From Connected Government to Collaborative Government
The New Collaboration Experience for Governments

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Explosion of People and Devices on the Network

2013

There Will Be

ONE TRILLION

Devices Connected to the Network,

up from 35 BILLION in 2010

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More Demanding Environment for Government

Rising Expectations

Citizens demand accountability and transparency

Citizens need on-demand services

Velocity and Volatility

Economic climate is volatile

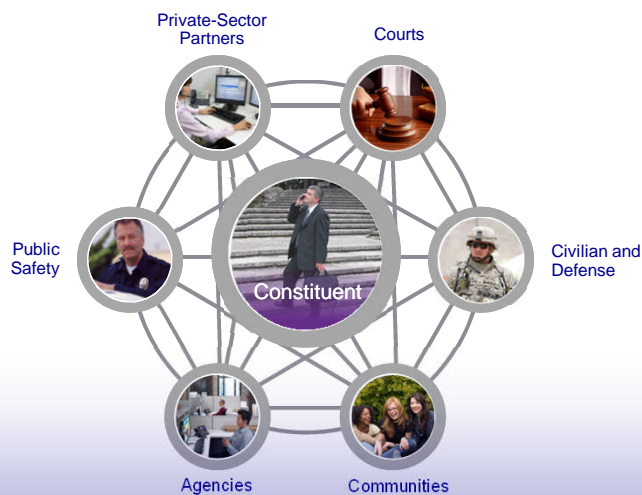Pressures grow to achieve mandates and increase workforce speed and agility

Innovation Everywhere

Innovation comes from anyone, anywhere at any time

Silos break among agencies, citizens, and private sector

Financial Pressures

Control costs even further

Stimulate sustainable economic growth

Governing in a New World

Private-Sector Partners

Courts

Public Safety

Constituent

Civilian and Defense

Agencies

Communities
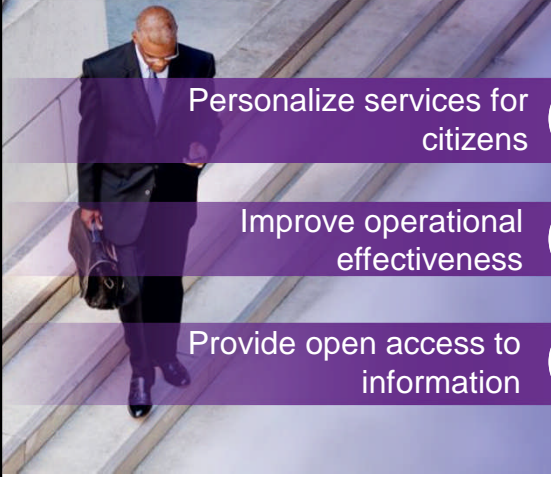
Engaging Citizens, Agencies, Employees, Private-Sector Partners, and Key Constituents in New Ways Through Process, Culture, and Technology

Innovate Together for Connected Government

New Era of Engagement

Era of Engagement

Government institutions working together, breaking through silos with inter- and intra-agency collaboration

Government goes online with external websites

Proliferation of e-government services for agency-specific missions

2000+
Inclusion

1990+
Connectivity

Connectivity

eCommerce (B2B, B2C)

Social media

Consumerization of IT

Immersive communication technologies—video and mobility

Cloud/virtualized technologies

Secure systems intelligence

Self-Service for Productivity	Changed Behavior, but Difficult to Leverage	Active Engagement for Government Advantage
Transforming Transactions	Transforming Interactions	Transforming Organizations

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The Need for a New Approach
Traditional tools do not address government challenges

Technology Trends	Political Trends	Cultural Trends
• Video proliferation	• Operational efficiencies/ cost reductions	• Distributed workforce
• Content/device explosion	• Safe communities	• Mobility
• Social media	• Citizen service delivery	• Device flexibility
• Cloud services	• Private sector job creation	• Trust at a distance
• Siloed tools, applications, and organizations		• Expertise and information on demand

