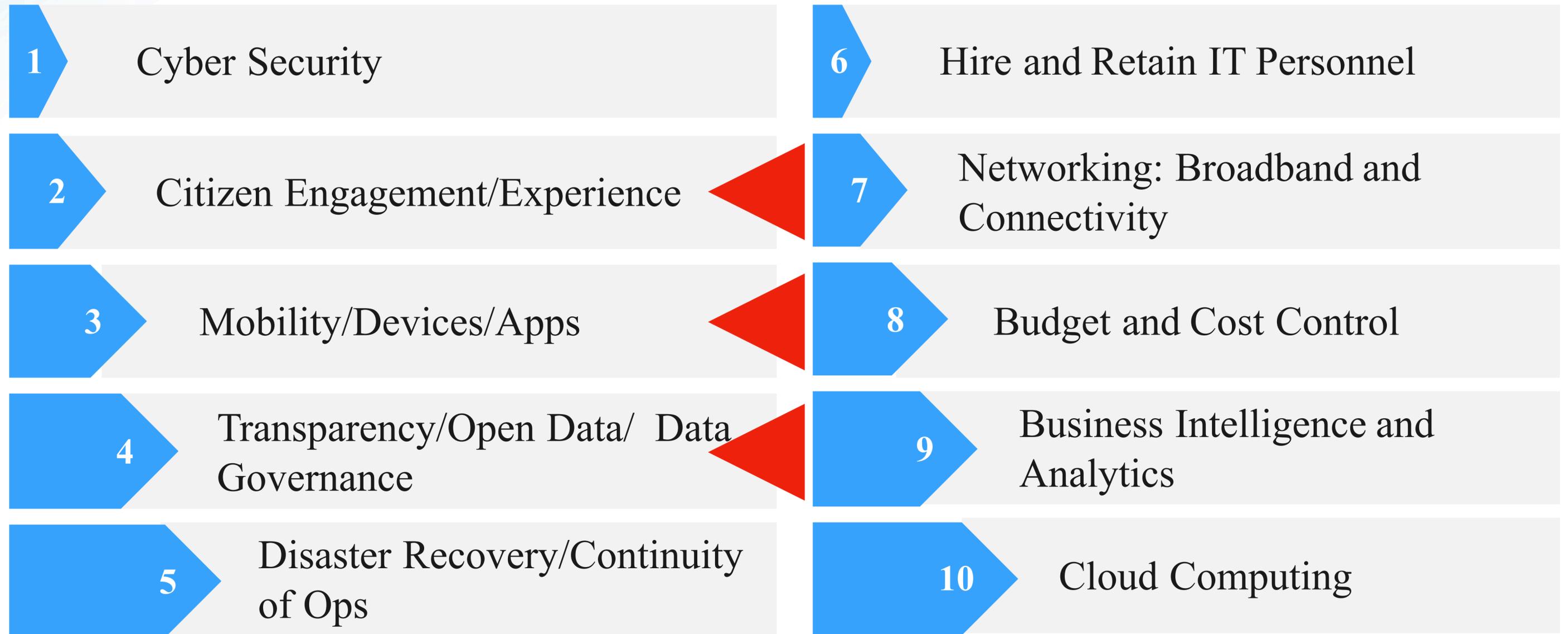


What's Next for the Government Experience

Dustin Haisler, Chief Innovation Officer, Government Technology magazine

Experience is becoming a new normal.

2018 Digital Cities Priorities



2018 Digital Counties Priorities

1	Cyber Security	6	Cloud Computing and Budget and Cost Control
2	IT Staffing	7	Business Intelligence/Analytics
3	Mobility; Transparency/Open data/Data Governance (tie)	8	Shared or Collaborative Services
4	Disaster Recovery/Continuity of Operations	9	Networking: Broadband & Connectivity
5	Citizen Engagement/Experience	10	Virtualization: Server, Desktop/Client, Storage, Apps

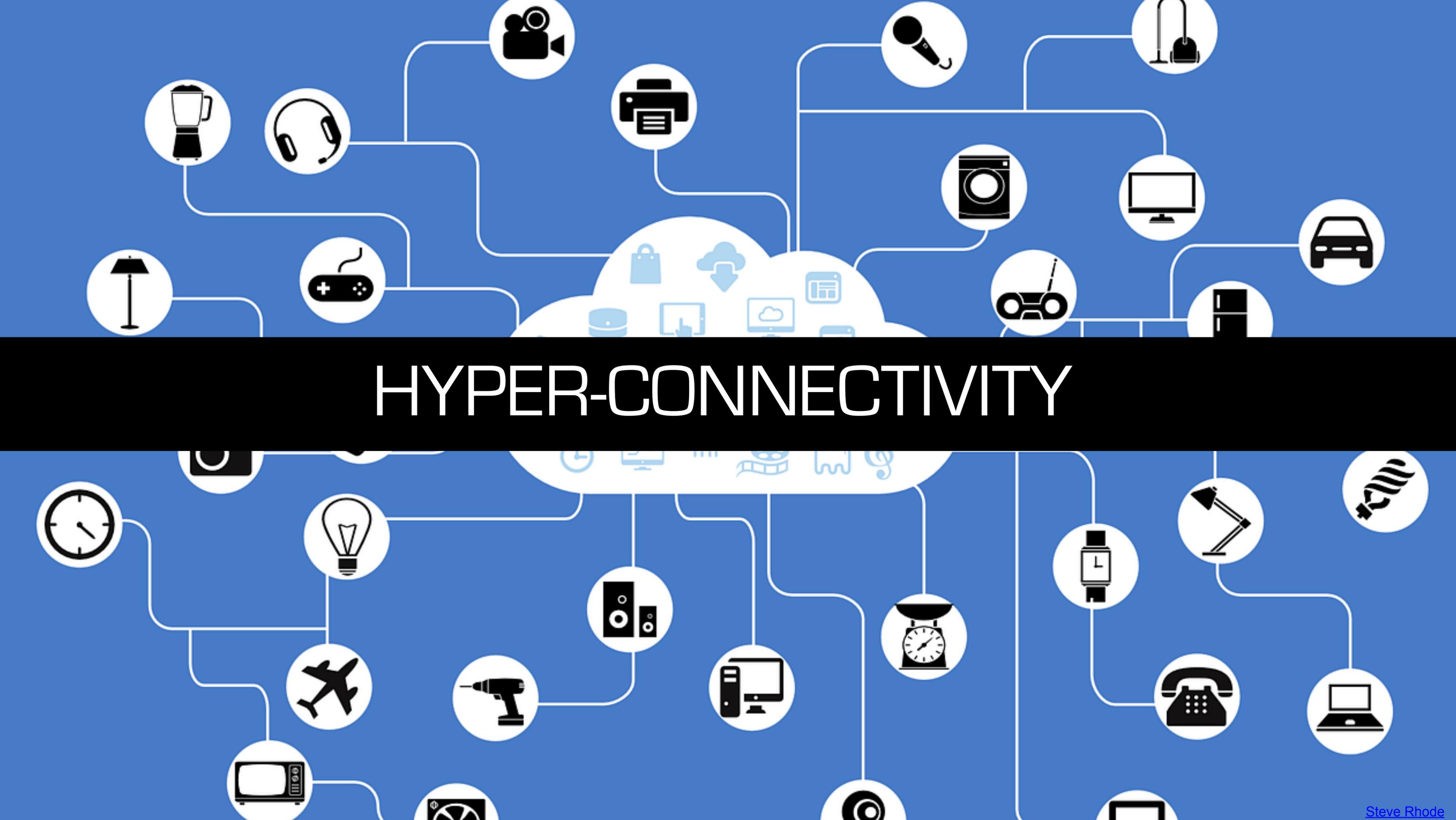
2018 Digital States Priorities

- 1 Cyber Security
- 2 Shared Services
- 3 Cloud Computing
- 4 Budget and Cost Control
- 5 Hire and Retain Competent IT Personnel
- 6 Broadband and Connectivity
- 7 Analytics; Citizen Engagement
- 8 Disaster Recovery
- 9 Governance
- 10 Mobile Apps; Open Government



85% of citizens expect **government digital services** to be equal to or higher quality than digital services from the private sector.

Why Now?



HYPER-CONNECTIVITY



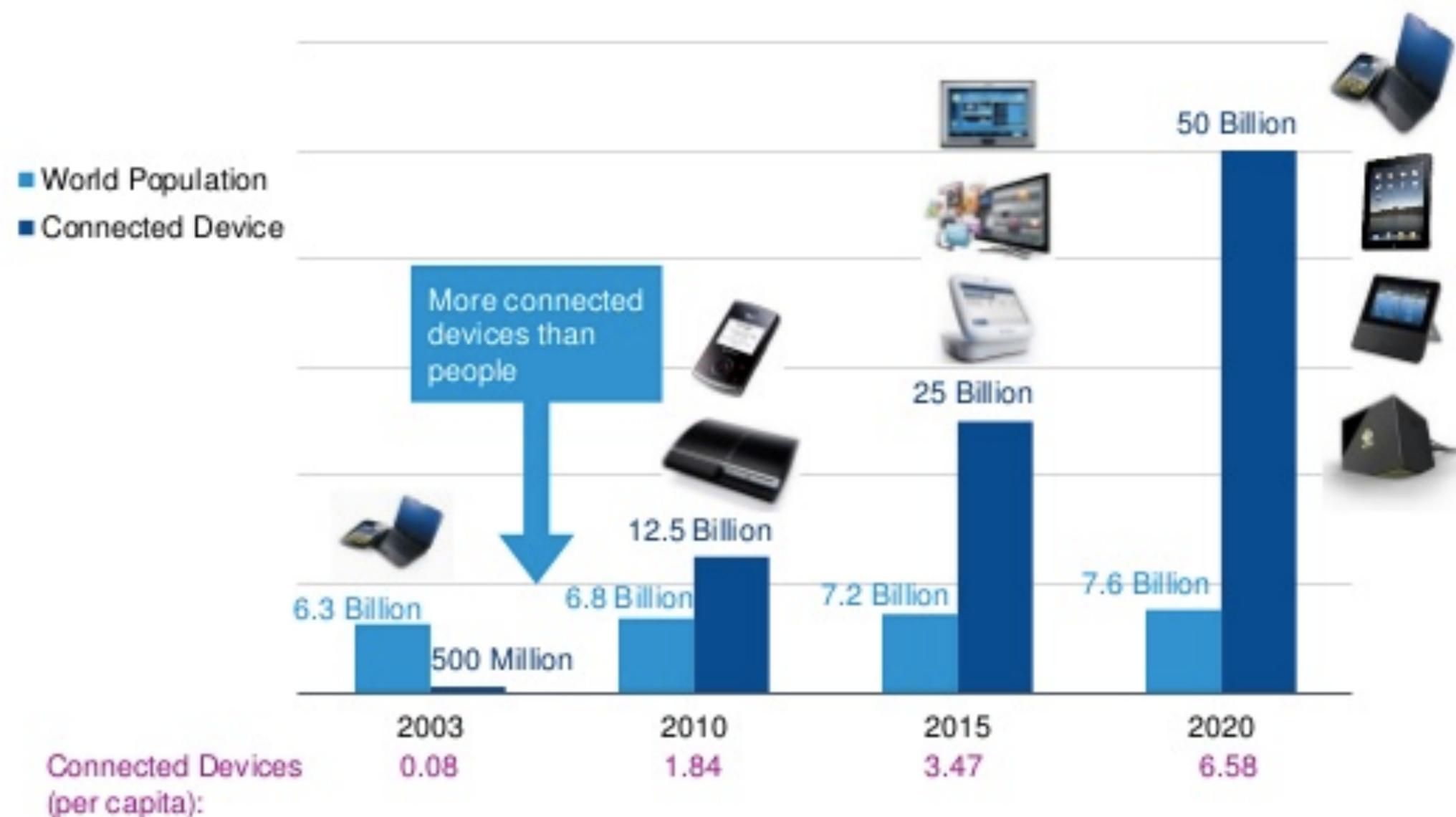
7.70 BILLION
PEOPLE



8.70 BILLION
DEVICES

7.70 BILLION
PEOPLE

A more connected society: the Internet of things

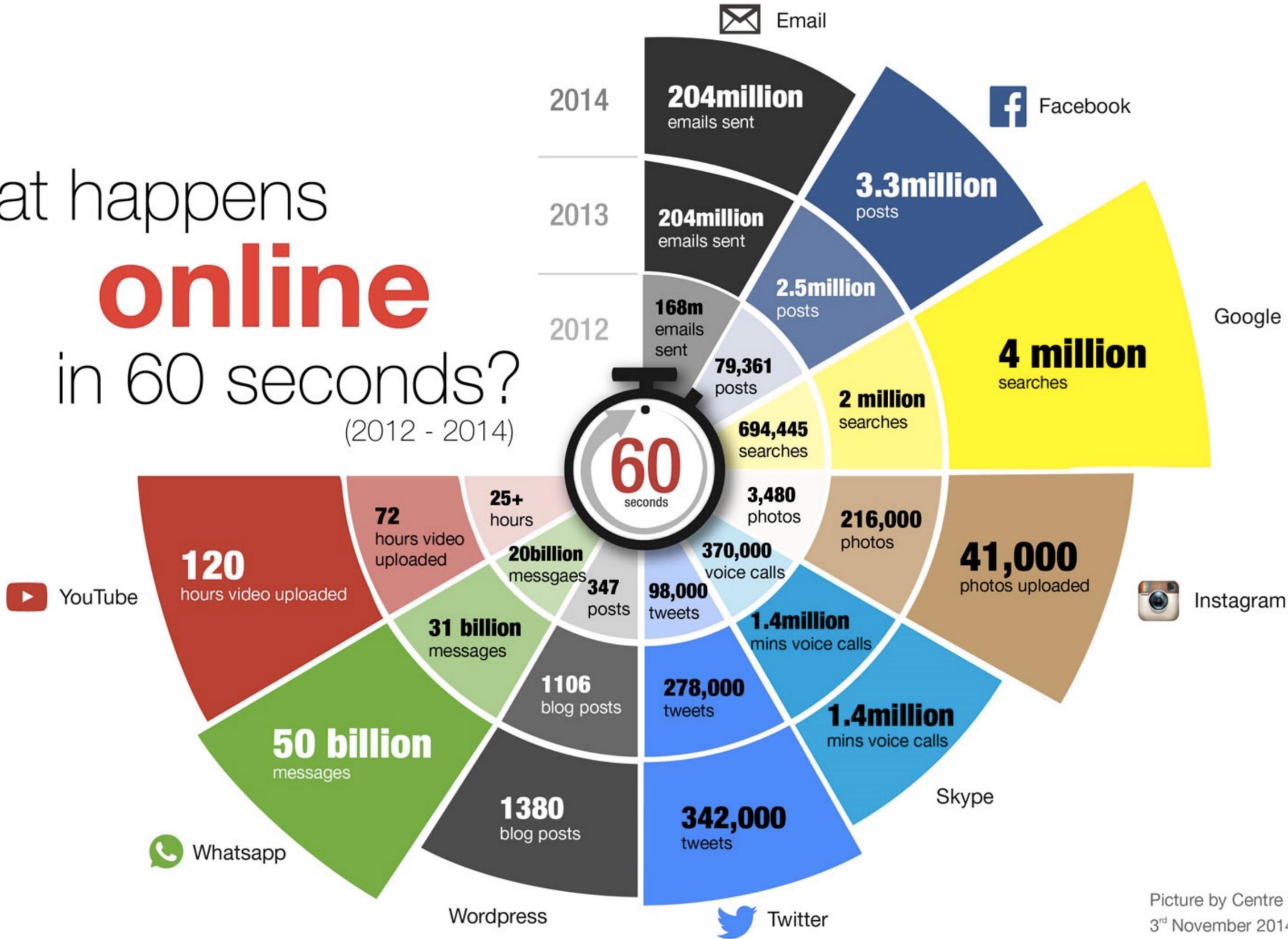




CRITICAL MASS

ENERGY

What happens
online
in 60 seconds?
(2012 - 2014)



