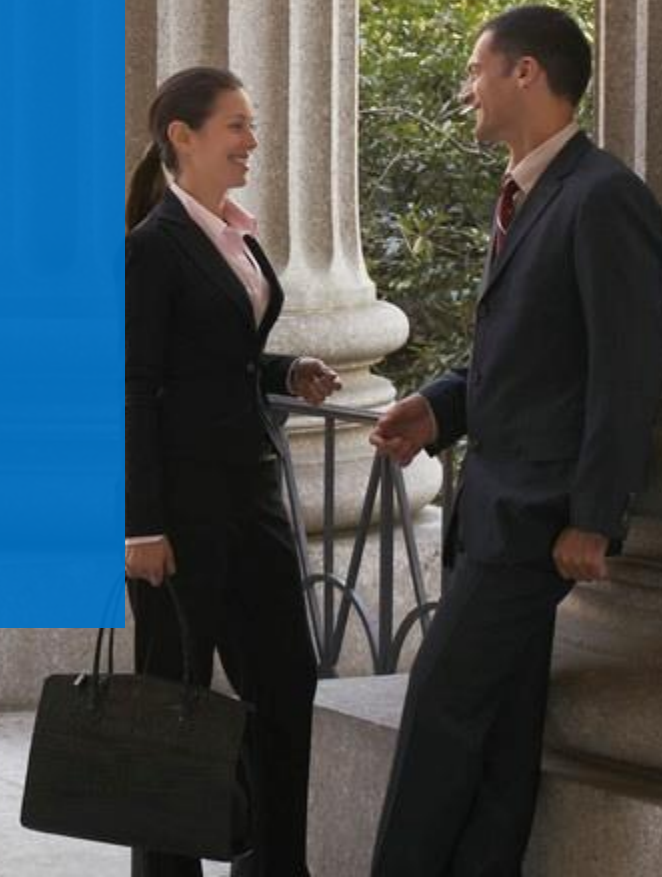


# Modern Government

David S. Burrows  
Managing Director : Government  
Europe, Middle East and Africa  
Microsoft Corporation







“Governments need to redesign their structures and processes to capitalize on a new set of actors and tools.”

**Future of Government,  
World Economic Forum**

...unleashing human creativity on a scale never seen before

# A new era of new government experiences

“

As e-business evolves towards m-business, eGovernment trends to mobile government.

”

Professor Ibrahim Kuchshu  
mGovLab

“

Analysts spend 80% of their time looking for the right data and only 20% looking at the right data.

”

RAND Corp, 2013  
non-profit research & analysis institution

“

Growing interest in digital government, partly driven by the nexus of social, cloud, mobile, and information analytics

”

