

The Nexus of Forces — Explosive Capacity Requires New Decisions

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Dom DiMaggio (not Joe)

- .300 4 xs
- led AL in runs 2xs
- led AL in put outs 2xs
- led AL in double plays 2xs

To see the ball, Dom needed glasses.

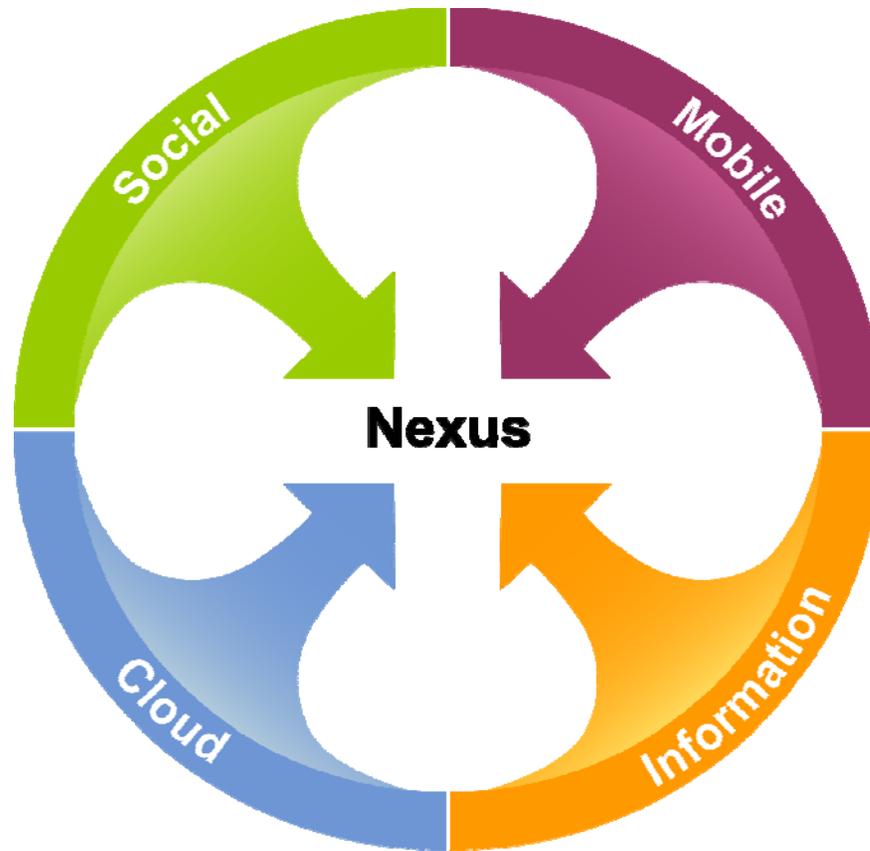
NEXUS – A bigger coming together than many realize

- How can we use it to improve sustainability?
- How can we avoid it making CIOs irrelevant?

Key questions...

1. What is the Nexus and what are its impacts?
2. What should we be doing about it?

Nexus: The coming together of four forces...



