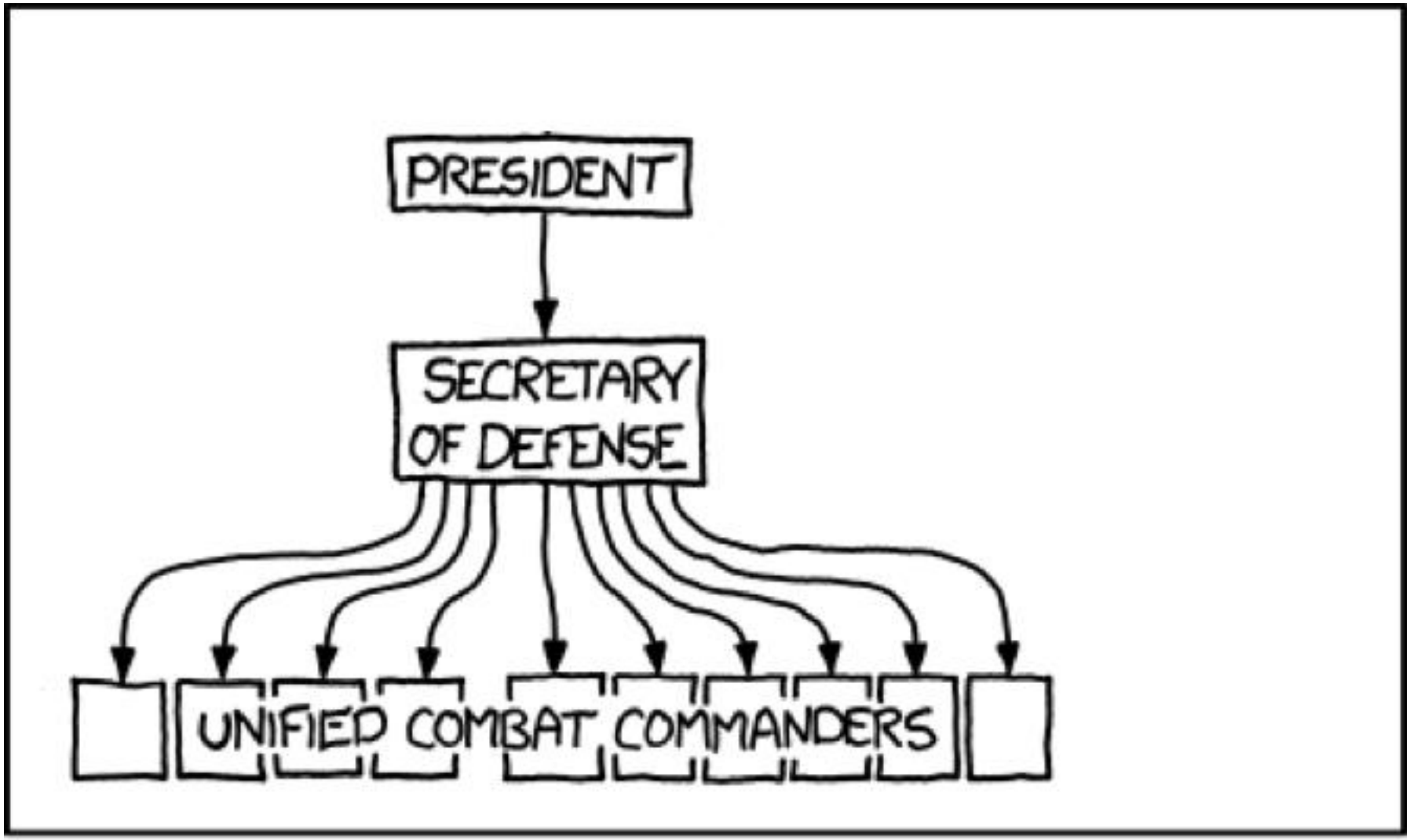
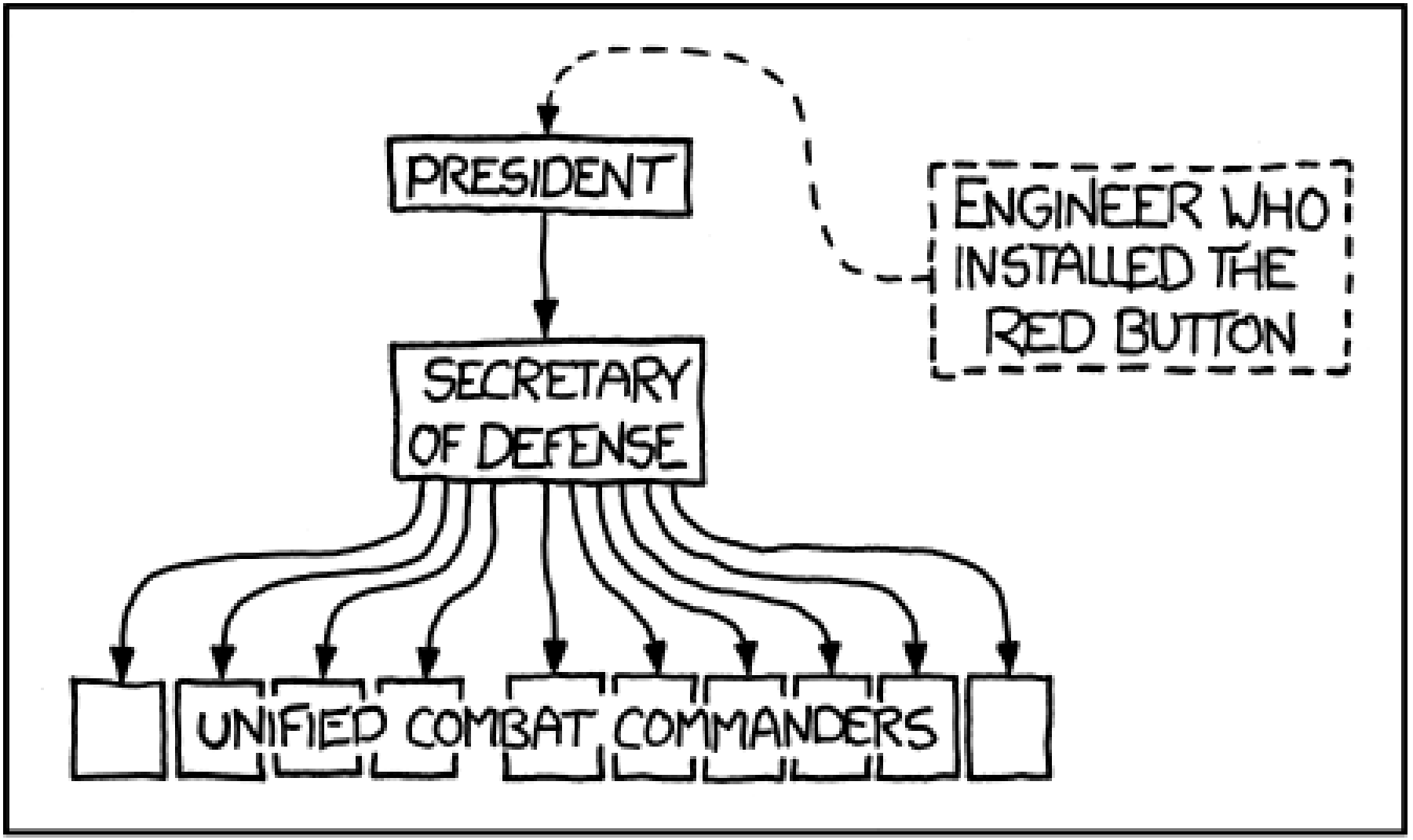
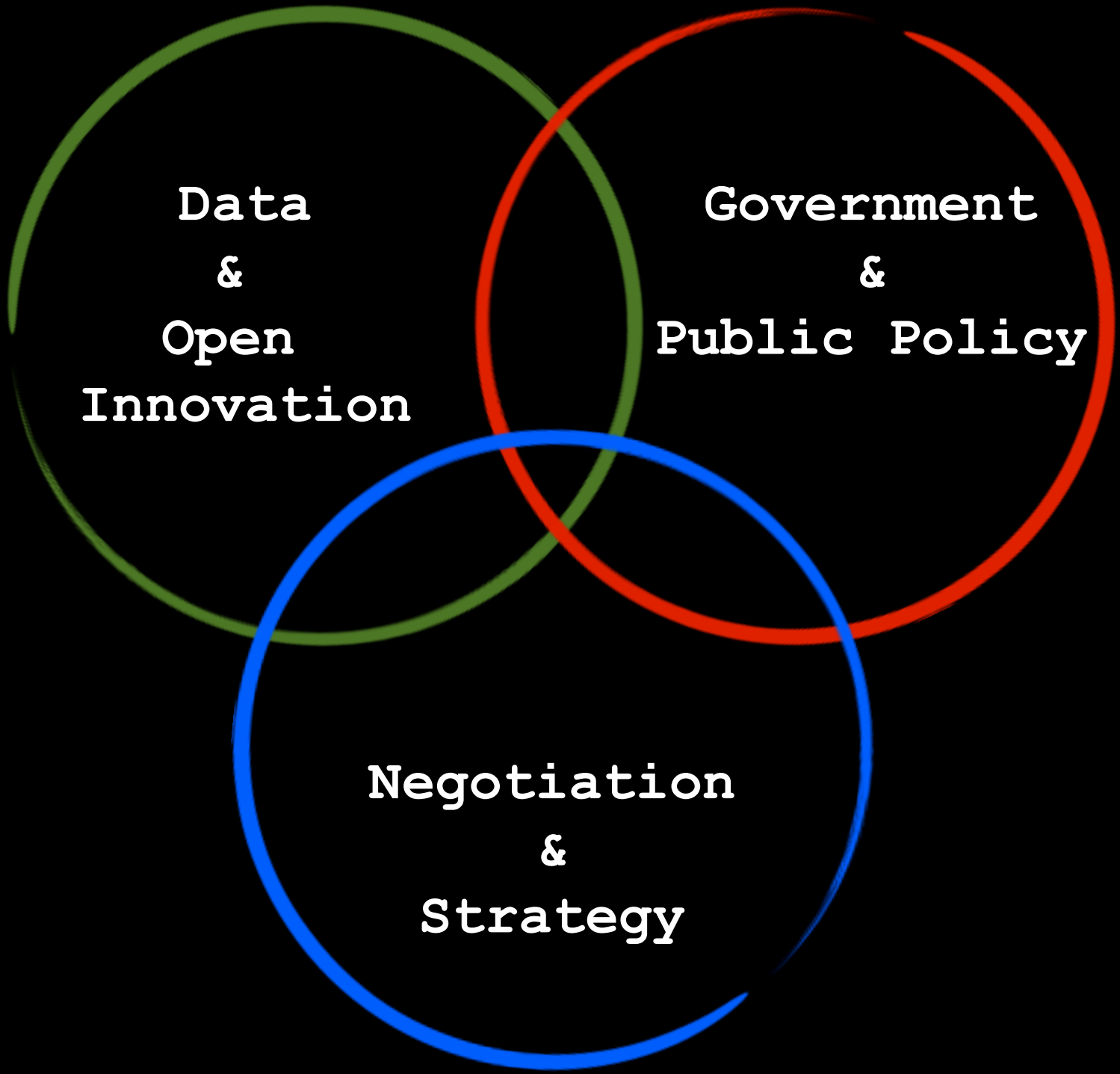


