





## How do you build a good bridge?

- A good plan and design
  - Strategy and Governance
- The shorter the bridge, and more bridges the better
  - Agile, faster, smaller projects
- People to build it – Capacity
- Materials – Existing efforts (shared services, eID, Portals)
- It should go somewhere - Business Alignment

3



## What do you do on the other side?

- Leverage Consumer Technologies (Social media, mobile devices)
- Use new technologies to add value (Big Data, Cloud)
- Engage Citizens
- Improve Services and Public Safety

4



## Avoiding Bridges to Nowhere

- Security – Need to stay diligent. And possible expanded role for governments.
- Accountability alone isn't enough
- Potential for over-reliance on prospective benefits
- Government nudging and framing only good if done in the right direction
- Managing heavy reliance on private sector, esp. cloud
- Greater opportunities for engagement

5



## General Conclusions

- Bigger vision, smaller projects
- Focus on practical investments aligned with business
- Managing spending a priority for all
- New frameworks: more precision and rigor
- Managing risks rather than avoiding them
- Looking for IT to add business value

6

