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# 3 Keys for Moving Past the Hype

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**Strategies for Public Sector Transformation 2002**

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Pacific Northwest  
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# A New Brand with a 100 Year History

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# Key Finger-Tip Statistics



- **1<sup>st</sup> – Canada ranks first in the world for using the Internet for banking, government services**  
(Conference Board of Canada)
- **70% of Adult Canadians have access to the Internet**  
(Canadian Inter @ctive Reid Report)
- **90% of those with household incomes of \$60k or more have access**  
(Canadian Inter @ctive Reid Report)
- **85% of those with a University degree have access**  
(Canadian Inter @ctive Reid Report)
- **87% of Citizens would like to interact with their Government online**  
(Forrester)
- **B.C. is the most connected province in Canada**  
(Government of British Columbia)

# Bringing Reality to the Public Sector Challenge!

## The Hype

eGov't  
ESD  
G2C  
WAP  
Authentication  
eCRM  
G2B  
G2G  
eDemocracy  
Wireless Services  
Digital Citizen  
eProcurement

## The Challenges

Aging Population  
Infrastructure Decay  
Clean Water  
Increasing Costs  
International Laws  
Health Care  
Evolving Revenue Base  
Social Service Delivery  
Post 9/11  
Funding

**How do these worlds really intersect?**

# 3 Keys for Moving Past the Hype

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- 1. Remember the 'old rules' of transformation still apply**
- 2. Create a Foundation of Trust**
- 3. Use Open Standards-Based Architecture**

# 1. The 1<sup>st</sup> Key The 'Old Rules' Still Apply . . .

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**Start with your customer – the citizens and businesses of BC**

**Clarify your role**

**Enable with:**

- People
- Process
- Technology

**Actively and visibly sponsor the change**

**Use a roadmap**

**Lead change**

**Celebrate success**

# 2. The 2<sup>nd</sup> Key Create a Foundation of Trust



**Articulate a Privacy Policy**

**Focus on Consent-Based services**

**Create a Secure Architecture**

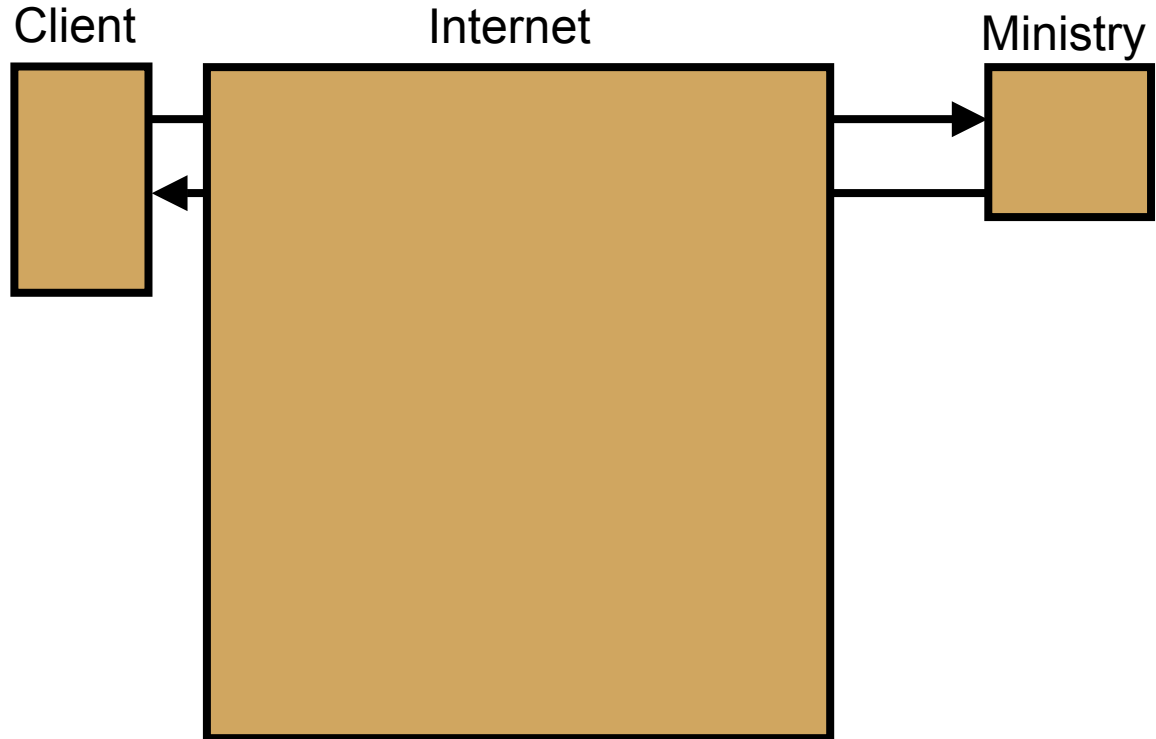
**Deploy Authentication techniques in line with the risk and impact of failure**

