

DESPERATE TIMES CALL  
FOR DESPERATE MEASURES

# STEAL THIS IDEA

THE STATE AND LOCAL  
GOVERNMENT EDITION

# Most Wanted

OUR (ANTI) HERO ...



"HUNTER"

- ✓ Tampa, FL
- ✓ Fulton County, GA
- ✓ Fairfax County, VA
- ✓ Chattanooga, TN 3-1-1
- ✓ Houston, TX 3-1-1
- ✓ Danbury, CT 3-1-1

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DIGITAL  
GOVERNMENT

# Most Wanted

- ✓ New York City Housing Authority Call Center
- ✓ City of Garland, TX Automated Public Works Citizen Callback
- ✓ Texas Legislature Online
- ✓ San Diego Reverse 9-1-1
- ✓ Online Classification Support System
- ✓ Roseville, CA Integrated Project and Portfolio Management
- ✓ NYS Family Services Commissioners' Dashboard
- ✓ CA Master Address Repository
- ✓ Hawaii Electronic Death Registration System
- ✓ California Agile Payment
- ✓ California Retire & Return
- ✓ Genesee Co., Michigan Urban Land Reform Initiative
- ✓ California EZREG
- ✓ New York Economic Development Portal
- ✓ Utah State Construction Registry
- ✓ Virginia Mines WaterTrans
- ✓ Rhode Island Wine, Beer and Spirits Certificate of Compliance
- ✓ Oakland County, MI Mobile Services
- ✓ City of Ripon, CA MESH Network



# Most Wanted





# Agenda



## Things we should have stolen.

Self Service at the Front End; Discipline at the Back End



## Things we should be stealing.

Acting More Like the People Government Services



## Things we could steal next.

What and how government will work

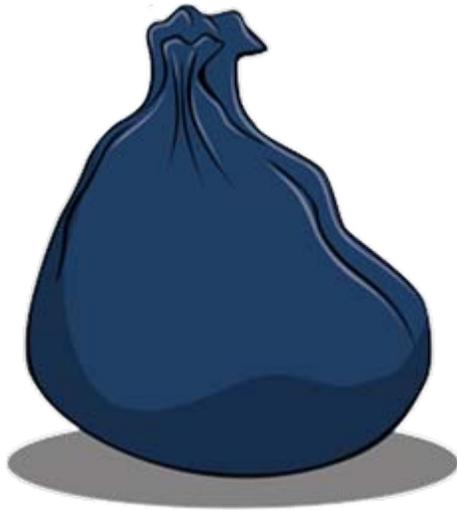


## How to steal well.

“We have no money so we must think”



# Should Have Stolen



- I. Amazon.gov
- II. Alphabet Soup
- III. Assurance



# Amazon

amazon.com

Hello. Sign in to get [personalized recommendations](#). New customer? [Start here](#).

Kindle: Amazon's Wireless Reading Device

Your Amazon.com Today's Deals Gifts & Wish Lists Gift Cards

Your Account | Help

Search Amazon.com

GO

Cart

Your Lists

Shop All Departments

Books >

Movies, Music & Games >

Digital Downloads >

Electronics & Computers >

Home & Garden >

Grocery >

Toys, Kids & Baby >

Apparel, Shoes & Jewelry >

Health & Beauty >

Sports & Outdoors >

Tools, Auto & Industrial >

## Kindle: Amazon's Revolutionary Wireless Reading Device

Amazon Daily **BLOG**

10 posts since yesterday  
[Read posts](#)

amazon.com

Your Store

See All 32 Product Categories

Your Account |

Cart |

Wish List |

Help |

[Gift Ideas](#) | [International](#) | [New Releases](#) | [Top Sellers](#) | [Today's Deals](#) | [Sell Your Stuff](#)

## Ann Coulter's **Godless**: The Church of Liberalism

[Pre-order at Amazon.com](#)



BROWSE

[Add favorites](#)

Featured Stores

- [Apparel & Accessories](#)
- [Beauty](#)
- [DVD's TV Central](#)
- [Electronics](#)
- [Gourmet Food](#)
- [Jewelry & Watches](#)
- [Shoes](#)
- [Textbooks](#)

New Stores

In Beta ([What's this?](#))

- [Automotive](#)
- [Musical Instruments](#)
- [Health & Personal Care](#)
- [Yellow Pages](#)

Hello. Sign in to get [personalized recommendations](#). New customer? [Start here](#).

### Pick Your Poison: Get \$100 Back After Rebate



Get \$100 cash back after rebate and new service activation through [T-Mobile](#) now at Amazon.com. Plus, you'll get a [free Bluetooth headset](#) with purchase! Hurry--special pricing on these phones ends May 31.

- [Motorola RAZR V3 Phone: \\$100 back after rebates](#)
- [Motorola RAZR V3 Magenta Pink Phone: \\$100 back after rebates](#)
- [Motorola V360 Phone: \\$100 back after rebates](#)

[See all T-Mobile phones](#)

TV DVDs 50% Off

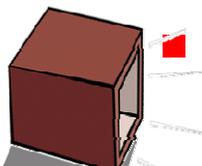


Enjoy twice the TV fun with [50% Off TV you may have missed](#), including

[Arrested Development - Season Two](#).

