Transforming public sector for the digital age

Kimberly Nelson
Executive Director
Government Solutions
US SLG

March 2017
“We will always be partner led.”

— Satya Nadella
We pioneer problem solving using GIS

Watch how we do it through The Science of Where
The Role of IT in Innovation
In the Public Sector

Transformational Change?

Over Promised?

Under Delivered?

A little Bit of Each?
### Current Status as of December 31, 2007

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### Progress in Implementing the President's Management Agenda

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Arrows indicate change in status since evaluation on Dec 31, 2006.
Red Hat, Microsoft Forge Wide-Ranging Cloud Partnership

By: Sean Michael Kerner  |  November 04, 2015

Two erstwhile rivals come to a patent agreement in a move to help customers embrace the hybrid cloud.

Linux vendor Red Hat has spent much of its existence fighting Microsoft Windows in the marketplace. Today, in a surprising move, Red Hat and Microsoft entered into a broad partnership that will see Red Hat

Microsoft and Red Hat Partnership Expanded to Government

By: Karina Homme  |  July 27, 2016

We are pleased to announce the expansion of the Microsoft and Red Hat partnership that will now enable government organizations additional options to migrate their Red Hat subscriptions to Microsoft Azure Government. This extends Microsoft Azure’s certification as a Red Hat Certified Cloud and Service Provider (CCSP) to now serve our U.S. Government customers via Microsoft Azure Government.

Red Hat’s Cloud Access now enables our government customers to move their Red Hat subscription between platforms.
Fourth industrial revolution
Create more personal computing

Digital Transformation

Build the intelligent cloud platform

How is your **government** being digitally transformed?

How is your **public sector business model** being digitally transformed?

How are you changing the way people work?
Create more personal computing

Build the intelligent cloud platform

Reinvent productivity & business processes

Digital Transformation
Digital Transformation

Engage your citizens & patients

Transform your government

Empower clinicians, civil servants and public sector employees

Optimize your public sector operations

Systems of Intelligence
### Gartner’s Digital Maturity Model for Government

**Value Focus**
- **1 INITIAL**
  - Compliance, efficiency
- **2 DEVELOPING**
  - Transparency and openness
- **3 DEFINED**
  - Constituent value
- **4 MANAGED**
  - Transformation
- **5 OPTIMIZING**
  - Sustainability

**Channel Strategy**
- **Portal**
  - Government as a platform
- **Nongovernment channels**
  - Truly multichannel
  - Automation replaces portals

**Leadership**
- **CIO/CTO**
- **CDO**
- **Departments**
- **CIO and departments**
  - (New) CIO

**Technology Focus**
- **SOA**
  - Open data, open service
- **Open any data**
- **Things as data**
- **Smart machines**

**Sourcing Strategy**
- **Mixed**
  - Re-insourced, cloud first
- **Multi-sourced**
- **Partner sourced**
- **Outsourced**

**Key Metrics**
- **% Services on line**
- **% Open data**
- **Number of data-driven services**
- **% Data from things**
- **% Decrease of services**

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**Economic Impact Across Key Dimensions**

**Government Data Dividend**
- **Government & Citizen Service Savings**

**Societal Impact in Key Categories**
- **Government Data Dividend**
- **Government & Citizen Service Savings**

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As countries increase digital government maturity...

...value is generated across 4 key dimensions.

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Source: Gartner (Sept 2015)
The promise of artificial intelligence
... all powered by the cloud
We will keep your data secure.
2. We will keep your data private and under your control.
3. We will manage data according to local laws
4. We will be transparent

Brad Smith
President & Chief Legal Officer
Microsoft Corporation
The most trusted and compliant cloud
New Business Models for the New Era
NYPD & Microsoft partnership
“Our customers and society expect us to maximize the value of technology while also preserving the values that are timeless.”

—Satya Nadella
Thank You.

Let's join together to make a difference in the world.
How can you begin your Digital Government Transformation?

### Growth Hack your Vision
Develop a shared vision with your constituents and citizens of what success will look like for you

- ISO 37120
- 100RC Resilience Model
- Gartner Digital Maturity Model
- Data Governance & Classification Workshops

### Organize your thinking

- Establish your own Digital Governance Board
- Communicate your learning transparently
- Trusted Data Collaboratives – Block Chain

### Create Governance

Define a discrete POC that is aligned to your most pressing ‘Civic Moment’

Microsoft Cloud for Global Good: [https://news.microsoft.com/cloudforgood/](https://news.microsoft.com/cloudforgood/)
Microsoft CityNext and our Partners’

**SOLUTION SCENARIOS**

**Trusted Cloud Platform**
- Cloud + Productivity
- Cloud + Windows & Devices
- Cloud + Security & Privacy

**Sustainable Cities**
- **Transport**
  - Traffic Management
  - Asset & Fleet Management
  - Toll & Fare Management
  - Transportation Safety
  - Operations Management
  - Parking Management
- **Energy & Water**
  - Smart Grids
  - Energy Management & Analytics
  - Water & Wastewater Management
  - Carbon Management
- **Buildings, Infrastructure, Planning**
  - Smart Buildings
  - Street Lighting
  - Waste Management
  - Parcel, Zoning, and Land Use

**Digital Cities**
- **Government Admin**
  - Tax & Revenue
  - Citizen Sentiment Analysis
  - Document & Records Management
  - Virtual Town Hall
  - Open Data
  - Citizen and Business Services
  - City Financial Management
  - City Dashboard
  - Grants Management
- **Tourism, Recreation, Culture**
  - Mobile Tourism Apps
  - Tourism portals
  - Destination management Systems

**Safer Cities**
- **Public Safety & Justice**
  - Command & Control
  - Neighborhood Management
  - Video Management
  - Emergency Management
  - Intelligence and Analysis
  - Court & Judicial Management
  - Prison & Offender Management

**Educated Cities**
- **Education**
  - Devices, Mobility, & Apps for Learning
  - Education Analytics and Research
  - School and Campus Administration
  - Learning Systems

**Healthier Cities**
- **Health & Social Services**
  - Population Health Management
  - Remote Monitoring & Preventive Care
  - Virtual Health
Key Opportunity Areas

Organizations can realize their data dividend improvements in several key areas...

- **Productivity**: $674 billion
  - Includes strategic planning, human capital management, IT optimization

- **Operations**: $486 billion
  - Includes demand and supply chain management, logistics

- **Innovations**: $235 billion
  - Includes service, research and development innovation

- **Customer Facing**: $158 billion
  - Includes customer acquisition, retention, support and pricing
What’s the value of your data?

New research from IDC, sponsored by Microsoft, shows how to drive greater returns and increased value from all your data.

Diverse Data Streams + New Analytics + More People @ At The Right Time = Greater Data Dividend

Problem:
Many diverse data streams, including fast-growing Internet of Things

Data-smart solution:
Bring together multiple data sources
- Structured data
- Social data
- Sensors
- Unstructured data

Problem:
Tools too narrow and backward looking

Data-smart solution:
Apply new analytics and technology to create insights

Problem:
Too few people benefiting from insight

Data-smart solution:
Drive action by disseminating insights to more people in the organization
- Executives
- Managers
- Analysts
- Staff

Problem:
Too slow or dated

Data-smart solution:
Invest in technology for instant access to freshest data

$1.6 Trillion Potential global additional value of the data dividend projected net benefits over 4 years

+60%
Companies who take all four steps have the potential to realize a 60 percent greater return on their data assets.

The Data Dividend
Our company mission is wholly aligned to the UN Sustainable Development Goals.