Remember, Canadians lead the world in new technology-based service adoption . . . when they trust the source and have confidence in its security.

# 3.

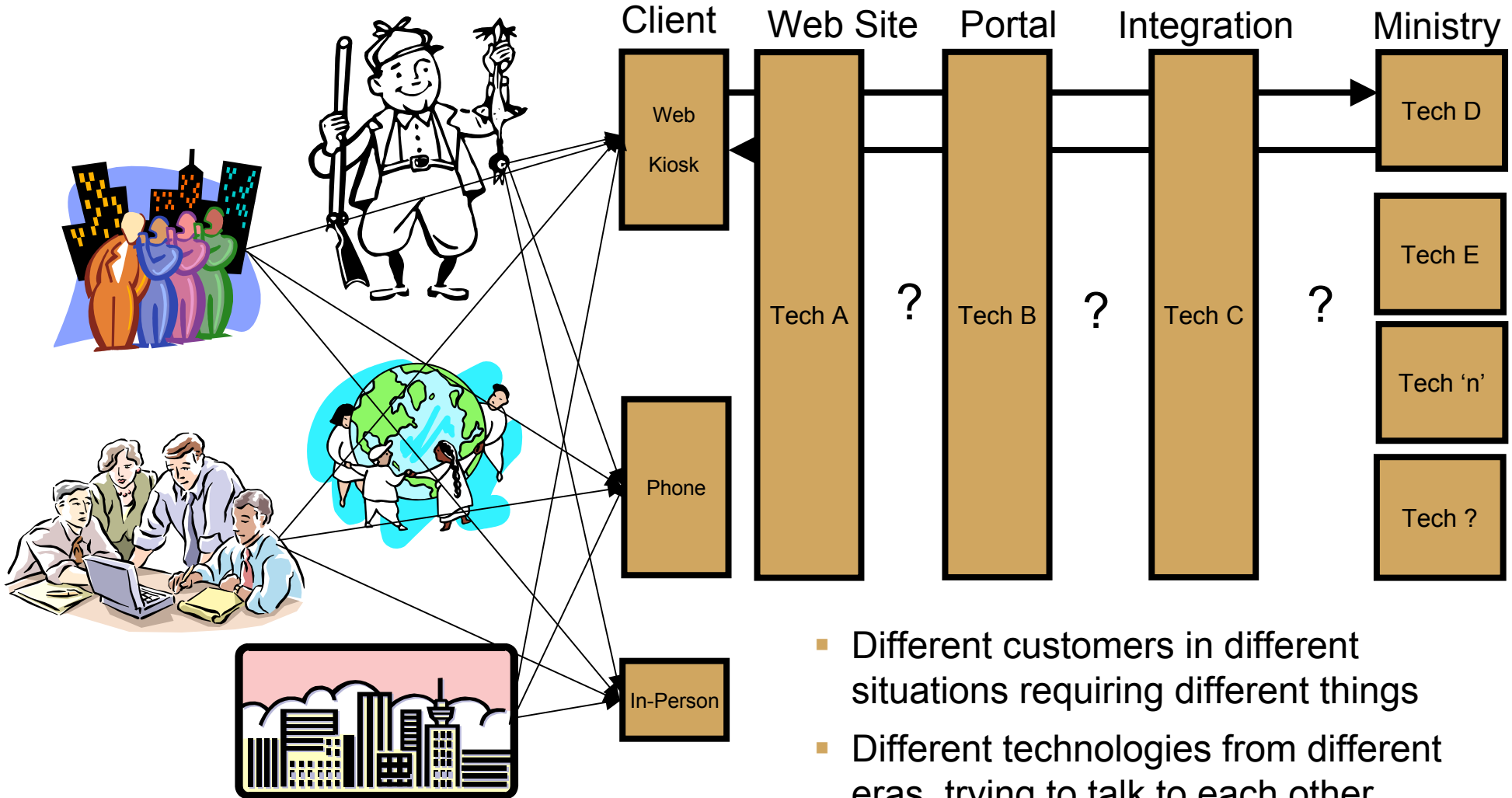
The 3<sup>rd</sup> Key