Picture by Centre for Learning and Teaching
3rd November 2014

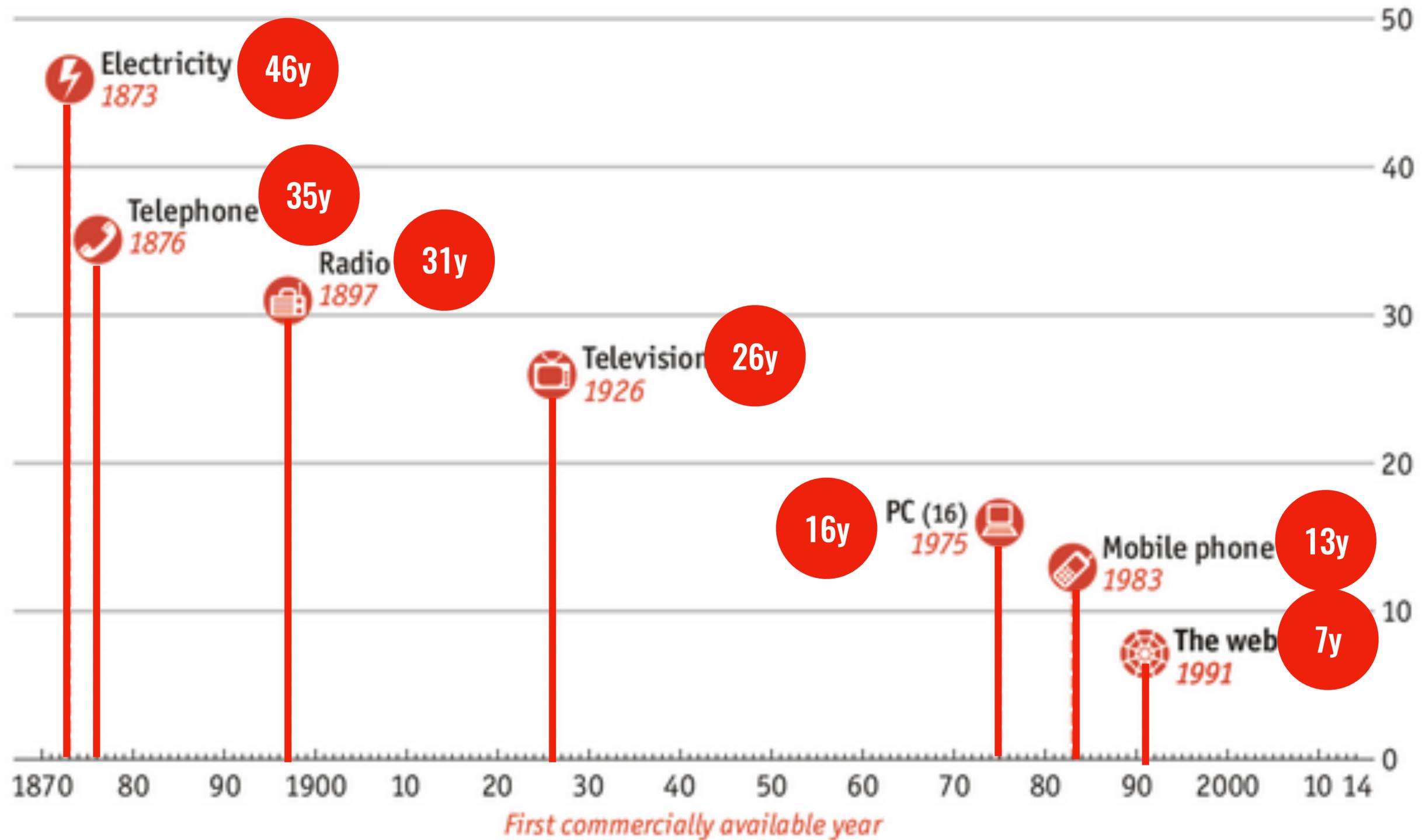
CONDITIONING



Compounded By The Pace of Change (& Adoption)...

Technology adoption

Years until used by one-quarter of American population



Source: Singularity.com

Economist.com/graphicdetail

But What Is Government Experience Today?

IN-PERSON





NORTH CAROLINA

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[Agencies](#)

[Government](#)

[Jobs](#)

[About NC](#)

[Contact](#)

Search

Find Information about NC Government Services, Agencies, and More...



Popular Topics

[My DMV: Online Services for Drivers](#)

[Apply for Food and Health Assistance](#)

[Find a Job in NC](#)

[Start a Business in NC](#)

[For State Employees](#)

Donate to Hurricane Recovery

Featured Items

SOCIAL MEDIA



Tweets **5,319** Following 575 Followers 6,146 Likes 324 Lists 6

Follow

N.C. DEQ

@NCDEQ

The official account of the North Carolina Department of Environmental Quality. All content is under NC Public Record law.

Raleigh, NC

deq.nc.gov

Joined October 2009

Tweets Tweets & replies Media



N.C. DEQ @NCDEQ · 2h

Meet the Division of Air Quality's Taylor Hartsfield, a 2018 Distinguished Employee Award honoree well-known for multi-tasking, exceeding expectations, and all-around leadership. Her director says she "is truly a rock star"! Thank you for your service to DEQ & the state!



Who to follow · Refresh · View all



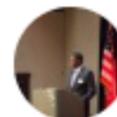
NorthCarolinaEE @North...

Follow



NCDHHS @ncdhhs

Follow



Michael Regan @Michael...

Follow

MOBILE-FIRST



PLAY NOW

GAMES

WIN

IMPACT

ABOUT

PLAY RESPONSIBLY



Sign In

★ NC Lottery Official Mobile App (Android)

Buy & Scan with the NC Lottery Official Mobile App – Now with Ticket Checker!



Download and Install the Android App Here

Follow the instructions below to quickly download and install the NC Lottery Official Mobile App on your Android device. Screens and steps may differ from what's shown, depending on your Android device. If you need assistance, please contact us at 1-855-767-1863.



Current Version: 1.0.2 / Updated: July 18, 2018

Important: If you have an older version of the NC Lottery app for Android, you must uninstall it before installing this latest version. Depending on your version of Android, the process may differ slightly. One way is to go into the Settings menu, select the 'Applications' option, then find the NC Lottery app and select it. Select the 'uninstall' button and the app will uninstall. Another way is to press and hold the app icon, then select 'uninstall' from the menu that pops up. Once you have uninstalled the older version of the app, follow the instructions below for downloading and installing the new version of the app.

OPEN DATA = SELF SERVICE?



NC Dept. of Environmental Quality Online GIS

[Sign In](#)

NC Dept. of Environmental Quality Online GIS

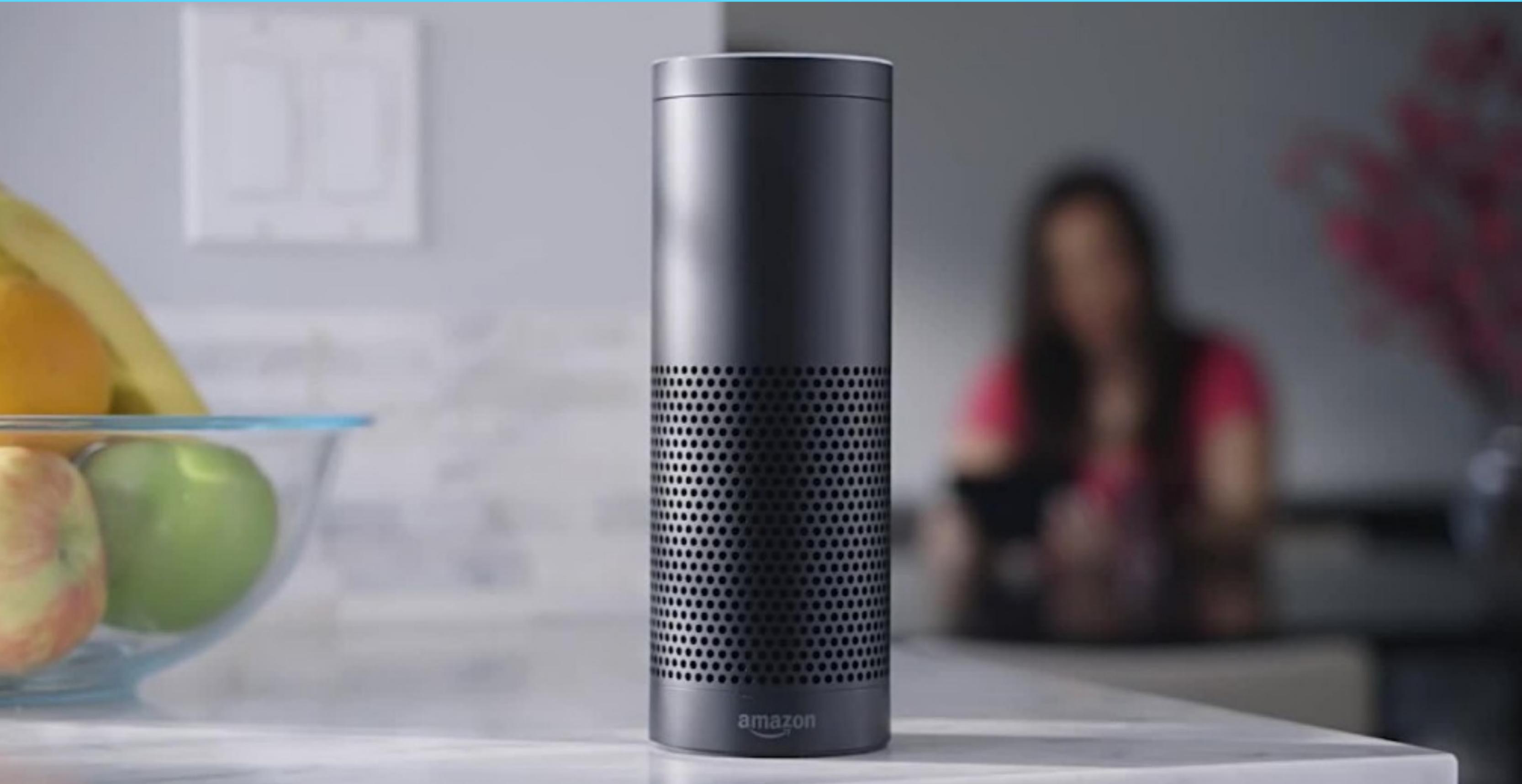
More North Carolina's Environment



This is the NC Department of Environmental Quality's public platform for exploring and downloading open data, discovering apps, and engaging to solve data issues. You can share ideas with others, flag your favorite datasets for later use, and communicate with data developers to improve data and apps for all North Carolinians.

[Explore Data Topics](#)

WHAT ABOUT THIS?



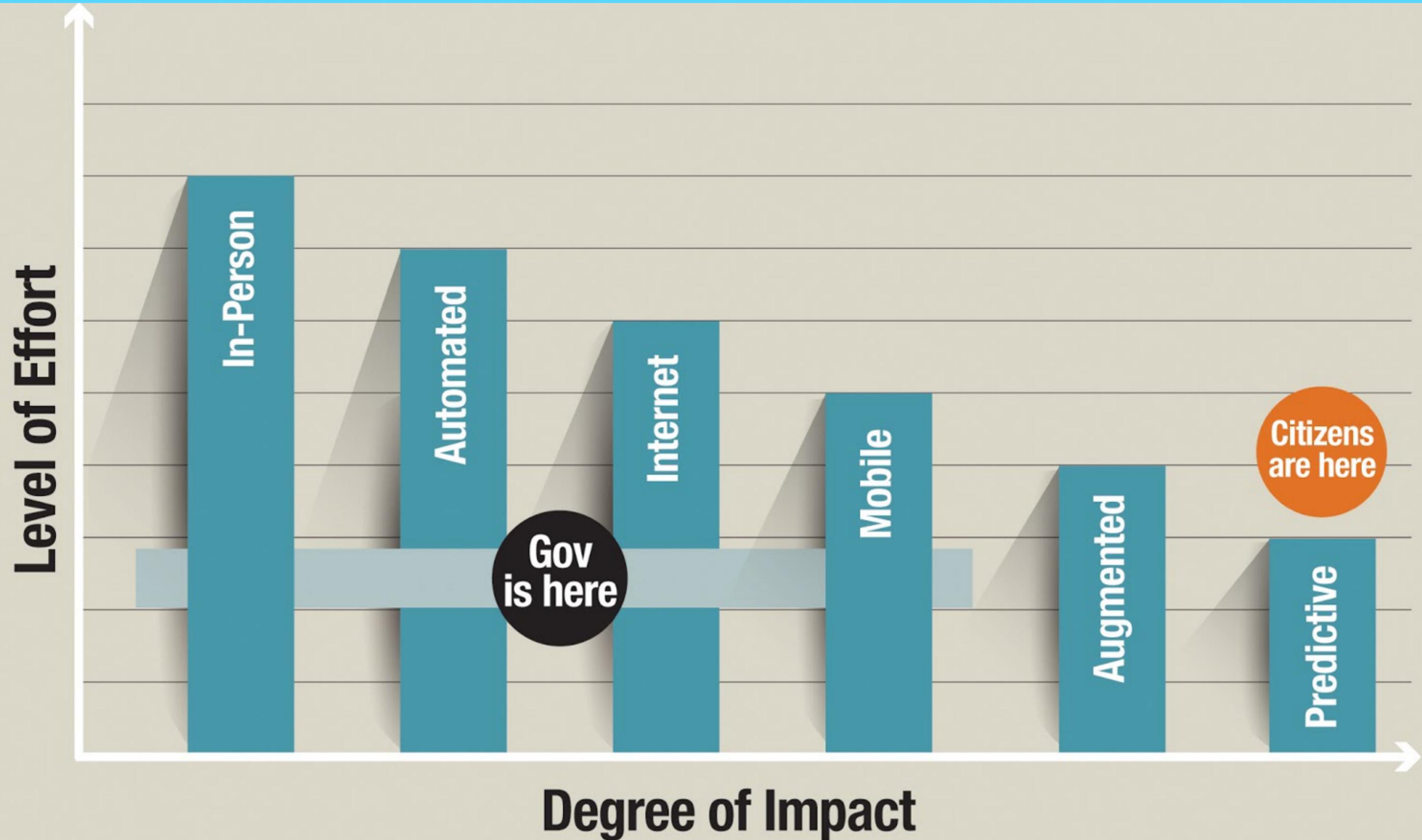
PERSONALIZED SERVICE?



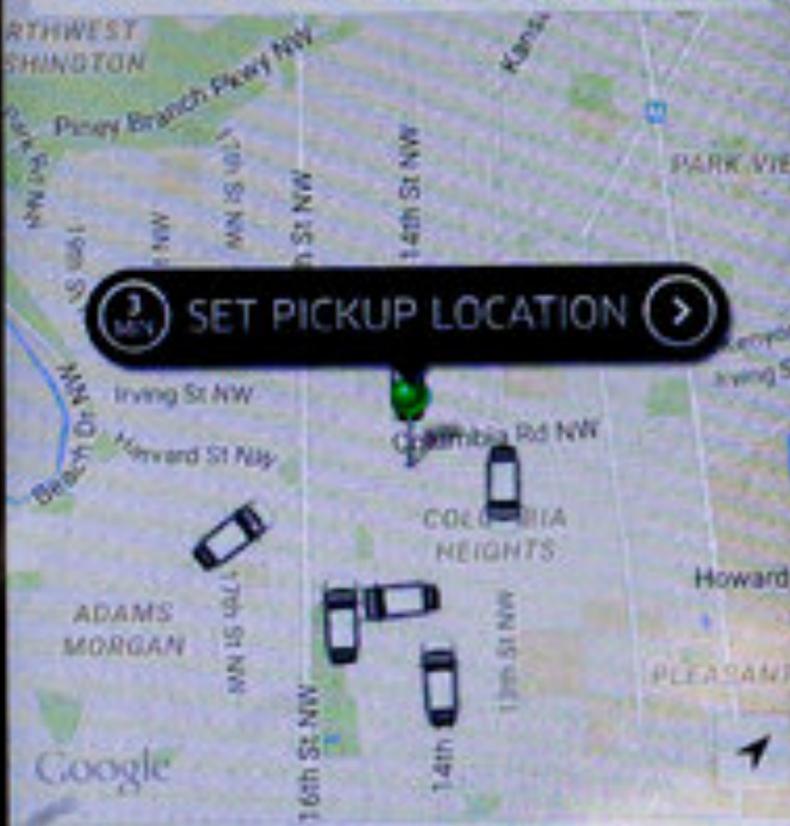
So It's Time To Rethink 'Experience'

Experience isn't about just about launching new channels - it's about abstracting complexity.

