

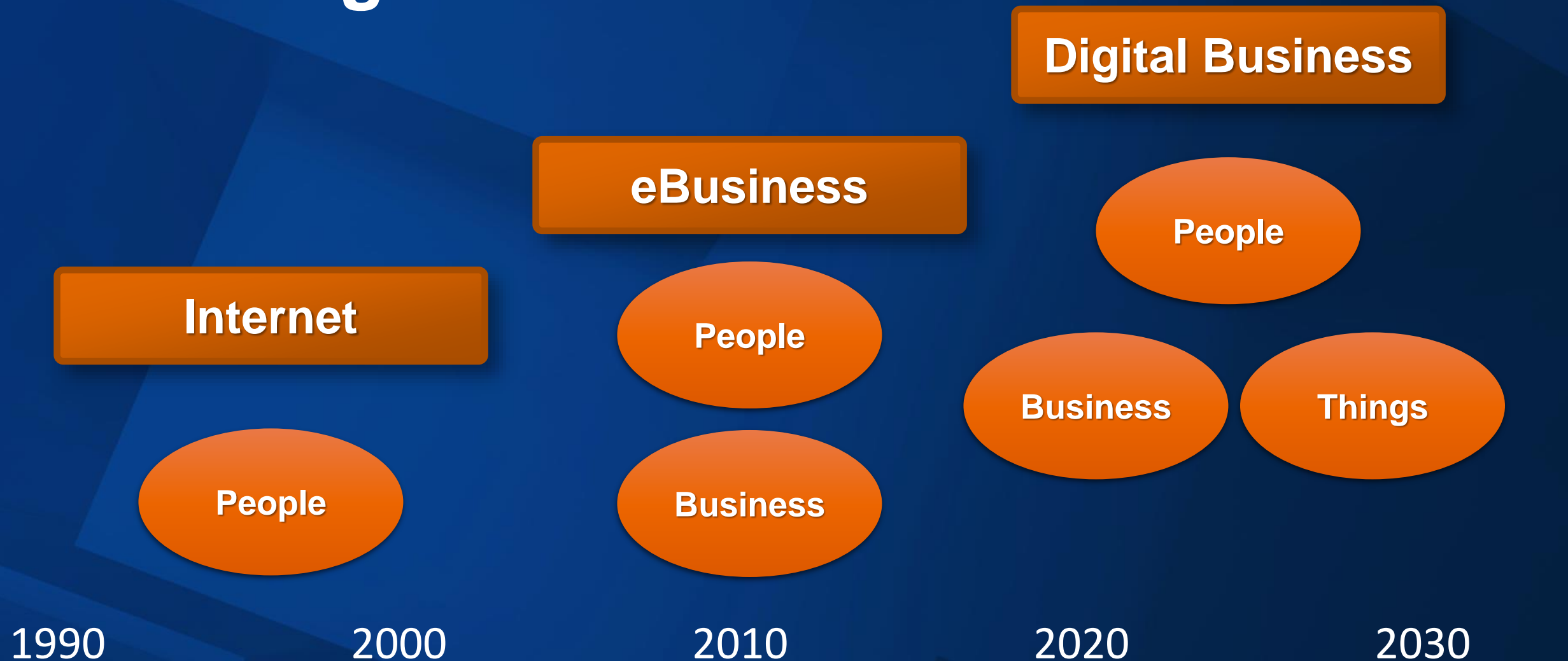
➔ Revolución Digital en las prácticas de Gobierno.

Antonio Rivas

Digital Business

The creation of **new business designs** by blurring the digital and physical worlds