US NUCLEAR CHAIN OF COMMAND



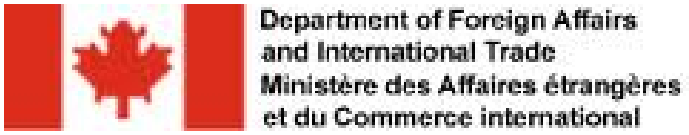
US NUCLEAR CHAIN OF COMMAND


Data
&
Open
Innovation
Government
&
Public Policy
Negotiation
&
Strategy

EXIT

Open Knowledge
Foundation

Berkman
The Berkman Center for Internet & Society
at Harvard University


Department of Foreign Affairs
and International Trade
Ministère des Affaires étrangères
et du Commerce international

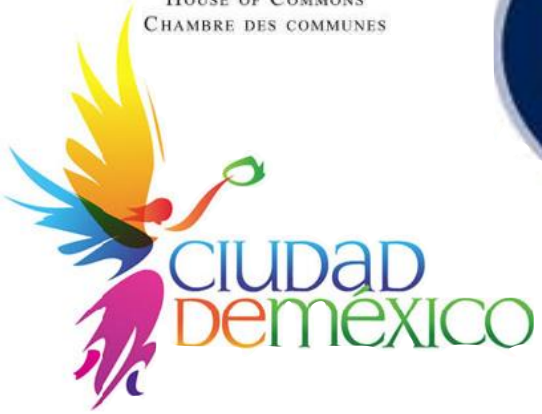
House of Commons
Chambre des communes

THE WHITE HOUSE
WASHINGTON

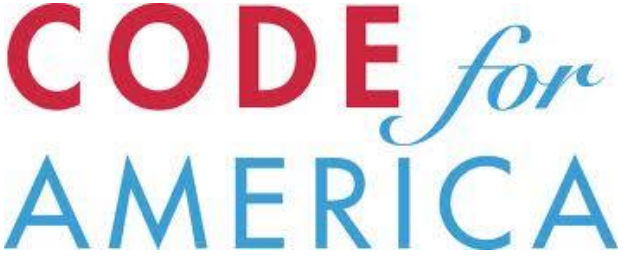
WORLD BANK

PERSONAL
DEMOCRACY
FORUM
Technology is changing politics.

CODE
FOR ALL


CIUDAD
DE MÉXICO

ReCollect


CODE for
AMERICA

Socrata

ENVIRONICS
INSTITUTE

CITY OF
VANCOUVER

Drupal

<a framework>

Key Roles

Politics (campaigning/NGO)	Administration	Policy & Regulation

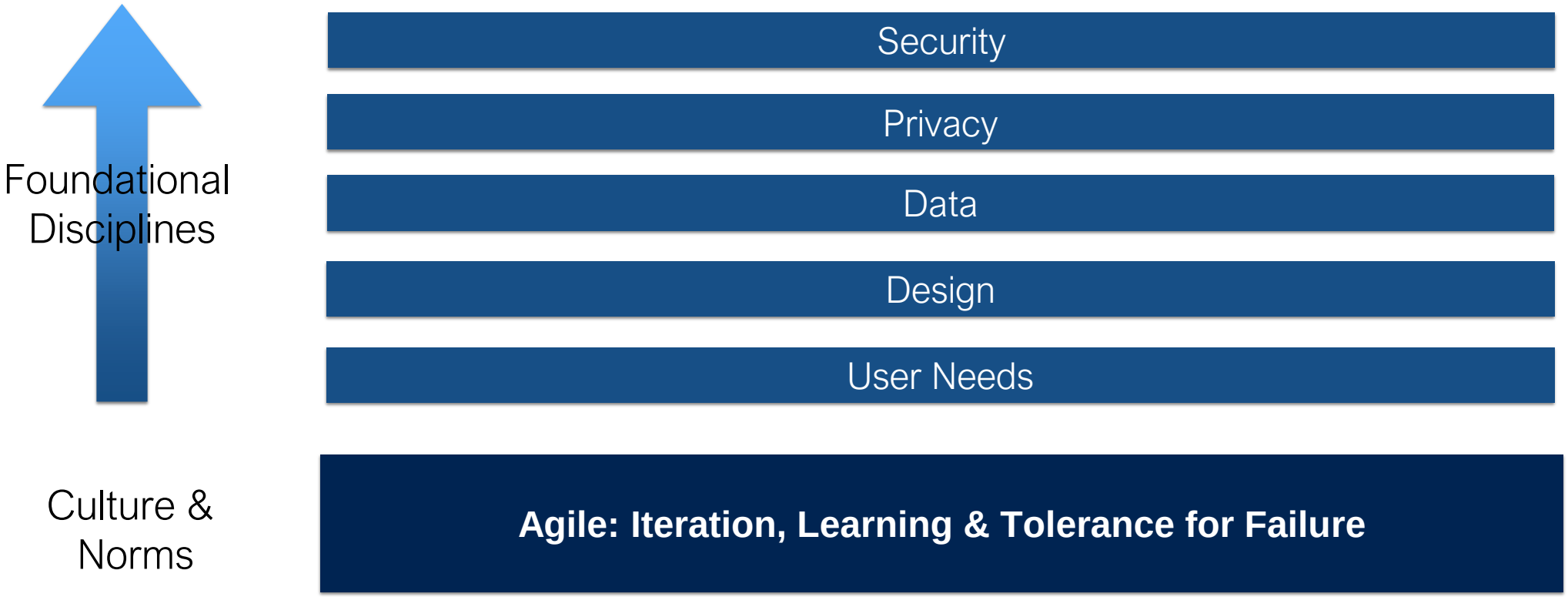
Key Roles	Politics (campaigning/NGO)	Administration	Policy & Regulation
Personas	Persona: Politician Political Staffer Public Advocate	Persona: Deputy Cabinet Secretary Chief Operations Officer Director of Services	Persona: Policy Director Head of Regulatory Affairs Lobbyist
Teaching focus	Elections, media and democratic institutions	Operations and the machinery of government	Policy and regulatory regimes
Key questions	• co-creating between the public, politicians and officials • impact of social media & data on governance, social movements and society	• accountability, operations & efficiency • new models for collaboration within & across government • new models of service delivery • agile program development	• New policy options (bitcoin, transparency) • regulating digital industries and platforms • nature of privacy and security
Sample Cases	• #blacklivesmatters • Arab Spring • Obama/Trump Campaign	• GDS & USDS • healthcare.gov disaster • OPM Hack	• Uber & AirBnB • WhatsApp in Brazil • FBI vs Apple

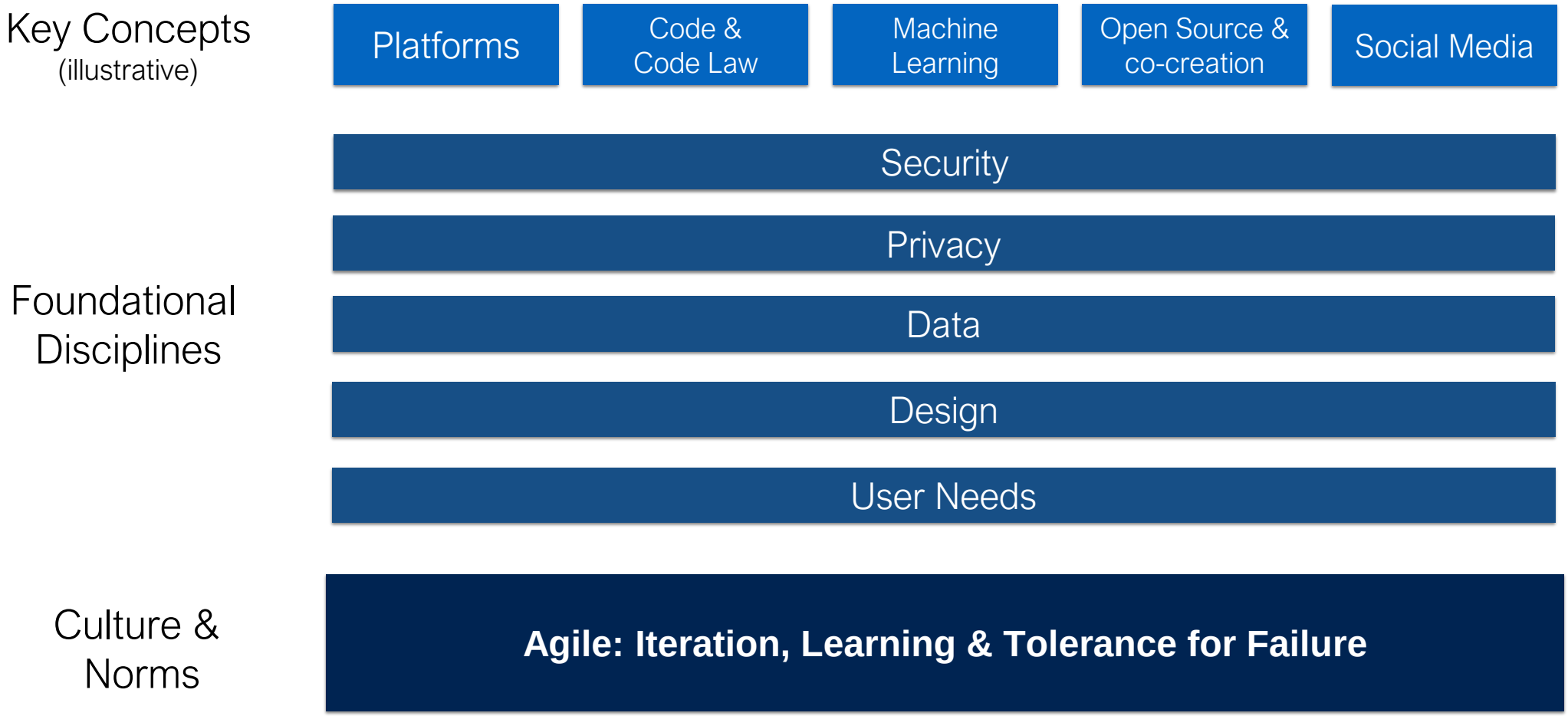
Key Concepts (illustrative)