Digital Government  
Gartner 2013

# A dynamic technology landscape



Mobility



Social



Cloud



Big Data



Security

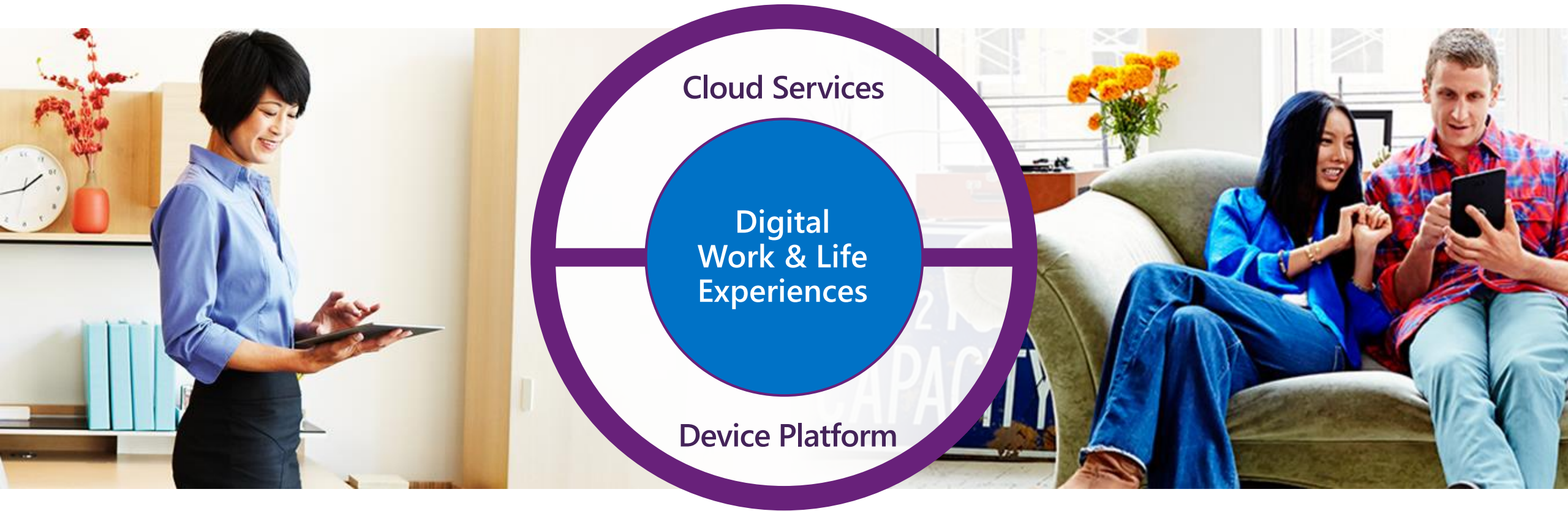


# I believe

over the next decade...  
intelligence will become  
ambient... made possible by  
an ever-growing network of  
connected devices, incredible  
computing capacity from the  
cloud, insights from big data,  
and intelligence from  
machine learning.

Satya Nadella  
CEO, Microsoft

# Our vision for a new future

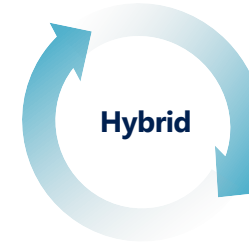


Reimagining productivity to help Governments do more and achieve more

# Mobile-first & Cloud-first



On Premises



Online

**Best experience across devices**

**Cloud on your terms**

Messaging

Voice  
and Video

Content  
Management

Enterprise  
Social

Reporting  
and Analytics

**Integrated best-of-breed solutions**



# Evolving for a new era of opportunity

*“There has been a growing interest in **digital government**, partly driven by the opportunities **offered by the nexus of social, cloud, mobile and information analytics**”*

**Garter, Digital Government, 2013**

e-Government



Gov 2.0



What's next



People centric  
Information sharing  
Process transformation  
Partner driven models  
Intelligent customized services  
Seamless, anytime, anywhere  
Data as a service  
BI and analytics

# Increasing expectations



Citizens and businesses expect improved services and deeper engagement



Workers expect easy to use tools, applications, & devices that work anywhere, anytime



Leaders expect greater insight, accountability, privacy, & compliance

# More Informed Leaders



Improved access to insights that help shape policies and budgets decisions



Easy to use, familiar analytic tools to help with decision making and briefings



Stay informed and connected with staff and citizens, in the office or on the road

# More Responsive Workers



➔ Analytics for increased efficiency and productivity

➔ Cross-agency awareness, collaboration and service management

➔ Improve citizen experiences with anytime, anywhere access to vital information and people

# More Engaged Citizens



Personalized and integrated services across agencies




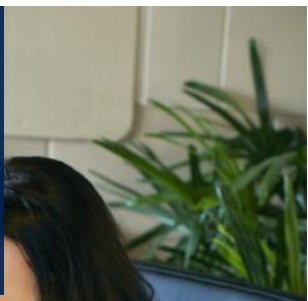
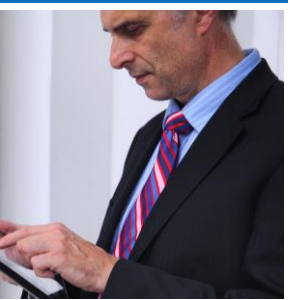




Improved transparency and digital participation on citizen terms



Innovative new citizen apps and services enabled by open data

# New capabilities, new opportunities

## National, Regional, State, and Local Governments

<p>Tax registration, collection, and compliance</p>	<p>Energy &amp; Water</p>		<p>Voter Registration</p>	<p>Fleet Management &amp; Transport</p>		<p>Policing</p>	
	<p>Federal Mandate Compliance</p>	<p>eDemocracy</p>				<p>Benefit registration, payment, and compliance</p>	
<p>Election Planning, logistics, &amp; reporting</p>	<p>Campaign marketing and social sentiment</p>		<p>City Dashboard</p>	<p>Licensing &amp; Permitting</p>	<p>Transparency</p>		<p>Cross collaboration</p>



Transforming the world we live in through technology