PRIVATE VS. PUBLIC SECTOR ENGAGEMENT



PICKUP LOCATION
2937-2999 Harvard Court North...



uberX uberXL uberX + C

uberX BLACK CAR TAXI ESSENTIALS





Local forecast by
"City, St" or ZIP code

[Location Help](#)

Critical Fire Weather Threats in California; Persistent Heavy Rain in Texas

Strong offshore Santa Ana winds will continue to produce critical fire weather threats in southern California. Gusty winds will continue for portions of northern California where elevated-to-critical fire weather threats can be expected. Meanwhile, heavy rain keeps falling in Texas with potential for excessive rains and flash flooding continuing. [Read More >](#)



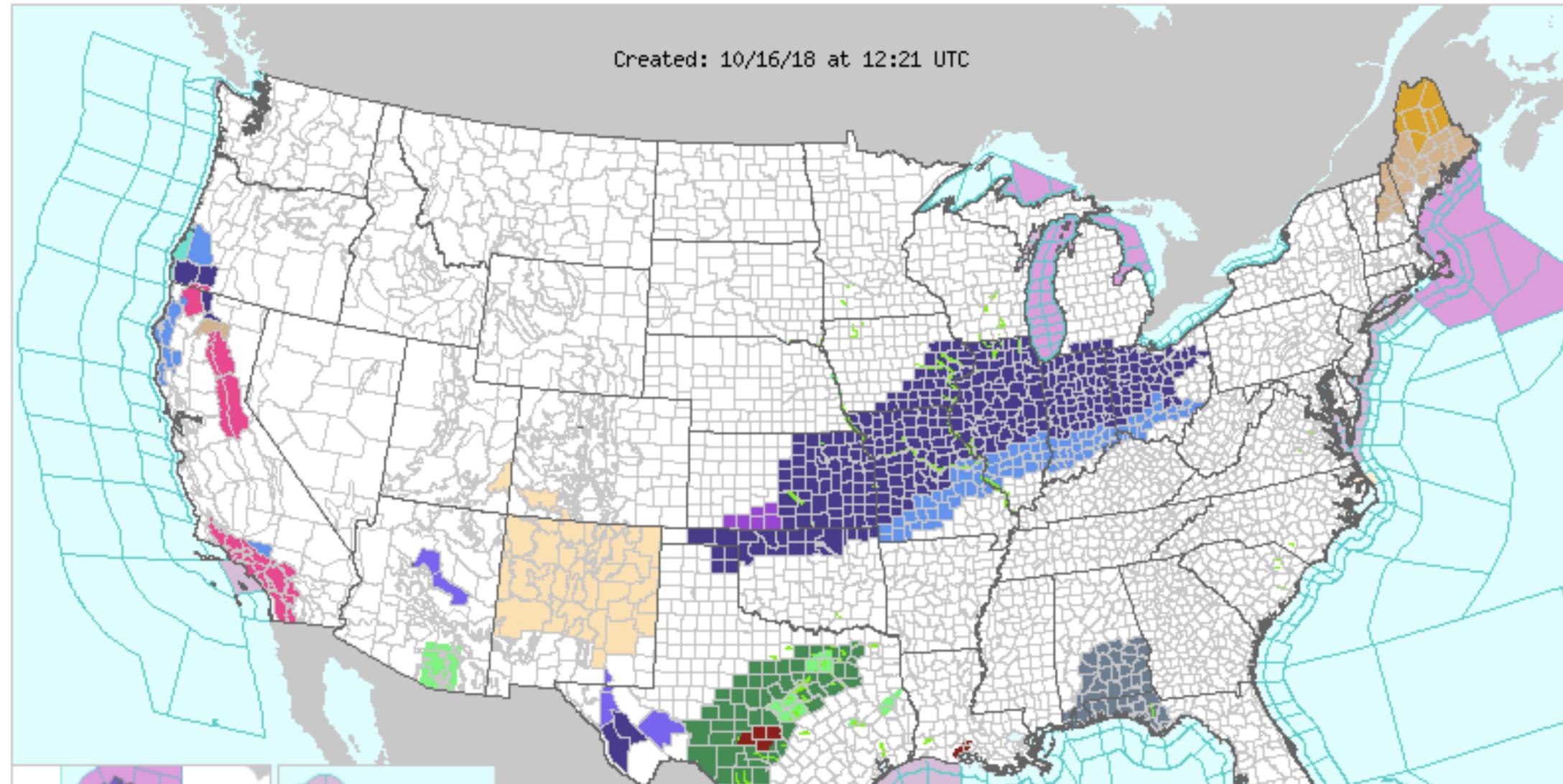
Customize Your Weather.gov

City, ST

Enter Your City, ST or ZIP Code

Remember Me

[Privacy Policy](#)





Site Map

News

Organization

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NWS All NOAA

Local forecast by "City, St"

Sign-up for Email Alerts

Warnings

Current

By State/County...

UV Alerts

Observations

Radar

Satellite

Snow Cover

Surface Weather...

Observed Precip

Forecasts

Local

Graphical

Aviation

Marine

Hurricanes

Severe Weather

Fire Weather

Text Bulletins

By State

By Message Type

National

Forecast Models

Numerical Models

Statistical Models...

MOS Prod

GFS-LAMP Prod

Climate

Past Weather

Predictions

Weather Safety



Visit the National Weather Service [Climate Services Web Page](#) for the latest information about what Climate Services is doing for you!

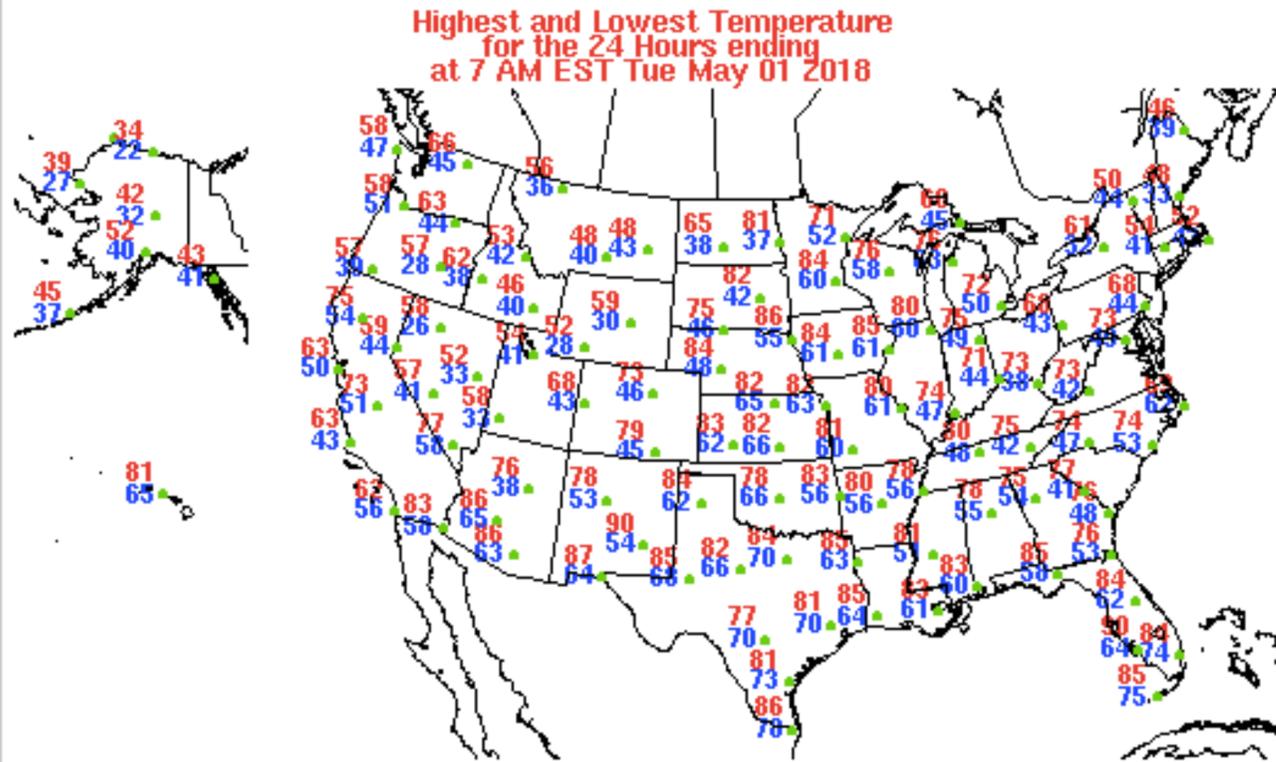
Click on the map below to obtain local climate information.

Access the product through the "Select Climate Outlook" drop down menu above the national map.

- Warnings & Forecasts
- Graphical Forecasts
- National Maps
- Radar
- Water
- Air Quality
- Satellite
- Climate

Select Recent Observations

Select Climate Outlook



Prepared by NOAA National Centers for Environmental Prediction, Weather Prediction Center

NEW & INTERESTING FINDS ON AMAZON

EXPLORE



All ▾



Prime Video Stream movies & TV shows

Deliver to Dustin
Elgin 78621

Departments ▾

Browsing History ▾

Dustin's Amazon.com

Today's Deals

Gift Cards

Registry

Sell

EN
🌐 ▾

Hello, Dustin
Account & Lists ▾

Orders

Prime ▾



"Alexa, call dad."

echo dot



Hi, Dustin

Customer since 2005

Your recent order



Recently viewed



Deal of the Day



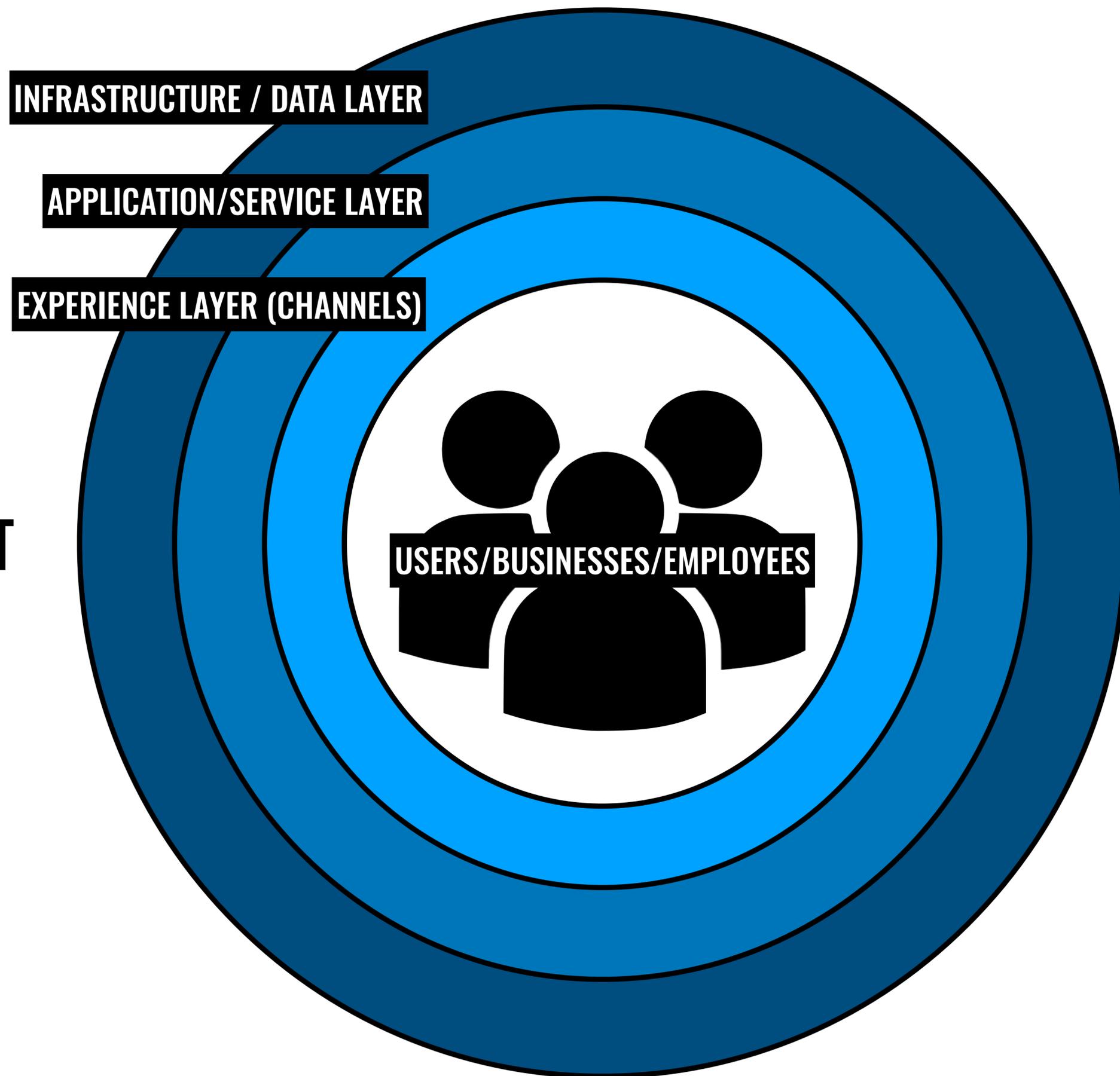
Alexa tip of the day

Alexa, what can I make with spinach?

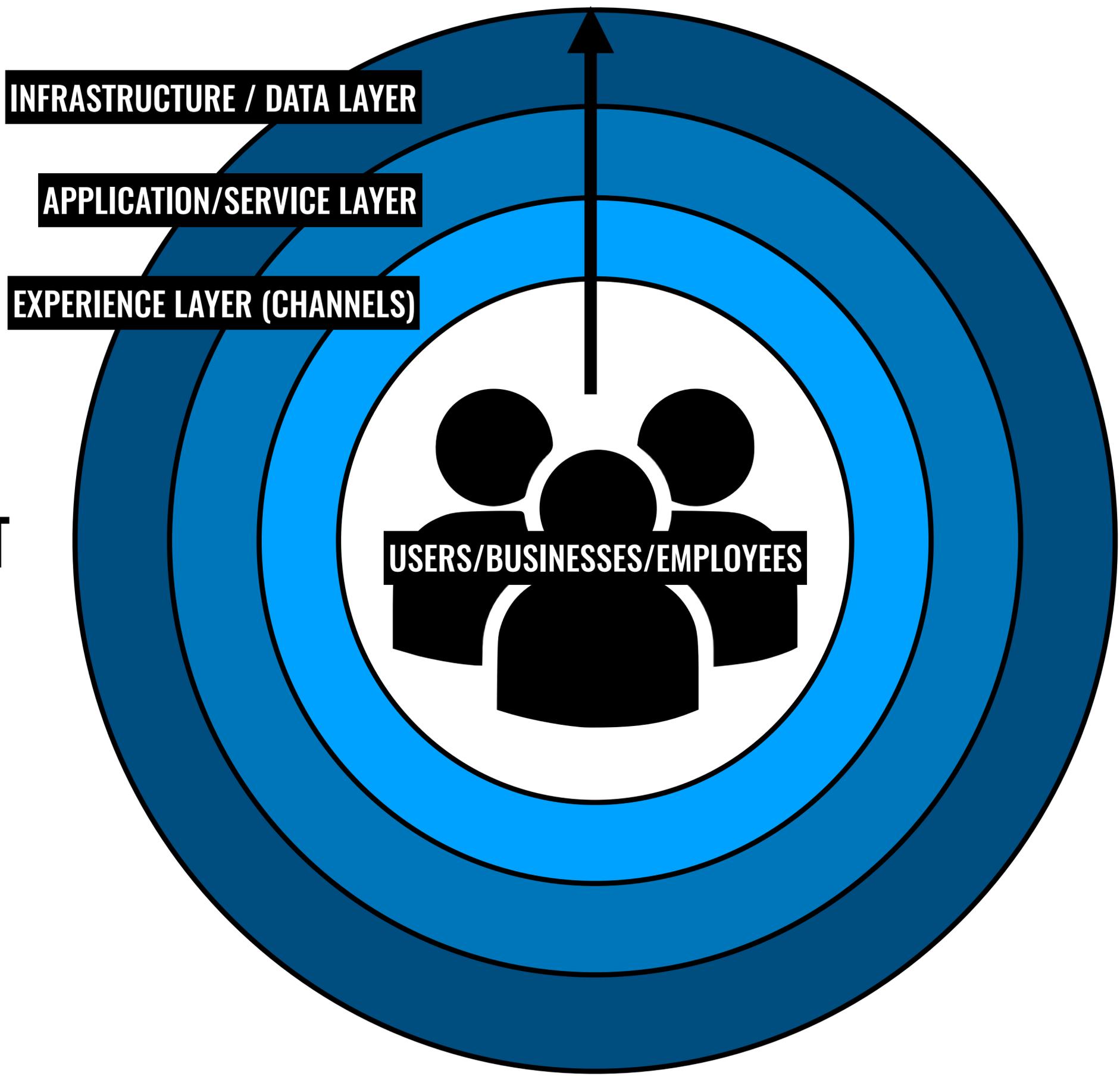
Amazon
Gift Cards

Government Experience - The interactions between a government agency and its end-users across multiple channels that ***creates mutual value.***