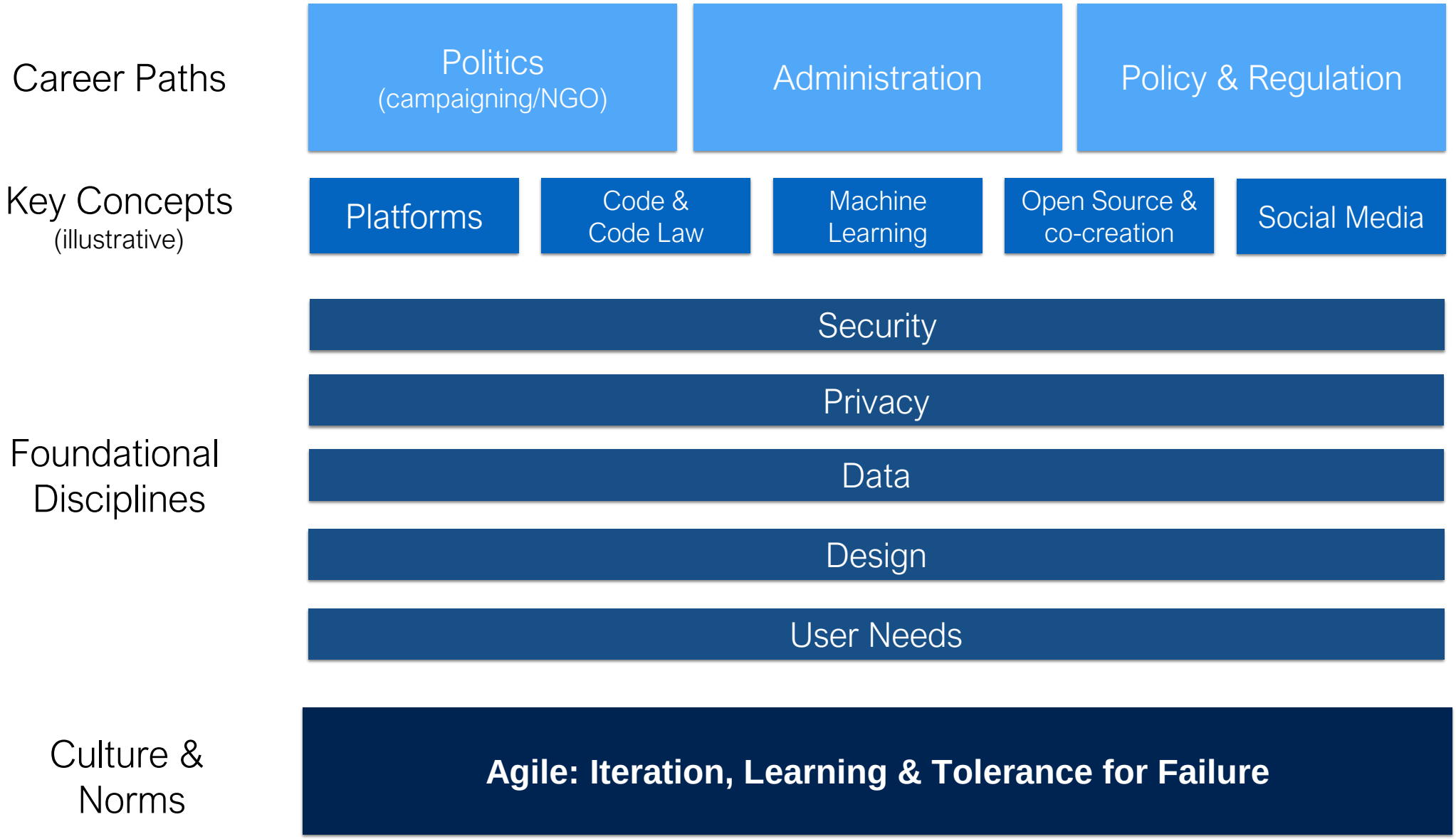
Platforms	Code & Code Law	Machine Learning	Open Source	Social Media
Open Data	Fake News	A/B Testing	Git	Wiki
Online Bullying	Unit Testing	Blockchain	API	Algorithmic Transparency

Culture & Norms

Agile: Iteration, Learning & Tolerance for Failure


Foundational Disciplines
Security
Privacy
Data
Design
User Needs
Culture & Norms
Agile: Iteration, Learning & Tolerance for Failure


Key Concepts
(illustrative)
Platforms
Code &
Code Law
Machine
Learning
Open Source &
co-creation
Social Media
Foundational
Disciplines
Security
Privacy
Data
Design
User Needs
Culture &
Norms
Agile: Iteration, Learning & Tolerance for Failure


Career Paths
Politics
(campaigning/NGO)
Administration
Policy & Regulation
Key Concepts
(illustrative)
Platforms
Code &
Code Law
Machine
Learning
Open Source &
co-creation
Social Media
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Disciplines
Security
Privacy
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Design
User Needs
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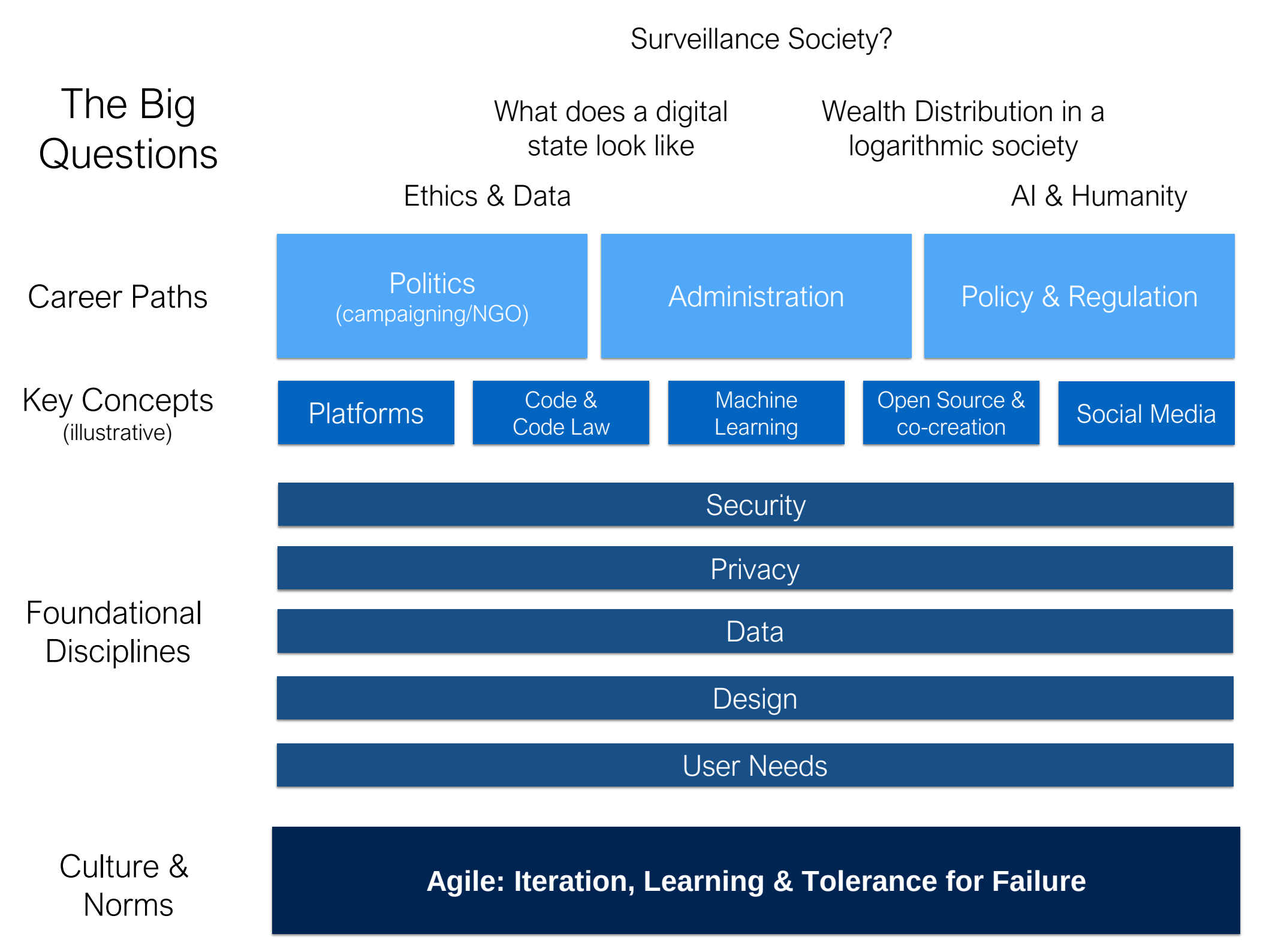
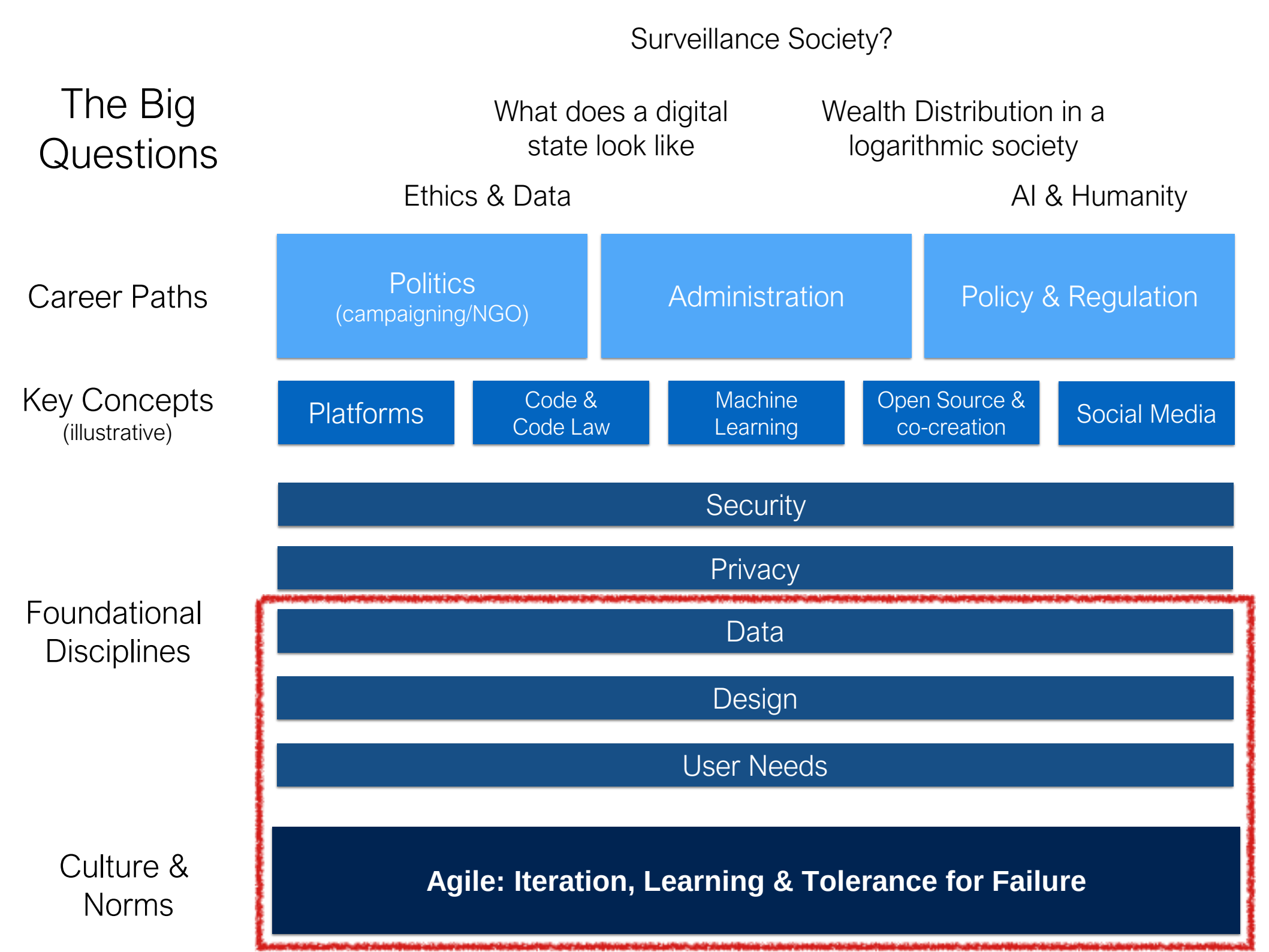
Norms
Agile: Iteration, Learning & Tolerance for Failure


Surveillance Society?
The Big Questions
What does a digital state look like
Wealth Distribution in a logarithmic society
Ethics & Data
AI & Humanity
Career Paths
Politics (campaigning/NGO)
Administration
Policy & Regulation
Key Concepts (illustrative)
Platforms
Code & Code Law
Machine Learning
Open Source & co-creation
Social Media
Foundational Disciplines
Security
Privacy
Data
Design
User Needs
Culture & Norms
Agile: Iteration, Learning & Tolerance for Failure


Surveillance Society?
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Ethics & Data
AI & Humanity
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Politics (campaigning/NGO)
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Security
Privacy
Foundational Disciplines
Data
Design
User Needs
Culture & Norms
Agile: Iteration, Learning & Tolerance for Failure

Three Myths on your Journey

Myth 1

One can build a national EHR system

Only 9% of projects in large companies were successful.