Technology, yes, but also social adaptation

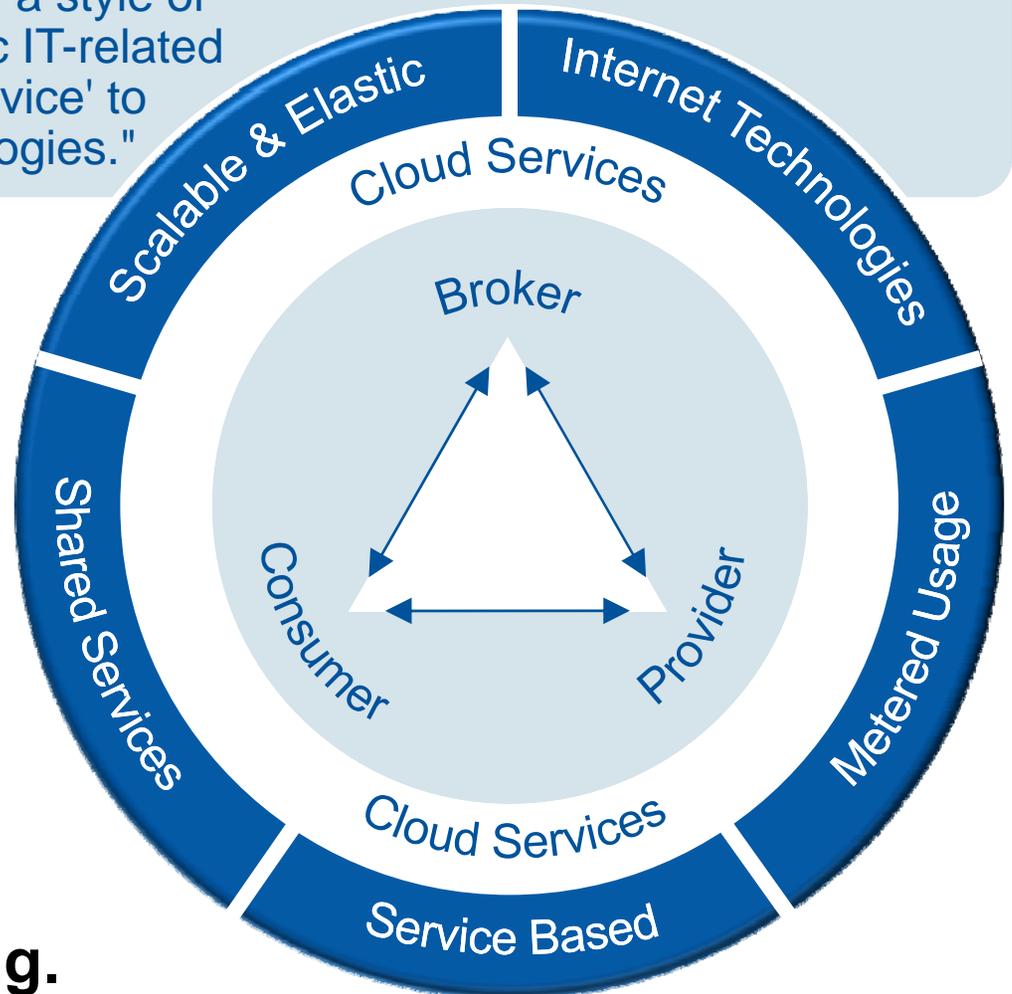
1. Cloud computing

Gartner defines cloud computing as "a style of computing where scalable and elastic IT-related capabilities are provided 'as a service' to customers using Internet technologies."