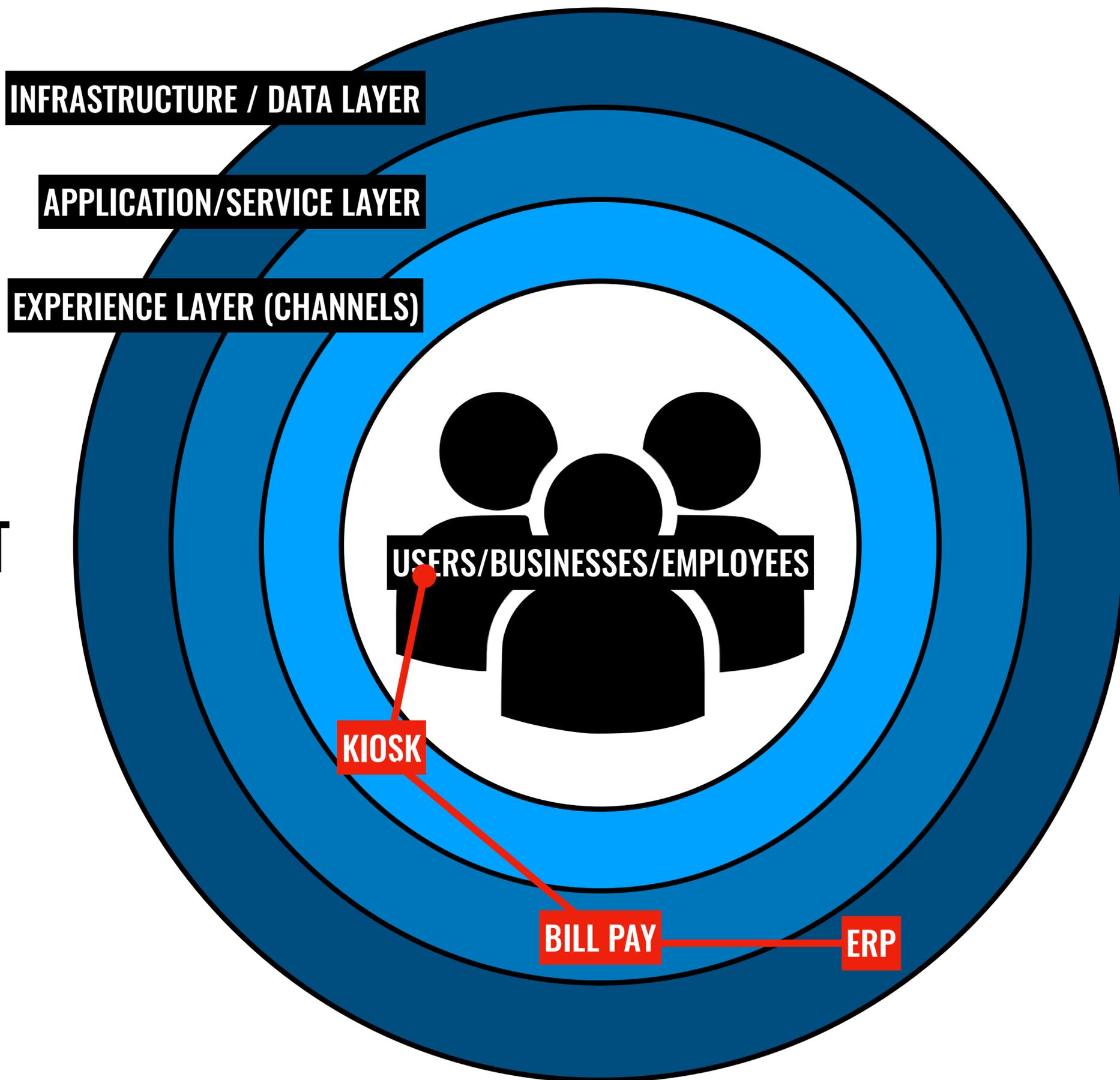
**OVERALL
GOVERNMENT
EXPERIENCE**



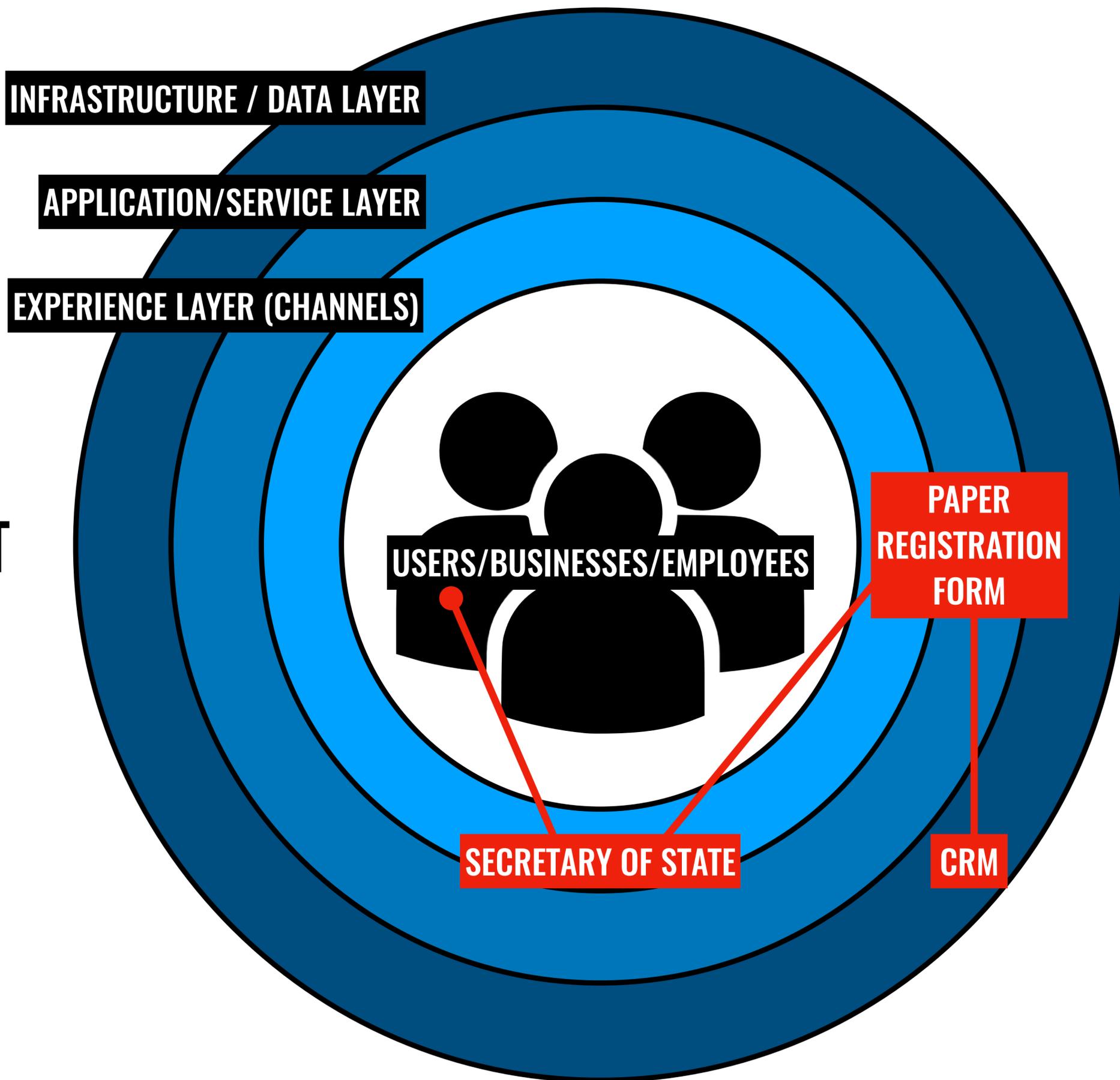
**OVERALL
GOVERNMENT
EXPERIENCE**



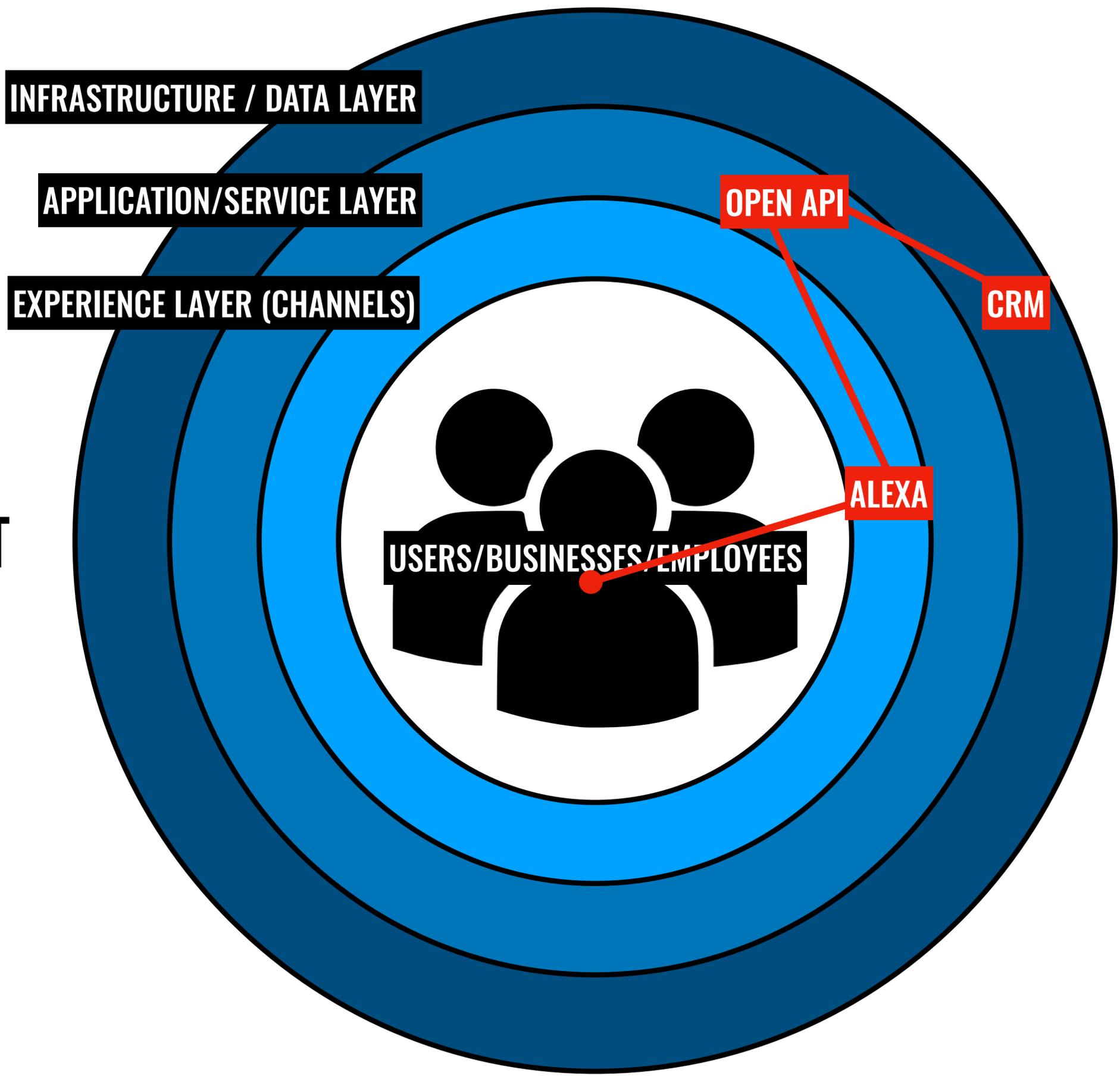
**OVERALL
GOVERNMENT
EXPERIENCE**



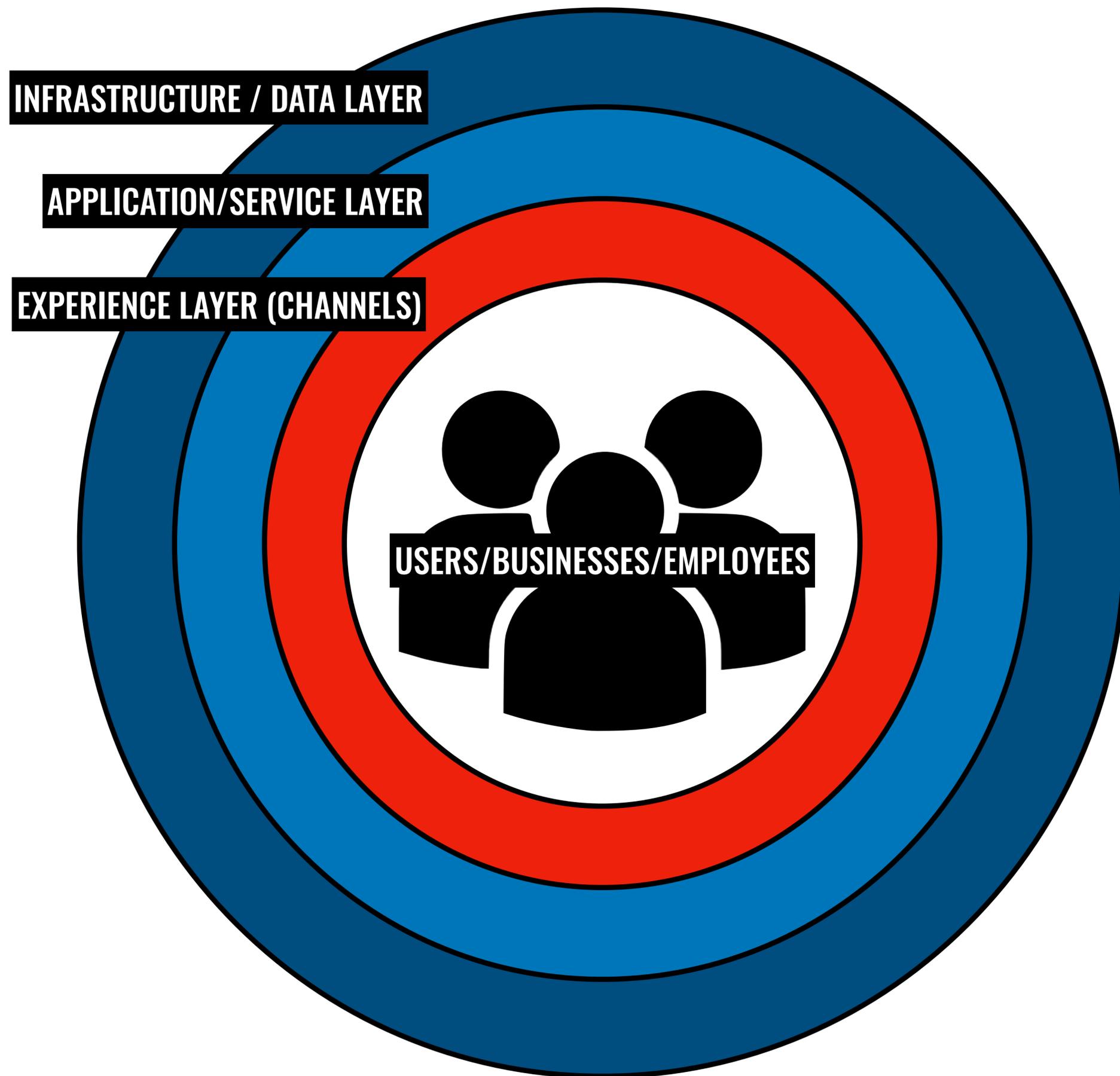
**OVERALL
GOVERNMENT
EXPERIENCE**



**OVERALL
GOVERNMENT
EXPERIENCE**



**OVERALL
USER
EXPERIENCE**



Bright Spots of Experience Innovation

PARENTS & FAMILIES

CITIZENS

BUSINESS OWNERS

Gov2Go

It can be hard to keep up with your civic duties—things like assessing, paying property taxes and renewing your tags. But it's easy when you get Gov2Go. Think of Gov2Go as your personal government assistant: It plans your tasks for the year and reminds you when something is due, so you won't miss a deadline. Now that's public service.



