



# The Internet of Things: Smart Government with Speed



Source: Big Belly



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# The Internet of Things: When Objects Anticipate and Negotiate

## The Internet of things is here:

- Connections 2020: >230 billion permanent and intermittent

## Connected devices everywhere:

- Cameras and microphones widely deployed
- Remote sensing of objects and environment

## More and more applications:

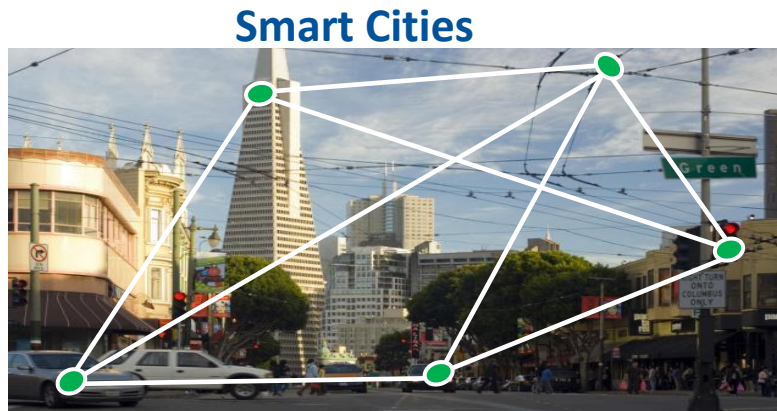
- Crime detection and prevention
- Public services via connected products