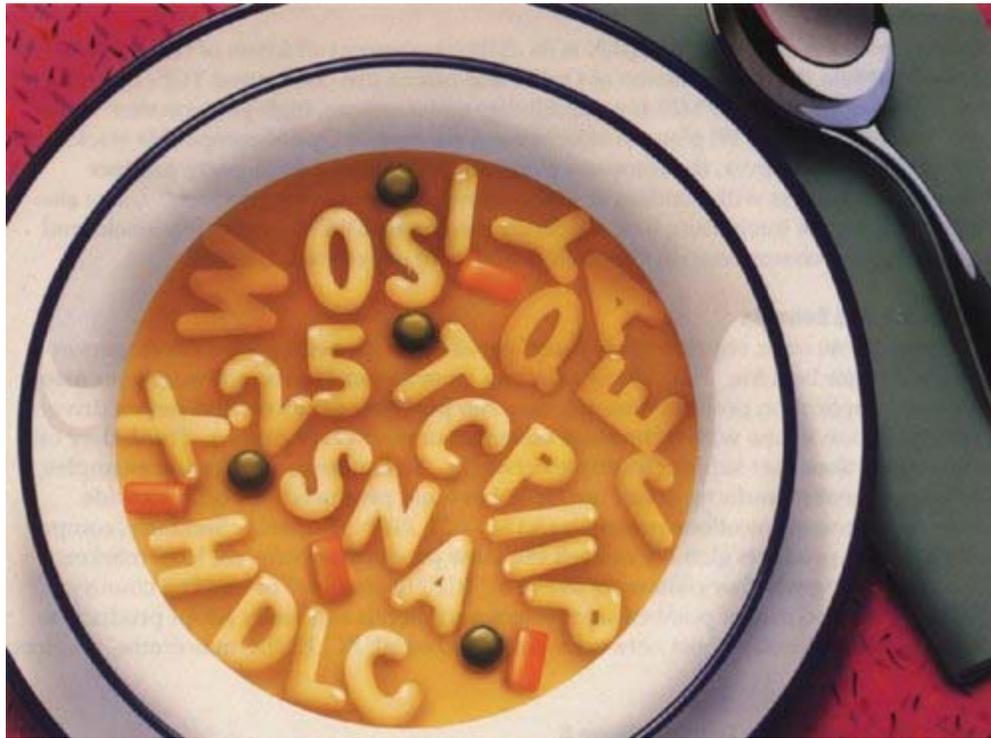
Shop Target Clearance

[Shop the](#)



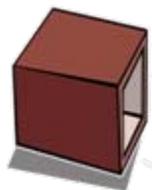
## Approachable, Findable and Actionable

# Alphabet Soup



## IT Governance

- EA
- SOA
- ITIL
- COBIT
- ISO (Pick a Number)
- PMOs
- Acronym of your governance body

- 
- Choose your recipe - make soup.



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# Assurance



■ Home ■ News ■ Travel ■ Money ■ Sports ■ Life

**Technology** ■ Products ■ Science & Space ■ Gaming ■ Wi-Fi Center

## Five arrested in Spain for hacking government sites

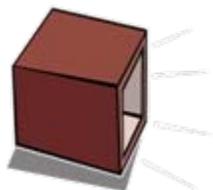
Posted 2h 36m ago | Comments 1 | Recommend

E-mail |

By Daniel Woolls, Associated Press

MADRID, Spain — Spanish police have arrested five young computer hackers who allegedly disabled Internet pages run by government agencies in the U.S., Latin America and Asia, authorities said Saturday.

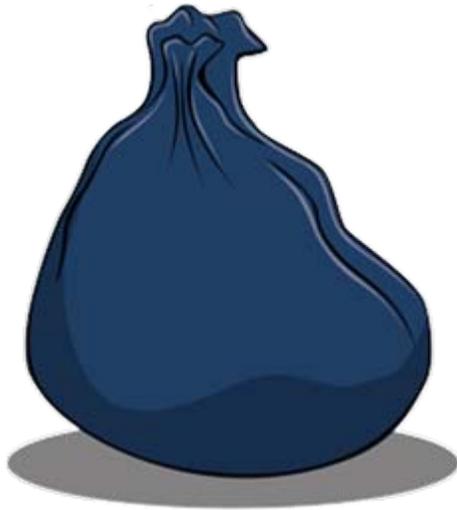
The National Police described the suspects as belonging to one of the most active hacker groups on the Internet and said two of the suspects are only 16 years old. The others are 19 or 20.



✓ Find a Friend; Don't Go It Alone



# Should be Stealing



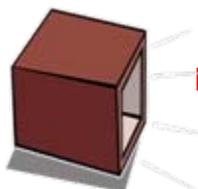
- I. The Long View
- II. Taking Help
- III. Daring Do!



# No. 4 with a Bullet

## NASCIO Billboard.com-style Charts

2008	2007	State CIO Priorities (NASCIO)
1	2	Consolidation
2	1	Information Security
3	5	Disaster Recovery/ Business Continuity
4 *	16	Electronic Records Management/ e-Discovery
5	6	Health Information Technology
6	3	Shared Services
7 *	18	Connectivity
8 *	22	IT Governance



■ Your next priority may come out of nowhere!



# Seeing Around Corners



2008	Priority Technologies (NASCIO)	Strategic Technologies (Gartner)
1	Virtualization	Green IT
2	Server Virtualization	Unified Communications
3	Security Enhancement Tools	Business Process Modeling
4	Geographic Information Systems	Metadata Management
5	Legacy Modernization (ERP)	Virtualization 2.0
6	Identity & Access Management	Mashup & Composite Apps
7	Networking, Voice & Data	Web Platform/ SaaS
8	Document/ Content Management	Computing Fabric
9	Wireless, remote & fixed	Real World Web
10	Service Oriented Applications/	Social Software



■ Legacy still heart of the matter but there are new renewal options



New Data Centers  
(WA, CA)

Smart Building  
Technology and LEED  
U.S. Green Building Council's Leadership  
in Energy and Environmental Design  
(NY, CA, WA)



# Is Green Sustainable?

CASING THE JOINT...