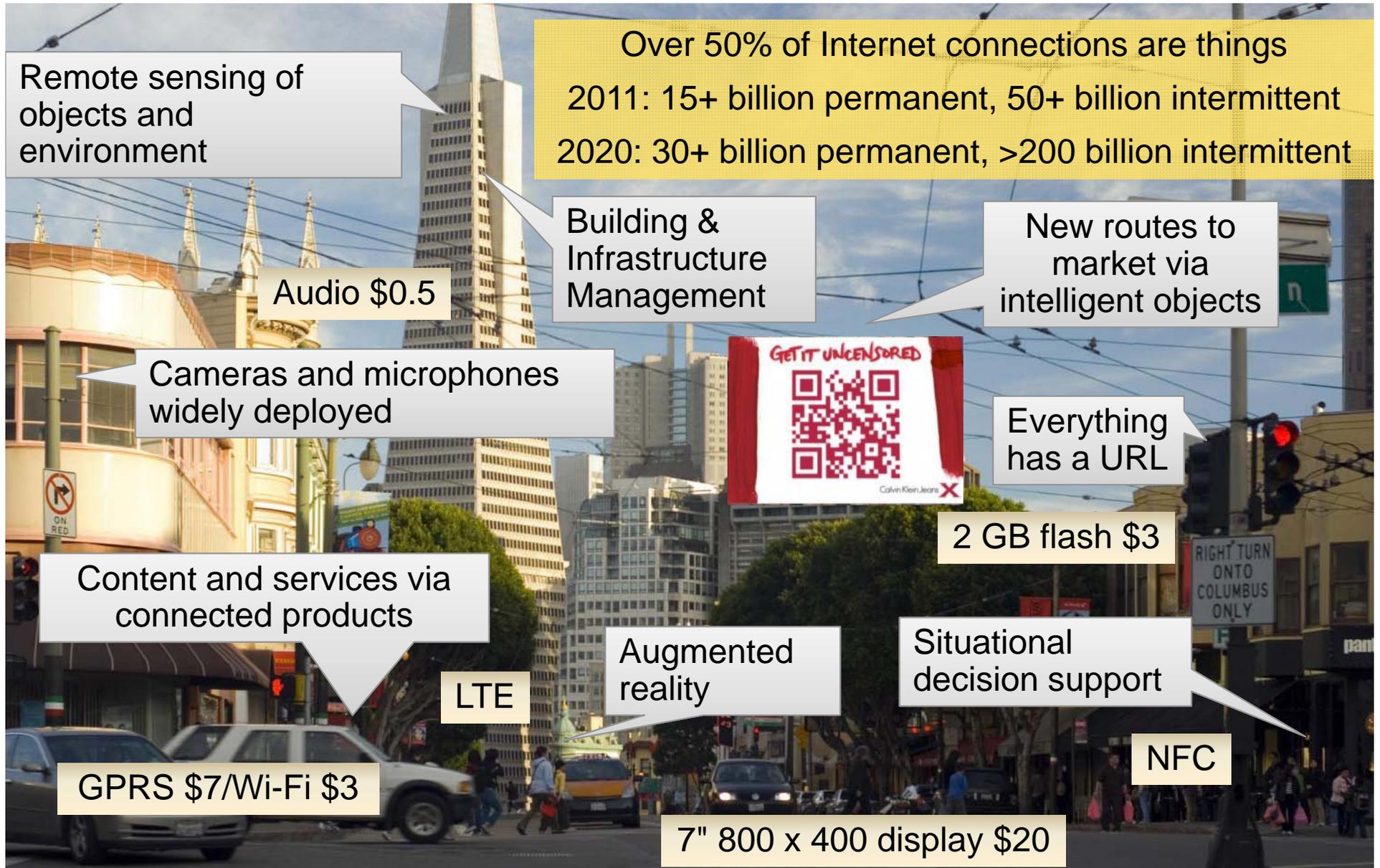
Huge scale economies:

- shared hw/sw
- efficient peak use
- in-depth specialization
- services, not tools

Valuable especially for smaller users: outsourcing.



The Internet of Things leads to the Internet of Everything



2. Mobile: It's bigger than you...

- **More huge scale economies**
 - Half the world with cell phones; smart phones as the major internet tool
 - “ready to hand” reduces errors
 - Growing BYOD interest
- **Concerns re: security and privacy**
- **Largely outside of the CIOs control**

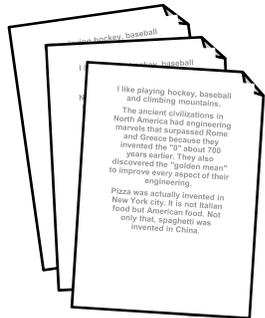


3. Social: The power of friends and many-to-many conversations...



- We're social animals
- Crowd-sourcing and conversations: our past and future

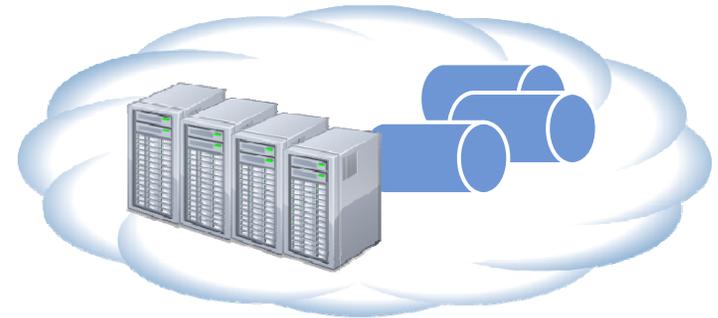
4. Big Data: Enabling and requiring new analysis and tools...