- Standish Group, 2014

61.5% of all large company projects were challenged

- Standish Group, 2014

Cost Overruns	% of Responses
Under 20%	15.5%
21 - 50%	31.5%
51 - 100%	29.6%
101 - 200%	10.2%
201 - 400%	8.8%
Over 400%	4.4%

53% Have 51%+ Cost overruns

Time Overruns	% of Responses
Under 20%	13.9%
21 - 50%	18.3%
51 - 100%	20.0%
101 - 200%	35.5%
201 - 400%	11.2%
Over 400%	1.1%

68% Have 50%+ Cost overruns

% of Features/Functions	% of Responses
Less Than 25%	4.6%
25 - 49%	27.2%
50 - 74%	21.8%
75 - 99%	39.1%
100%	7.3%

In large companies only 42% of the features and functions existed in the end product

Myth 2

Coding Skills are your most important asset

Don’t let enterprise needs trump users needs

We are not users

I believe the most important digital skill is empathy

MyBenefits CalWIN

Language English Go

Create A MyBenefits Account | Sign In

Home | MyBenefits CalWIN | FAQs | Contact Us | Help

Announcements Covered California - Open Enrollment begins 10-1-2013 Read about Affordable Health Insurance

Welcome,

This website is a fast and easy way for California residents to learn about and apply for medical, food, and cash assistance programs. MyBenefits CalWIN also provides ongoing access to secure and private benefit information. Select a topic below to get started or sign in to your account.

Community Based Organization, get started here.

Sign in to your MyBenefits CalWIN Account

Username Sign In

Forgot Username? | Create New Account

View MyBenefits

See if I Am Eligible

Apply for Benefits

Report My Changes Or Renew Benefits

MyBenefits CalWIN allows you to:

- Check your benefit status and amount
- See if you are eligible for other assistance programs
- Apply for benefits or Continue an application
- Submit your reports or renew your benefits online

View MyBenefits

Your senior public servants often don't want to engage users.

Ever.

Engaging users
means having to confront
failure or suboptimal
outcomes.

Myth 3

Open Source
Will Make It Free

OCT 19TH, 2014

Open Source Does Not Mean Free Labor

Everyone loves to get something for free. It's just human. Additionally, people have a tendency to maximize the return on an investment as much as possible. When something appears to require no tangible resources from a consumer to produce, said consumer will try to get as much of the potential benefit as they can. Once a limit to the return on free investment is established, or a cost to obtaining the benefit is imposed, reasonable people will respect the rules of the transaction and either pay up or opt out of the transaction altogether.

None of this is new, it's as old as currency itself. Open source is a relatively new concept, and is often misunderstood in a variety of ways. A common misconception is that open source is equivalent to free labor, that users are entitled to having feature requests implemented, and that open source developers owe them something. Essentially, open source has bred a new form

Recent Po
Core Lateralus P
Keeping it Real
Open Source Do
Stop animating
Of Engineers an

tform.twitter.com...