REMINDERS

Get email reminders for important government deadlines.



PERSONAL CALENDAR

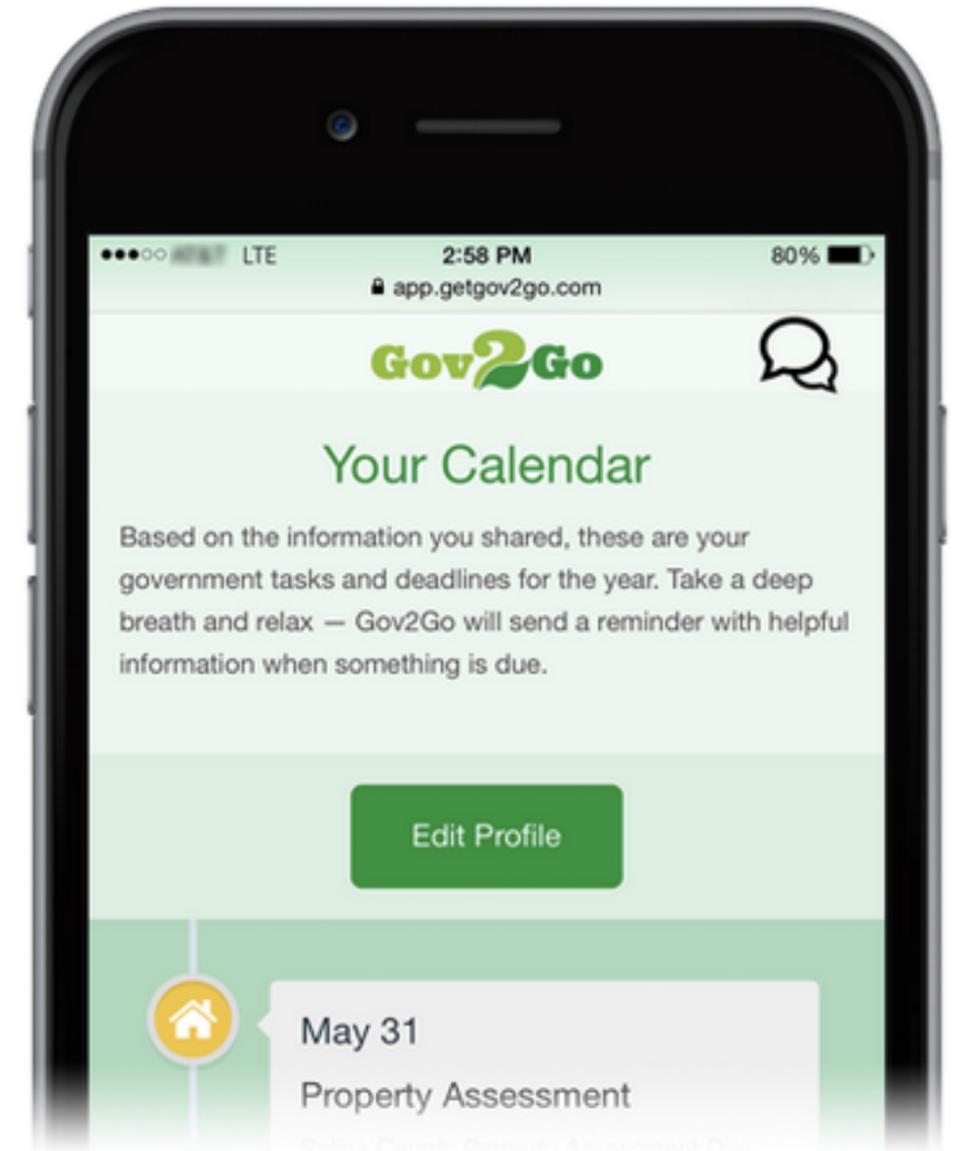
All your key government tasks for the year in one place.



ASK A QUESTION

Need help? Send a text message and get an answer.

Get Gov2Go



Personalized State Experiences - Gov2Go

Utah.Gov Enables Google Now Cards

Driver License Scheduler app sends appointment reminders and directions

Jul 5, 2016

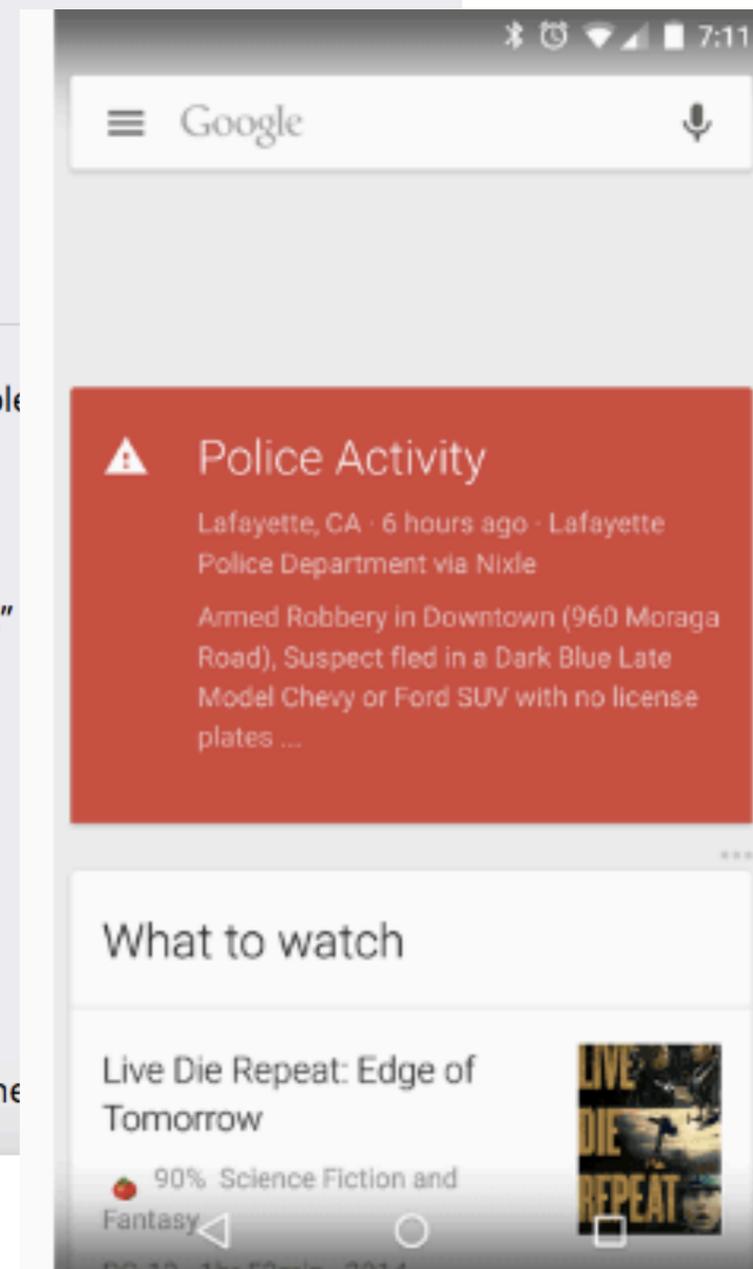
Imagine if you had a personal assistant that could remind you of an important appointment and help you get there as quickly as possible. There is no need to imagine. The Department of Public Safety and the Department of Technology Services announced the implementation of new technology in appointment reminders that will do just that.

"It's very simple," said Marissa Villaseñor, Director of Public Relations, Utah Department of Public Safety. "It makes renewing a driver license appointment very easy to remember; it will automatically remind you of your appointment and help you with driving directions."

In order to enable a more seamless interaction with online services, Utah.Gov has enabled Google Now cards to be included in appointment notification emails from the Driver License Division.

Utahns can use the online Driver License Scheduler app to schedule an appointment when applying for a license, a learner permit, and many other services. Appointment emails are programmed to automatically add the scheduled appointment to the user's Google Calendar and to activate Google Now reminder cards, alerting the individual before the appointment with maps and directions. Individuals will receive reminders from the user's calendar on Android phones and from the Google app on iOS devices.

"We added coding to the messages that tells the Google Now application when and where the appointment will be," said Mike Hussey, "many Utahns are already using." The structured markup included in the automatically assist the user by adding appointments to Google Calendars.



Predictive Information Delivery Through Google Now



pocketgov denver

Making city living a whole lot easier – Get information about your property, neighborhood, government and upcoming events.

[Report a Problem](#)[Ask a Question](#)**SCHEDULES**

Street Sweeping Alerts

Running from April through November, street sweeping trucks will be making their way

FEATURE

DMV Renewals

Save a trip and renew your vehicle registration online in 5 easy steps.

[Go to DMV Renewals](#)**FEATURE**

My Neighborhood

Explore upcoming special events near you, like farmer's markets and parades, and find the closest B-Cycle to get you there!

[Go to My Neighborhood](#)

Personalized Mobile Government Experience



Smart Louisville

Manage your connection with Louisville, Ky using Smart Louisville Applets that empower your daily data-driven life. An official digital service by Louisville Metro Government.

Sign up for a free account to get started.

Connect



Customizable Government Experience - IFTTT

Philips Hue bulb when the Mayor



Post to Facebook when a new episode of Mayor Greg Fischer's



Active a new scene when a new episode of Mayor Greg Fischer's

Voice Initiated Services



CITY OF
ALBUQUERQUE



Translate Our Site

Select Language

Search

Search

Services ▾ One ABQ ABQ To Do Explore ▾ Jobs ▾ Get Around ▾ Business ▾ Community ▾ Transparency ▾ Departments A - Z

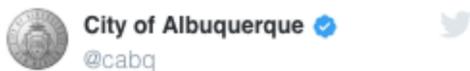
Home / Alexa

Navigation

> [Albuquerque 311 Skill for Alexa: Feedback Form](#)

Latest from Twitter

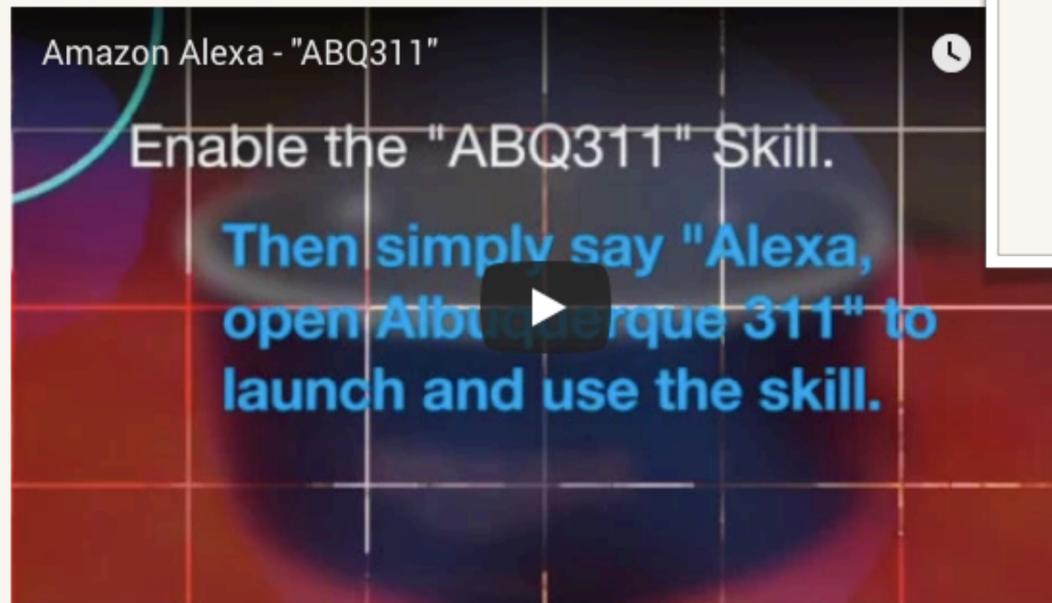
Tweets by @cabq



Join us for the Harvest Festival at Casa San Ysidro this weekend! Enjoy a variety of activities, music, and heritage craft demonstrations from traditional artists all across New Mexico at this awesome #free event! Details at

Alexa Information

Learn about the new Albuquerque 311 Skill for Amazon Alexa.



About the Albuquerque 311 Skill

Service Requests

In addition to answering frequently-asked questions, the Albuquerque 311 skill also allows residents to report the following issues or request the following services:

- Abandoned Vehicles
- Missed Trash or Recycling Pickup
- Request Large Item Pickup
- Report Weed and Litter Violations
- Report Graffiti
- Look up the status of an existing 311 Ticket

the Albuquerque 311 Skill on Alexa? Do you have suggestions for this service? Let us know.

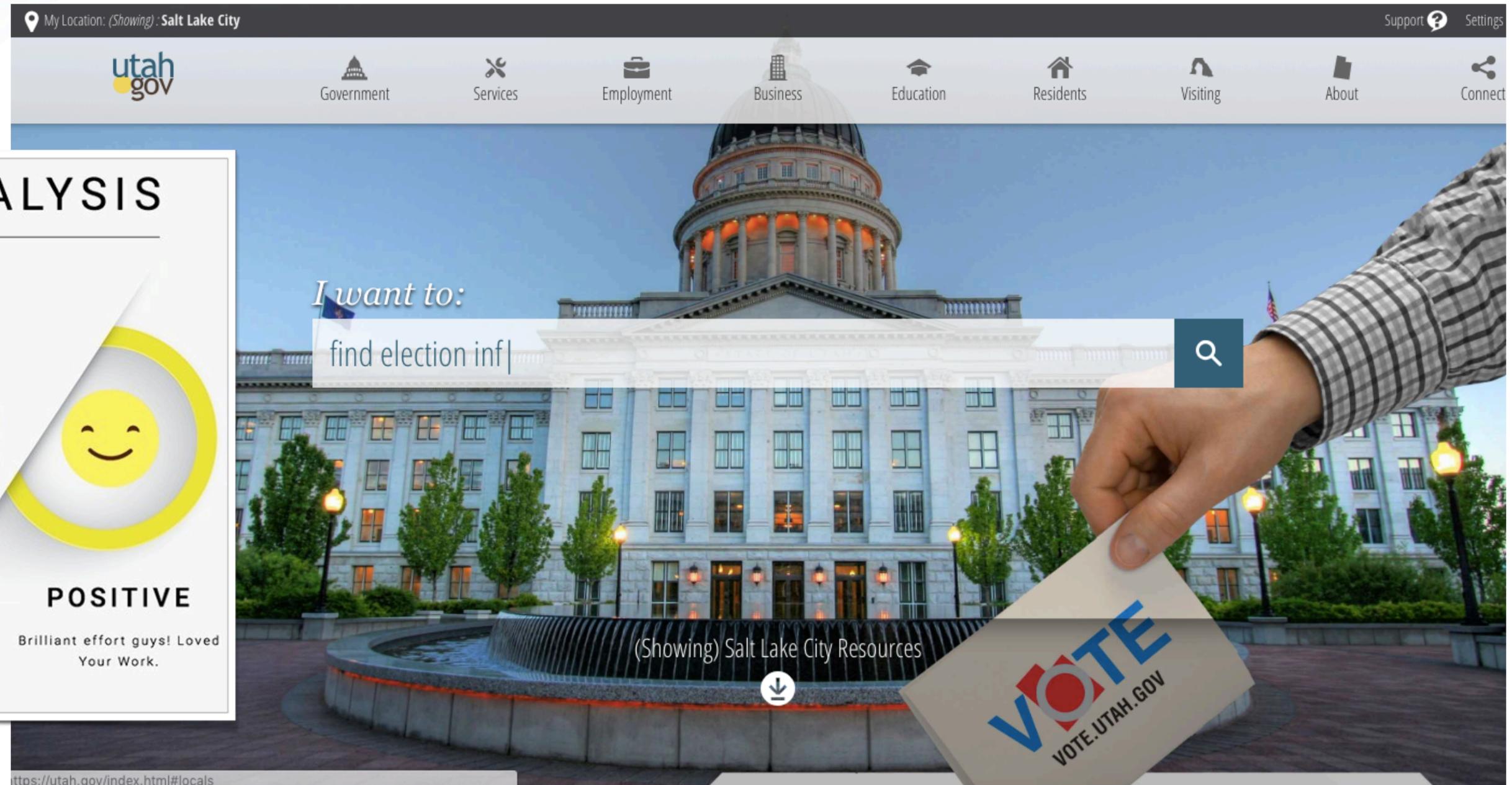
Submit feedback

Albuquerque Voice Service REquests

The Rise of Emotional Context

SENTIMENT ANALYSIS

		
NEGATIVE	NEUTRAL	POSITIVE
Totally dissatisfied with the service. Worst customer care ever.	Good Job but I will expect a lot more in future.	Brilliant effort guys! Loved Your Work.



