Partnerships & Establish Trust

The New IT Commandments

Not “No” but “Finding a Way to Yes”

Not dictate but involve and empower

Stop talking about control …there is no such thing!

Rule 4: Business Projects with IT Solutions

Roadmap

Supporting Better Government

Governor's Strategies

- **Promote Economic Development**
- **Improving Education Product**
- **Building Self-Sustaining Families**
- **Strenghtening Efficiency and Operations of Government**
- **Reducing Crime and its Costs to Society**
- **Improving Quality of Life**

Examples of GOT's alignment

UI Tax Restructuring
–
Workers Comp Claims Processing
–
KIH
Kentucky Information Highway
–
New Economy Initiative

Postsecondary Education Reform
–
Kentucky Virtual University, High School, Library
–
Area Tech Centers Reform
–
MERR
Minority Education Recruitment and Retention Program

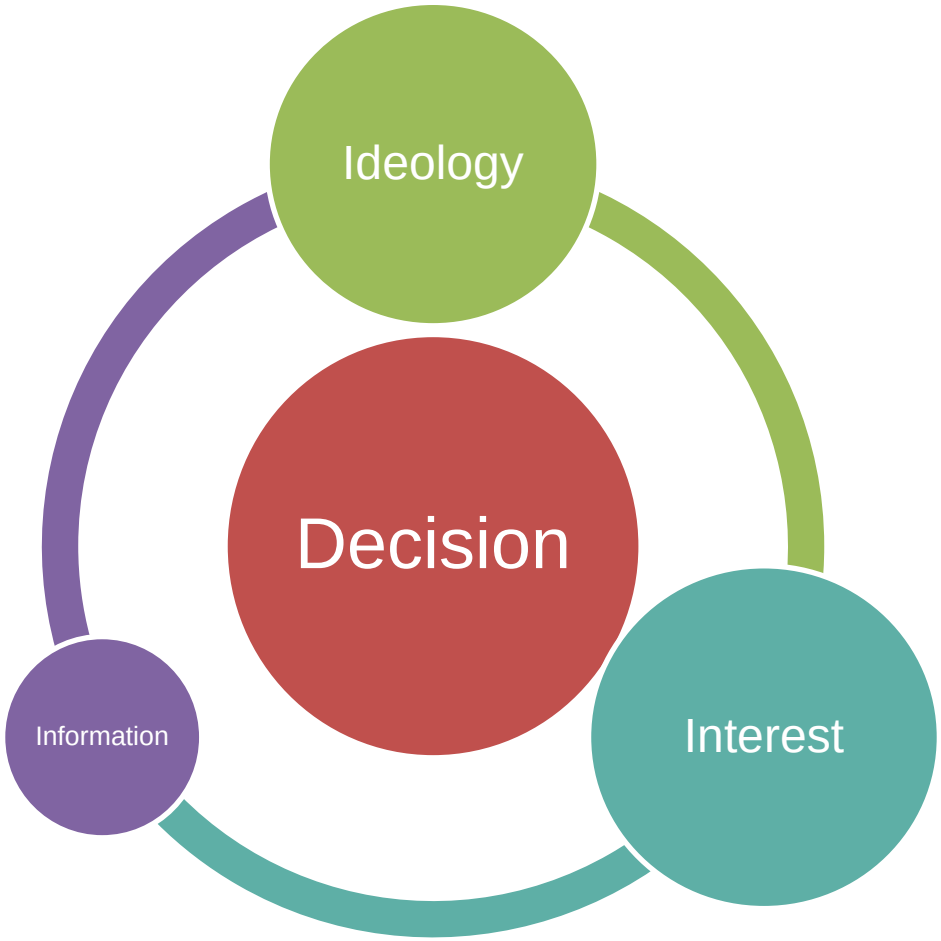
Early Childhood Education Reform
–
KASES
Child Support Enforcement
–
KAMES
Eligibility System for TANF and Medicaid
–
TWIST
Workers Information System
–
KYCARES

EMPOWER Kentucky
–
Technology in State Government and Schools
–
Personnel Reforms
–
e-Government

UCJIS
Unified Criminal Justice Information System
–
Corrections Improvements
–
KASPER
Prescription Drug Tracking