Smart Public Health Clinics



Smart Emergency Response



Smart Cities



# How Do CIO's Leverage the Internet of Things in Government?

# Four Basic Usage Models Are Possible

**Manage**

Optimize utilization

**Monetize**

Pay-per-use

**Operate**

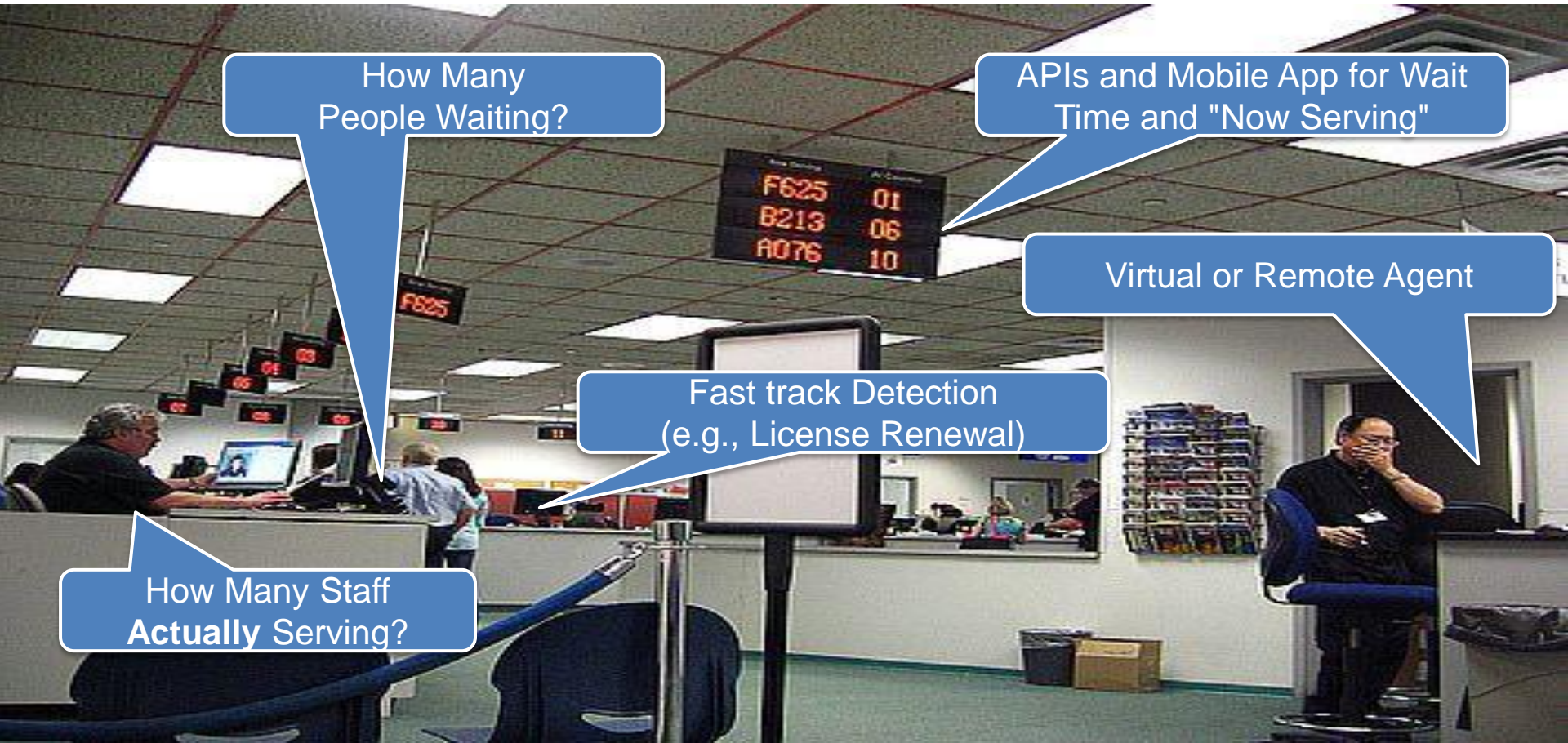
Remote operation

**Extend**

Provide digital services and  
content



# Government Service Center



How Many  
People Waiting?

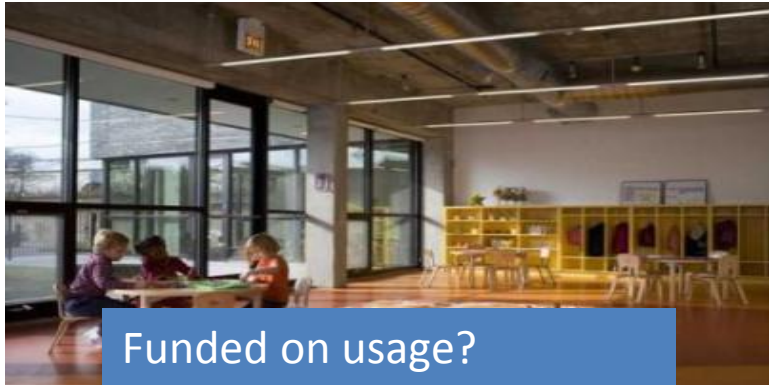
APIs and Mobile App for Wait  
Time and "Now Serving"

Virtual or Remote Agent

Fast track Detection  
(e.g., License Renewal)

How Many Staff  
**Actually** Serving?

# Future Example: Usage Added Tax (UAT)



Taxed on jurisdiction

MONAEO

Residency Allocation

Location	Work Days
NY, USA	109
MA, USA	43
CT, USA	36
CA, USA	19
2011 WORK DAYS	186