My Location: (Showing) : Salt Lake City

Support Settings

utah gov

Government Services Employment Business Education Residents Visiting About Connect

I want to:
find election inf|

(Showing) Salt Lake City Resources

VOTE VOTE.UTAH.GOV

https://utah.gov/index.html#locals

Sentiment Analysis Meets Citizen Comments

The Standardization of Experience

The screenshot shows the Maryland.gov website interface. At the top left is the Maryland.gov logo with a hamburger menu icon. To the right are links for 'State Employees', 'Support & Chat', and 'My Maryla'. Below the logo is a search bar with the text 'Search services, agencies and more...' and a microphone icon. A horizontal navigation menu includes 'Online Services', 'Jobs', 'Residents', 'Business', 'Government', 'Education', and 'Visitors'. On the right side, there is a profile card for Larry Hogan, Governor, and Boyd Rutherford, Lt. Governor. The main content area features a large image of a lake with autumn foliage and a boat. A smaller inset image shows a smartphone displaying the 'Maryland BUSINESS EXPRESS Workforce Development' website, with the text 'Maryland WORKFORCE EXPRESSWAY' visible at the bottom. A large text overlay on the right side of the screenshot reads: 'Hogan Administration Announces New Maryland Workforce Expressway Website'.

Maryland Enterprise Widget Framework (EWF)

BUSINESS

Miami-Dade chosen for AT&T's first Smart Cities Operation Center



BY NANCY DAHLBERG
ndahlberg@miamiherald.com



January 10, 2017 10:00 AM
Updated January 10, 2017 11:00 AM



Miami-Dade County is the first municipality to launch an AT&T Smart Cities Operation Center. The pilot program aims to give governments visibility into their communities' conditions from one location and in near-real time.



In Miami-Dade, AT&T is working to apply solutions that address intelligent lighting and smart transportation as part of its Smart Cities initiative. In collaboration with its alliance member Hitachi, AT&T will be deploying public safety solutions, including:

- Remote monitoring and more efficient operations solutions for police and public safety officials.
- Upgrades to the county's existing lighting infrastructure with smart LED lighting.



[Home](#) ▶ [Strategy](#)

Smarter Illinois

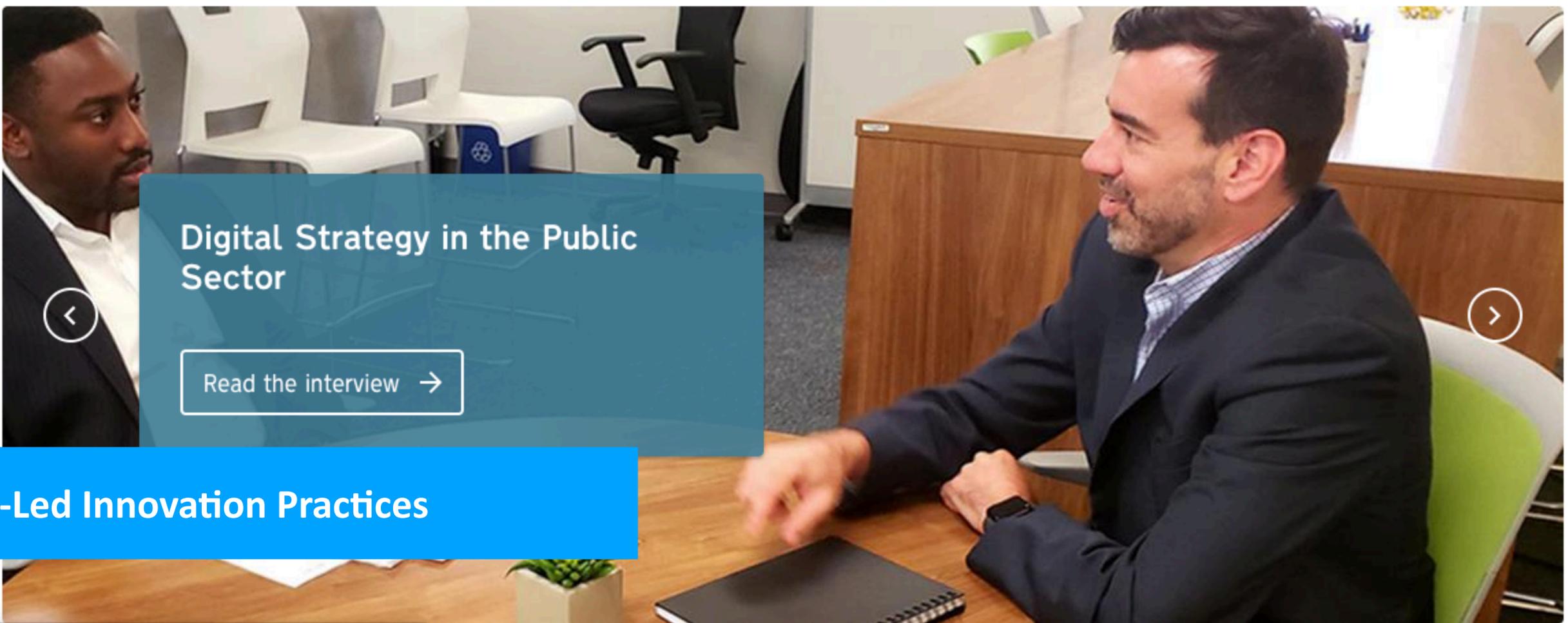


STRATEGY

- Cybersecurity
- Enterprise Strategies
- Going Mobile in Illinois
- Illinois ACTS (ERP Program)
- Illinois FIRST IT Strategy
- Smarter Illinois**
- State Data Practice
- Transformation

Smarter State Initiatives - Smarter Illinois

Innovation Center



Digital Strategy in the Public Sector

[Read the interview](#) →

State-Led Innovation Practices

Donate to Hurricane Recovery

Uber will give you a free ride to jury duty in one US county

by Jon Fingas | @jonfingas | July 2nd 2015 At 5:14pm



Offline Experience Design - Uber for Jury Duty



Automated Court Kiosks



Administrative
Office of the Courts

Office of State Court **Collections Enforcement**

What Does The Future Hold?

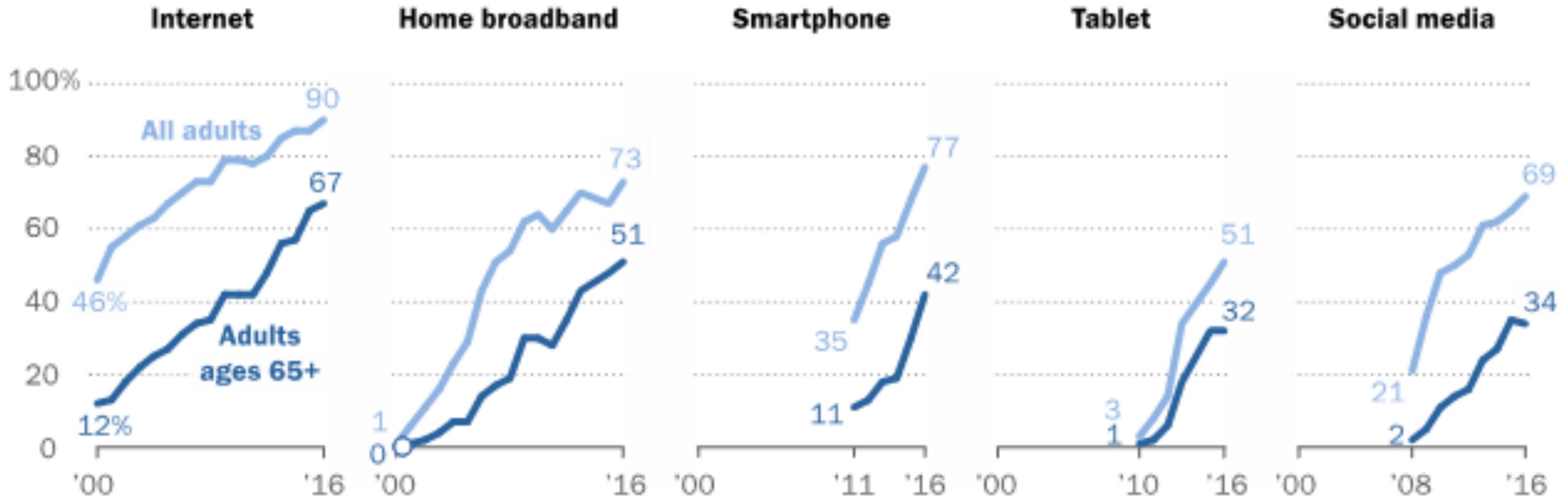
The Future of Public Sector User Experience Key Trends

- Behavior Change
- Rise of Third Party Experiences
- New Technologies
- Evolving Experience

Behavior Changes

Smartphone adoption among seniors has nearly quadrupled in the last five years

% of U.S. adults who say they have or use the following



Source: Survey conducted Sept. 29-Nov. 6, 2016. Trend data are from previous Pew Research Center surveys.

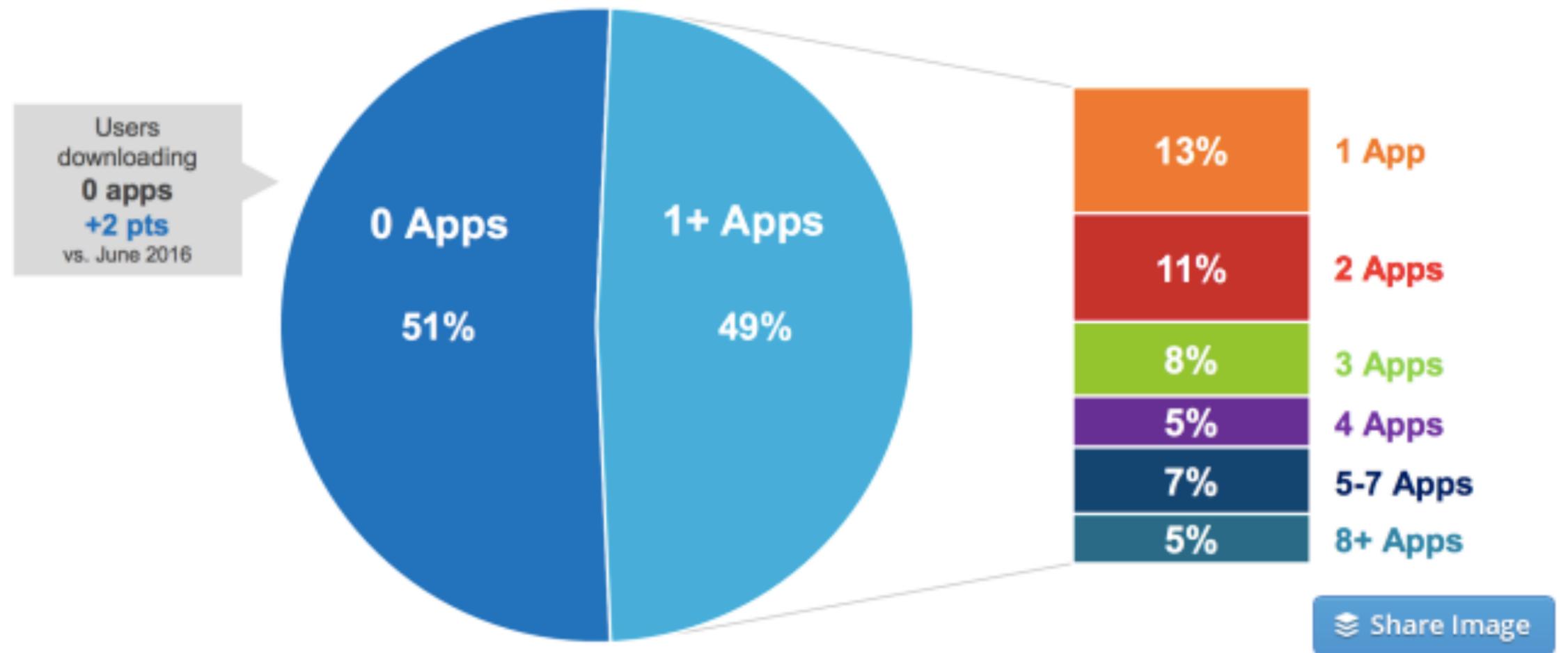
"Tech Adoption Climbs Among Older Adults"

PEW RESEARCH CENTER

Changing User Behavior

Smartphone Users' Number of App Downloads Per Month

Source: comScore MobiLens, U.S., Age 13+, 3 Month Average Ending June 2017



Location services pose huge security risks

Posted 8/26/2010 8:31 PM | Comment | Recommend



CyberSpeak
Kim Komando

Sylvia was dining out with a friend. The restaurant manager interrupted her dinner to tell her she had a phone call. It was from a complete stranger who tracked her only because he had described her to the manager.

Louise was at a bar with colleagues. A man she knew from a photo on a threat

2010

E-mail |

Print | RSS

Home > How-To > Smartphones > How to turn off location-tracking on a Google Android phone

How to turn off location-tracking on a Google Android phone

Smartphones, and those running Google's Android are no exception, offer many location-based services that utilise the location of your handset, determined by GPS satellites, during web searches and other net-based activities to ensure the results are more tailored to the user.

By Carrie-Ann Skinner | 05 May 11



▼ TRENDING

New Nexus 5X UK release date, price & spec rumours: Due 29 September

Nexus 6P 2015 UK release date, price & spec rumours: Due 29 September

Apple Car rumours: What on Earth is an iCar?

Brother ADS 2100 review

Why Custom CRM Matters To Your Business
In association with FileMaker

2011

Smartphones, and those running Google's Android are no exception, offer many location-based services that utilise the location of your handset, determined by GPS satellites, during

We use cookies to provide you with a better experience. If you continue to use this site, we'll assume you're happy with this. Alternatively, click here to find out how to manage these cookies

CNET > Software > Operating Systems > Privacy concerns dog location-based services

Privacy concerns dog location-based services

Facebook Places and other services that let you post your current location may share info with third parties who can track you in the real world.

Operating Systems
November 13, 2010
1:30 PM PST



by Dennis O'Reilly



It sounds like a sweet deal: report your location to a social network and get a coupon for discounts and prizes. The price? The possibility that advertisers and other third parties will know where you are and where you've been.