Entering A New World





A New And Disruptive World Of People, Business, & Things

2009
Personal Devices
1.6 Billion

2009
Internet of Things
.9 Billion

2020
Internet of Things
30 Billion

2020
Personal Devices
7.3 Billion

Imagine Government Performance in the Digital Industrial Economy



Remote Intervention Within
10 Minutes

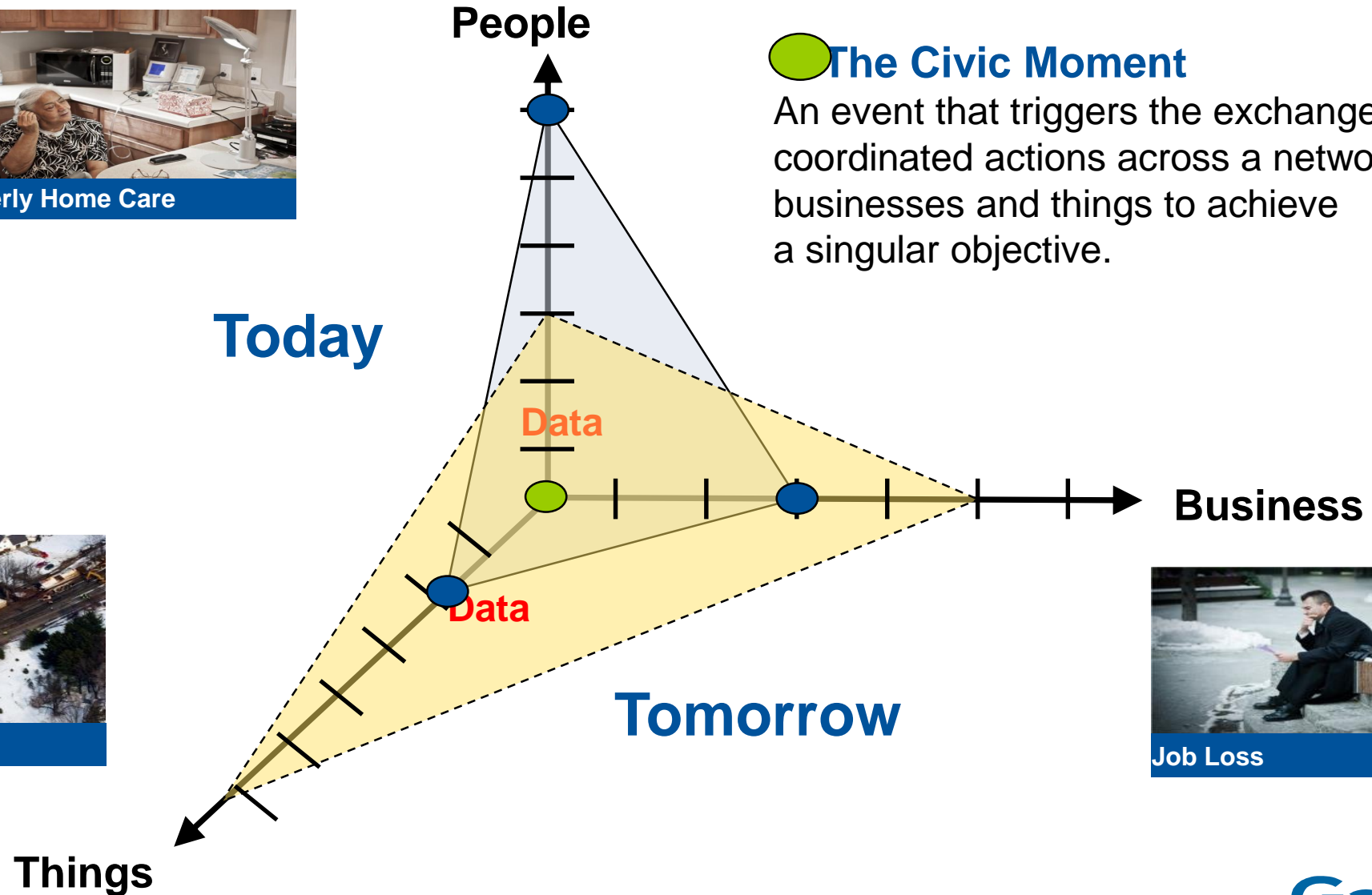


New Job Prospects Within
30 Minutes



360 View of Disaster Within
5 Minutes

Moving at the Speed of Civic Moments: More Things Will Act on Data



NOT a Civic Moment



Image: <http://aids2012.ucsf.edu/2012/07/27/waiting-in-line-at-the-dmv-get-an-hiv-test/>

Civic Moment: Job Loss Scenario

Singular Objective Reduce the length of unemployment and lost income through the swift return to a suitable job.

1. Employer notifies employment department (ED) of workforce reduction.

2. ED creates personalized job seeker profile based on individual attributes.

3. ED scans regional market job skill needs and current opportunities.

4. ED transmits data package to Analytics-as-a-service (AaaS) contractor.

5. AaaS contractor uses proprietary algorithms to determine probable paths to gainful re-employment.

9. ED develops integrated service plan, sets up electronic benefits transfer, and identifies supplemental income means.

8. Job seeker reviews options, completes questionnaire and returns to ED.

7. ED contacts job seeker with employment options, UI amount, and brief questionnaire.

6. AaaS contractor transmits findings to ED. ED calculates unemployment benefit.

Elapsed time:
<30 minutes

Civic Moment: Elderly Home Care Scenario

Singular Objective Reduce social and financial cost of care by increasing self-sufficiency in elderly or disabled people.

1. Home sensors detect that Beth, affected by mild dementia, has left the house and is in the garden.

2. Proximity sensors close to the gate detect that Beth is approaching.

3. Beth's relatives are notified via text and email.

4. They ascertain Beth's position via surveillance cameras and remotely lock the gate.

Elapsed time:
<10 minutes

5. Voluntary organization is notified of gate-lock condition and dispatches the nearest caregiver.

9. Caregiver checks Beth's status through entertainment webcam, notifies relatives and unlocks gate.

8. Entertainment system automatically selects a game that increases Beth's engagement.

7. Reminded of games she enjoys playing, Beth re-enters her house.

6. Caregiver checks vitals and activates entertainment system and talks to Beth through loudspeakers in the garden.

Civic Moment: Precision Emergency Response Scenario

Singular Objective Accurately assess all real or possible threats to human life and property to take precise, appropriate actions.

