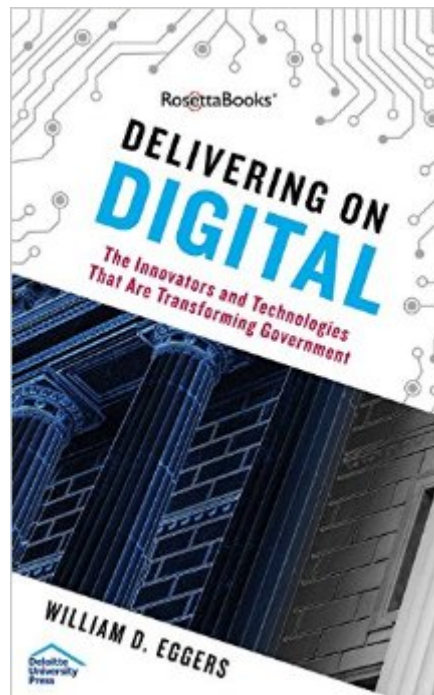# Delivering On Digital: The Innovators And Technologies That Are Transforming Government

Synopsis

What if you could file your taxes or open a business online in mere minutes? It's already possible in Estonia. So why are some US government agencies still running software from the 1960s with no upgrades in sight? When HealthCare.gov went live in October 2013, many called the website a catastrophe. For the U.S. Federal government, however, the launch ultimately proved pivotal: it underscored the necessity of digital excellence in public institutions and inspired hundreds of the tech industryâ ™s best and brightest to come to Washington with the singular mission to modernize government. So how do you take a government built on analog, industrial-era frameworks and redesign it as a fully digital state? We must imagine a new kind of government. Imagine prison systems that use digital technology to return nonviolent offenders promptly and securely into society. Imagine a veterans health care system built around delivering a personalized customer experience for every Vet. We now have the digital tools (cloud computing, mobile devices, analytics) and the talent to stage a real transformation. This book provides the handbook to make it happen. William D. Eggers, author of nine books and a leading authority on government reform, knows how we can use tech-savvy teams, strong leadership, and innovative practices to reduce the risks and truly achieve a digitally transformed government.

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Customer Reviews

Delivering on Digital is an interesting and well written book, William Eggers is palpably excited about

the potential for transforming public services via digital media. Though I spent some time working for the Federal government (as an intern at V.A.) I had not considered what a large percentage of what government does is pushing paper. That is not meant to be a pejarative statement. Much of government services involves cutting a check, issuing a license, collecting taxes or fees, all of which can be accomplished digitally with greater efficiency, which is not to say that is always how it has been done, as anyone who has visited healthcare.gov can testify. It was somewhat revelatory to read about the speed with which the delivery of government services online turned around after that fiasco. (I will have to take his word for it here, not personally having ventured near that site again) but as one who did spend a couple of years in the belly of the beast, it is difficult to believe that it really turned on a dime. According to Eggars, that was a wake up call which transformed how services are delivered, and apparently how contracts are treated as well with preference now given to an ongoing contract to develop and maintain software and systems as opposed to a closed-end contract for delivery of a piece of software, or hardware, or system.I learned about sites and services I did not know existed, many of which have to do with access to information as well as a transformation in the type and amount of information available.

Like many people, my opinion of government(s) and its employees is essentially negative. Yes, there are many individuals working in various government agencies at all levels who are intelligent, innovative and dedicated to serving the public in the most efficient and effective ways possible. But government is also a magnet for the lazy, the incompetent and those who donâ™t give as hoot about the taxpayers who foot the bills. Many have written of the problems of managing q government agency and its workforce, foremost among them, the late Peter Drucker. Alas, I would wager tha fewer and fewer read Drucker these days. The essential problem is that operational efficiency in a government agency limits the body count, the number of employees. Most government agencies are unionized. Unions donâ™t want labor saving efficiencies: they want dues paying members. Complacent members. In reality, a number of government agencies have been exemplary in their application of technology. The Illinois Secretary of State has turned its once hostile to the public operation into a very capable agency dedicated to the customer, the tax payer, and the re-election of the secretary of State. The political is an always present factor. Another agency tha has skillfully and effectively implemented technology is the United States Federal Court System, which most people will never experience. Too bad, because their PACER system for case management is truly impressive. Author William Eggers provides an excellent overview of the ways in which the deployment of Information Technology could enhance the delivery of government

services to the taxpayer, the public. Of necessity, Eggers must draw in broad strokes because of the scope of his subject, big and getting bigger.

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