A recent survey by the Pew Center's Internet & American Life Project found that only 4 percent of Internet users have adopted location-based services, as Cecilia Kang reports on The Washington Post's **Post Tech blog**. That survey was conducted in August and September, before Facebook and Yelp joined Foursquare and Gowalla in offering coupons to users who check in when they visit participating establishments, which may include Starbucks, McDonald's, and other popular chains.

(Lisa Barone describes the companies' plans on the **Small Business Trends** blog.)

The crux of the matter for privacy advocates is that when people check in to businesses participating in social networks' coupon programs, they're trading a little of their privacy for the chance to save money. As the Electronic Privacy Information Center (EPIC) **reports**, third parties may have access to users' location history without the users' explicit consent.

For example, Facebook application developers are able to store their own check-in data in the Facebook Places database and retrieve information from the database. But Facebook is far from the only source of "leakage" for this location data.

EPIC cites an AT&T research paper (**PDF**) that found some kind of private data leaked to third parties in all 20 of the mobile online social networks studied. The services examined include Facebook, MySpace, Twitter, Flickr, Foursquare, Yelp, and Loopt. While these services may have robust privacy policies, the advertisers and developers they deal with may be less secure.

As Frederic Lardinois reported last February on the **ReadWriteWeb**, a site named PleaseRobMe

2010

Personalized Experiences

Rise of API Discovery

The screenshot shows the Engadget website interface. At the top, the Engadget logo is on the left, and a 'Login' link is on the right. A dark navigation bar contains links for Gear, Gaming, Entertainment, Tomorrow, Video, Reviews, Find a Product, Events, and Buyer's Guide. Social media icons for Facebook, Twitter, and YouTube are also present. The main content area features a 'Latest in Gear' section with a post about Facebook testing a temporary unfollow option. Below this is a post about the Wirecutter's best deals on the Harmony Elite and Google Home bundle. The central article is titled 'Alexa will recommend third-party skills for things it can't do' by Rob LeFebvre, published on 09.05.17. The article includes a sub-headline 'The feature is limited for now but should get better over time.' and a large image of an Amazon Echo device. To the right of the article is a 'Sponsored Links by Taboola' section with two ads: 'Check If You're Pre-Qualified For A Citi Card' and 'Why Is Quicken Loans Urging Americans To Switch To A 15-Year Fixed?'.

engadget Login

Gear Gaming Entertainment Tomorrow Video Reviews Find a Product Events Buyer's Guide f t YouTube Q

Latest in Gear

 Facebook is testing a temporary unfollow option for your News Feed
15m ago

 The Wirecutter's best deals: Harmony Elite and Google Home bundle is now \$280
28m ago

 **Alexa will recommend third-party skills for things it can't do**
The feature is limited for now but should get better over time.

 Rob LeFebvre, @roblef
09.05.17 in Home | 2 Comments | 208 Shares f t YouTube

Sponsored Links by Taboola

 Check If You're Pre-Qualified For A Citi Card
Citi

 Why Is Quicken Loans Urging Americans To Switch To A 15-Year Fixed?

Predictive Delivery



Personalized Information Delivery

The screenshot shows the Arkansas.gov website with a navigation bar containing links for Government, Business, Jobs, Education, Residents, Visitors, and Services. Below this is a secondary navigation bar with categories: PARENTS & FAMILIES, CITIZENS, and BUSINESS OWNERS. The main content area features the Gov2Go logo and a descriptive paragraph: "It can be hard to keep up with your civic duties—things like assessing, paying property taxes and renewing your tags. But it's easy when you get Gov2Go. Think of Gov2Go as your personal government assistant: It plans your tasks for the year and reminds you when something is due, so you won't miss a deadline. Now that's public service." Three service icons are presented: a person icon for "REMINDERS" (Get email reminders for important government deadlines), a calendar icon for "PERSONAL CALENDAR" (All your key government tasks for the year in one place), and a question mark icon for "ASK A QUESTION" (Need help? Send a text message and get an answer.). At the bottom of this section is an email input field labeled "Enter Your Email Address" and a green "Get Gov2Go" button, with a "Learn More About Gov2Go" link below. To the right, a smartphone displays the Gov2Go mobile app interface, showing the "Your Calendar" screen with a notification for "May 31 Property Assessment" and an "Edit Profile" button.

Rise of Third-Party Experiences



EMPLOYEE

SIGN IN

x.ai is a personal assistant who
schedules meetings for you

Sign up for your free trial

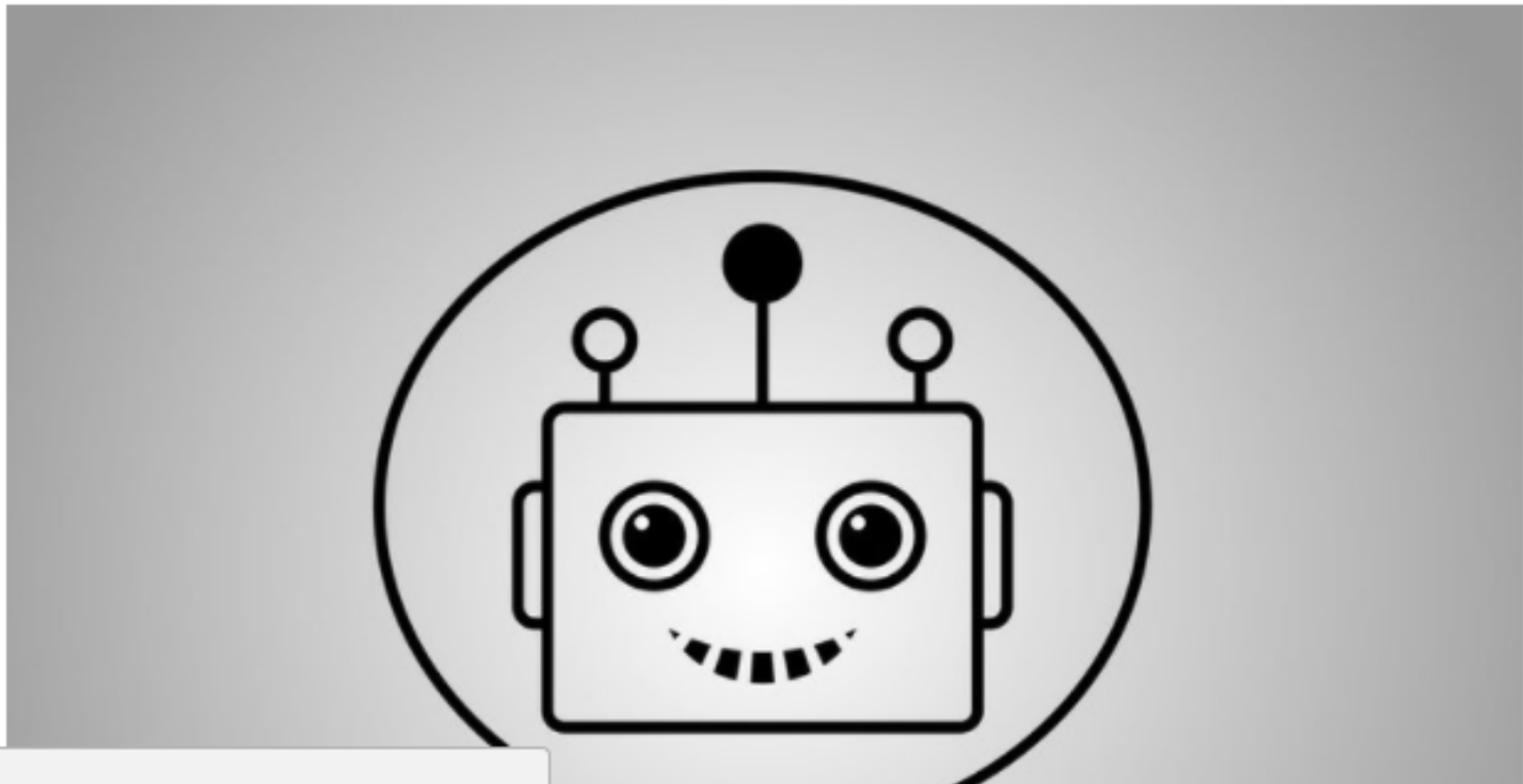
Enter your email [SIGN UP](#)

X.AI

Chatbots Debut in North Carolina, Allow IT Personnel to Focus on Strategic Tasks

If successful, the experiment could be expanded to several other areas within the state — and ultimately allow people to do more meaningful and valuable work.

BY JUSTINE BROWN / OCTOBER 12, 2016



CITIZEN



LOS ANGELES

LABAVN | Los Angeles Business Assistance Virtual Network

HOME SEARCH REGISTER LOGIN SUPPORT Chat with Chip (beta)

311

Chip - L.A.'s Virtual Assistant (Beta)

Hi you

Hi, I'm Chip. How may I assist you?

Chip

Hello, I am Chip.

Chip at 9:41:02 AM

Type your message...

Join BAVN to work with the City of Los Angeles and find unique opportunities for your business.

Register

Already registered? Login

Government-as-an-API

What can I help you with?



New Layers of Experience

yelp Real People. Real reviews.™

Search for (e.g. taco, cheap dinner, Max's)

Near (Address, Neighborhood, City, State or Zip)

Welcome About Me Write a Review **Find Reviews** Invite Friends Messaging Talk Events [Member Search](#)

Los Campadres Taco Truck > Health Inspections

Los Campadres Taco Truck

October 22, 2012 – Routine Inspection

Violations

Hands not clean/improperly washed/gloves improperly used
Food Contact surfaces not clean/sanitized
Improper hot/cold holding temperatures

Previous Inspections

Date	Inspection Type	Violations	Score
January 12, 2011	Routine	3	94
October 5, 2010	Follow Up	Violations Hands not clean/improperly washed/gloves improperly used Food Contact surfaces not clean/sanitized Improper hot/cold holding temperatures	
April 29, 2010	Routine		
September 30, 2009	Initial		

Health Score

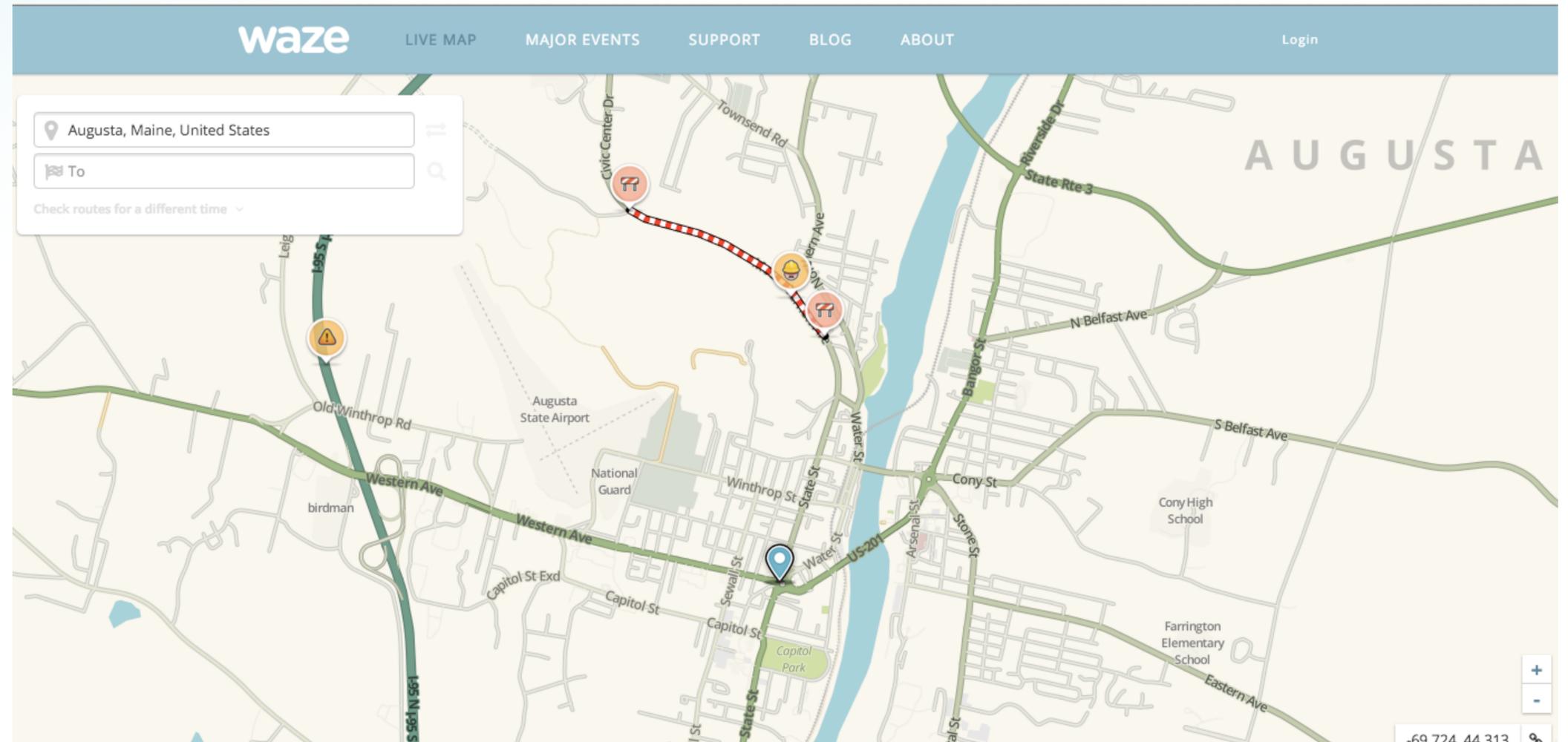
98

out of 100

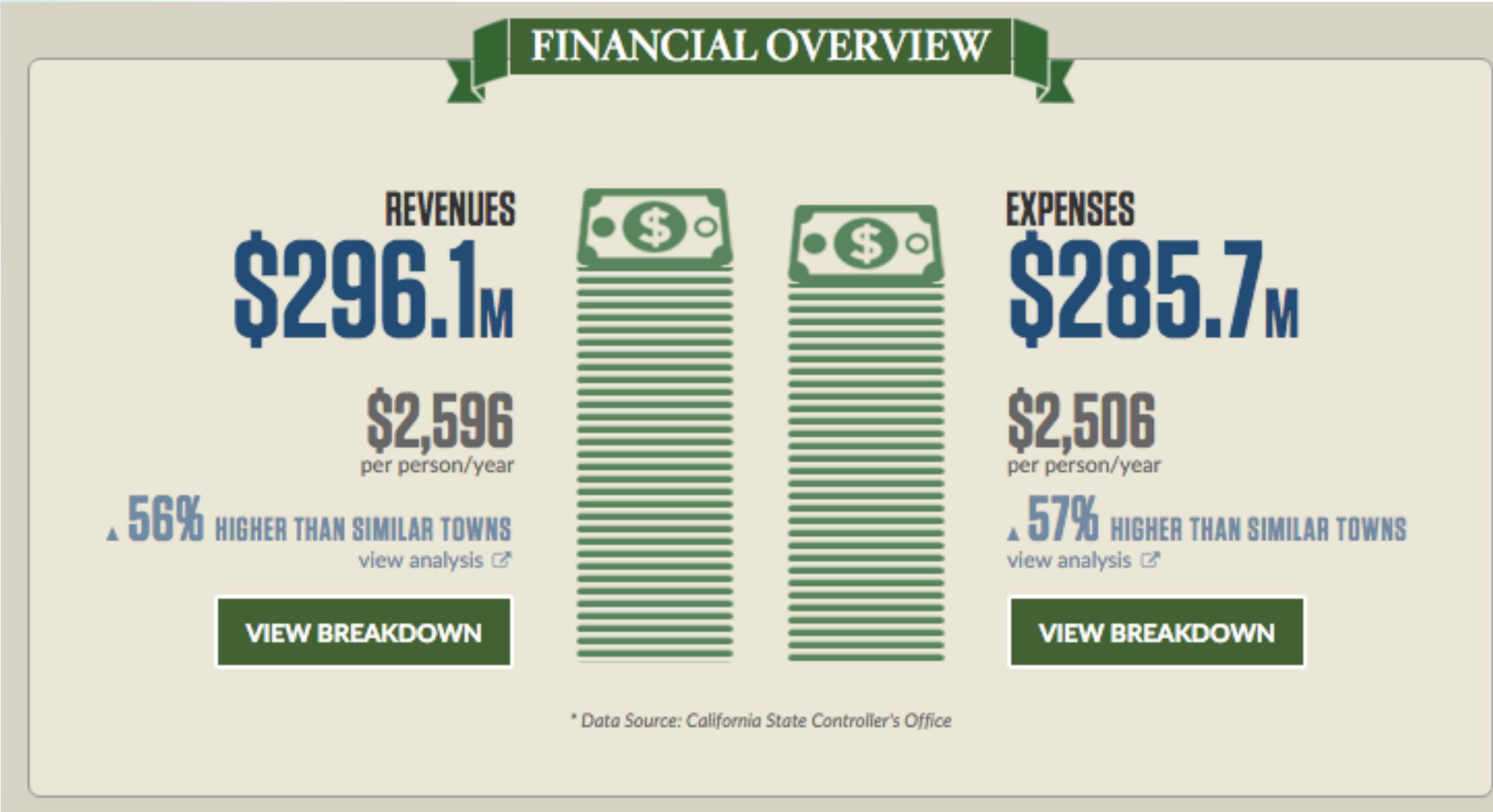
About Health Inspection Scores

We collect public inspection data directly from your city's health department. Due to the city health department's inspection schedule as well as the time it takes to pass that information on to us, it is possible that a business has corrected their previous violations before they are updated on Yelp. Please report any such inaccuracies to your city's Health Department.