1. Public safety aerial surveillance platforms detect hazmat incident and dispatch emergency responders.

2. Nearby hospitals, medical facilities alerted. School and business emergency protocols activated.

3. Civilian vehicle navigation devices route traffic away from incident.

4. Shipping manifest transmits hazard classifications of cargo to emergency personnel.

Elapsed time: 5 minutes

5. Individual hazmat containers transmit status of contents and physical environment.

9. First responders arrive. Incident commander's decisions are informed by a full spectrum view of a dynamic situation.

8. Drones monitor on-scene human and vehicular activity to detect and note atypical activities or behaviors.

7. Incident data and social media are analyzed to measure progress, predict outcomes and recommend tactics.

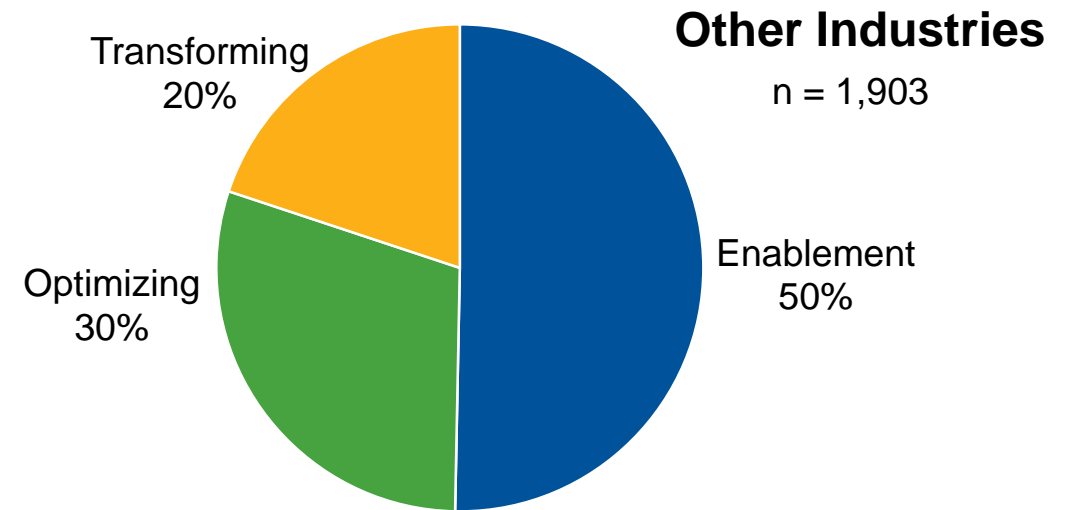
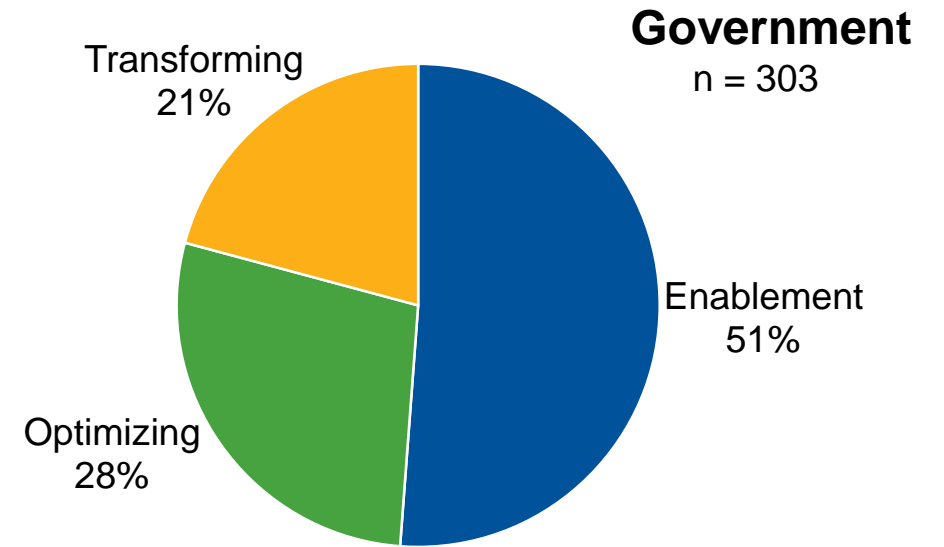
6. Remote sensors continuously monitor air quality, weather conditions and infrastructure integrity.

**Government is not a
business...**

Government is not a business...

...but it is moving in that direction.

Source: 2018 CIO Agenda Industry Insight: Government (G00337593)



Q. What percentage of your organization's spending on digital initiatives addresses each of these areas?

Base: Has digital initiative, excludes DK, n varies by segment

Government Business, Technology and Spending Priorities

Business Priorities – Government	
Digital business/digital transformation	18%
Security, safety & risk	13%
Governance, compliance, regulations	12%
Technology initiatives/improvements	11%

n = 379
 Base: All answering, excludes DK, n varies by segment
 Q. Thinking about your organization as a whole, what would you say are its top business objectives for the next two years (2017/2018)?

Increasing Spend – Government	
Cloud services/solution	19%
Cyber/information security	17%
BI/analytics	16%
Infrastructure and datacenter	14%

n = 413
 Base: All answering, excludes DK, n varies by segment
 Q. What are the technology areas where your organization will be spending the highest amount of new or additional funding in 2018?

Other Industries
12%
11%
20%
7%

n = 2,434

Technology Priorities – Government	
Cloud services/solutions	19%
BI/analytics	18%
Infrastructure/data center	11%

n = 401
 Base: All answering, excludes DK, n varies by segment
 Q. Which technology area do you think is most important to helping your business differentiate and win?/is most crucial to achieving your organization's mission?

Other Industries
8%
27%
4%

n = 2,433

Reducing Spend – Government	
Infrastructure and datacenter	30%
Legacy systems	10%
None	9%

n = 346
 Base: All answering, excludes DK, n varies by segment
 Q. What are the technology areas where your government or public entity will be reducing funding by the highest amount in 2018 compared to 2017?

