

E-GOV 2009

Tomorrow never knows

What today has in store for it!

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That's so yesterday

□ Change is in the air ...

- * 75% of online adults (18-24) have a profile on a social network site
- * 10% of online adults (55-64) have a profile on a social network site (Pew Research 2008)
- * 81% of knowledge workers in Europe regularly collaborate with 2 or more colleagues in different time zones, but rely on e-mail and phone to do so
- * 70% of these workers believe that new technology will mean better speed and efficiency for them (Forrester Research 2008)

The Tipping Point

- Change is in the air ...
 - * The President recently used YouTube as the preferred media for a 'fire-side chat'
 - * The new government CIO (Vivek Kundra) said (at the FOSE trade show), "helping federal employees find the path to innovation" was one of the four pillars that will drive his technology agenda
 - * The UK government's new proposals for the primary school (Grades 1 to 6) curriculum would require 'children to leave primary school familiar with blogging, webcasts, wikipedia and twitter as sources of information and forms of communication'

The Tipping Point

- Change is in the air ...
 - * The GSA has recently signed agreements with vendors such as Flickr, YouTube, Vimeo and blip.tv that make it possible for federal agencies to use these types of new-media tools while meeting their legal requirements
 - * Twitter is already available for use by agencies
 - * Now agencies can use these technologies to let employees post, share and comment on videos and photos on the web, within the parameters of their internal guidelines governing the use of these tools

The Tipping Point

- Vendors smell money, whoops I mean 'collaborative opportunities' of course ...
 - * Microsoft introduces 'Social Desktop' which maps user data to the internet, avoids firewalls, and allows you to share anything from your desktop
 - * RIM (Blackberry to you) introduces new tools (argon) to meet corporate IT security requirements
 - * Google introduces 'Google Voice' which allows users to store voice-mail as searchable e-mail messages

The Tipping Point

□ The Social Networking Tsunami ...

- * The CIA and the NSA are using a wikipedia clone called 'intellipedia' as the social networking site for the intelligence community – 830,000 pages and growing: as well, intelligence agency employees exchange around 5 million instant messages daily using 'Jabber' and 'Sametime' technologies
- * A new technology for use by the intelligence community is in the pipeline – an image-based search engine – you draw it, it finds it (not with my drawing ability however!)
- * The 'GovLoop' site has 7,000 community members

The Tipping Point

□ I thought it was meant to be bad for you ...

A recent University of Melbourne study found the following:

"people who use the internet for personal reasons at work, are about 9% more productive than those who don't"!

They call it WILB (Workplace Internet Leisure Browsing), and WILB appears to sharpen workers concentration

Based on this good news, I'd suggest that the government introduces a daily WILB 'happy-hour' for its employees immediately!

That's so today

- The future that is already happening ...
 - * The Canadian government is using an e-bay style auction site for the sale of surplus and seized goods – now you can bid in real-time on that island you've always wanted to own, or that pair of his and hers submarines you've had your eye on
 - * The Canadian government is also using the Second Life (from Linden Labs) virtual world tool as a recruiting aid in attracting a younger generation of skilled employees e.g. engineers, analysts and economists: and as a training tool e.g. Canadian Border Services uses it to help train new recruits

That's so tomorrow

- The future that may be happening soon ...
 - * **Nanocomputers** (in next 5 years) – hundreds of times more powerful than current PCs
 - * **Optical computers** (in next 10 years) – operating at the speed of light
 - * **Holographic computers** (in next 10 years) – will allow you to manipulate projected images (objects and files) with your hands – “help me, obi-wan-policy-analyst!”
 - * **Our Future work environment** – computers are small and portable, internet access is ubiquitous allowing access to ‘cloud-based’ content wherever you go, voice and gesture will replace the keyboard and the mouse as the preferred computer interface

That's so tomorrow

- The future that may be happening soon ...
 - * **Robotics** – (within the next 10 years) – robots driven by artificial intelligence will take on many routine tasks currently done by humans – one expert is predicting that robots will outsell cars by 2025! - Honda has developed a system that allows you to control a robot by thought alone – at least it isn't the other way around!
 - * **Holodecks** – (within the next 10 years) – Japanese researchers are working on a device now – if you have a 'virtual accident' on the Holodeck, will you be able to claim workers compensation?

The future's so bright

Some final thoughts

- ❑ The edges between what's considered 'personal' and what's considered 'work' will blur even more over the next 5 to 10 years
- ❑ Government Inc. will soon figure out all that boring fine-print stuff, and finally start letting people work more intuitively
- ❑ Our grandchildren will look back and laugh at how primitive our working lives were, compared to their own thought-controlled, robot-managed, speed-of-light, home-oriented work environments

But at least our music was better than theirs!

For More Information

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