## The Concept is Simple . . .



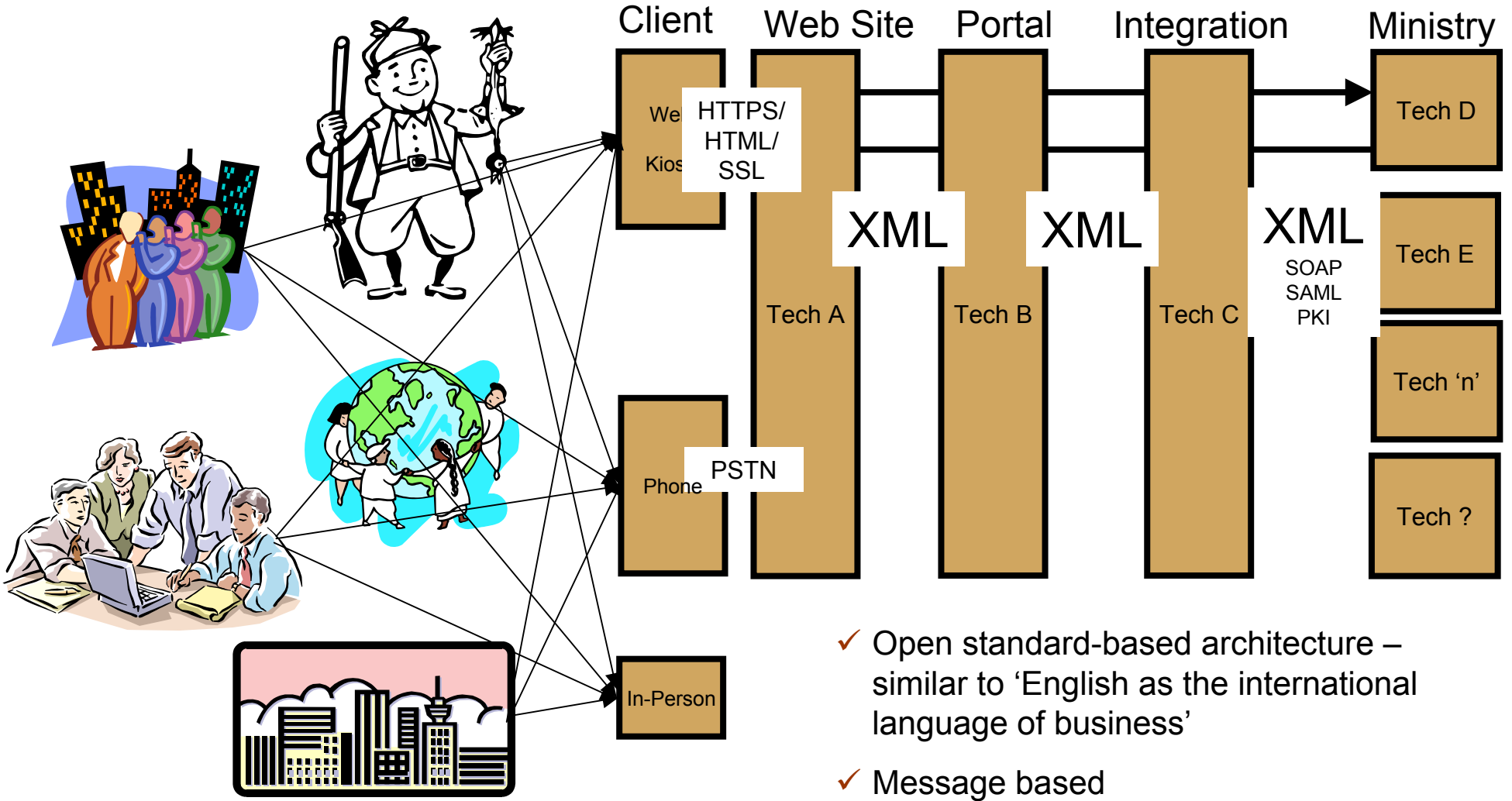


# 3. The 3<sup>rd</sup> Key ... The Complexities are the Challenge



- Different customers in different situations requiring different things