Other Industries
30%
8%
14%

n = 2,016

Source: 2018 CIO Agenda Industry Insight: Government (G00337593)

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Key Issues

1. What are the top trends in government?
2. How will these technology capabilities transform of government?

Gartner's Government Trend Architecture — Public Policy and Technology Are Interdependent

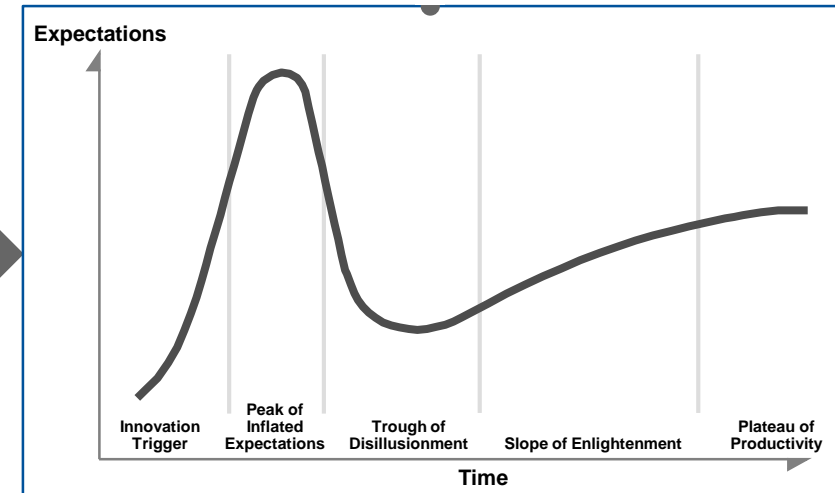
Drivers

- Social
- Economic
- Political
- Environmental
- Technological

Macro Trends

Business Trends

Technology Trends



Gartner Hype Cycle Collection, 2017

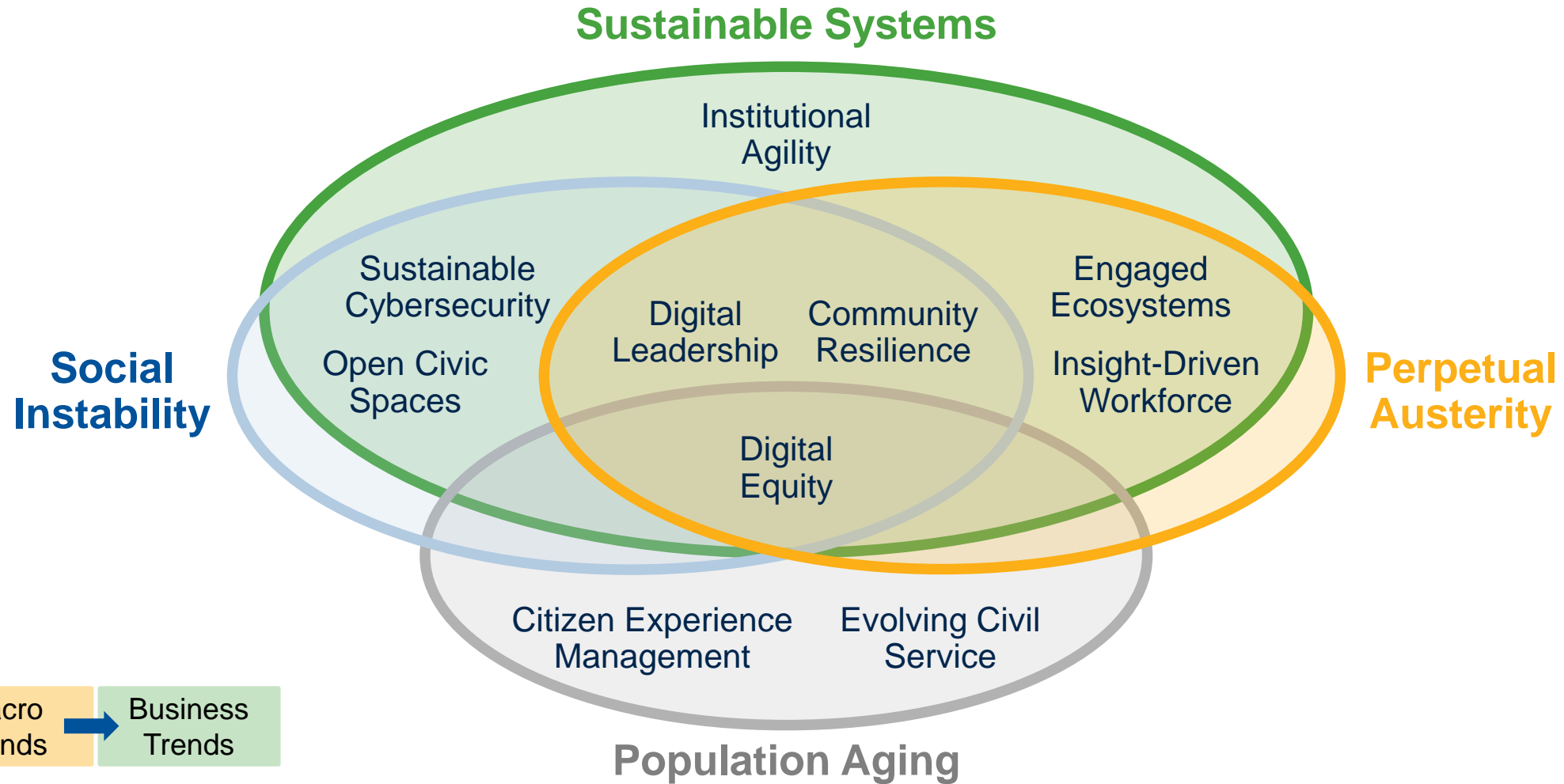
Four Macro Trends Are Straining the Public Sector...