Officials, Employees, and Citizens

IT Operations

(Presenter: James S L Yong)
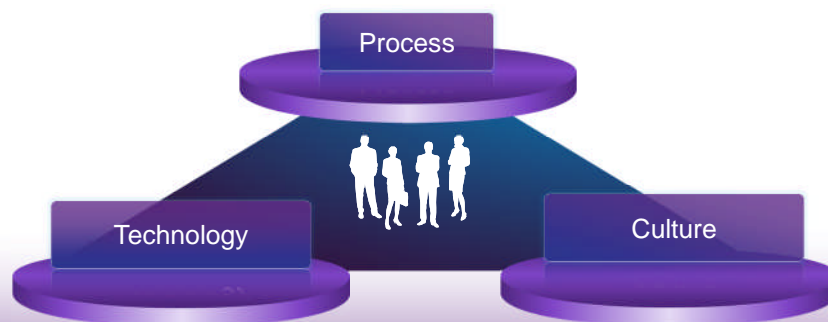
What if You Could…?

Personalize services for citizens **and** Reduce costs

Improve operational effectiveness **and** Achieve your mission

Provide open access to information **and** Secure strategic data

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Collaboration Is Equal Parts Process, Culture, and Technology

Process

Technology

Culture

"Collaboration isn't just about technology.
We're using collaboration to change the way we work."
- John Chambers, CEO of Cisco

(Presenter: James S L Yong)

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Essential Elements of Collaboration

	THEN	NOW	
PEOPLE	Inside my organization	Dispersed, mobile teams	
COMMUNITIES	Hierarchy	Self-organizing	
CONTENT	Documents, Text	Video, voice	
CONTEXT	Search	Information finds you	
SECURITY	Inside firewall, walled off	Inclusive, selective, policy-based	
DEPLOYMENT	On premise	Cloud, hybrid	

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Changing the Way Government Works

Collaborative Tools

Text — Voice, Video

Number of Participants (Many — One)

- Discussion Forums
- Social Networking
- Contact Center
- Streaming Video
- Wikis
- Social Video
- Blogs
- Video Events
- Email
- Voice
- Group TelePresence
- IM
- Conferencing
- Personal TelePresence
- Documents
- Voicemail
- Desktop Video

Expanding collaboration to include broader, richer interactions

(Presenter: James S L Yong)

Government Collaboration Use Cases

Cost Avoidance	Process Optimization	Business Transformation

State of Oregon
- Centralized hardware with greater redundancy and improved reporting capabilities
- Increased call distribution and customer service

Guldborgsund
- Expertise available to all citizens at many local services centers, with no center closures
- Maintained service levels while reducing headcount and travel/transport expenses

Drancy
- Attracted new site for Eurocopter, resulting in 750 new jobs
- Attracted top engineering school, which will bring 1700 students and 200 professors to area
- Reduced crime by 30 percent to become the second-safest suburb of Paris
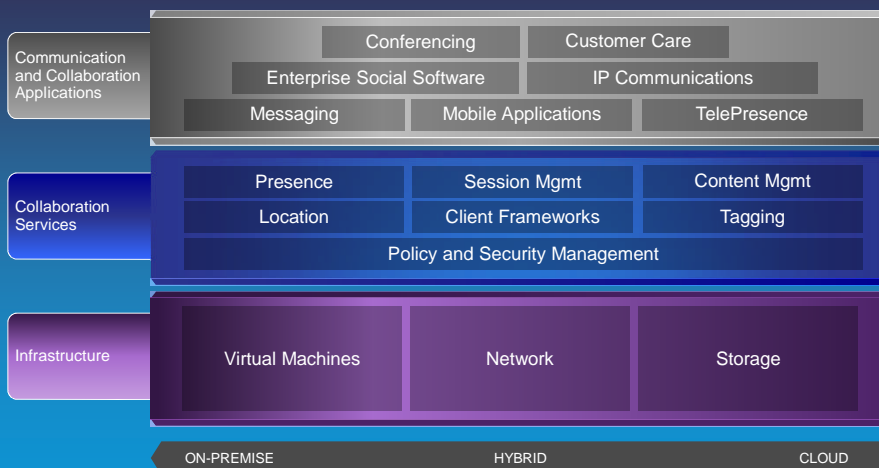
Cisco Strategic Direction

