

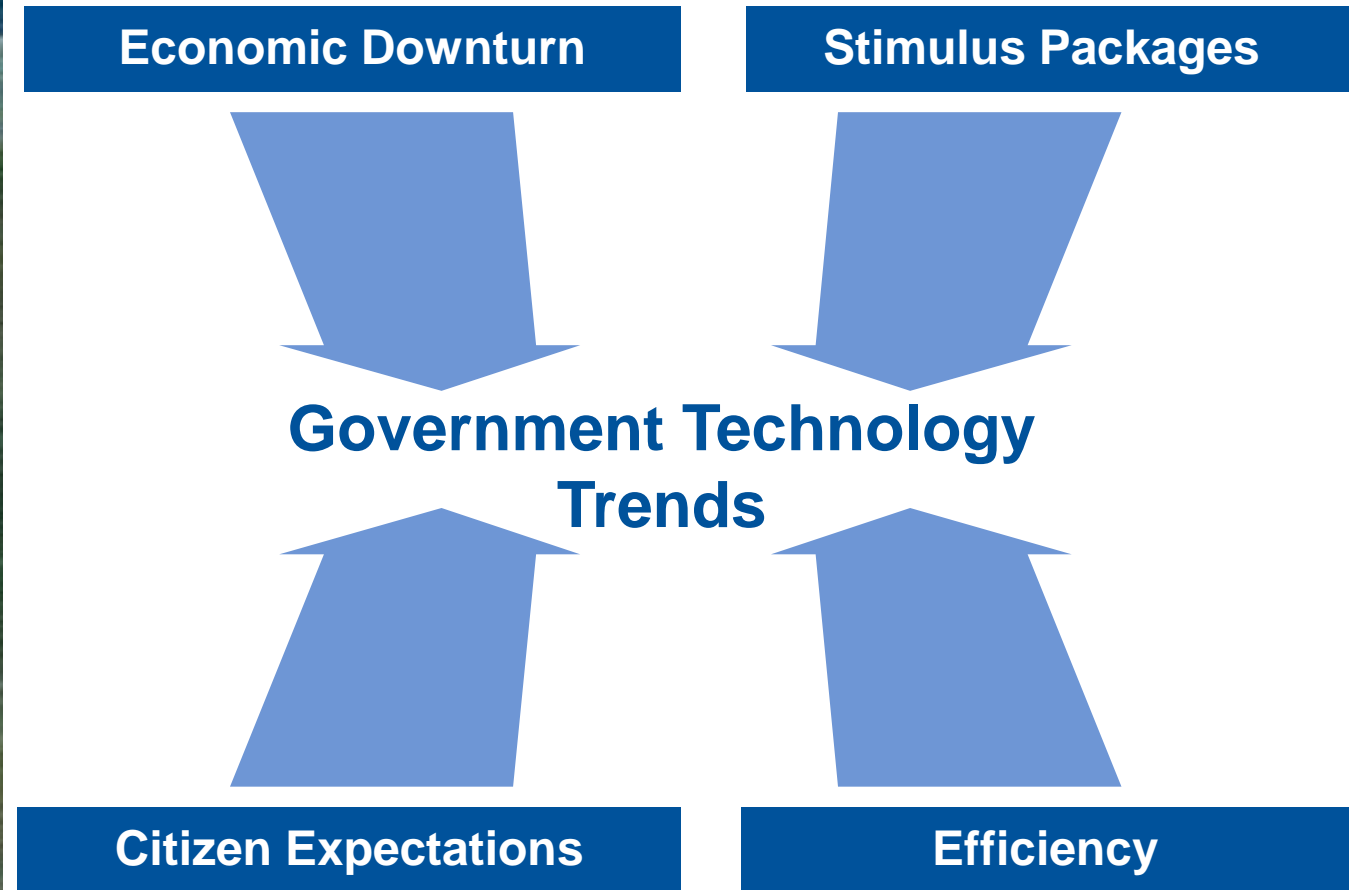