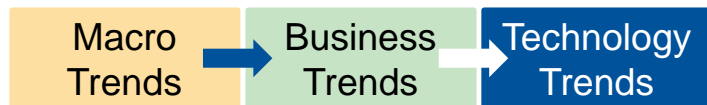
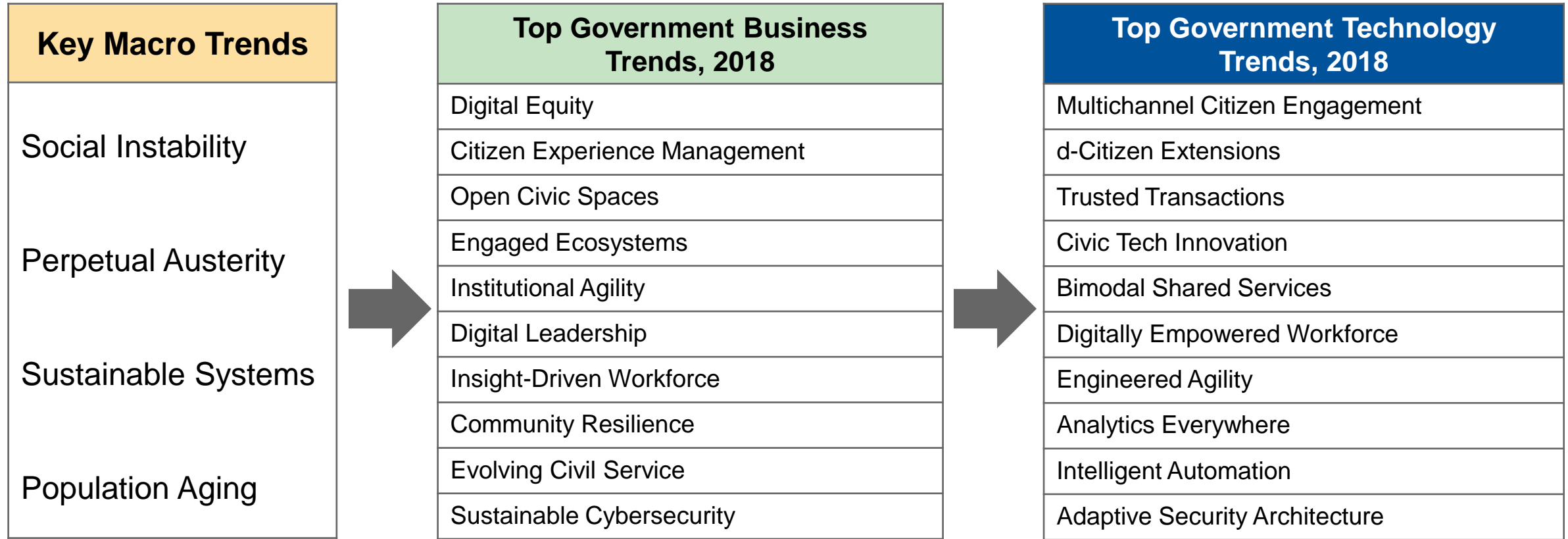
- Social instability
- Perpetual austerity
- Sustainable systems
- Population aging

Macro
Trends

...and Setting the Business Agenda for Government Leaders...



...Who Look to Government IT Executives for Solutions.



User-centricity, Agility and Sustainability Are the Ends — Technology is the Means

Top Government Technology Trends, 2018		
User-centered	Multichannel Citizen Engagement	
	d-Citizen Extensions	
	Trusted Transactions	
Agile	Civic Tech Innovation	
	Bimodal Shared Services	
	Digitally Empowered Workforce	
	Engineered Agility	
	Sustainable	Analytics Everywhere
		Intelligent Automation
		Adaptive Security Architecture

Technology Trends

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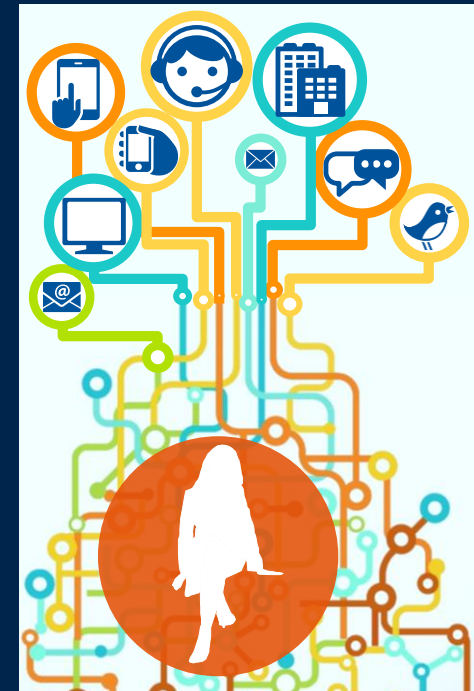
Key Issues

1. What are the top trends in government?
2. How will these technology capabilities transform of government?

Support Citizens and Business with User-Centered Design

- What** ■ Provides seamless and secure access to personalized government services with one username and password.

Multichannel Citizen Engagement
d-Citizen Extensions
Trusted Transactions



Speed up the Pace of Government with an Agile-First Mindset

- What** ■ Brings entrepreneurial urgency to IT services, workforce development, and technology innovation while meeting fiduciary responsibilities.