Interoperable, Open Architecture

Secure Inter-Cross Agency

Flexible Consumption Models

Collaborative Experience

Pervasive Video

Enterprise Social Software
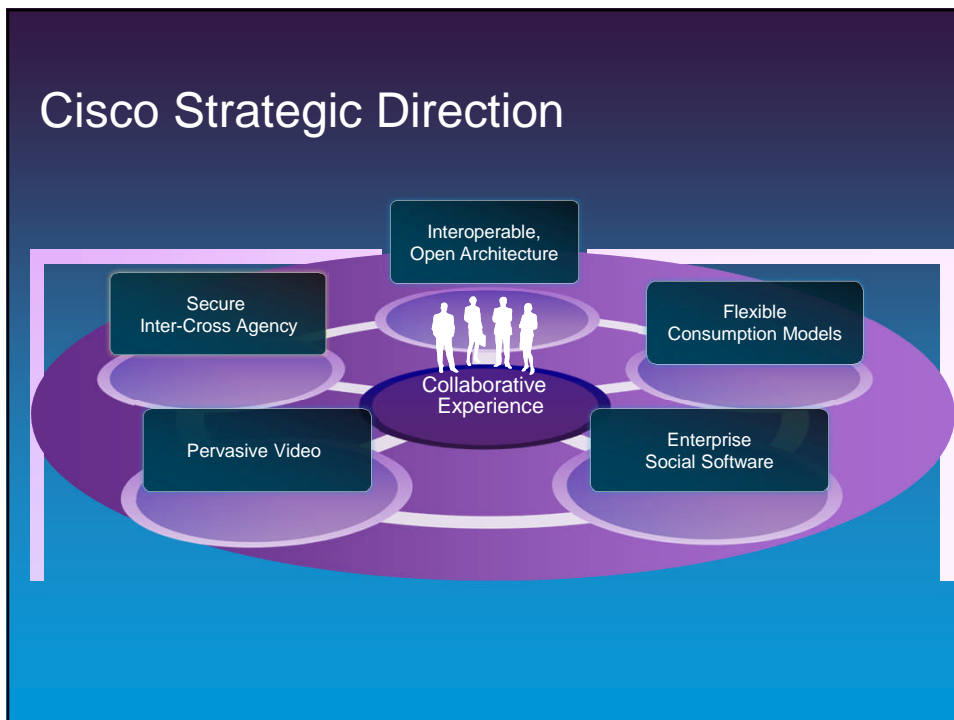
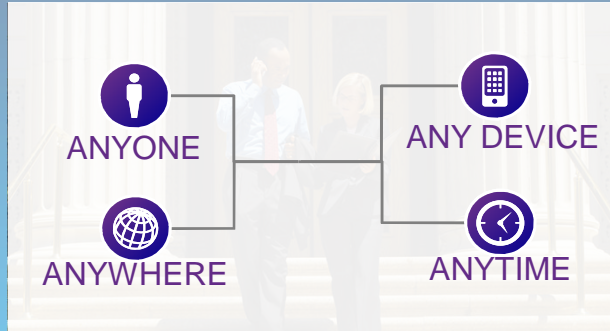Cisco Collaboration Portfolio