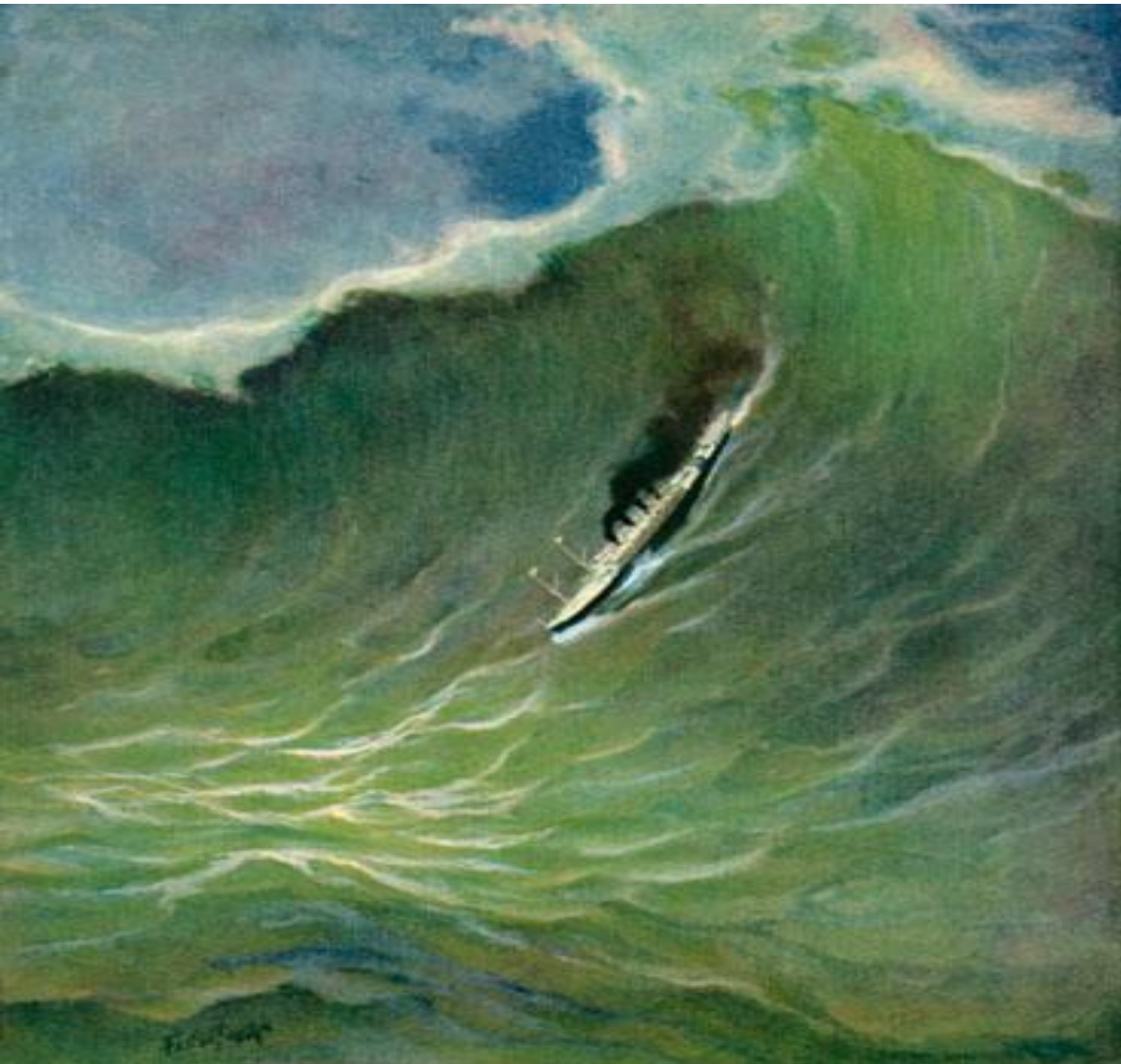