**Climate Protection Agreement**  
(700 US City Mayors)  
**Climate Action Plan**  
(29 States)

**PCs, laptops and servers**  
[www.climatesaverscomputing.org](http://www.climatesaverscomputing.org)

**Data centers**  
[www.thegreengrid.org](http://www.thegreengrid.org)

**Carbon footprint disclosure**  
[www.cdproject.net](http://www.cdproject.net)

**Earth friendly disposal**  
[www.step-initiative.org](http://www.step-initiative.org)

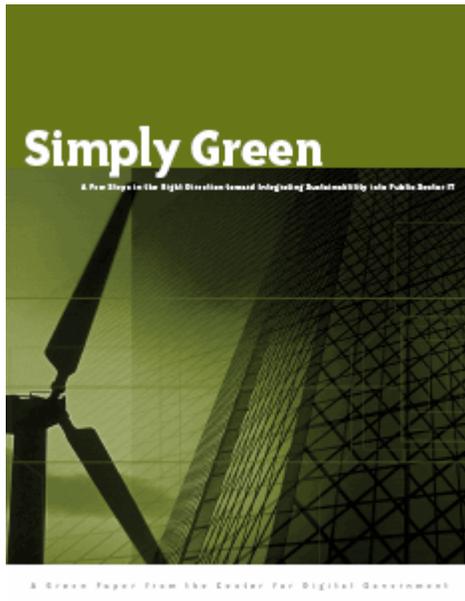
UN E-waste Problem (StEP)

**Energy Efficiencies**  
[www.EnergyStar.gov](http://www.EnergyStar.gov)





# Green is the new Green



## Telework

*Energy Savings and  
Employee Retention*

## Online Self Service

*Move the interaction from  
atoms to bits*

Greenest is ...

*... the data center or office  
building not built*

## A Green Hue from Consolidation and Virtualization

### Commonwealth of Virginia

- Replaced 60,000 PCs and laptops with Energy Star-rated machines
- Energy consumption reduced by 32 percent
- Hard dollar savings estimated at \$12 million each year

### State of New York DMV

- 277 servers have been virtualized across 11 physical machines
- Realized more than 25:1 savings in server acquisition, power, AC, UPS, floor space, security, support and maintenance costs

### City of New York

- Virtualization has raised server utilization rates from 10% to 60%
- Capacity increased by the equivalent of 400 servers
- Avoided the need for implementing an additional 350 servers
- Cost avoidance estimated at \$7.9 Million





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# Real-Time Map Over

## REAL-TIME TRANSPORTATION STATUS

New York State Transportation Federation



Save My 'Map View'

Clear My 'Map View'

[RSS](#) [ABOUT RSS](#) [MAP VIEW](#) [TEXT VIEW](#)

### NAVIGATION

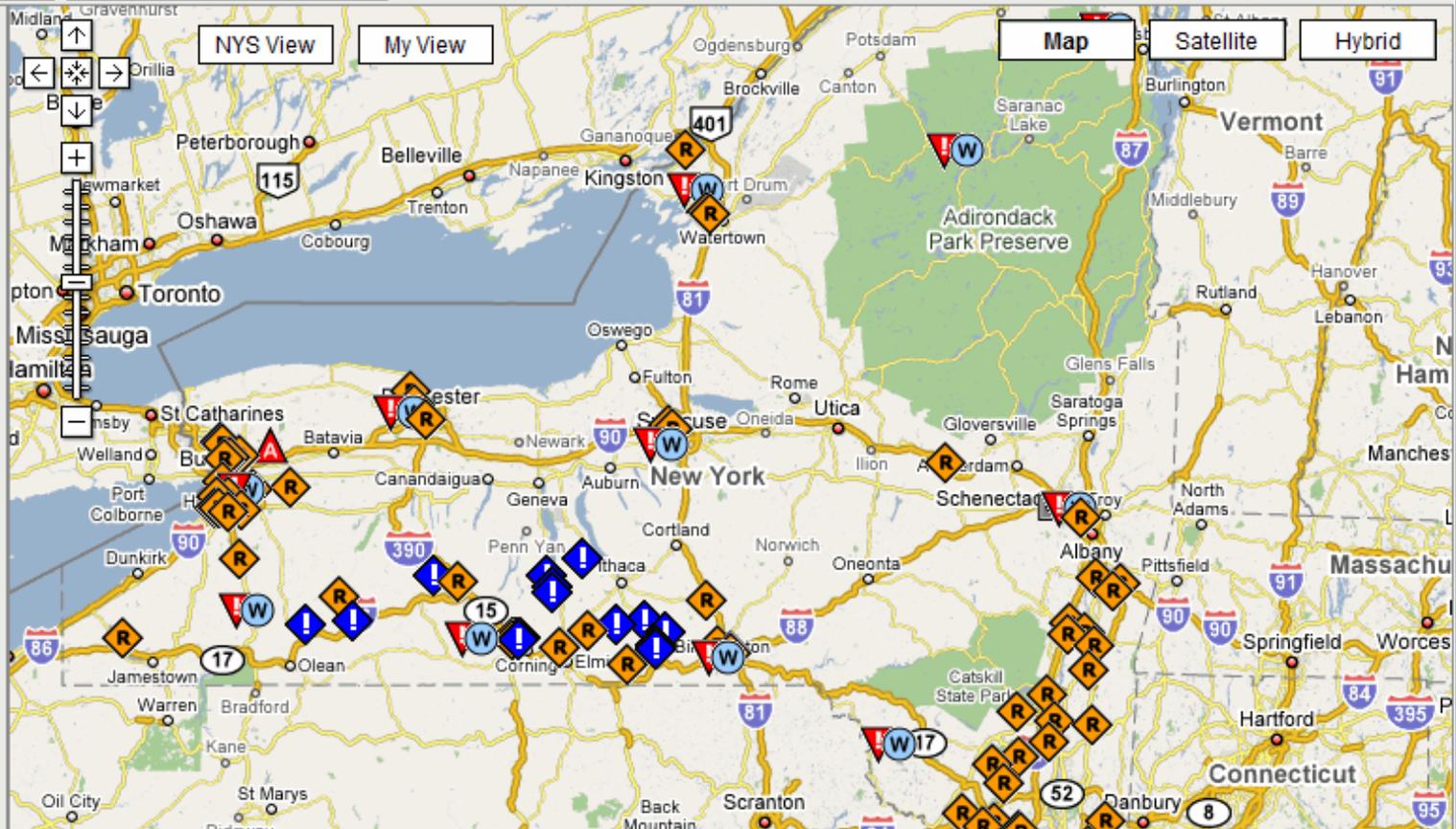
Select only those Legend items of interest