Kuali®
foundation

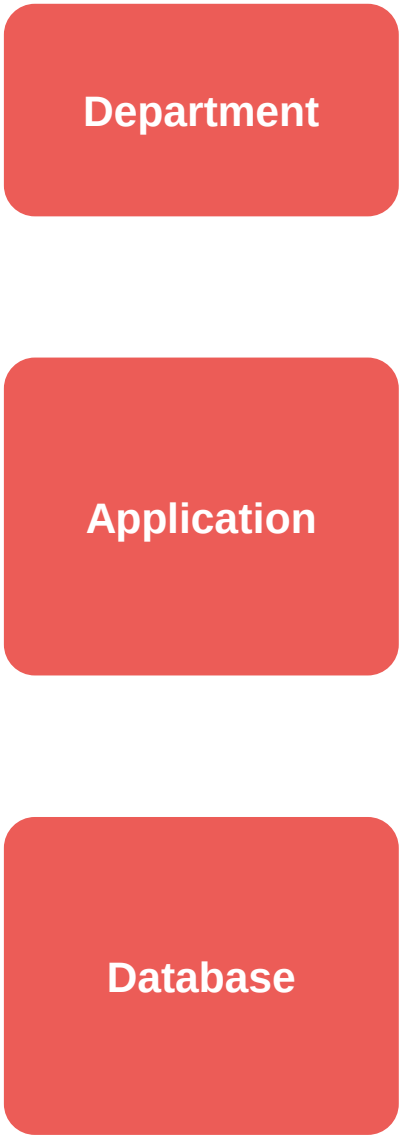
What you should do

1.
You need digital infrastructure, not EHR

Like Clockwork.
Winston
PARK
ALL DAY

What Government looks like today, *digitally.*

Department


Department
Application
Database

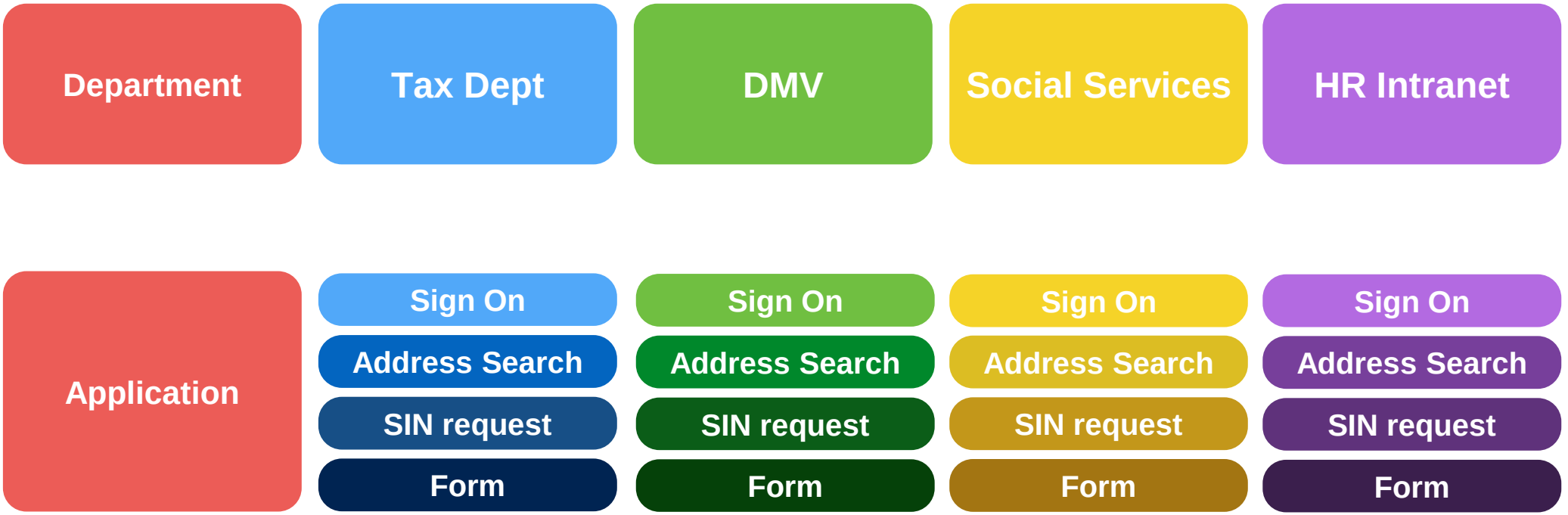
Department

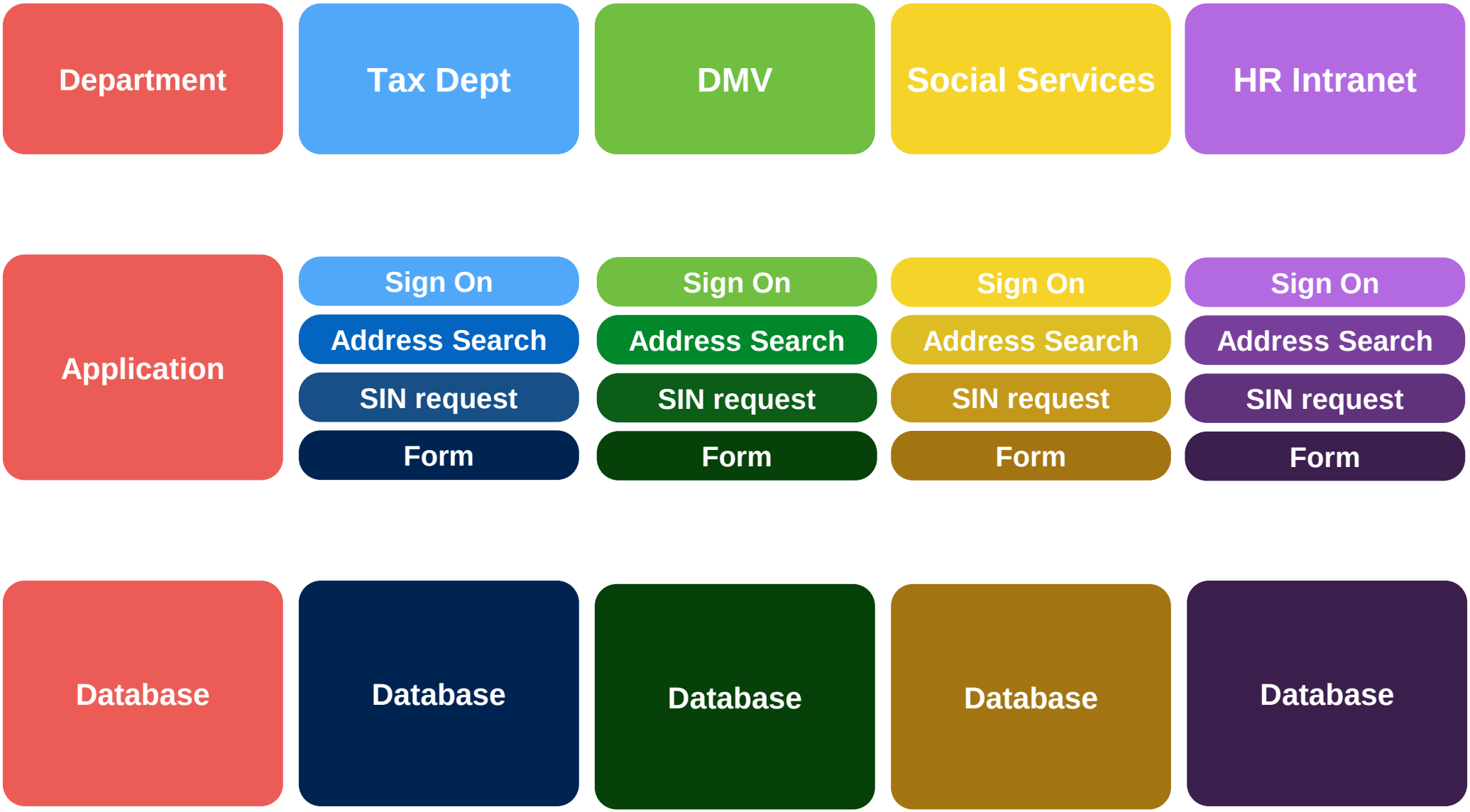
Tax Dept

DMV

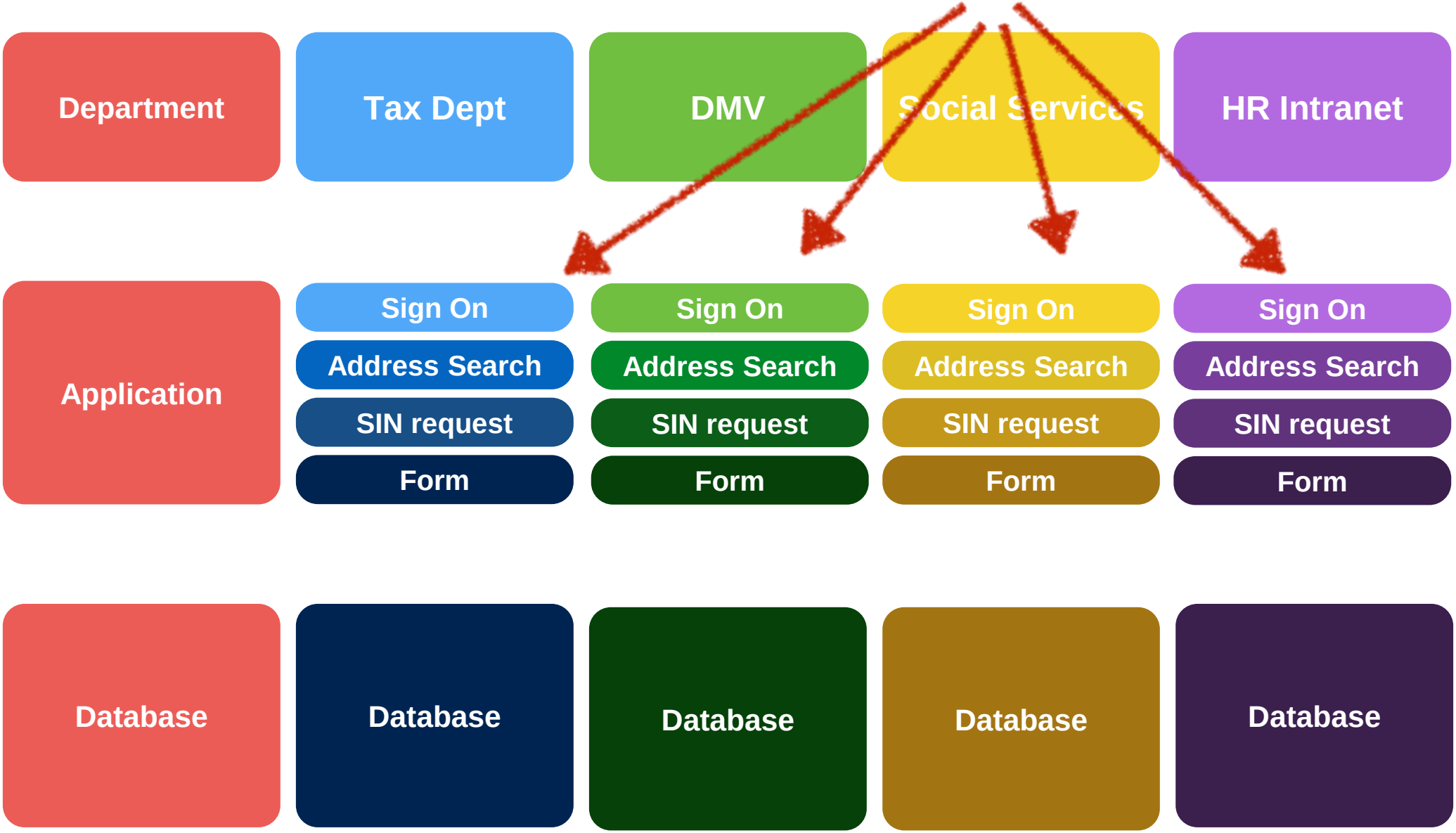
Social Services

HR Intranet


Department
Tax Dept
DMV
Social Services
HR Intranet
Application
Sign On
Address Search
SIN request
Form
Sign On
Address Search
SIN request
Form
Sign On
Address Search
SIN request
Form
Sign On
Address Search
SIN request
Form

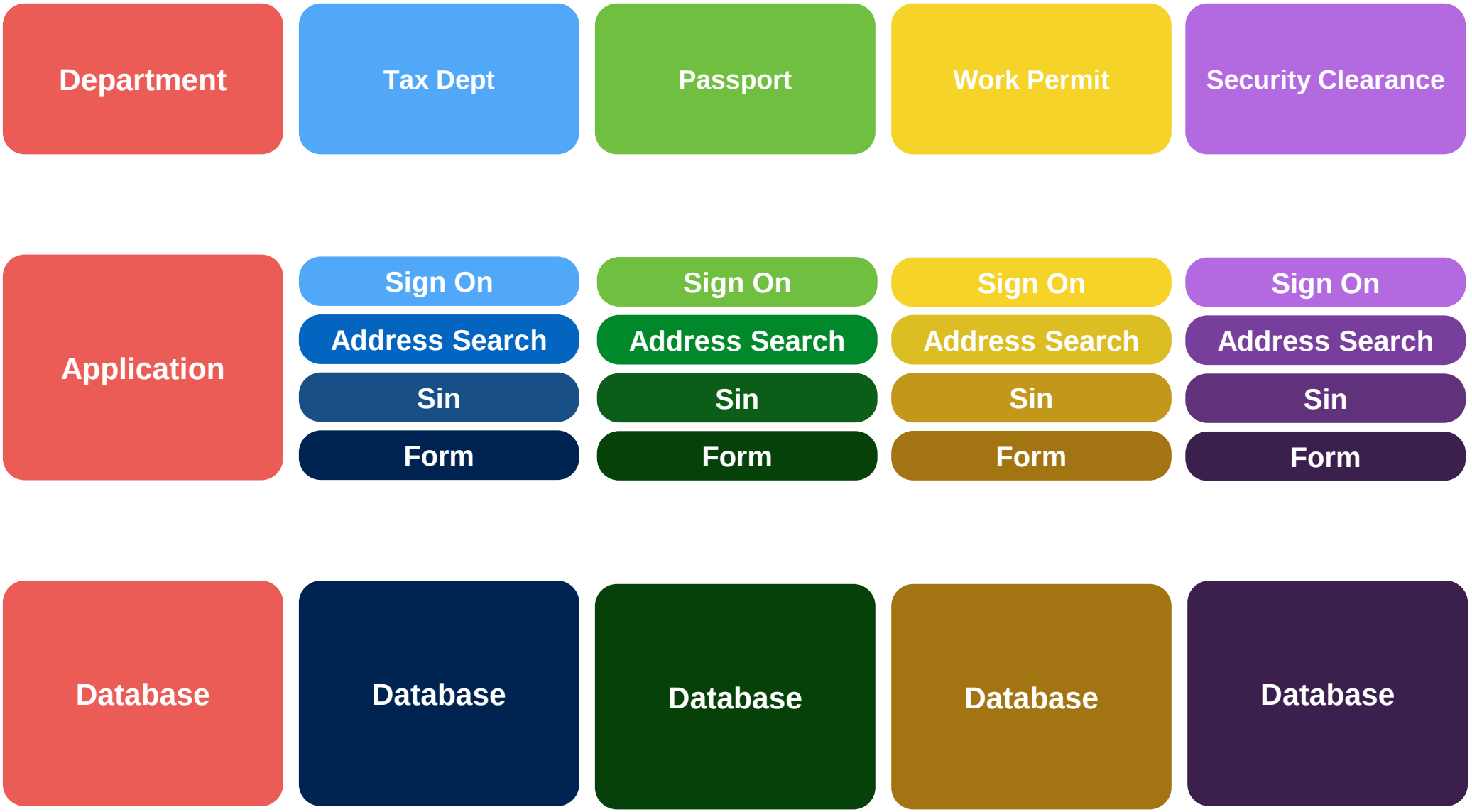

Department
Tax Dept
DMV
Social Services
HR Intranet
Application
Sign On
Address Search
SIN request
Form
Sign On
Address Search
SIN request
Form
Sign On
Address Search
SIN request
Form
Sign On
Address Search
SIN request
Form
Database
Database
Database
Database
Database