2010 Government Technology Trends

Microsoft's Worldwide Homeland Security and Public Safety Symposium

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Homeland Security/Law Enforcement
January 28, 2010

A Rising Tide For 2010



Key Issues

1. What are the most disruptive 2010 government technology trends and most significant opportunities arising from emerging information technology?

Socialization: Behaviors Have Forever Changed

**Personal
Productivity**

**Knowledge
Distribution**

**Collective
Intelligence**

1985

2015

Office suites
Printed documents
Filing cabinets
Personal

E-mail attachments
Personal repositories
Computer networks
Teams

Social software
In-place, in-context changes
People networks
Communities

Web 2.0 Effect

Participation & Crowdsourcing

Mashing vs. Being Mashed



Engaging Constituents to Slash Costs

**Internal collaboration
(within and across agencies)**

- Ease collaboration to tackle new problems
- Presence, wikis, shared bookmarks

**Innovation contests
(internal and external)**

- Innocentive.com
- Mashup contests (showusabetterway.com)

**Improved oversight
and compliance**

- Crowdsourcing
- Google Earth
- RateMyDoctor.com, MyBikeLane.com

Downsizing the portal

- Put joined-up initiatives on hold
- Integration "as an afterthought"
- E-services implemented faster and cheaper

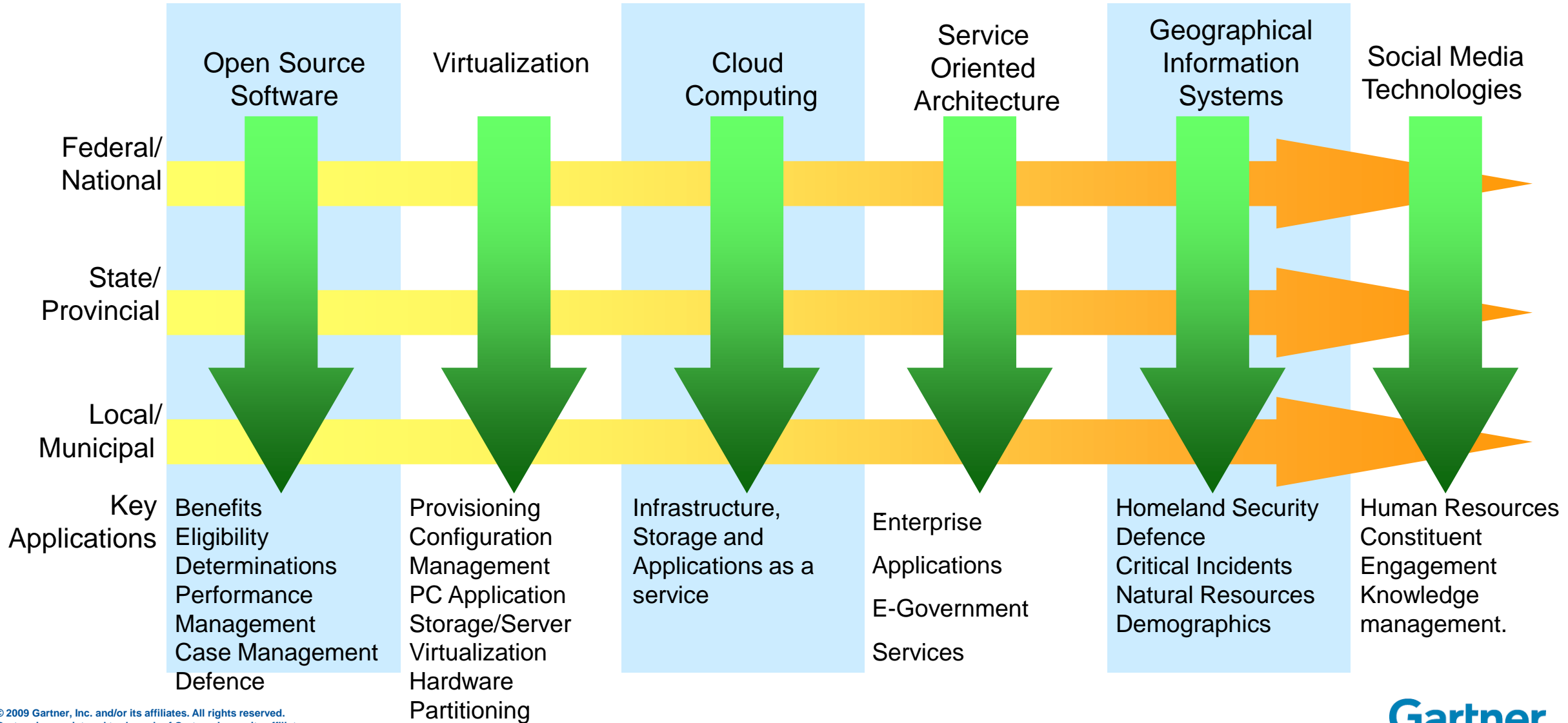
Engage social networks

- Employment (skill management)
- Human services (society complementing government)
- New revenues and business opportunities (leveraging public information)

Get applications "for free"

- Appsfordemocracy
- Engage people in e-service development
- Open and community source

Government Benefits and Challenges



Green IT: The Effects of IT on Environmental Sustainability

1st Order

(direct result of its existence)



Greenhouse Gas Emission



E-Waste



Hazardous Substances



Use of Scarce and Nonrenewable Resources

2nd Order

(from application)



Travel Substitution



Transportation Optimization



**E-Business
E-Government**



Environmental Control Systems

3rd Order

(Long-term socio-economic structural changes)