Click icon to view more information OR select Text view for list

[FAQS](#)

### LEGEND

- Cameras
- Roadwork
- Critical Incidents
- Closures





# Web 2.0 Pothole Repair

**FixMyStreet** *Beta*

[Report a problem](#)

[All reports](#)

[Local alerts](#)

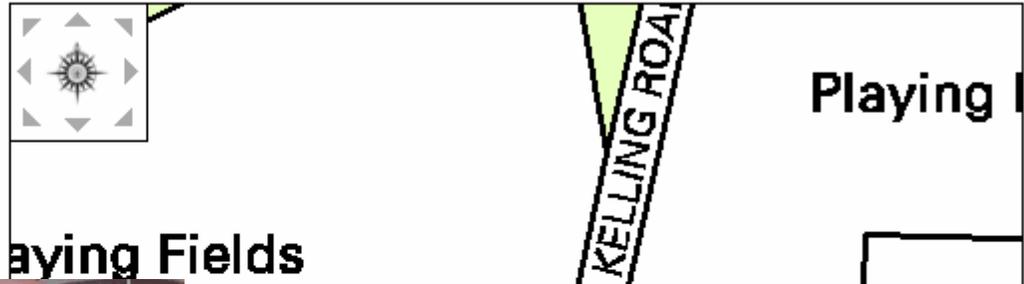
**NEW**

[Help](#)

[Contact](#)

## Eroded Wall Woodfield Road

*Reported by PC9066 Richard Childs at  
18:04, Sun 23 December 2007  
Sent to North Norfolk District Council and Norfolk*

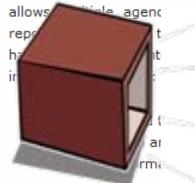


I Want To...



### WEB BASED TRACKING AND REPORTING

Santa Clarita's Graffiti Tracking System is a centralized, web-based application that allows multiple agencies to report graffiti.



■ Help and inspiration comes from the 'darndest' places.



## Graffiti Reporting



**Name:**

**Telephone Number:**

**Email Address:**  (optional; for notification of clean up)

**Photo Upload:**  (if you would like to upload photos of the graffiti; jpg only)

**Address of Graffiti:\***

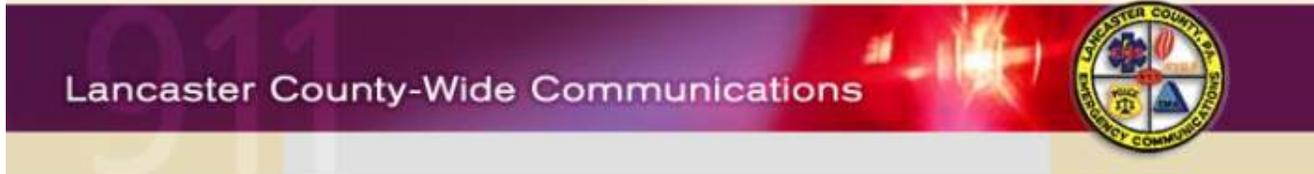
(use "@" for intersection) eg "100 Main St" or "1st @ Main" If graffiti is not at an address or intersection, please give the location nearest the graffiti.

**Graffiti Marked On:\***

- Property (eg: house, wall, bus bench, pole, driveway, sidewalk)
- Traffic Sign
- Road/Pavement
- Flood Control (eg: Flood channel, wash, stormdrain)



# Live Response Monitoring

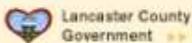


SEARCH

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**FOR THE PUBLIC**  
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[News](#)  
[Annual Reports](#)  
[Radio System](#)  
[FieldComm 91](#)  
[Live Incident Status](#)

**FOR SERVICE MEMBERS**  
[Fire & EMS Services](#)  
[Law Enforcement](#)  
[Form Library](#)  
[WebCAD](#)



[Back](#) [Printable Version](#) [View as Text-Only](#)



## Live Incident Status

[Mobile Version](#) | [RSS](#)

### Lancaster County Fire & EMS Status

As of 26 Sep 2007 08:44:03

Incident No. Time Received	Incident Type	Location	Units Assigned
0709040416 26 Sep 2007 08:38:14	MEDICAL EMERGENCY	LANCASTER CITY CIRCLE AVE / CIRCLE AVE	MEDIC-6-12-1(M)
0709040412 26 Sep 2007 08:36:44	ALARM BELLS	MAI LEV DR.	
0709040409 26 Sep 2007 08:33:27	AUTO ALARM INDUSTRIAL	MAI W A DR.	
0709040404 26 Sep 2007 08:27:29	ROUTINE TRANSPORT	MIL E C AVE	
0709040403 26 Sep 2007 08:26:59	MEDICAL EMERGENCY	RAP RIP WA	

Martin County, Florida  
[Home](#) | [Residents](#) | [Visitors](#) | [Business](#) | [Government](#) | [News](#) | [eServices](#) | [Kids/Teens](#) | [Contact](#) | [Events](#)

**Martin County Emergency Services** "FIRE/RESCUE SCANNER"  
 Page will Automatically Refresh  
 Last update 9/26/2007 08:46:15

Incident Number	Unit	Status	Location	Call Type	
282022	E30	ARI	SE COVE RD / SE MANATEE COVE RD	29	MOTOR VEHICLE ACCIDENT
	R30	ERI			
282023	E32	DP	BRIDGE	RD	71
	R32	DP			

**Unit Status Code Explanation**

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 © 2005 Martin County, Florida, All rights reserved and other Copyrights Apply.