Cisco Collaboration Architecture

Delivering a Consistent Experience
Anywhere, Any Content, on Any Device

Communication and Collaboration Applications

Collaboration Services

Infrastructure

ANYONE

ANY DEVICE

ANYWHERE

ANYTIME

Securely | Reliably | Seamlessly

This core is then accessed by any combination of end-user clients, devices, and applications from Cisco or third parties.
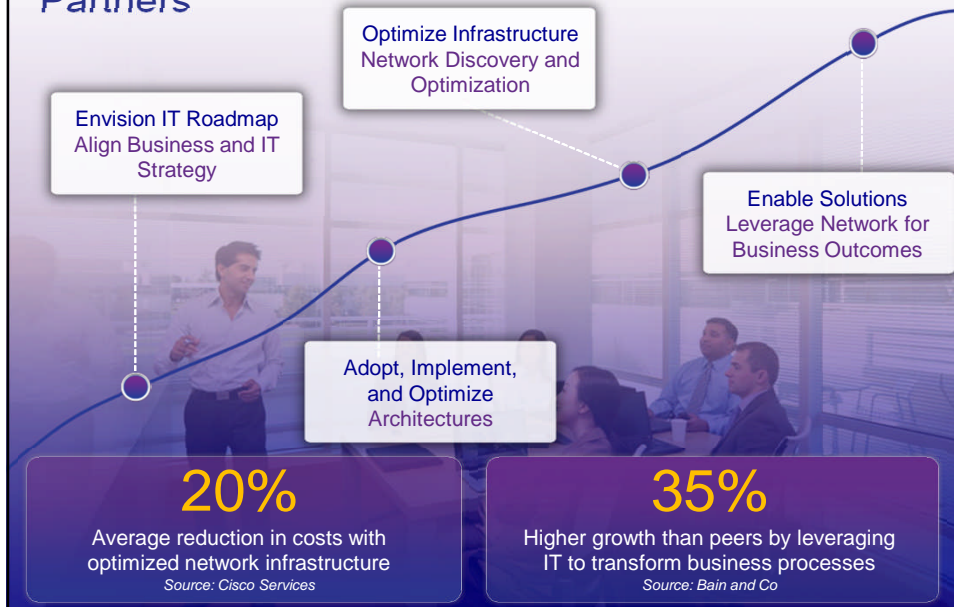

The Future of Work
Visual, Virtual, Mobile, and Social

Begin the Journey to Highly Utilized Collaboration Solutions with Services from Cisco and Our Partners

Optimize Infrastructure
Network Discovery and Optimization

Envision IT Roadmap
Align Business and IT Strategy

Enable Solutions
Leverage Network for Business Outcomes

Adopt, Implement, and Optimize Architectures

20%
Average reduction in costs with optimized network infrastructure
Source: Cisco Services

35%
Higher growth than peers by leveraging IT to transform business processes
Source: Bain and Co

Closing Thoughts

- Use collaboration as workforce and operational efficiency tool

- Anticipate video, mobility, social, and cloud

- Develop collaboration strategy using architectural approach

- Collaboration is a journey, not a project

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Thank you.

For any further questions,
contact James S L Yong (jslyong@cisco.com)
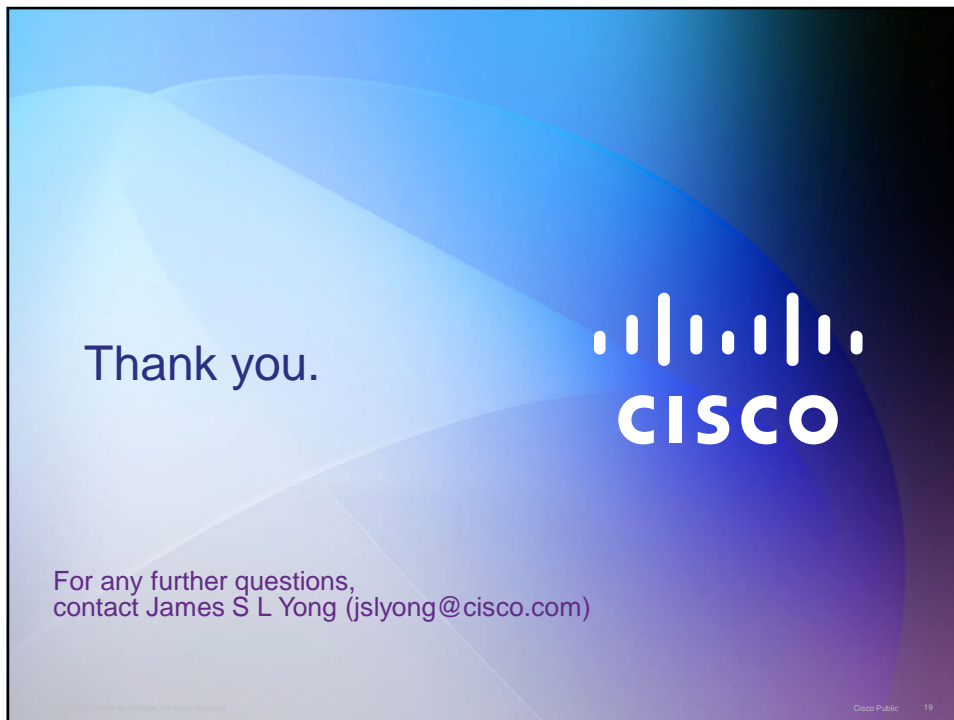
Profile: James S L Yong