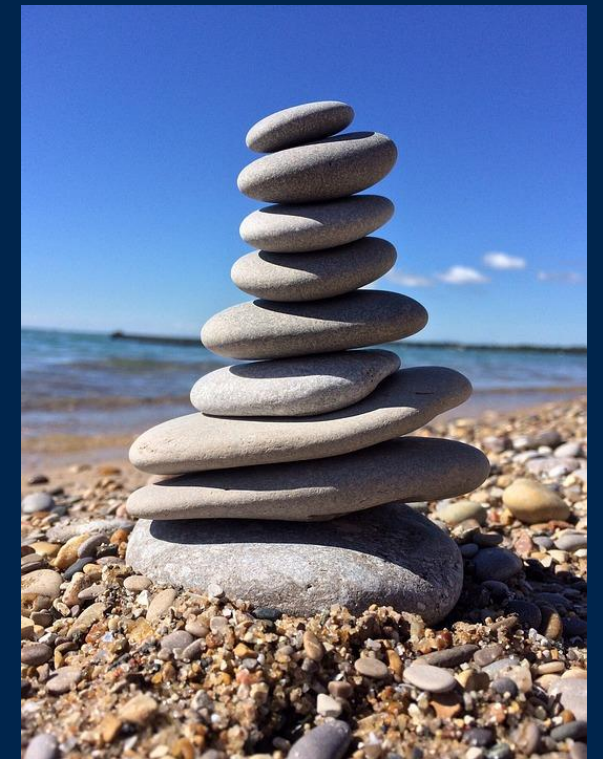
Civic Tech Innovation
Bimodal Shared Services
Digitally Empowered Workforce
Engineered Agility



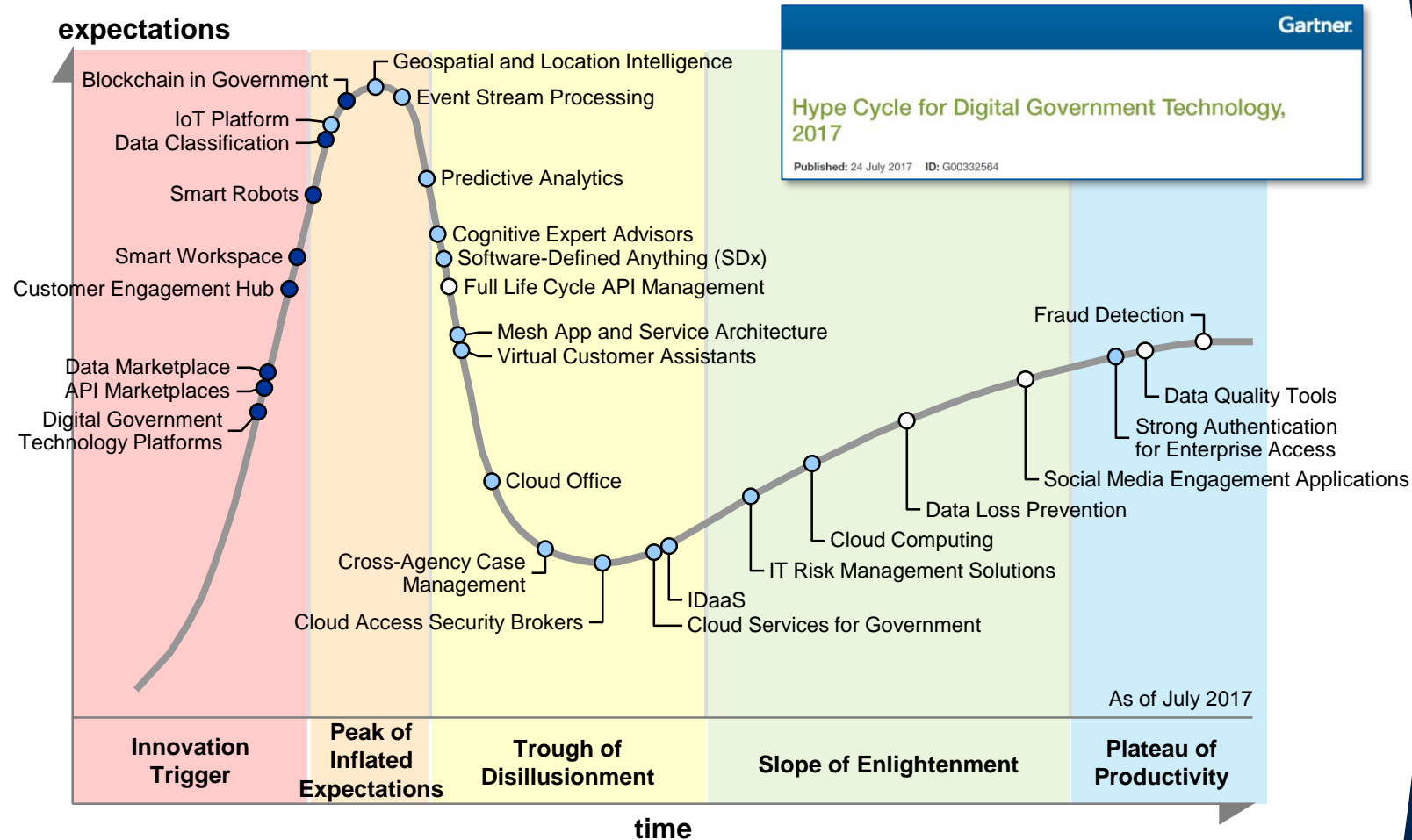
Enable, Optimize or Transform? Sustainability is Always the Goal

- What** ■ Social, technology and natural ecosystems are affected by climate change, fiscal uncertainty, accelerating geographic mobility, and the slow implementation of smart city initiatives.