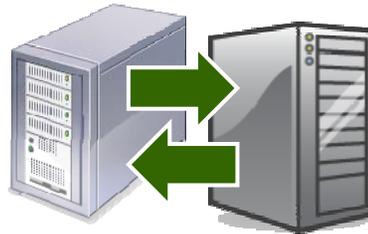
Documents and Content



RFID, Meters and Other OT



Cloud Computing and Cloud Data



B2B

Social Computing



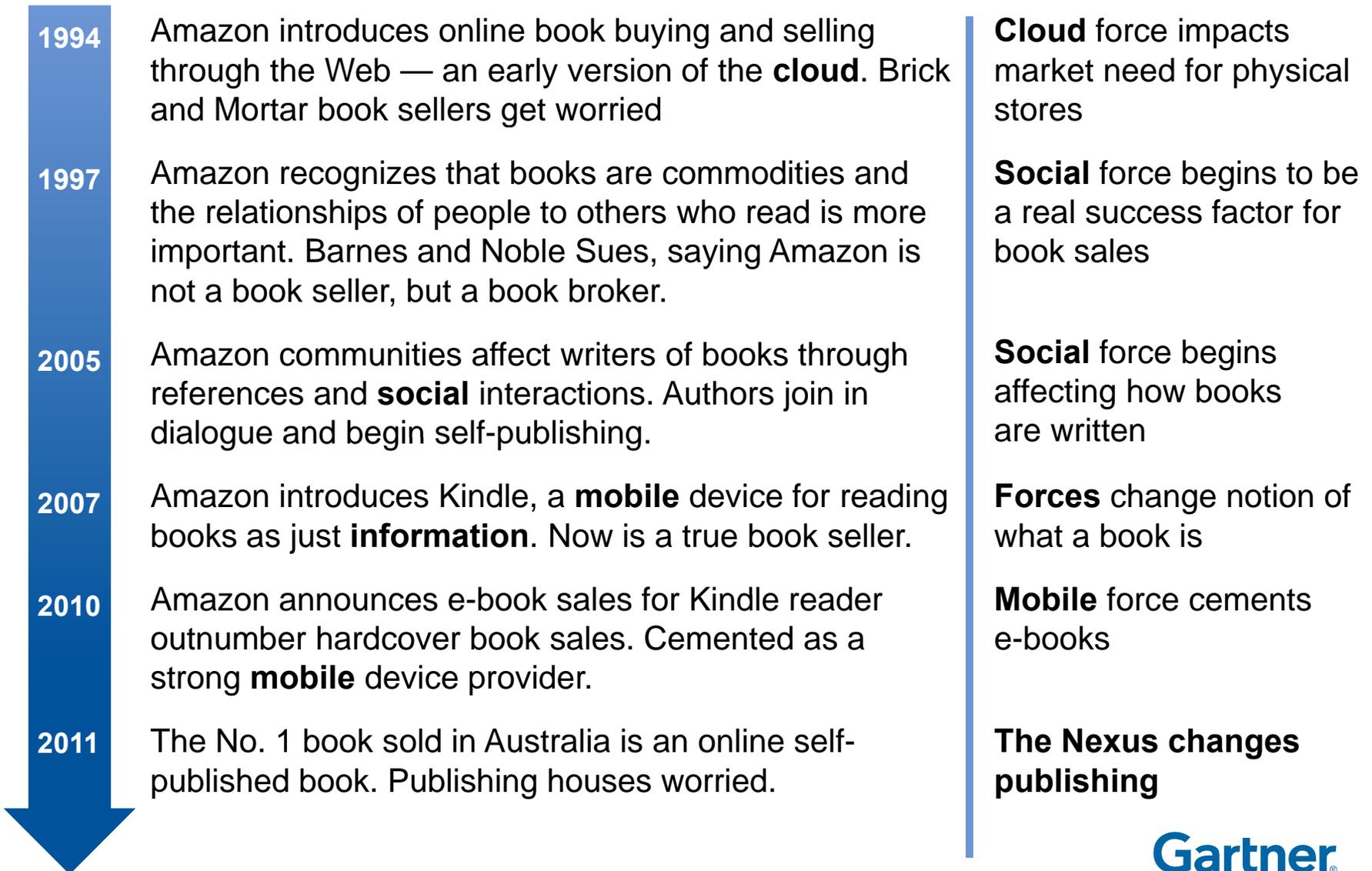
Mobile and Communications



Internal Applications, Email, More

Demands can easily overwhelm in-house resources

Example: Amazon books, an extreme collaboration transformation



Key questions...