jslyong@cisco.com

Director, Public Sector Programs (ASEAN) in Cisco Systems

Malaysian whose 25 year career spans organizations like Wang (UK), HP, Shell, Cap Gemini, Singapore Telecom, NCS and now Cisco, holding various positions in ICT, finance, marketing and consulting

Conducted workshops & consulted to private and public sector clients in ASEAN, China, HK, Taiwan, Japan & Mexico. Ran own Internet consultancy in mid 1990s. Pioneer of cybercafes in S'pore

Degrees and professional qualifications in Computer Science, Business Systems Analysis & Design, and Accounting & Finance from the UK. Attended executive programs at Harvard Kennedy School of Government & the London Business School

Frequent speaker at e-Government conferences in Asia-Pac. Written many articles & papers. Published book "*E-Government in Asia*" (Marshall Cavendish, 2005)

On Advisory Board of International Academy of CIOs (led by George Mason & Waseda universities), KM Centre of NUS and others

Additional Slides

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IP Communications

Reduce TCO, improve user experience and productivity, and increase business relevance with secure, resilient, and scalable voice services
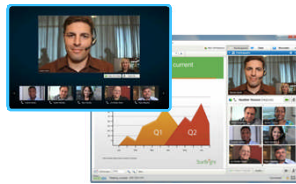
- IP telephony
- Communications endpoints and applications
- Hosted Unified Communications

(Presenter: James S L Yong)

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Conferencing

Use best of premises-based and SaaS offerings to deliver the industry's most compelling and cost-effective conferencing experiences

- Video, audio, and web meetings
- Training, support, and event solutions

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Customer Care

Facilitate true customer intimacy by quickly and proactively connecting people with the information, expertise, and support they need

- Contact center routing and queuing
- Voice self-service
- Social media customer care

(Presenter: James S L Yong)

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Enterprise Social Software

Promote global productivity by dynamically connecting and empowering the most appropriate people, content, and expertise through virtual workgroups and communities

- Enterprise collaboration platform
- Social video sharing
- Prosumer video capture

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Messaging

Facilitate productivity and accelerate business processes by enabling employees to access and deliver messages via any medium, anywhere, on any device

- Voice and unified messaging
- Enterprise instant messaging and presence
- Cloud-based email

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Mobile Applications

Increase employee productivity and control mobile costs by making mobile devices extensions of the enterprise network

- Unified mobile applications
- Cisco® WebEx® meeting applications for smartphones
- Business tablet and wireless IP phones

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TelePresence

Redefine business processes and citizen satisfaction with travel-free, face-to-face collaboration anytime, anywhere, and with anyone

- Immersive, multipurpose, and personal endpoints
- Scalable, interoperable infrastructure
- Secure intercompany services
- Native multiscreen interoperability
- Media services infrastructure

(Presenter: James S L Yong)