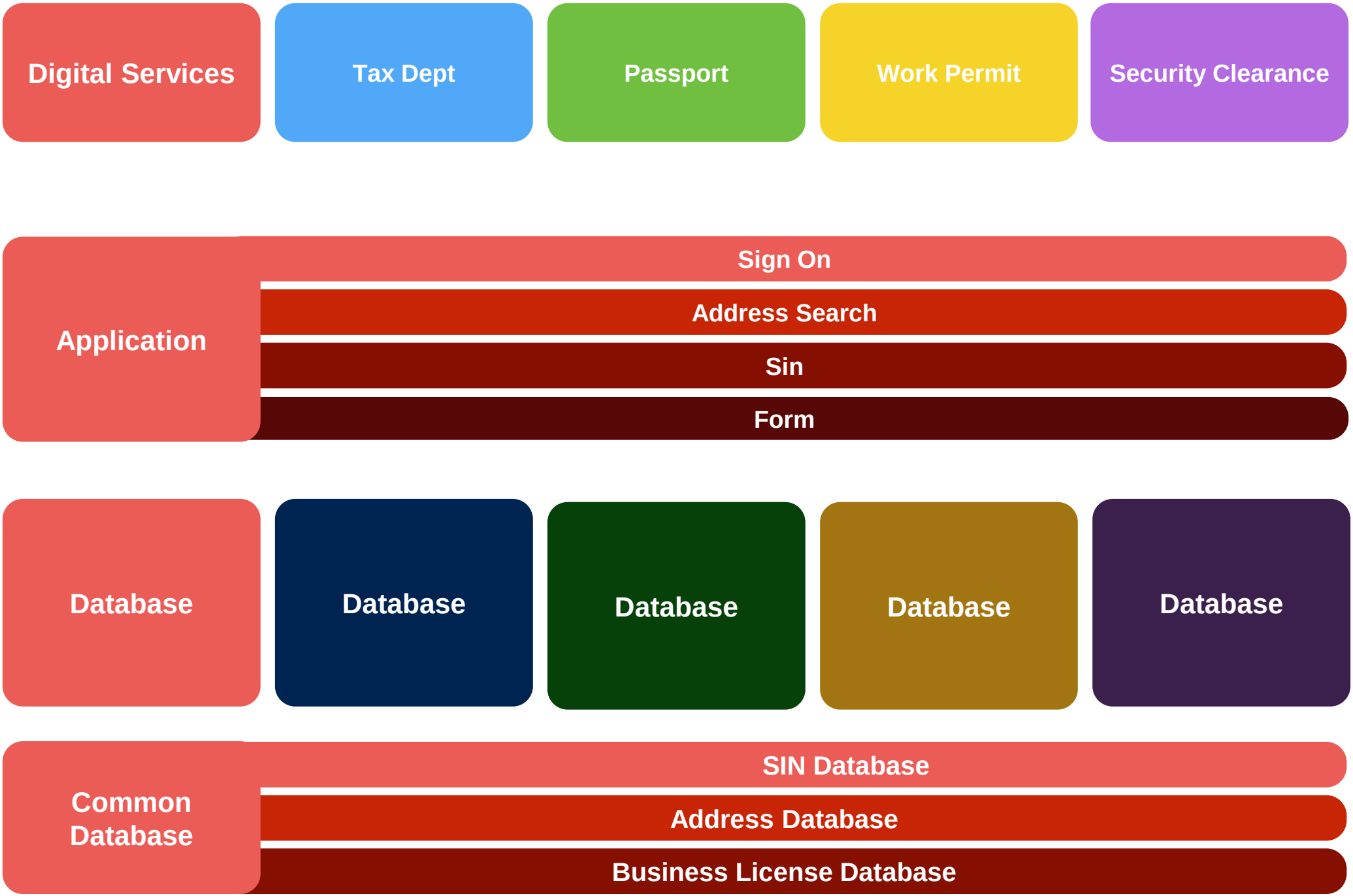
Duplication, Few standards, etc…



Where should you be going?

Core Public Works for the 21st century


Department
Tax Dept
Passport
Work Permit
Security Clearance
Application
Sign On
Address Search
Sin
Form
Sign On
Address Search
Sin
Form
Sign On
Address Search
Sin
Form
Sign On
Address Search
Sin
Form
Database
Database
Database
Database
Database


Digital Services
Tax Dept
Passport
Work Permit
Security Clearance
Application
Sign On
Address Search
Sin
Form
Database
Database
Database
Database
Database
Common Database
SIN Database
Address Database
Business License Database

2.
Start Small and Experiment

Chilean Government

Servicio Militar por la Comisión Especial de Acreditación o en el proceso de selección de contingente.

Cabe señalar, que esta certificación debe ser cancelada antes de la obtención del Certificado de Situación Militar al Día.

Beneficiarios

A las personas que han sido excluidas del servicio militar en conformidad a lo señalado en el Art. 42 del Decreto Ley Nº 2.306 de 1978, o en el proceso de selección de contingente.

Documentos requeridos

Cédula de Identidad.

Paso a paso: Cómo realizar el trámite

En Oficina | Por Teléfono

› Diríjase a

› Cualquier Oficina Cantonal del país, cuyas direcciones y teléfonos (archivo en formato PDF) están disponibles en el sitio Web de la Dirección General de Movilización Nacional.

› En el extranjero, este certificado se solicita en en el Consulado Chileno mas próximo a su domicilio.

› Telefónicamente: (56-2) 441 3871.

› El resultado del trámite es la Certificación de Exclusión del Servicio Militar Obligatorio.

Quiero este trámite en línea

Costo del trámite

La Tasa de Derechos de Reclutamiento está disponible en el sitio Web institucional de la

vigente
Permite solicitar al Conservador de Bienes Raíces de Santiago (CBRS) una copia autorizada de la inscripción de una propiedad, con consta...

Conocer los beneficios que entrega el Estado para prevenir y tratar el cáncer de mama
Cuatro mujeres mueren al día en Chile de cáncer de mamá. Una detección oportuna es posible a través de la realizaci...

MÁS VISTOS ESTA SEMANA

Postular al Subsidio Habitacional para Familias de Clase Media (D.S.1 Título II)
Postular al Subsidio Habitacional que apoya la adquisición de una vivienda nueva o usada, construcción de vivienda en sitio propio o den...

Solicitar el Bono al Trabajo de la Mujer
Solicitar al Servicio Nacional de Capacitación y Empleo (SENCE) el Bono al Trabajo de la Mujer, aporte en dinero que busca premiar el esfuerzo ...

Obtener certificados de estudio y licencias gratuitas de Educación Media, a través de Internet
Obtener certificados de estudio (desde el 2002 en adelante) y licencias gratuitas de Enseñanza Media (a partir de 1995), a través del Po...

Comprar un bono de libre elección

Personas

Cuéntanos como podríamos mejorar o digitalizar este trámite para simplificarte la vida

Institución

Dirección General de Movilización Nacional

Trámite

Certificación de exclusión del Servicio Militar

Canal del trámite que deseas denunciar

Oficina

¿Por qué debiera simplificarse este trámite?

- ✓ – Seleccione –
- Trámite innecesario
- Trámite demasiado largo de realizar
- Tiempo de respuesta muy largo
- Solicita demasiados papeles
- Solicita papeles que ya están en poder del Estado
- Filas muy largas para realizar el trámite
- Pocas oficinas donde realizarlo
- Debe ir a más de una oficina para realizar el trámite
- Debe ir más de una vez a la oficina para realizar el trámite

Sigue el avance conoce las cifras

Hemos recibido un total de **16808** de peticiones ciudadanas para un total de **95** instituciones

Instituciones:

- Todas -

Ordenar por:

Cantidad | Institución | Trámite

Solicitar el Bono por Hijo 1398 Instituto de Previsión Social	Certificado de Situación Militar al día 1174 Dirección General de Movilización Nacional	Postular al Programa Yo Emprendo - Semilla 783 Fondo de Solidaridad e Inversión Social	Solicitar el cambio d domicilio electoral Servicio Electoral
Solicitar la inscripción para rendir exámenes libres (mayores de 18 años) 502 Ministerio de Educación	Solicitar Hoja de Vida del Conductor 476 Servicio de Registro Civil e Identificación	Solicitar duplicado del Padrón de Vehículos Motorizados 462 Servicio de Registro Civil e Identificación	Postular al Programa Mujer Trabajadora y Jefa de Hogar Servicio Nacional de la Mujer
Solicitar certificados de estudio y licencias de Educación Media en forma presencial 259	Solicitar Certificado de Cotizaciones de Salud de FONASA 367 Instituto de Previsión Social	Solicitar el Certificado de Título de Educación Media Técnico Profesional 313 Ministerio de Educación	Solicitar el Bono al Trabajo de la Mujer Servicio Nacional de Capacitac Empleo
	Certificado de afiliación 251		Nivelar estudios