Locations Privacy Support

Source: Monaeo

# Risks.....What You Might Lose Your Job Over

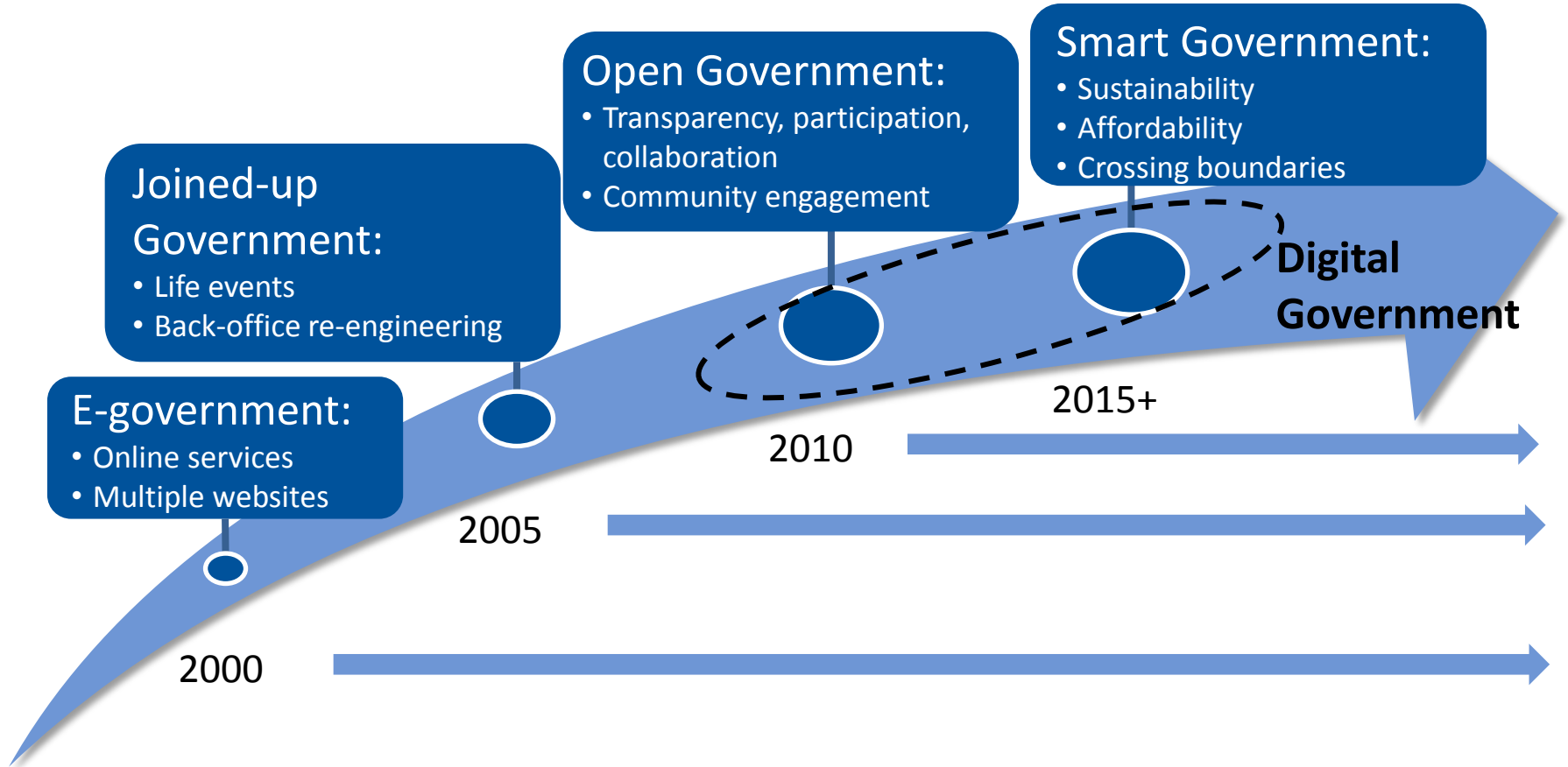
- **Security breaches:** New endpoints on corporate and public networks
- **Privacy breaches:** Storing/Losing/Selling customer things data
- **IT/OT not aligning:** Political struggle, asset responsibility/accountability conflict
- **Budget overruns:** Data, licenses, m2m plans, integration "spaghetti"
- **Lack of innovation:** Not contributing to new models