Smart Growth Strategy
–
Statewide Digital Basemap
–
Wireless 911

The “I’s” of Decision Making



Rule 5: Understanding IT Costs and Limitations is Key

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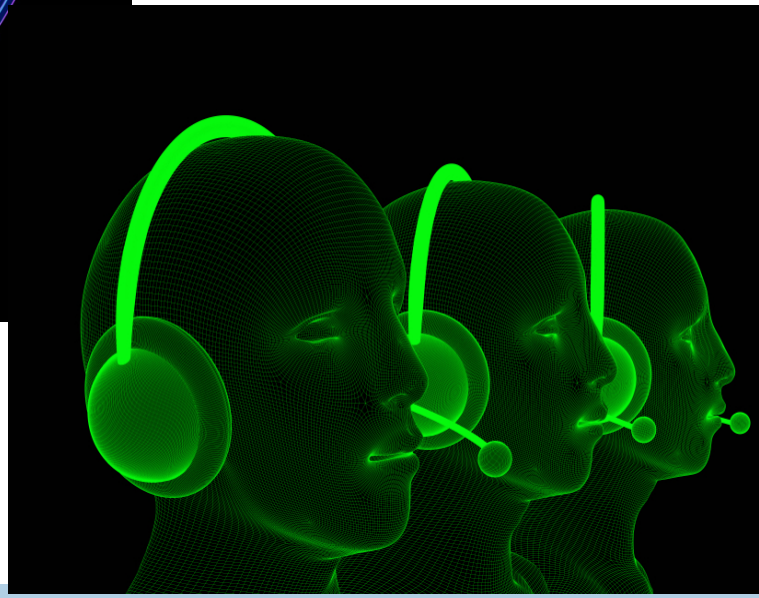
Rule 6: IT-FTE is the new tax-service paradox

Rule 7: Invest Strategically

(a.k.a. cloud is not a panacea)

What Technologies To Consider?



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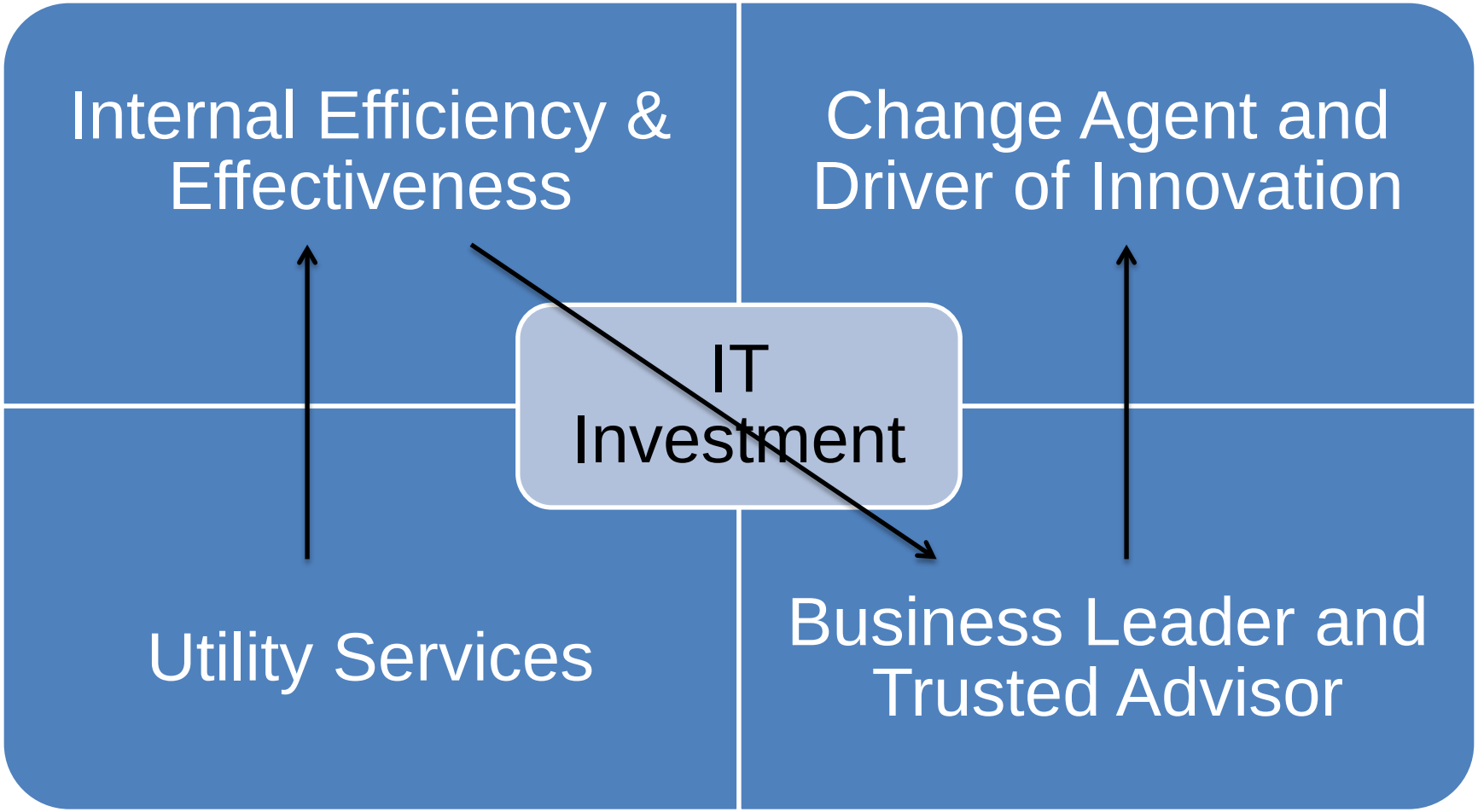

What does IT do
on a daily basis
to improve the efficiency & effectiveness
of government in accomplishing
its goals and objectives?