Example 2

U.S. DEPARTMENT OF EDUCATION

College Scorecard

Find Schools

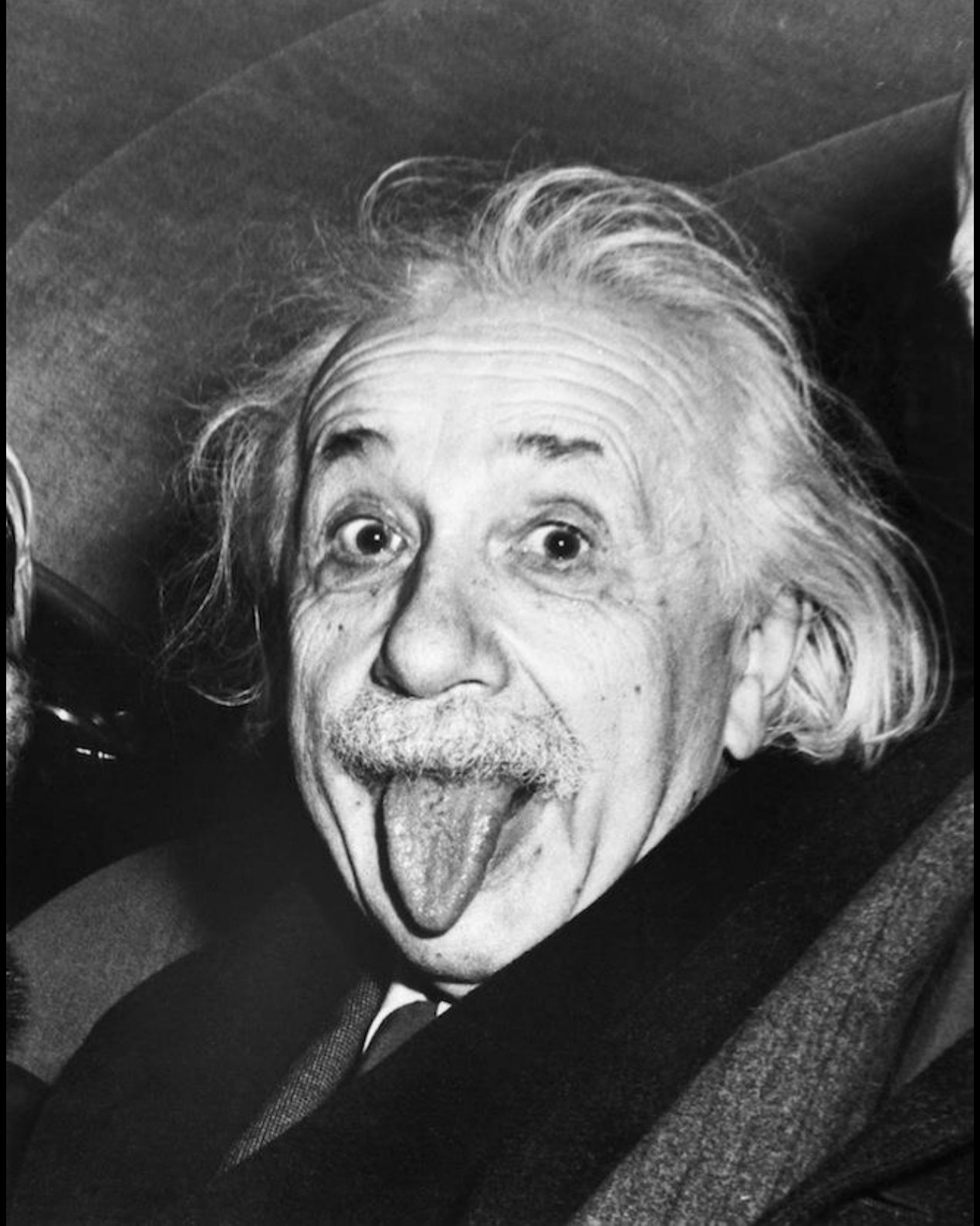
Compare schools now

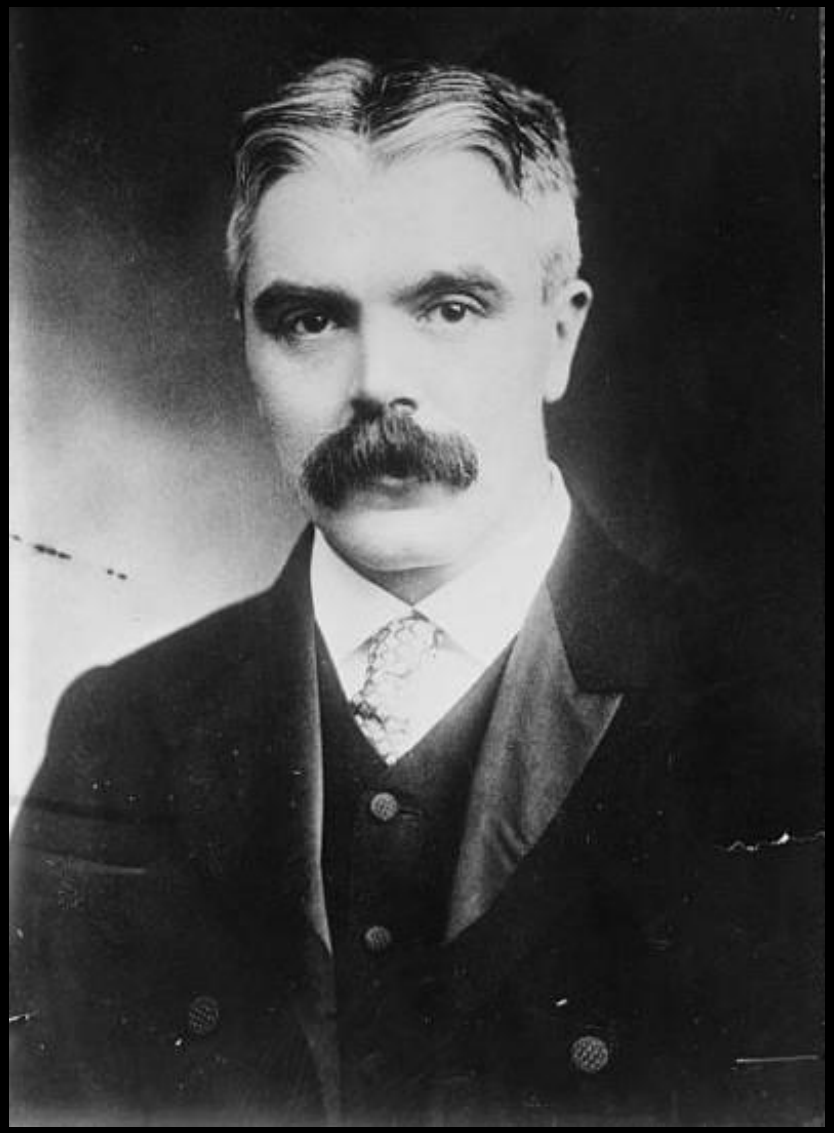
- Programs/Degrees +
- Location +
- Size +
- Name +
- Advanced Search +

FIND SCHOOLS

“And we wondered — exactly how do people make choices when deciding on college?
Instead of guessing, we decided to go out and ask them.”