Analytics Everywhere
Intelligent Automation
Adaptive Security
Architecture



Each Technology Trend is a Set of Products, Practices and Services



Examples

Multichannel Citizen Engagement

- Customer Engagement Hub
- Digital Government Technology Platforms
- Social Media Engagement Applications
- Virtual Customer Assistants

Trusted Transactions

- Blockchain in Government
- Cloud Access Security Brokers
- Data Classification
- Data Marketplace
- Fraud Detection
- IDaaS

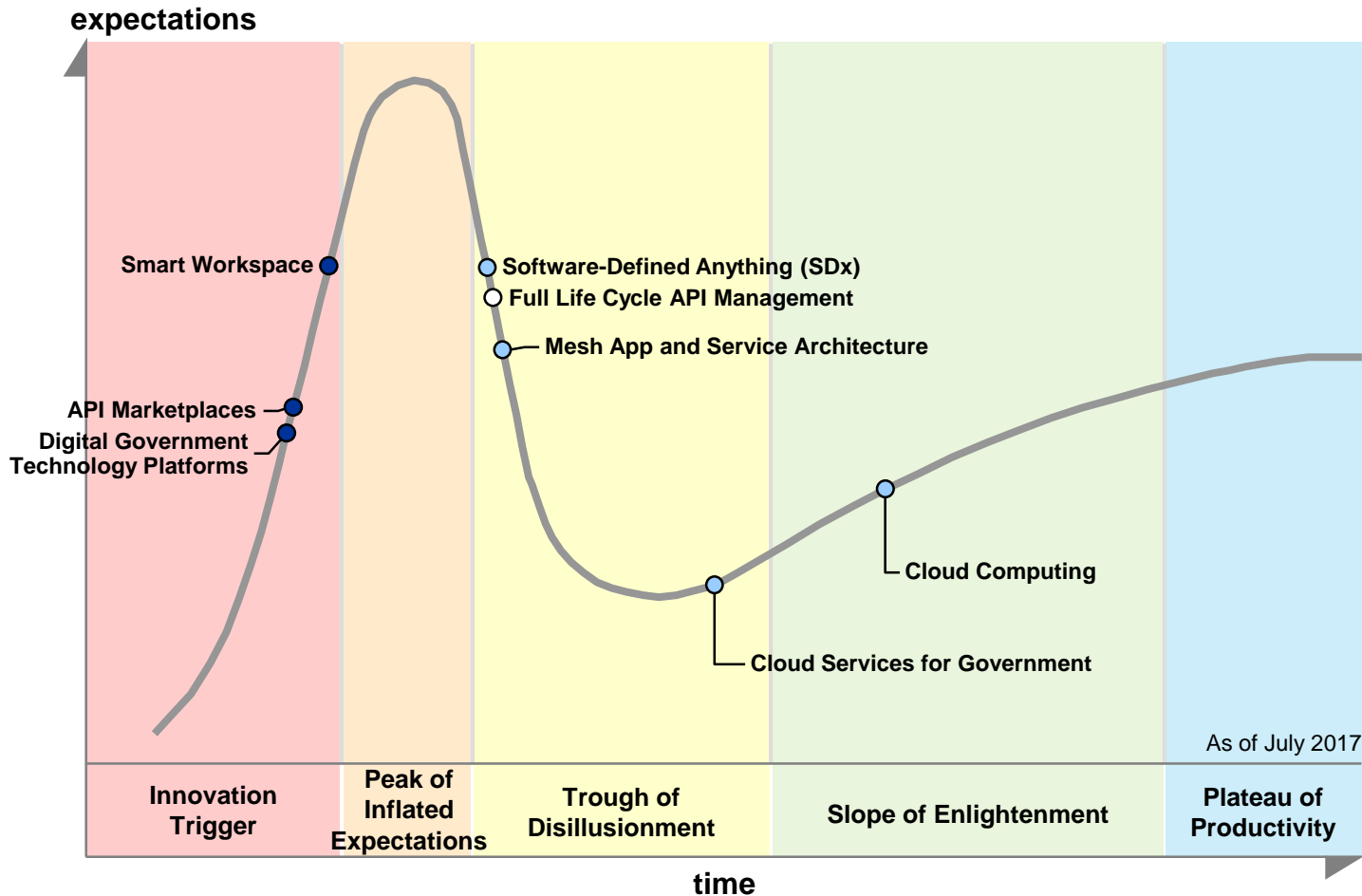
Plateau will be reached in:

- less than 2 years
- 2 to 5 years
- 5 to 10 years
- ▲ more than 10 years
- ⊗ obsolete before plateau

Deep Dive: Engineered Agility

Engineered Agility

Increases digital platform flexibility, interoperability, and continuous delivery of new capabilities.