# The Mobility Factor

**AP** Associated Press

[Go to Google News](#)



## 3 in 10 get all or most calls on cell phones

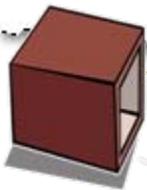
By ALAN FRAM – 3 days ago

WASHINGTON (AP) — For nearly three in 10 households, don't even bother trying to call them on a landline phone. They either only have a cell phone or seldom if ever take calls on their traditional phone.

The federal figures, released Wednesday, showed that reliance on cells is continuing to rise at the expense of wired telephones. In the second half of last year, 16 percent of households only had cell phones, while 13 percent also had landlines but got all or nearly all their calls on their cells.

The number of wireless-only households grew by 2 percent since the first half of last year. Underscoring the rapid growth, in early 2004 just 5 percent had only cell phones.

Households with cell phones who rarely if ever use their landlines grew by 1 percent since



- It is not about place as much as people.



# Not all Ideas ...



DATELINE: LONDON

**1 in 18 Texters injured  
while walking**

*Source: ITN/ MSNBC, March 5, 2008*





# Design Matters



My favorite things at Beautiful Society. Beautiful Society is a social network based around your favorite things.

## beautiful society

home | society favorites | society members | society forums | society articles | society stuff | what's this | join now

my favorite Kids Movie is

### + newest society favorites

Wister	Season
HTML	Programming Lan...
Las Vegas	City
Cheese and Bacon Sa...	Lunch
Tennis	Sport to play
Soccer	Sport to play
HARD ROCK CAFE	Bar

### + top society members

BEEFY NINE	12370
rantart	2220
captainredmuff	1508
Skyrail	1506
cjgraphix	490
SartoSan	469
Schlady	137

### + society photos

**+ society sign in**

Username:

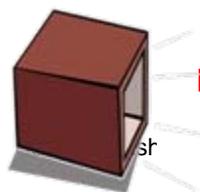
Password:

forgot your password? join the society!

Ads by Google

[Social Networking](#)  
Make Connections in Your Industry Share Your Professional Profile Now  
[www.konnecta.com](#)

[Neural Networks Software](#)  
Find non-linear patterns & predict behavior. Free evaluation download.  
[www.neuralnets.com](#)



■ You can learn a little something at Hard Rock Café: "Serve All."



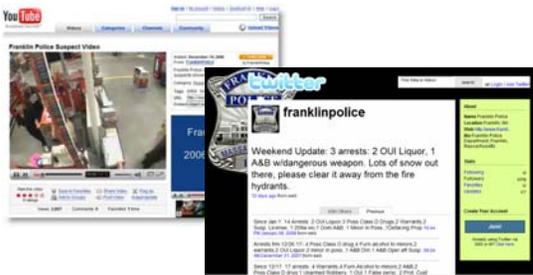
# YouTubing Government

CASING THE JOINT...

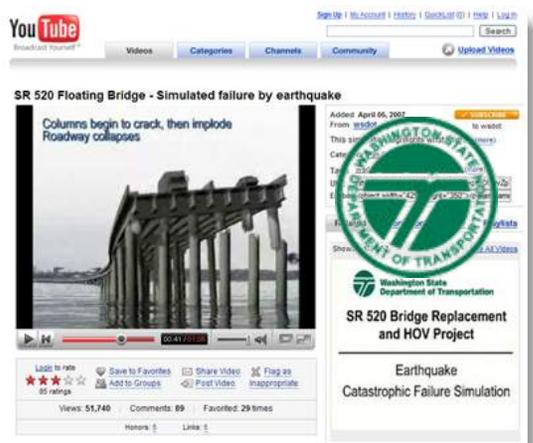
Driver Education  
(California DMV)



Police Investigation  
(Franklin, MA PD on  
YouTube and Twitter)



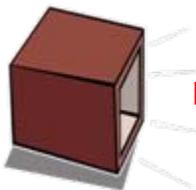
Public Policy  
(Washington DOT)



# YouTubing Government



The screenshot shows the YouTube channel page for the Franchise Tax Board. At the top, the YouTube logo is visible along with navigation links for Videos, Channels, Community, and Upload. A search bar is located in the top right corner. Below the navigation, the channel name "Franchise Tax Board" is displayed with a "Subscribe" button. The channel's profile picture is a small image of the California Franchise Tax Board logo. The channel description states: "We are responsible for administering two of California's major tax programs: Personal Income Tax and the Corporation Tax. We also have responsibility for administering the Homeowner and Renter Assistance (HRA) program, and other non-tax programs and delinquent debt collection functions, including child support debt collections and delinquent vehicle registration debt collections on behalf of the Department of Motor Vehicles. In 1999, the California Legislature gave us the additional responsibility for procuring, developing, and implementing the statewide child support automation development project." Channel statistics include: Joined: November 07, 2007; Last Login: 2 weeks ago; Videos Watched: 64; Subscribers: 12; Channel Views: 3,765. The location is Sacramento, United States, and the website is <http://www.ftb.ca.gov>. A "Report profile image violation" link is also present. Below the description, there are links to "Send Message" and "Share Channel". The channel's URL is <http://www.youtube.com/FranchiseTaxBoard>. The "Subscriptions (2)" section shows two other channels. The "Videos (8)" section features a video titled "ReadyReturn Testimonial 2 of 5" with 3,867 views and 3 comments. A "Playlists" section shows a playlist titled "ReadyReturn Testimonials 6 Videos" with a "Play All" and "Share" button. The "Videos (8)" section has a "Subscribe to FranchiseTaxBoard's videos" button.



- Being relevant depends on your audience.

<http://www.youtube.com/FranchiseTaxBoard>



# Public Service/ Servants

## Dilbert is Dead.

Miss Rogue's Prescription for a Creative Work Environment

Room for personalization -- *"to feel at home"*

[Cut the tethers] - *"don't lock them in the office"*

Healthy snacks and drinks - *"brain food"*

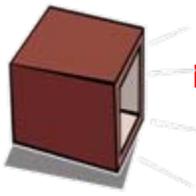
Out in the open meeting spaces - *"there are no secrets here"*

Creation of personal connection - *"team"*

- Change behaviors to change culture ... and bring snacks!