- Different technologies from different eras, trying to talk to each other

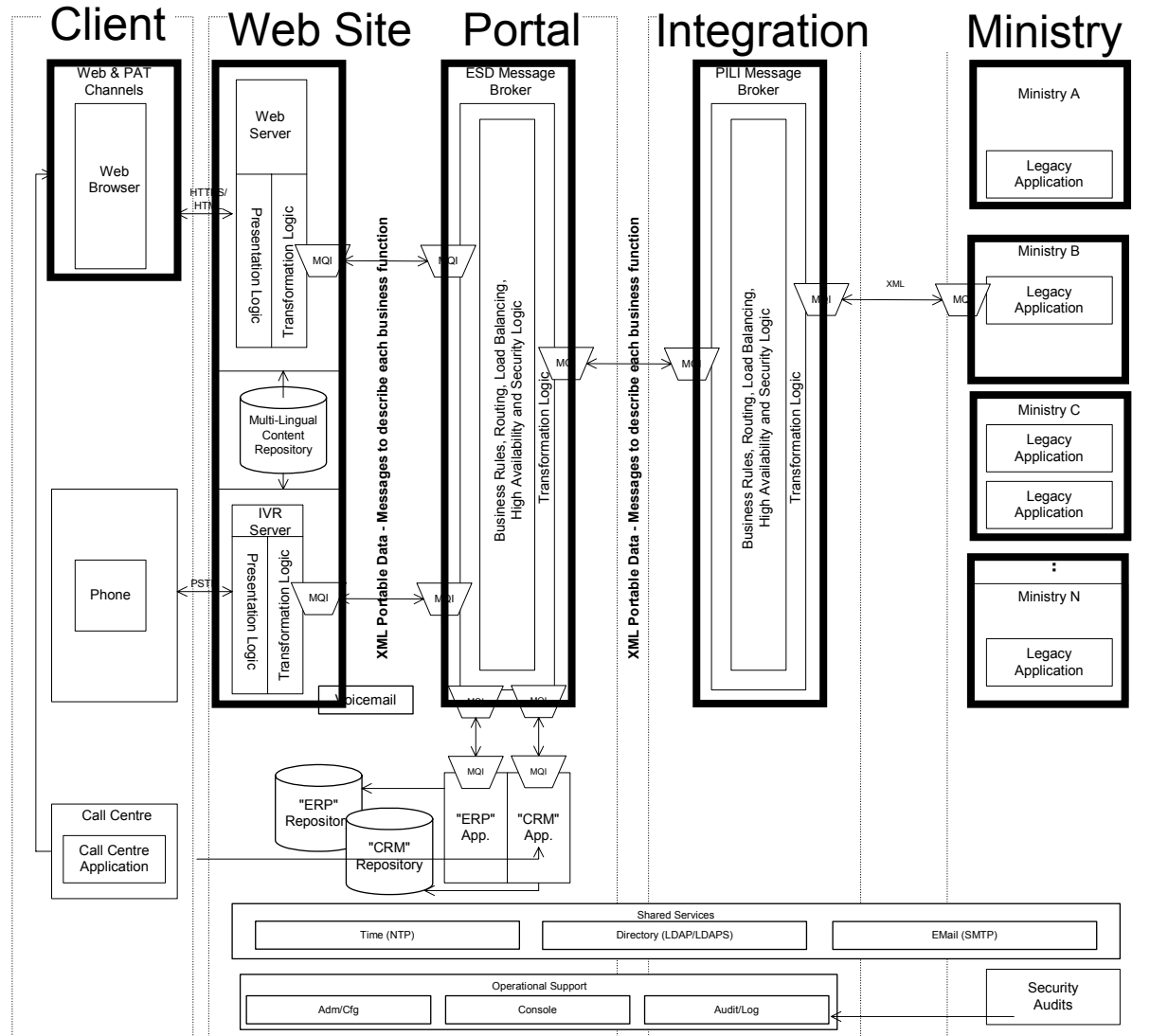
# 3. The 3<sup>rd</sup> Key Use Open Standards-Based Architecture