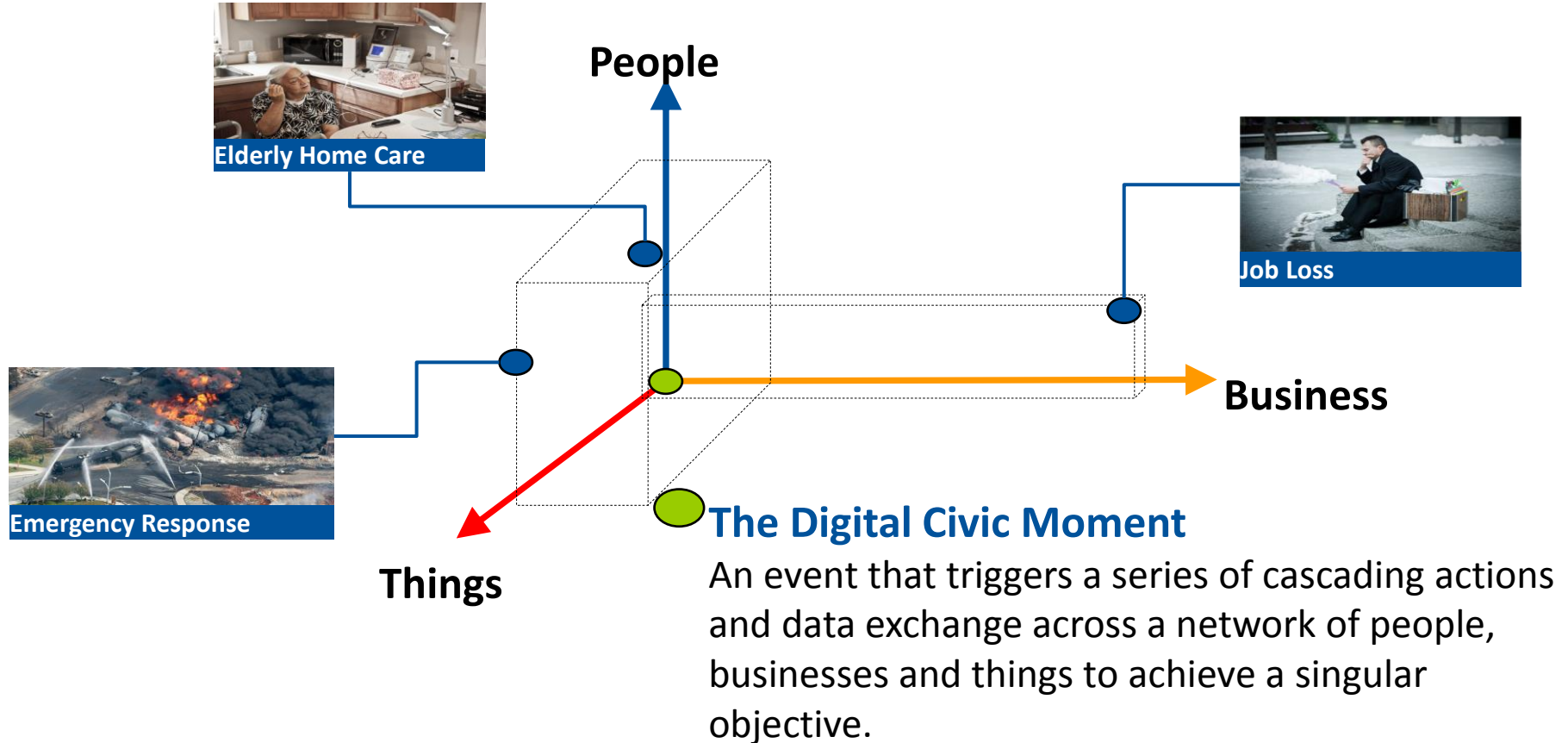
# How does the Internet of Things contribute to Digital Government?