Tara "Miss Rogue" Hunt  
Founder  
Citizen Agency, LLC





# Public Service/ Servants



WHAT IS SECOND LIFE? | **SHOWCASE** | COMMUNITY | BLOG | SUPPORT



## Second Life Showcase

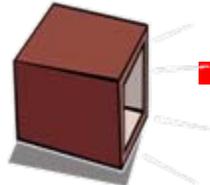


**Greenie Invasion!**  
Explore the strange and beautiful world of Second Life!  
[visit this location](#)

DOES GOVERNMENT HAVE ANY BUSINESS STAKING A CLAIM IN

**SECOND LIFE?**

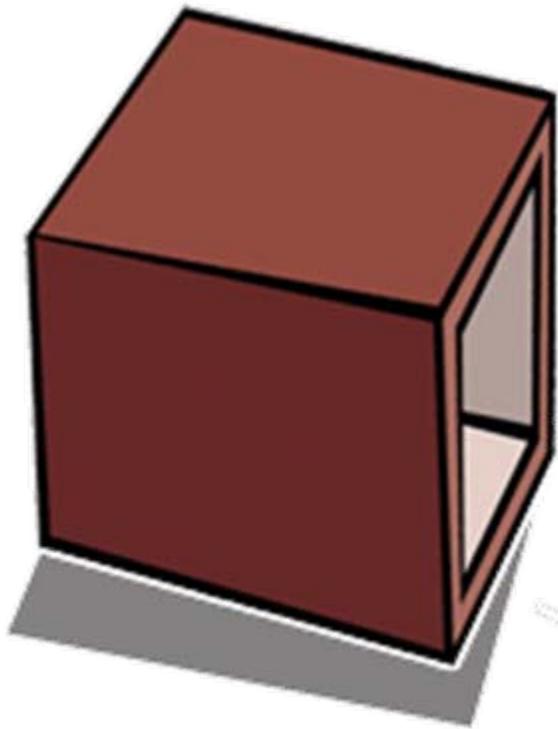
THE "SHOW ME" STATE SAYS ... **YES!**



- Make public service appears "bright and crisp" ... in this life and the next.



# The Big Nugget!

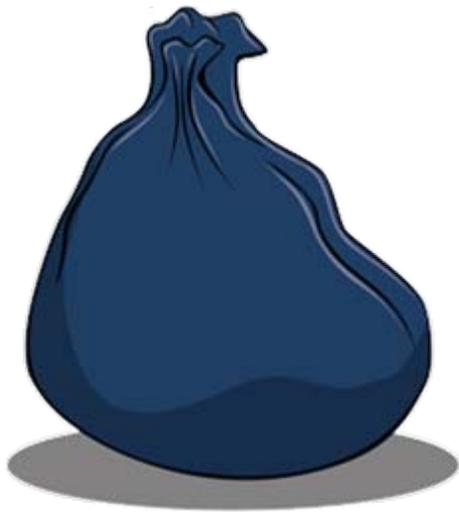


Web 2.0 is to the individual ...

... as SaaS is to the Institution.



# Could Steal Next



- I. Platform
- II. Platform
- III. Platform

# A Flickr in *The Commons*



- To share photographs from the Library's collections with people who enjoy images but might not visit the Library's own Web site.
- To gain a better understanding of how social tagging and community input could benefit both the Library and users of the collections.
- To gain experience participating in Web communities that are interested



- Take advantage of folksonomies.
- Begin to rethink the platform mix...



# Collaborative Platforms

CASING THE JOINT...

- ✓ Cities of King County WA  
eCityGov.net
- ✓ North Central Texas Council of Governments iCommunities
- ✓ New York Digital Towpath
- ✓ Service New Brunswick



- ✓ Microsoft component-based  
Citizen Service Platform

- ✓ YouTube
- ✓ Google Maps
- ✓ Flickr
- ✓ twitter
- ✓ Social Networking (Facebook,  
myspace, Ning, Nexo, Twango)



## Quick links

- ▶ MyBuildingPermit
- ▶ MyParksAndRecreation
- ▶ NWMaps
- ▶ NWProperty
- ▶ Shared Procurement

**NCTCOG**  
North Central Texas Council of Governments

Programs > Topics A-Z > Topics K-Z > Departments > Services > About Us

research & information services

**iCommunities**

NCTCOG's iCommunities internet service combines our internet and map technology with local government planning, economic development, and geographic information systems (GIS) resources. It transforms local government web sites into an information source that is both interactive and customizable to your users' needs. Integrating these existing technologies creates numerous possibilities. For example:

- allowing citizens to access and print full-page maps of their neighborhood with features such as zoning areas and parcel boundaries
- providing detailed information on economic development sites to worldwide clients
- providing city staff with access to your GIS assets through a web browser
- enhancing public announcements for zoning hearings or other city planning efforts with links to a web site with aerial photography and parcel boundaries

All of this technology flows seamlessly, powered by our DP7maps.com internet site to the member's

**Digital Towpath**  
e-solutions that lead governments through the digital age

Home Page  
Search Website  
Boards & Committees  
Digital Towpath Cooperative Information  
How Does the Digital Towpath Software Work?  
How has Digital Towpath Evolved?

**Digital Towpath Links People To Communities, Links Communities To Each Other...**

Digital Towpath e-government content management system provides local governments with an easy-to-use, cost efficient tool, which they use to build full featured web sites.

# Your Next Platform?

A “platform” is a system that can be programmed and therefore customized by outside developers – users – and in that way, adapted to countless needs and niches that the platform’s original developers could not have possibly contemplated, much less had time to accommodate.