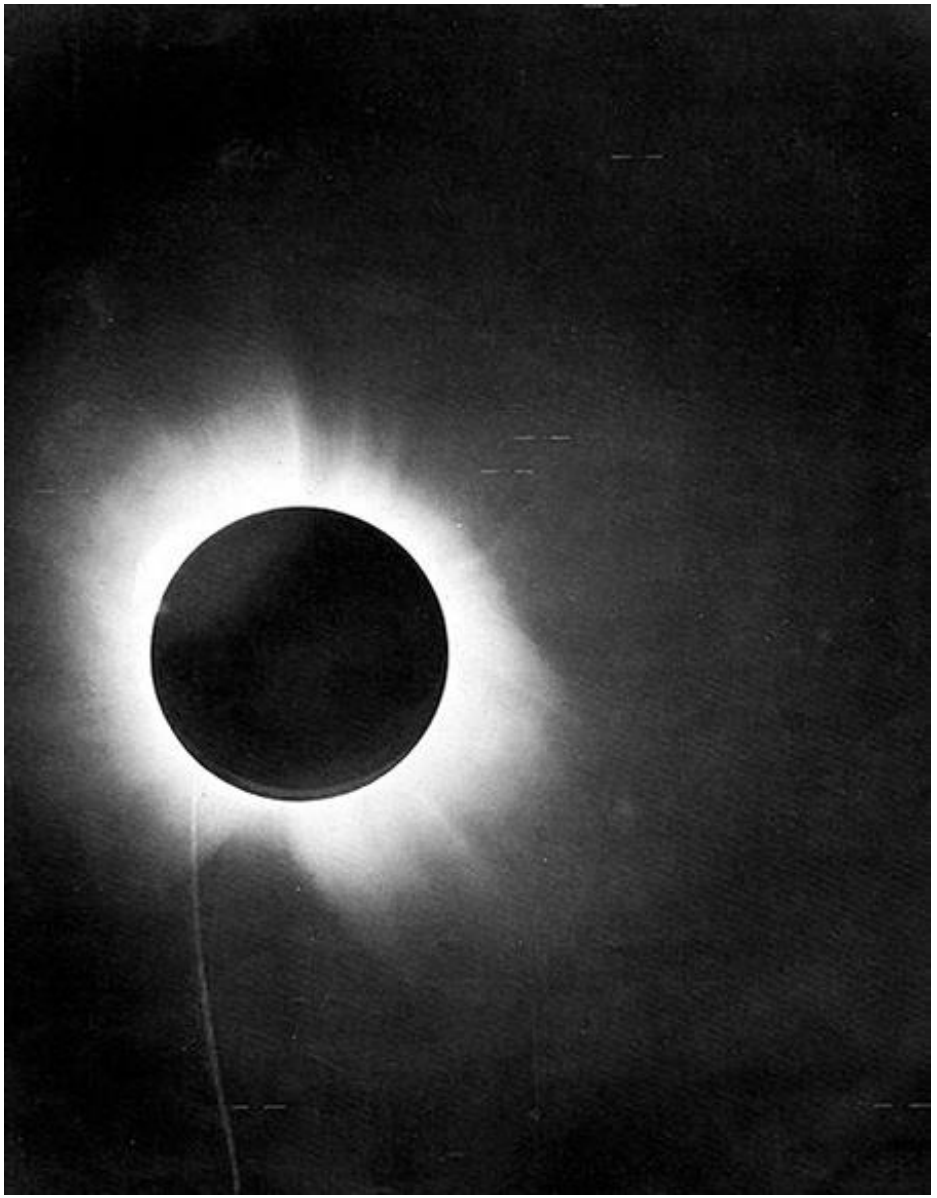
- USDS team, via Medium





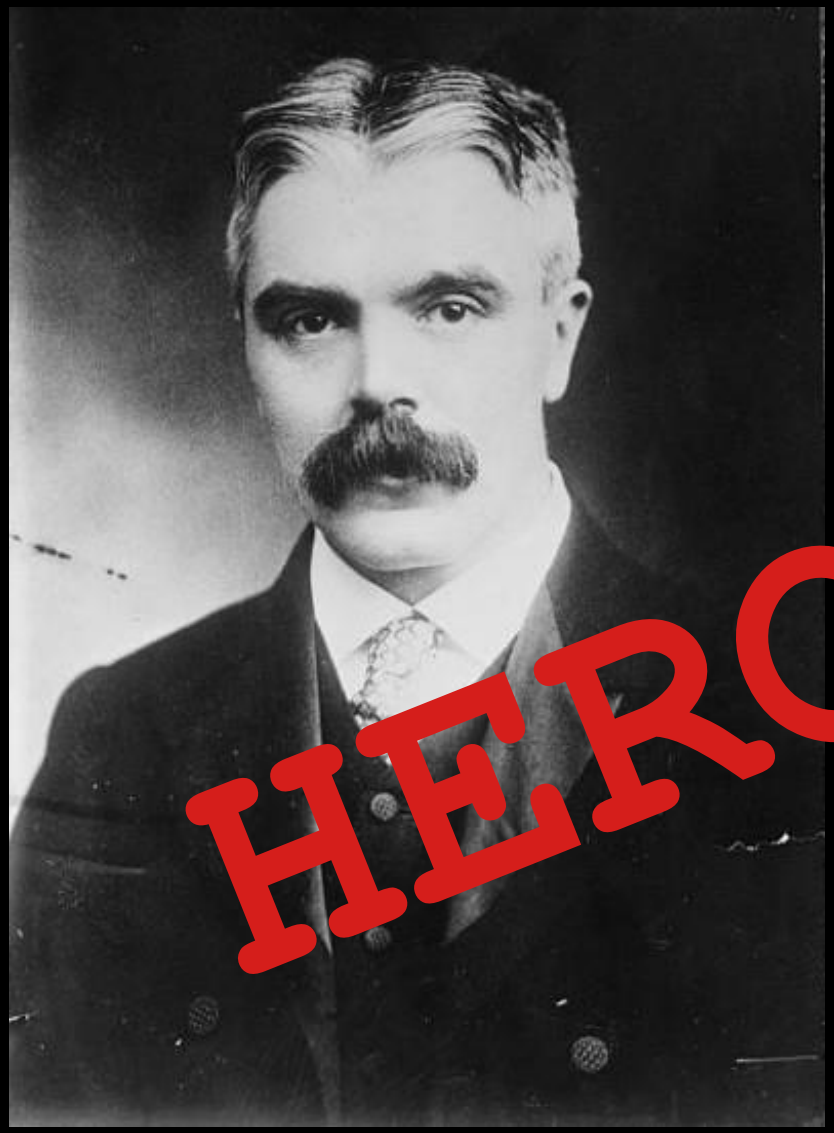
Sir Frank
Watson Dyson

Sir Arthur
Eddington



1919

LOW COST
Experiment



Sir Frank
Watson Dyson

Sir Arthur
Eddington

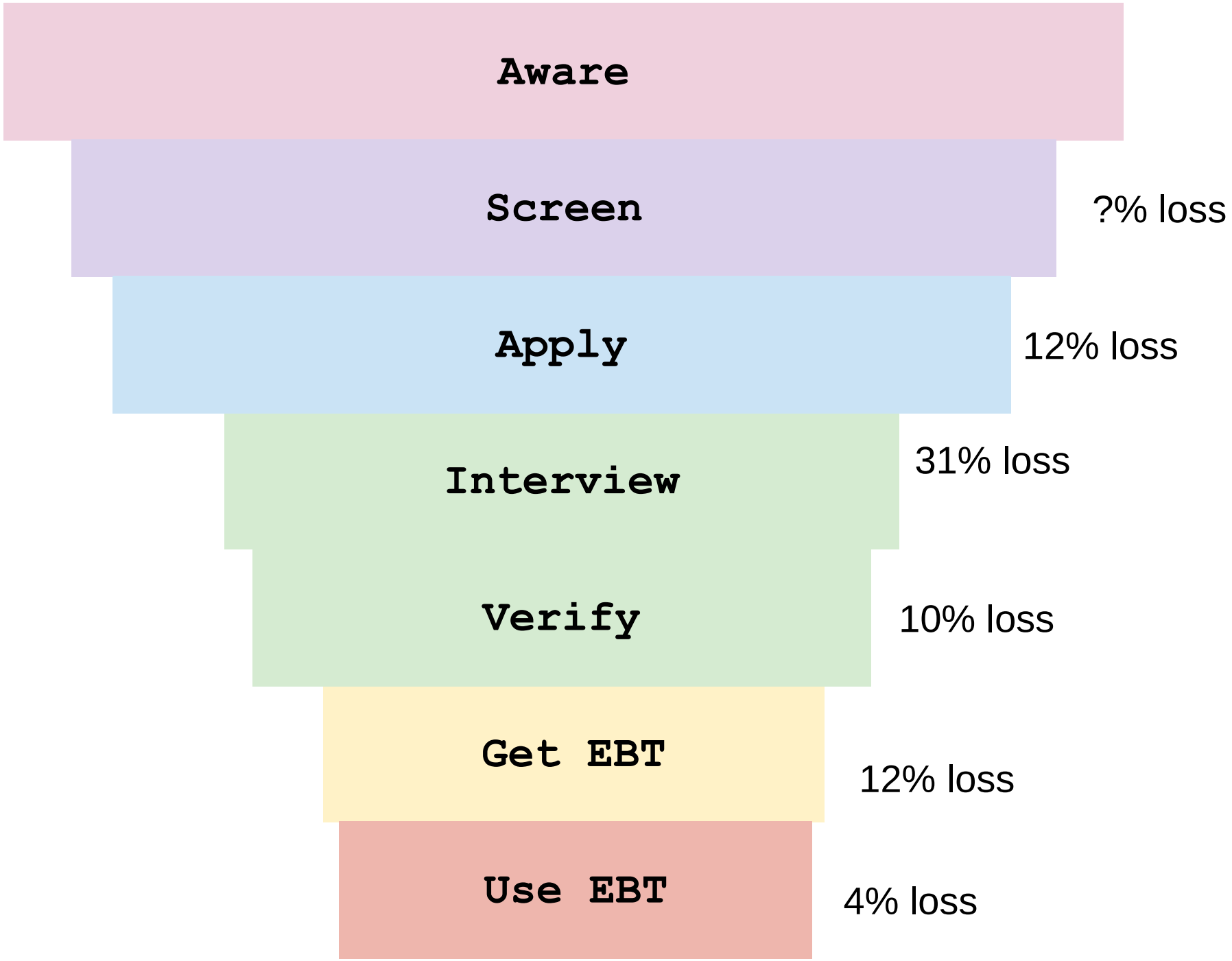
HEROES!!!

3.
Focus on Standards

BlueButton
Download
my data

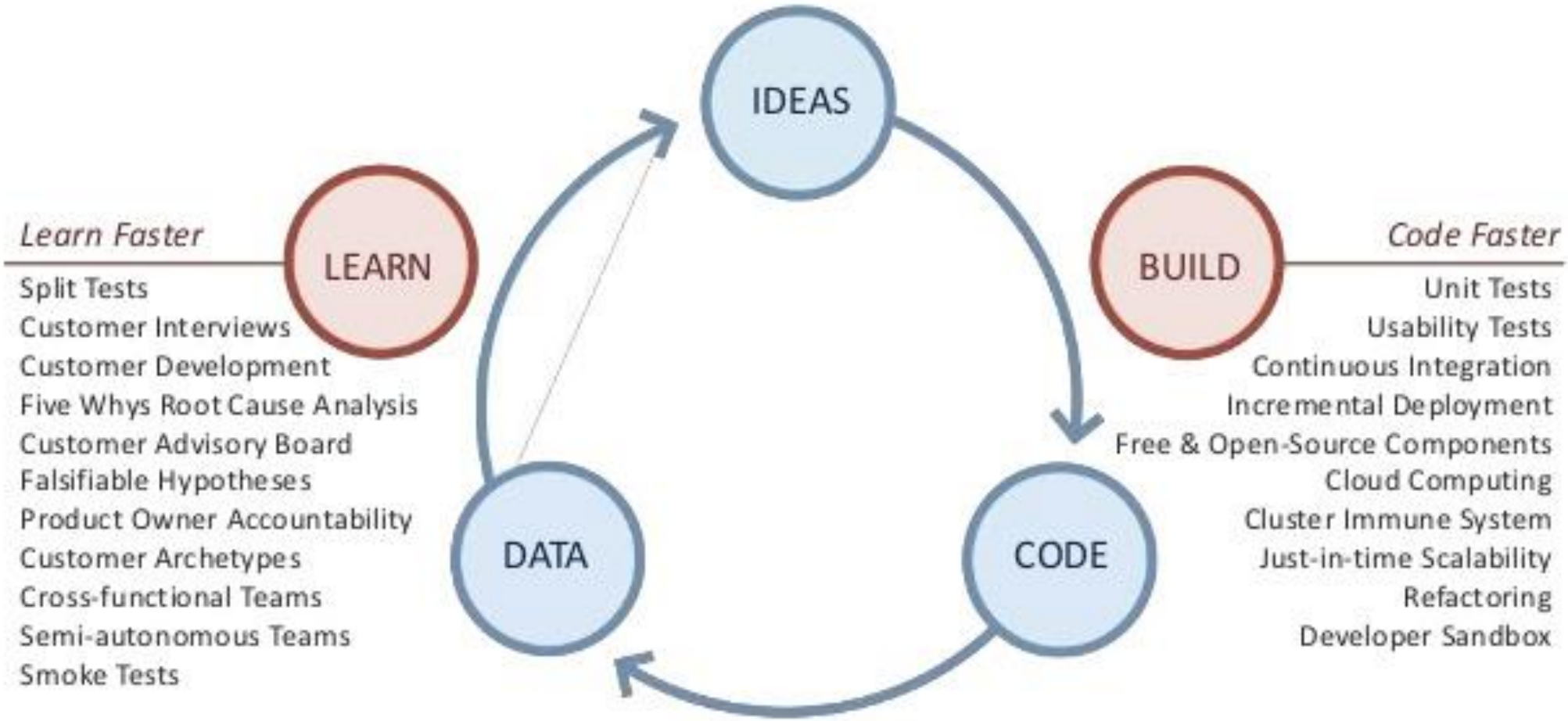
User Journey

1. Aware
2. Decide
3. Screen
4. Apply
5. Interview
6. Verify (Documents)
7. Get EBT card
8. Use EBT card
9. Stay enrolled
   - NOAs
   - SAR-7
   - RRR


Aware
Screen
?% loss
Apply
12% loss
Interview
31% loss
Verify
10% loss
Get EBT
12% loss
Use EBT
4% loss

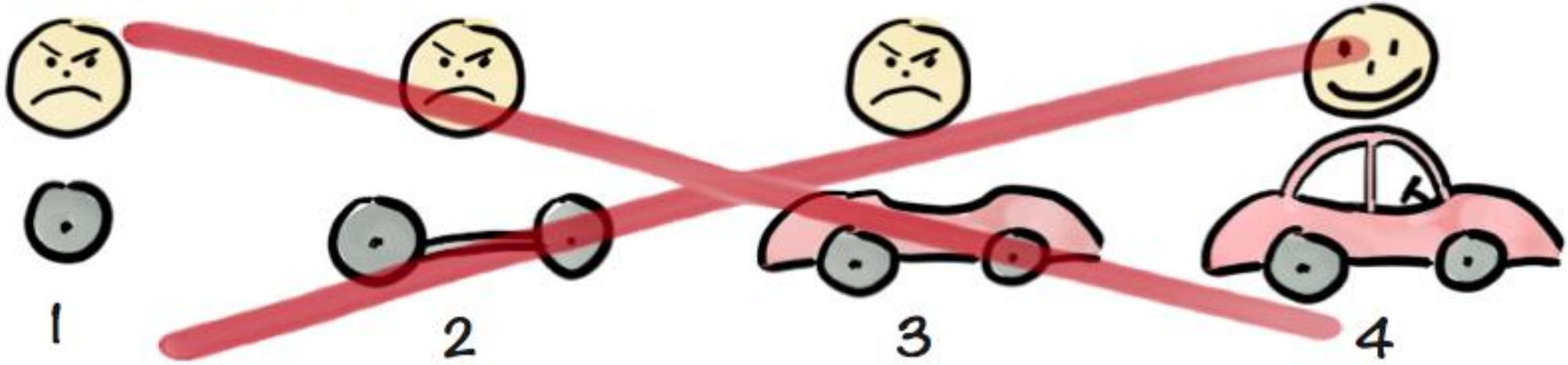
Low cost learning & experiments

The Lean Startup

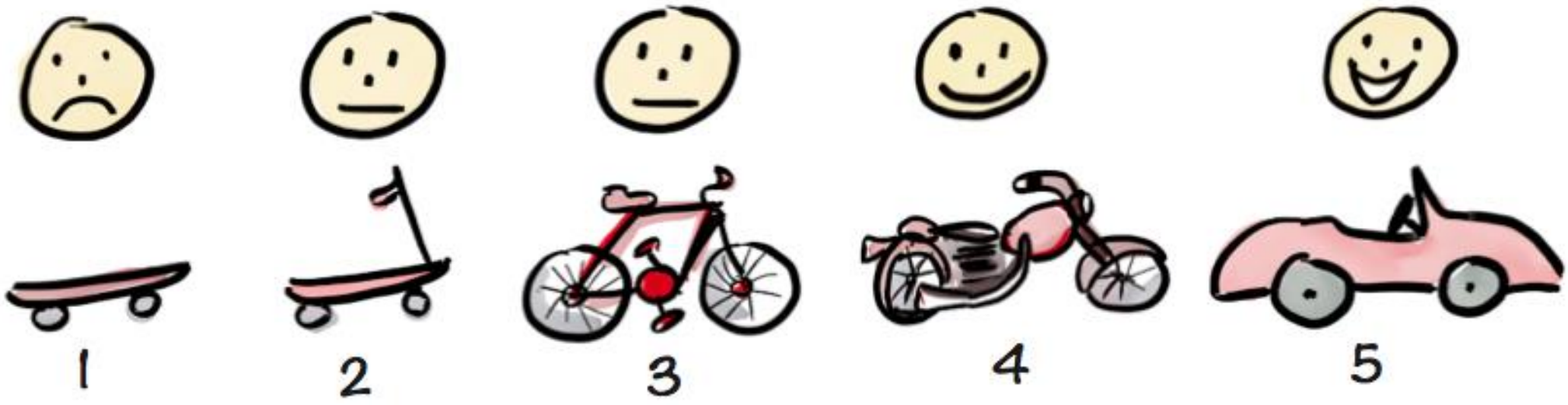


© 2009 Eric Ries

Not like this....



Like this!



Henrik Kniberg

Key Questions

- Who is accountable for:
  - Deciding which users to focus on?
  - User experience/journey?
- What culture do your questions promote:
  - rewarding experiments (MVP) or implementation?
  - Single complaints or data?

Could this type of innovation take place in your city?

What conditions would be required?

Key Questions

- What political cover can you provide?
- Demand Value in exchange for cover

@daeaves

david_eaves@hks.harvard.edu