Plateau will be reached in:

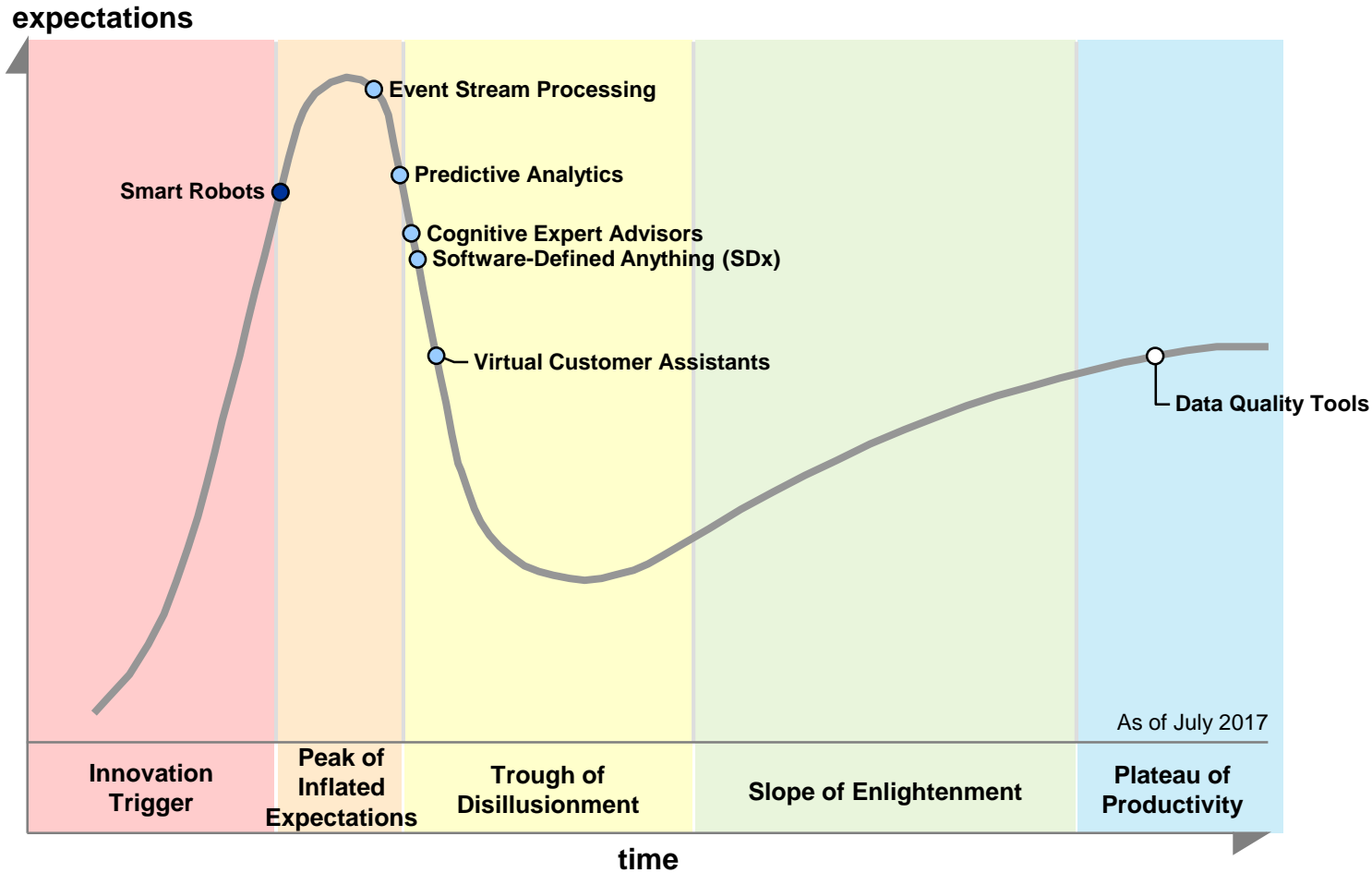
- less than 2 years
- 2 to 5 years
- 5 to 10 years
- ▲ more than 10 years
- ⊗ obsolete before plateau



Deep Dive: Intelligent Automation

Intelligent Automation

Optimizes business processes and decisions with algorithms and artificial intelligence.



Plateau will be reached in:

- less than 2 years
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- ▲ more than 10 years
- ⊗ obsolete
- ⊗ before plateau



Action Plan for Government CIOs and IT Leaders

Monday Morning:

- *Evaluate* how macro trends will impact your agency's mission and goals.

Next 90 Days:

- *Determine* if current policies and business plans adequately mitigate these trends.
- *Access and Download* Gartner's Hype Cycle technology solutions, practices and services to create your own IT investment portfolio.
- *Revise* your technology strategy, budget requests and roadmap, as needed.

Next 12 Months:

- *Develop and implement* a plan for transforming organization structure, processes, roles, and talent profiles to bimodally manage IT services.

Recommended Gartner Research

- ▶ **2018 CIO Agenda Industry Insight: Government**
Rick Howard (G00337593)
- ▶ [Hype Cycle for Digital Government Technology, 2017](#)
Rick Holgate (G00332564)
- ▶ [Toolkit: My Hype Cycle, 2016](#)
Betsy Burton (G00316063)

For more information, stop by Gartner Zone.

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Recommended Gartner Research

- ▶ [Put Citizen Experience at the Center of Your Operations by Developing a Citizen Engagement Hub](#)
Bill Finnerty (G00320092)
- ▶ [Add Full Life Cycle API Management to Your Digital Government Platform](#)
Dean Lacheca and Mark O'Neill (G00317192)
- ▶ [Government CIOs Need to Prepare Their Organizations to Take Advantage of Civic Tech](#)
Bill Finnerty and Mark O'Neill (G00328195)

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