- Marc Andreessen



Infrastructure  
*Reengineer it*

Interface  
*Rethink it*

Worldwide Computer  
*Harness it*

## SaaS

E-mail  
Office Tools  
CRM ERP  
Eligibility  
and (almost)  
everything  
else



# Assistance Wizards

CASING THE JOINT...



Pennsylvania COMPASS  
California CalWIN welfare client data system

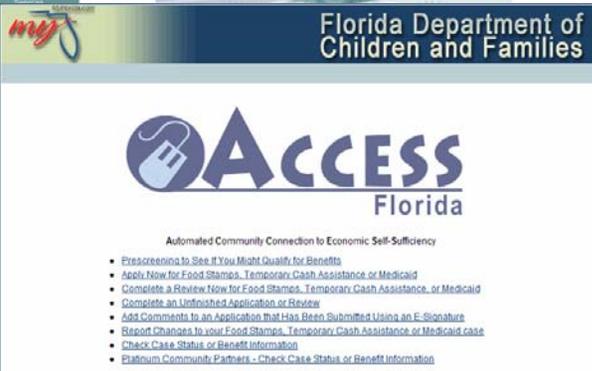
ACCESS Florida (Automated Community Connection to Economic Self Sufficiency)

San Diego County Agency-wide e-referral system

Miami-Dade Housing Central

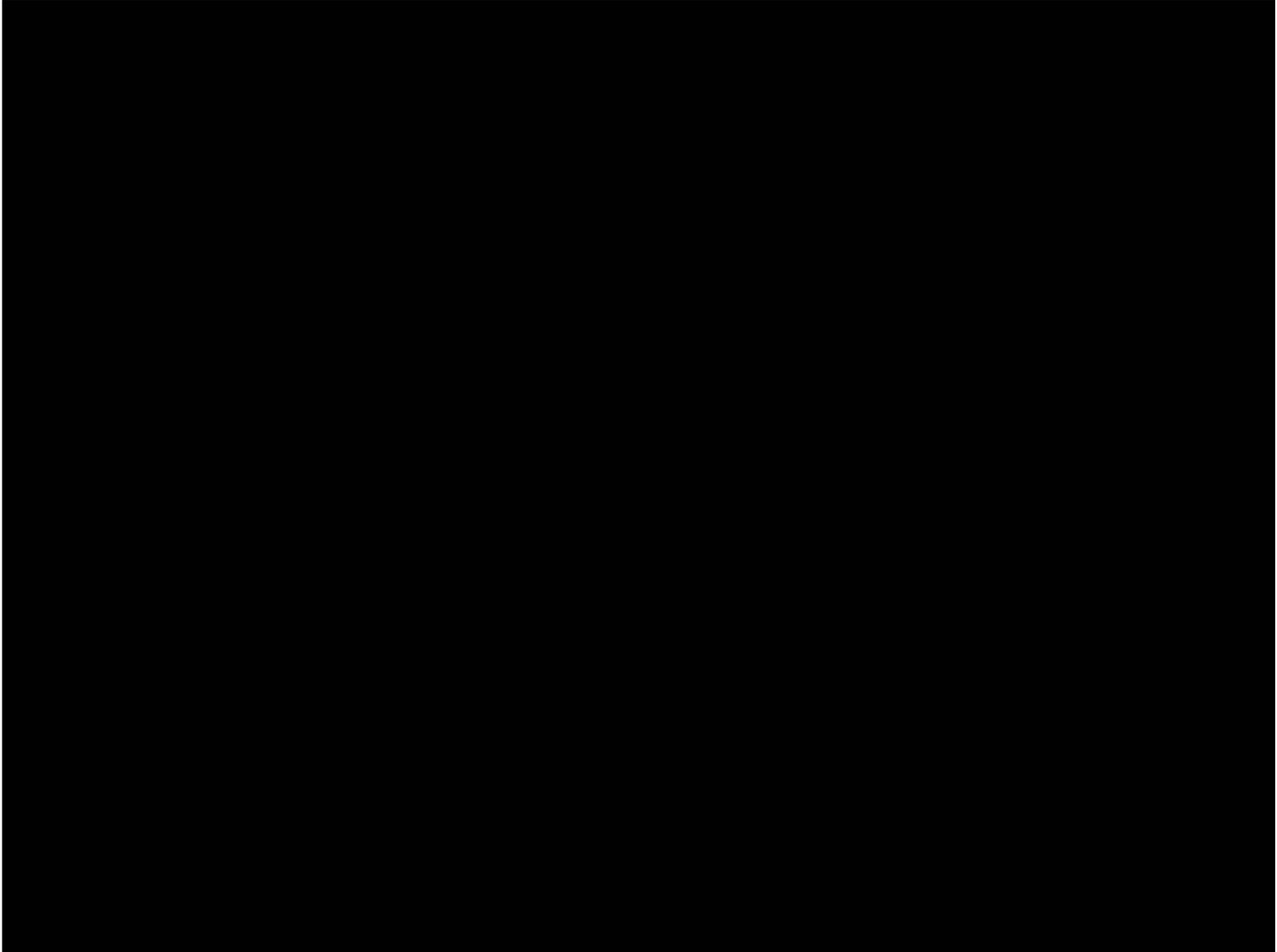
Minnesota Developmental

Disabilities Leadership Training





# Wizards & Communities





# Collaborative Platforms

AppExchange™ on demand marketplace

Belesforce.com Successforce.com Apex Developer Network salesforce.com

Home About Customers Resources Industry Solutions List Your App

Search Apps All Categories Go

**Find Apps**

- Analytics
- Components
- Finance & Administration
- Financial Services
- High Tech
- Human Resources
- Industry Solutions**
  - Communications
  - Education
  - Health Care
  - Manufacturing
  - Media
  - Nonprofits
  - Pharmaceutical
  - Professional Services
  - Public Sector
  - Real Estate
  - Retail
  - Software
- Integration & Data

**Industry Solutions :: Public Sector**

For government and energy related companies, the applications in this subcategory provide a host of solutions to streamline business processes and better manage constituent data.