1. What is the Nexus and what is it doing to the world?

2. What should we be doing about it?

1. The “new normal” requires risk-taking...

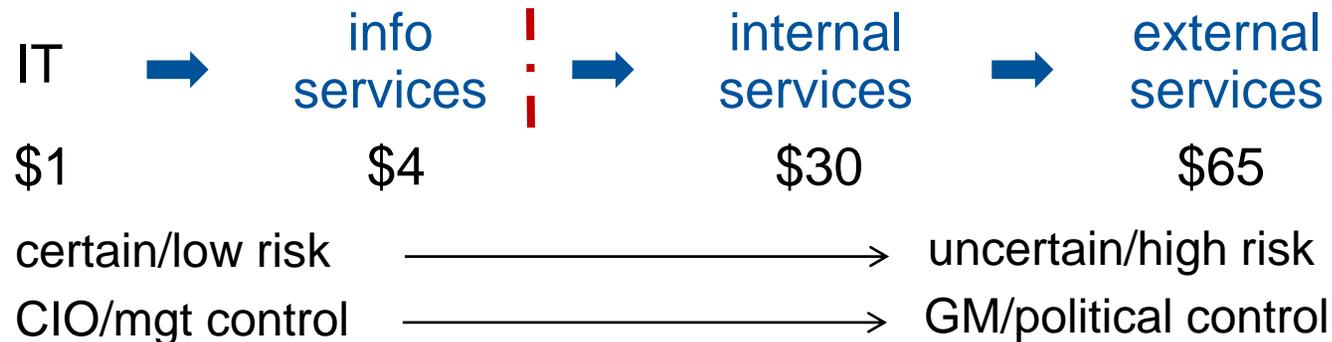


Hunkering down: Essential,
but too much will get you
killed.

Remember:

1. Great recession + aging population + political deadlock
2. Cost-cutting in context of a global, knowledge-based economy
3. Bring high productivity in by pushing low productivity out
4. The major risk is an unwillingness to take risks...