Energy Intensity



Greenhouse Gas Intensity

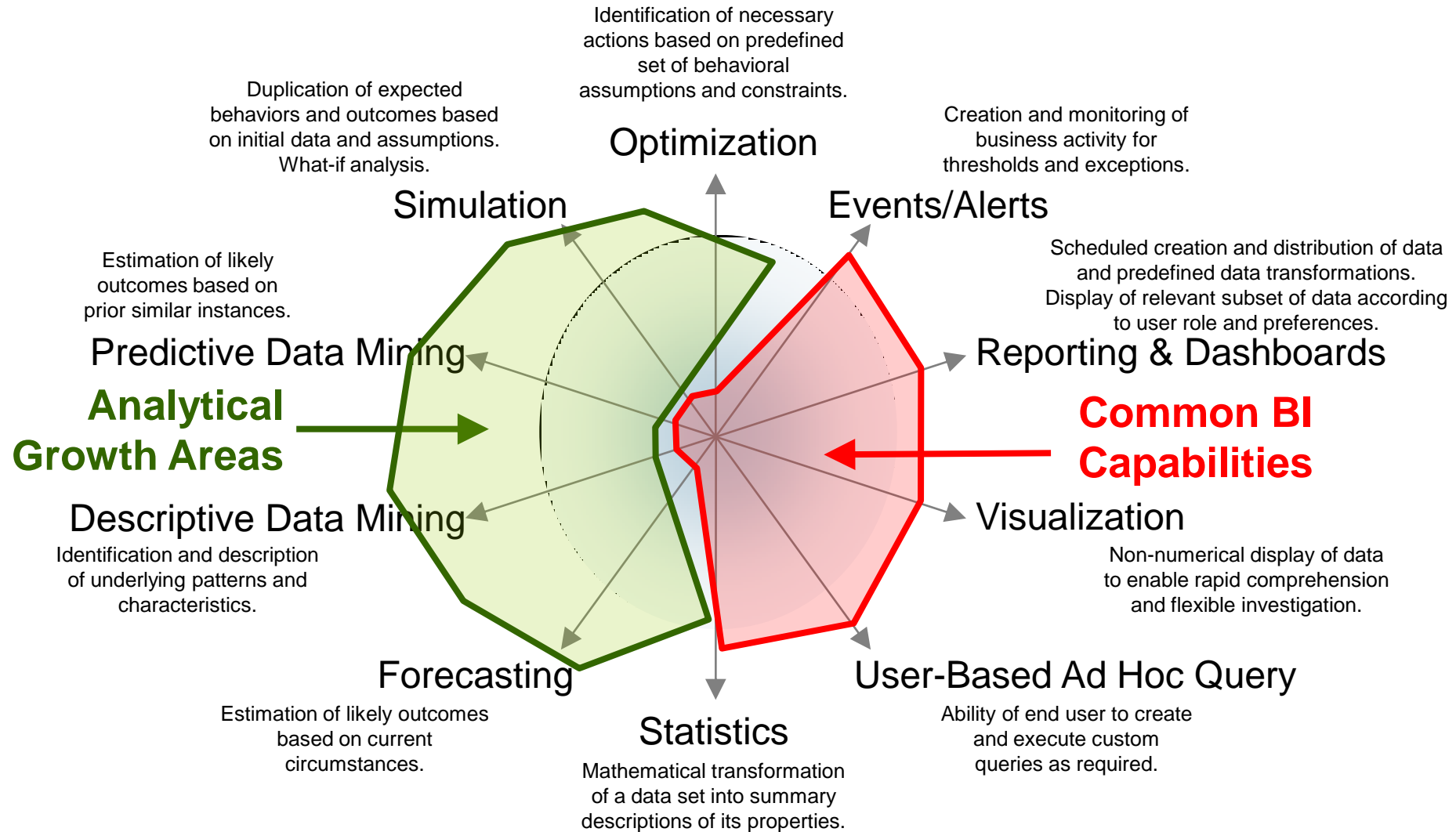


Transportation Intensity



Material Intensity

The Continued Movement of Government Into Performance Analysis



Five Technological Revolutions

<u>Revolution</u>	<u>Technologies</u>	<u>Infrastructure</u>	<u>Economic</u>
Industrial Revolution 1771-1829	Cotton mills Machinery	Canals Water power	Productivity Local Networks
Steam and Railways 1829-1873	Steam engines Railways Rolling stock	Railways Postal service Ports	National markets Standard parts Portable energy
Steel, Electricity and Heavy Engineering 1875-1918	Cheap steel Electric equipment Canned food	Worldwide transport Industrial electrical networks	Worldwide empires Vertical integration Cost accounting
Oil, Automobiles and Mass Production 1908-1974	Mass produced cars Cheap oil Home appliances	Highways, airports Home electricity Analog telecoms	Mass markets Suburbanization Hierarchical mgmt.
Information and Telecommunications 1971-2???	Microelectronics Software Telecoms	Digital telecoms Internet and e-mail High-speed delivery	Niche markets Knowledge capital Network structures

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