**Government-to-Government AppExchange**

What if government agencies saved millions of dollars and avoided years of redundant effort by sharing applications?

Business One-Stop School Management Economic Development Business Development & Grants Management

Join the visionaries. Test drive their apps. Run them as-is, or customize them to meet your own needs. Then give back by posting your own apps on the Government-to-Government AppExchange.

Government Transformation. Powered by salesforce.com.

**My Filters**

Editions:

- All editions

Additional Filters:

- No filters selected

Change your search and browse filters.

**My Saved Apps**

Add an app to this list by clicking Add to My Saved Apps.

Salesforce.com G2G AppExchange -  
VA, TX, WY

official site of  
**Newport News**  
Virginia

You are here: [Home](#) → [eGov](#)

**Online Services**

- Pay Taxes Online
- Apply for a Job
- Pay Water Bill Online
- Access Waterworks Account
- Pay Parking Fines Online
- Renew a Library Book
- Submit Vendor Registration
- Report Criminal Activity
- Report A Homeland Security Matter
- Register for Recreation Classes
- Access City Maps
- All Online City Services

**Open eGov**

The City of Newport News is offering the software that runs its web site as well as the knowledge base we created through the implementation process to any organization or individual, free of charge. Our intent is to create a collaborative software ecosystem, where government organizations, non-profits and the private sector work together to share the cost of enhanced capabilities.

On August 24, 2007, Open eGov joined 55 other government organizations from Europe, Africa and South America and merged with the [PloneGov](#) project. We offer our software and relevant documentation integrated with the PloneGov delivery channels.

Newport News Open eGov



# Stealing Well



- I. Paying for IT
- II. Thinking Different
- III. Leading in Place



## Public Sector Revenue Recession

➤ 25 States face \$39 billion in budget shortfalls in fiscal year 2009, which begins in July 2008

➤ Represents up to 9 percent of these states' general fund budgets

Kentucky	- \$900 Million
Illinois	- \$750 Million
California	- \$16 Billion

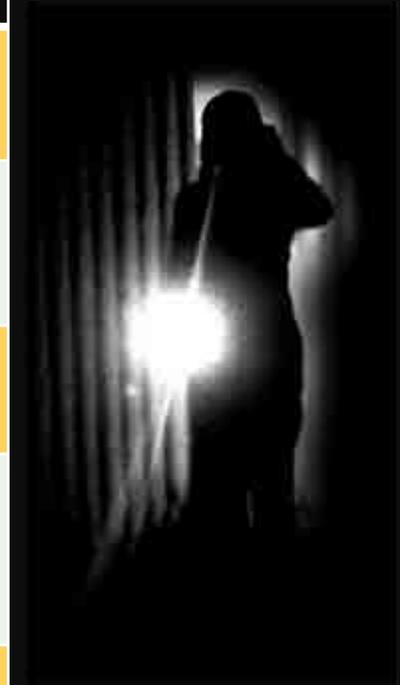
SECURITIES

Source: Center on Budget and Policy Priorities

# Missing Money

CASING THE JOINT...

Option	Installed Base
Legislative Appropriations	28
Cost Recovery (Rate Base Revolving Fund)	26
Technology Investment Fund	9
Benefits Based Funding (Gain Share)	14
Self Funded (User Fees)	34
Bonds	12
Leasing	24

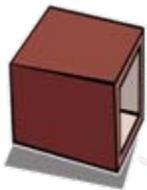


# Modernization Money

PRESUME ON EXISTING AUTHORITY ...



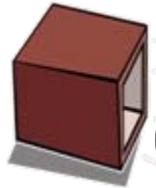
- Share Platforms and Services
- Be Somebody's Venture Capitalist
- Use Somebody Else's Money
- Buy Like Costco, Operate Like Southwest
- Run Cheap, Turn Green



- Going off budget is out of the box but within the law...



# Top 5 Nuggets for Leading in Place



3

Be Clear on Intent

- ✓ *Know the specifics of "As Is" vs. "To Be"*
- ✓ *How much, long, difficult? & what difference?*
- ✓ *Understand how things will be better when you are done (and how it fits with priorities)*

4

Think about the *next* Platform

- ✓ *Standardize, standardize, standardize*
- ✓ *Cost, management, security, performance*

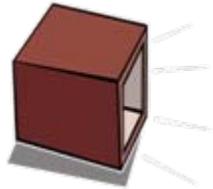
5

Steal Liberally

- ✓ *You're organization is not that special*
- ✓ *Somebody else has probably already done it*



# Top 5 Nuggets for Leading in Place



1

Play your own position

- ✓ *Be credible across, up and outside the org*
- ✓ *Staff will not be braver than you are*

2

Seize the Disruptive Moment

- ✓ *Focus on the breakthrough, not the incremental improvement*
- ✓ *Use technology to change the rules, cost structure, and the way the public's business gets done*

# Hunter is blogging at ...

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[www.centerdigitalgov.com](http://www.centerdigitalgov.com)  
(Registration required)

Presentation downloads:  
[www.govtech.com/events](http://www.govtech.com/events)  
(A week to 10 days)

OUR OTHER UNINDICTED  
CO-CONSPIRATORS ....

Paul Taylor  
Todd Sander  
Bob Feingold  
Liza Lowery-Massey  
Jack Mortimer

## steal this idea SLG

A Subversively Helpful Approach to Government Modernization

### Hello, My Name is Hunter



That's Hunter, as in both verb and noun. As a verb, I sneak around looking for the next great idea to steal. As a noun, I am named for the late Hunter S. Thompson, the father of all things Gonzo, under which it is better to ask for forgiveness than permission.

About

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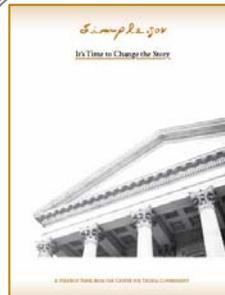
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