

E-Government: Supporting Your Mission

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E-Commerce:

Who has done it well?

- We all have a favorite Web site where we buy
- We all have a Web resource we depend on
- We do not necessarily want to deal with a person – Or do We?!?

So – What are E-Government
Services?

Declaration of E-Government

“Citizens deserve certain inalienable rights, among them efficiency, service and access to information.”

Key Drivers

- Government Paper Elimination Act
- Paper Work Reduction Act
- Budgets and Staffing
- Presidential Directives
 - President's Management Agenda
 - “24” Projects

Should it be Better Customer Service?

Principles to Achieve E-Gov

- Faster
- Better
- More Complete
- Interoperable
- Cheaper
 - For who?

E-Gov - - Time for Change

- Time to redefine business processes
- Time to try something new
 - Cultural change
 - Certainly technology
- Possible focus to new customer

Your E-Gov Services Drivers

Key principles and drivers
should be to support
THE MISSION

How have the E-Government Projects Re-Defined the Landscape?

Lets talk about some examples?

What Does E-Government Mean to You?

- Inside the organization
- Outside the organization
- Partnerships

What is your Bottom Line?

Preparation

- Management support
- Capabilities
 - Inside
 - Stakeholders
- Buy-in of organization
- Planning
- Expected Results

Change to Business or Culture Might Result in:

- Change in players
- Change in roles
- Change in language
- Change in culture

What is the Governments E-Gov Focus?

- Citizens to Government
- Business to Government
- Government to Government

**It is More Complex
Than it Looks**

In Government Alone You Have

- City
- County
- State
- Special
- Federal

In Business to Government (B to G) You Have

- Taxing
- Certification
- Information
- Assistance
- Special Programs

It is More Complex Than it Looks

City

Taxing

County

Certification

State

Information

Special

Assistance

Federal

Special Programs

The customer has endless possibilities.

Let it go at that!

Change to Business or Culture Might Result in:

- Change in players
- Change in roles
- Change in language
- Change in change

Criteria in Achieving Your Goal

- Results
- Impact
- Evaluation (continuous)

Criteria Used by Others

- Customers
- Stakeholders
- Working staff
- Management
- Interoperability!!!

What are Hard E-Gov Results?

- Measurable
- Customer satisfaction
- Management perspective
 - Achieving those Expectations

E-Government Sets the Stage for the Next Generation of Services

- How will you manage results?
- How will you measure performance
- How will you manage your bottom line?

Lessons

- Define the service
- Work it from start to finish
- Document
- Evaluate

What Should E-Gov Do?!?

- Empower customers
- Make services more accessible
- Promote innovation

Conclusion

- Government Depends on Professionals Like Us because the Public Needs Knowledgeable Staff to Deliver Adequate and Responsive Services!