- ✓ Open standard-based architecture – similar to ‘English as the international language of business’
- ✓ Message based
- ✓ XML schemas

XML: eXtensible Markup Language

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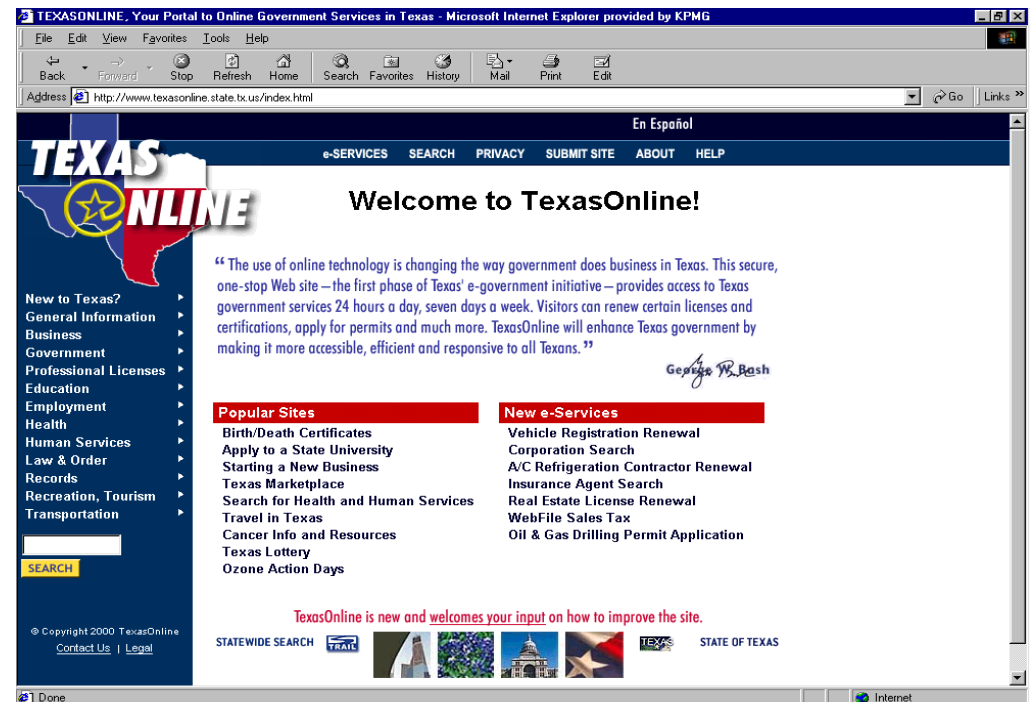
**If it doesn't make sense to a business person . . .**

**. . . it doesn't make sense!**

# The Proof of the Pudding is in the Tasting

## TexasOnline: The No. 1 eGovernment Site in North America—Brown University

- 99.3% customer satisfaction
- Numerous international awards
- A managed service delivered by BearingPoint
- Involving Cisco, Microsoft, Oracle, Sun, and Others



*“I’m very grateful and appreciative to BearingPoint for understanding the government culture.”*

—Carolyn Purcell, CIO State of Texas



**Business and Systems Aligned. Business Empowered.**<sup>TM</sup>