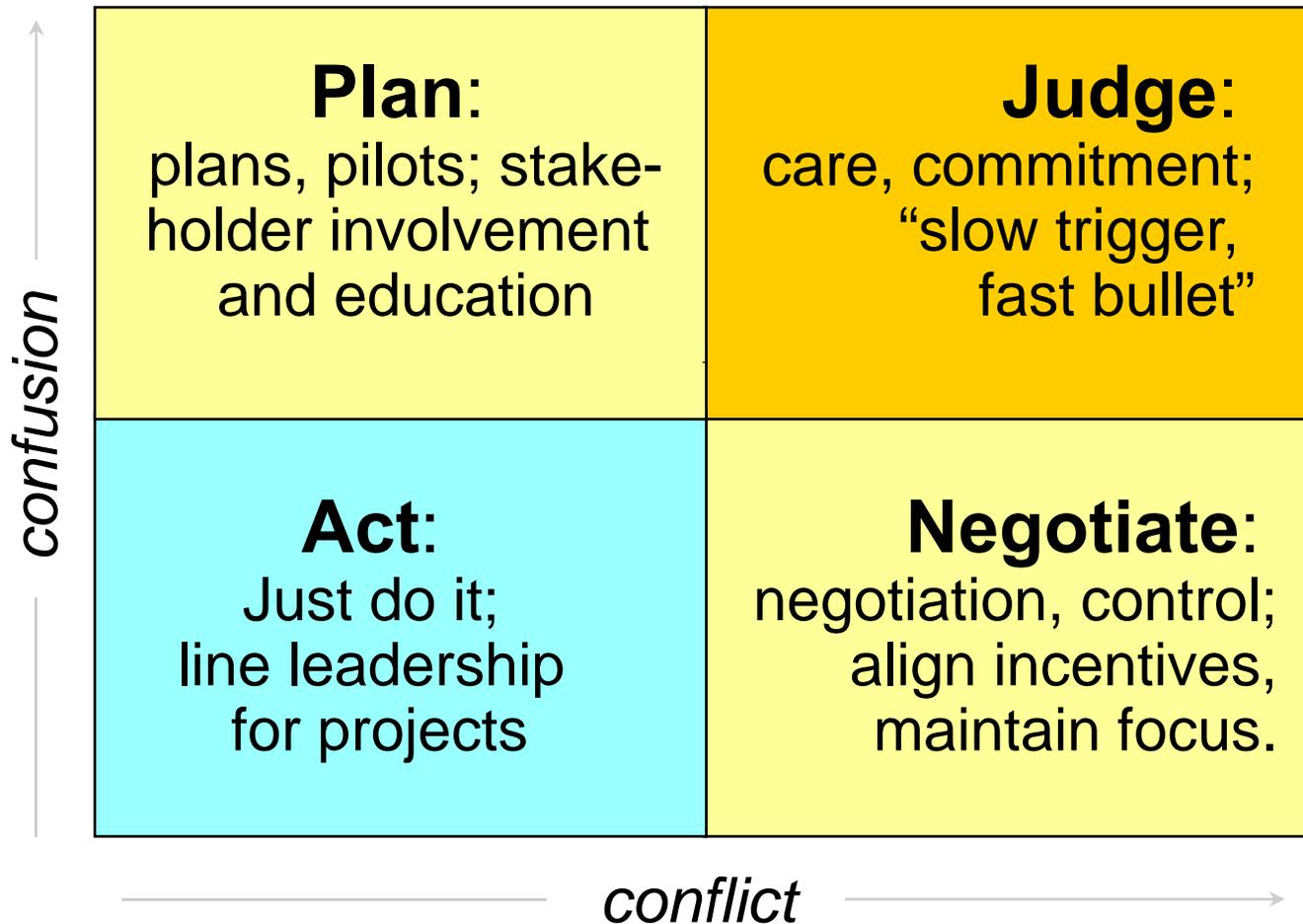
2. Invest throughout the value chain...



Remember:

- IT and info = the enabler, NOT the big game...
- Invest = IT + ΔW + L
- Portfolio: some high value AND some high feasibility
- There are two kinds of problems in the world...

3. Stand and deliver...



Remember: Your biggest asset/liability is your reputation for delivery

Technology bottom lines...

- **Mobile** trends and technologies increasingly define the client environment and end user experience.
- **Social** networking will permeate across all internal and external users.
- **Information** strategies must deal with increased data volume, velocity, variety and complexity and exploit new models to analyze and communicate new insights.
- **Cloud** is becoming mainstream with hybrid cloud, cloud brokerage and new options accelerating adoption.
- **90 percent of the data created in human history** has been created in the past two years!!!

Conclusions...

Nexus-generated information can hugely improve productivity IF successfully used to redesign core internal and external services.



To see the ball, he needed glasses!!!

So, what next?...

1. The budget director/Michigan approach?
2. The public engagement/Boston approach?
3. The economic development/Singapore approach
4. Your approach?

Further reading...

- **Predicts 2013: Government IT Will Be Disrupted By Nexus of Forces**
Andrea DiMaio, Steve Bittinger, Jeff Vining, Jerry Mechling, Rick Howard (G00246516)
- **How the Nexus of Forces Will Impact Government**
Andrea DiMaio (G00231076)
- **The Nexus of Forces and IT's Sense of Control**
Jack Santos (G00247194)
- **Engage, Learn Create and Disrupt With The Nexus of Forces**
Chris Howard (G00239602)
- **Six Concepts for Getting Government CIOs and General Managers on the Same Page**
Jerry Mechling (G00227863)

The Nexus of Forces — What It Is and What It Means for Government

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