5. WELCOME TO THE THE ROAD TO CITY ON THE HILL: Now that you have climbed the mountain and forded the THE CITY streams, you have arrived at the City on the Hill. There are many benefits that the City on the Hill presents, for both the proud constituents and government employees. OKI THE GOVERNMENT CONSTITUENT BENEFITS: BENEFITS: Morale Boost for Employees + + Improved Services Innovative and Agile + + Increased Trust For centuries, philosophers, Meets Growing Demands + + More Participatory constituents and government officials have been aspiring to create the City on the Hill, a government that serves as a beacon of light and inspiration. 4. PREPARE FOR **▼**: With emerging technology THE FUTURE: In the future, IT will be: today, government has an Simply investing in IT solutions is not enough. unbelievable opportunity to Today, agencies need to plan for the future, and 1. Paperless create the City on the Hill. think about how technology is interoperable, 2. Self-Serviced scalable and sets a foundation for future Begin your journey at the developments. 3. Web-Based base of the mountain to find 4. Interoperable out how! 5. Shared Infrastructure 3. DEVELOP YOUR Top IT Consolidation Areas IT ROADMAP: Top 5, By Millions Saved (2013 - 2015) Once you have looked at contituent demands and needs, the \$2.53 \$738.6 M Mainframes and Servers next step is crafting your IT road map to link business needs 2. CREATE A to constituent demand. Think about what solutions, skills and Mobile **\$387.8 M** JOURNEY MAP: applications are needed to deliver services in a new way. \$298.3 M Telecommunications Cloud Federal IT savings over the next 3 years. The next stop traveling to the City on the Hill \$290.7 M Other Enterprise IT See the reduction targets over time below: Mobile Data involves making a journey map, taking a moment to step inside constituents' shoes. This is essential \$201.6 M Finance Business Systems to develop partnerships and understand community at a much deeper level. \$1,002.4 M \$934.4 M \$1,000M Offline Access \$590.0 M 48% **ECM** Percent of adults who directly took part in a civic group or activity (in 2012). 39% Percent of adults who recently contacted a government official or spoke out in a public 1. LEAD WITH Total Number of FOIA Requests Received vs. Requests Processed forum via offline methods (in 2012). FOIA Requests Received TRANSPARENCY, Top 5, By Agency - FY 2012 34% Requests Received Requests Processed AND EFFICIENCY: 665,924 Percent of adults who did those 700,000 things via online methods. 190,589 651,254 These are foundational elements of 650,000 the City on the Hill, where 600,000 -69,456 passionate leaders promote transparency, create efficiencies 550,000 through technology, and work in the 68,467 500,000 best interest of the constituency. 450,000 66,078 400,000 350,000 31,329 300,000 FY 2009 FY 2010 FY 2011 FY 2012

http://www.justice.gov/oip/docs/fy2012-annual-report-summary.pdf https://www.itdashboard.gov/portfolio_stat

http://www.pewinternet.org/Reports/2013/Civic-Engagement/Summary-of-Findings.aspx





CITY ON

THIS WAY

THE HILL