# Four Phases: Toward Smart and Digital



# Different domains, different balance...



# 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.

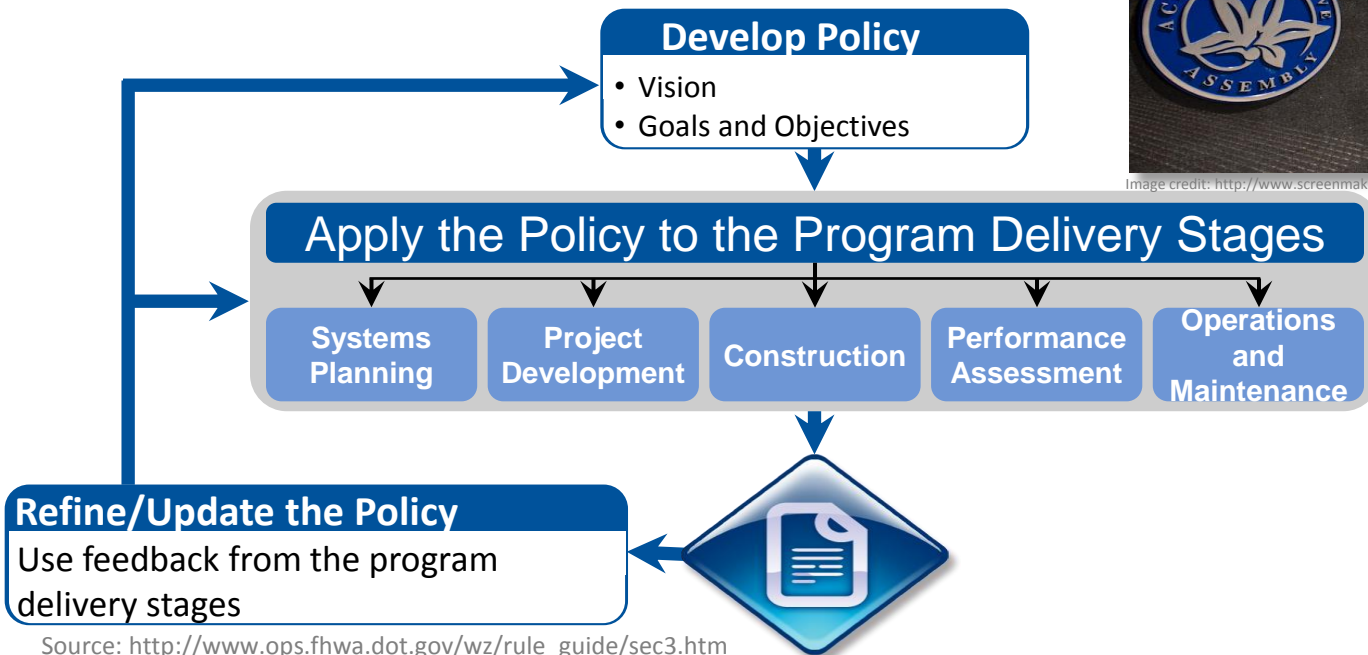
6. Remote sensors continuously monitor air quality, weather conditions and infrastructure integrity

# What NEW Lesson Is Being Learned in the Era of Digital Government?

The policy is the technology...  
... and the technology is the policy.



Image credit: <http://www.screenmakers.com.au/services/government-organisations/act-legislative-assembly>





Kirk T. Steudle, Director

Michigan Department of Transportation

Chris White, Senior Vice President

Cisco Systems

Chris Estes, Chief Information Officer

State of North Carolina

Doug Averill, Director of Business

Process Management

State of Maine

Dick Mink, Director

Commonwealth of Kentucky





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## Presentations

### ARS Results

- [September 29](#)
- [September 30](#)

### Monday, September 29

- 9:00am Pinnacle Keynote, Rebecca Costa
  - Session Video
  - Rebecca Costa's Q&A
- 11:00am Open Data
  - Session Video
- 1:30pm Workforce: Five Generations of State IT
- 6:00pm Awards Dinner video

### Tuesday, September 30

- 9:15am Transforming Public Service from the Inside Out
  - Report from Alliance to Transform State Government Operations
- 11:00am Insights from the World of Public Sector Leaders: 2014 State CIO Survey

- [Session Video](#)
- 1:30pm The Internet of Things: Smart Government with Speed
  - [Bryan Pagliano](#)
  - [Doug Averill](#)
  - [Chris Estes](#)
  - [Chris White](#)
  - [Kirk Steudle](#)
  - [Robert Woolley](#)
  - [Dick Mink](#)
- 3:15pm Pinnacle Leadership Keynote – Keni Thomas Video

### **Wednesday, October 1**

- [8:30am Corporate Longevity Awards Video](#)
- [9:00am National Cybersecurity Awareness Month Launch Video](#)
- [10:15am State Government at Risk: Deloitte/NASCIO Cyber Security Study Panel](#)
  - [Session Video](#)



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