New Experience Partnerships

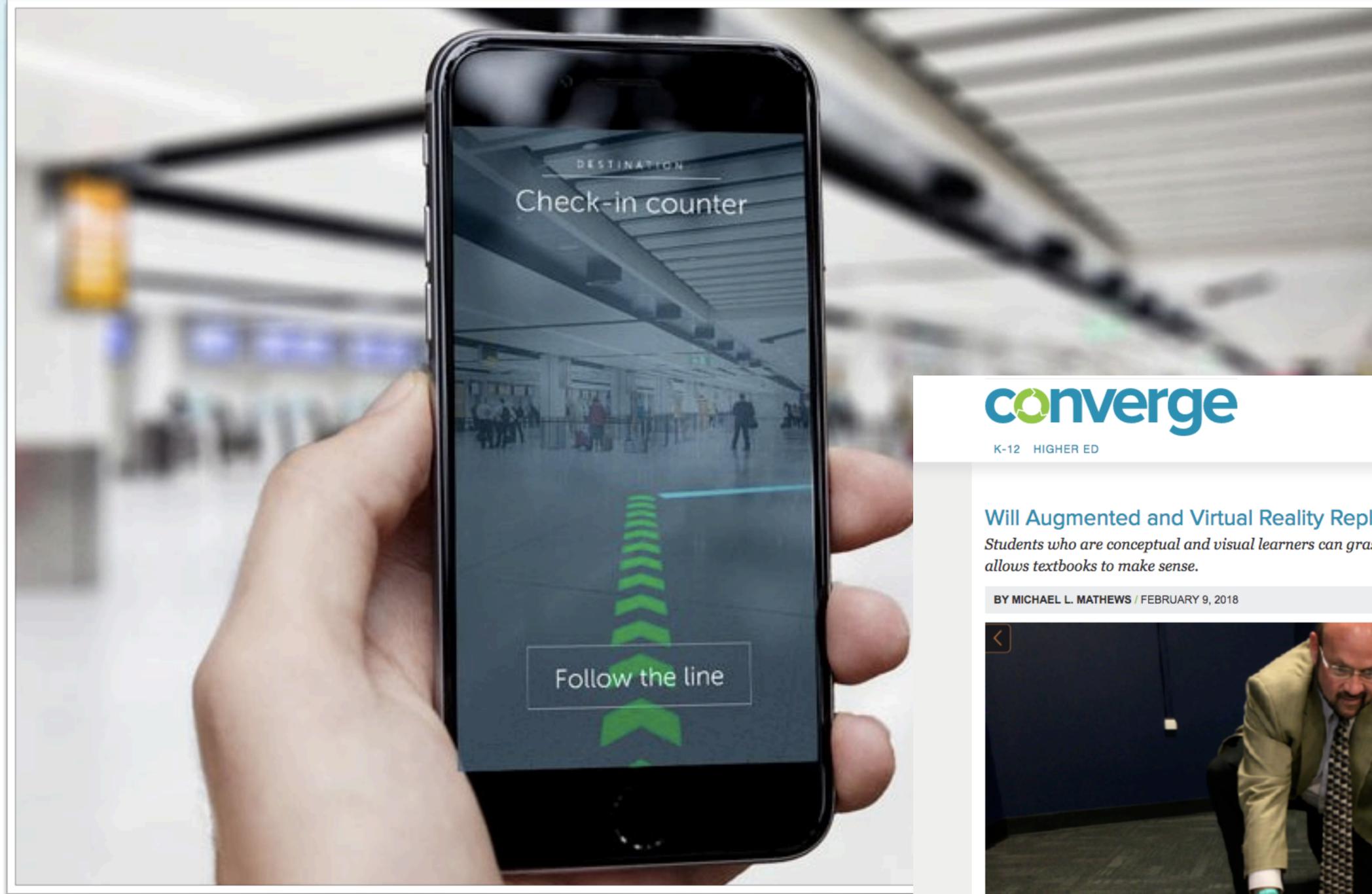


New Layers of Understanding



New Technologies

VR/ AR



converge

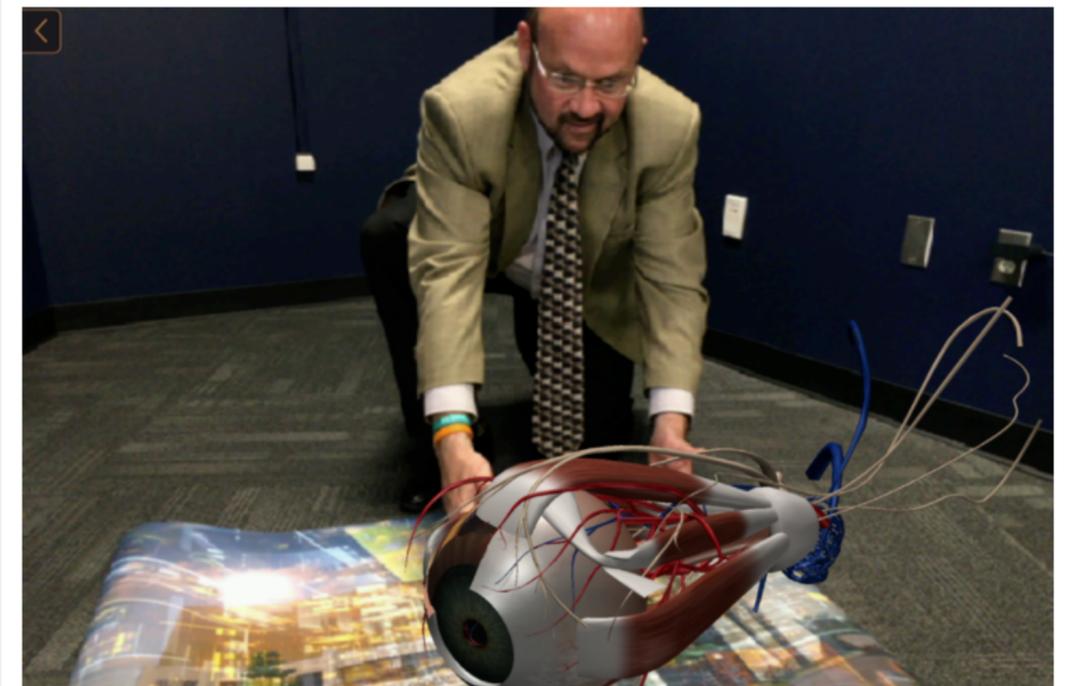
K-12 HIGHER ED

BLOG PAPERS EVENTS AWARDS

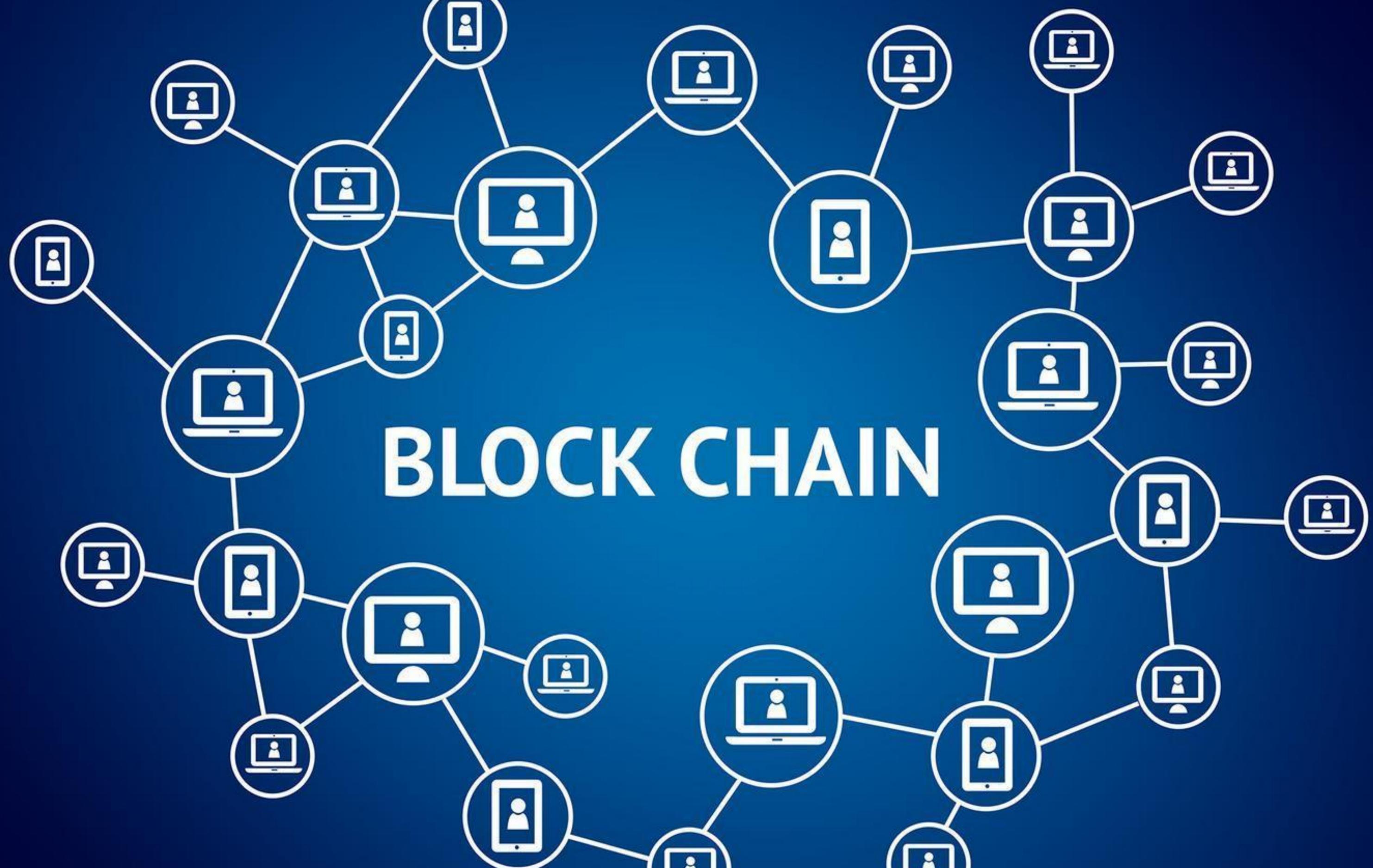
Will Augmented and Virtual Reality Replace Textbooks?

Students who are conceptual and visual learners can grasp concepts through AVR, which in turn allows textbooks to make sense.

BY MICHAEL L. MATHEWS / FEBRUARY 9, 2018



BLOCK CHAIN



AI Augmentation



KALW
LOCAL PUBLIC RADIO
91.7FM IN SAN FRANCISCO

Listen Live · KALW
Your Call

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Why San Francisco courtrooms are turning to computer algorithms for advice

By HOLLY MCDEDE • JAN 26, 2017

PROGRAM
Crosscurrents

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The Evolution of Experience

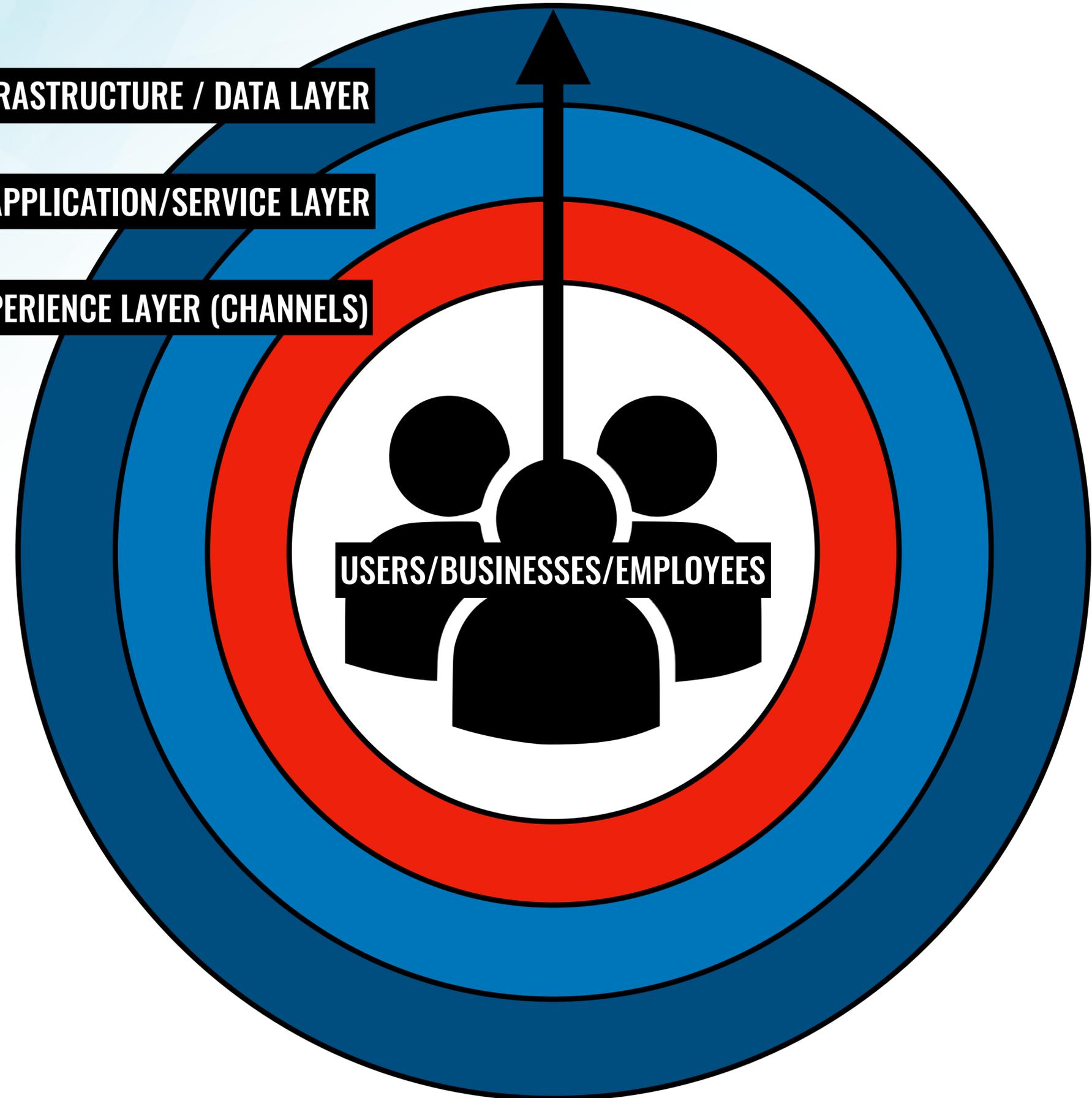
**OVERALL
USER
EXPERIENCE**

INFRASTRUCTURE / DATA LAYER

APPLICATION/SERVICE LAYER

EXPERIENCE LAYER (CHANNELS)

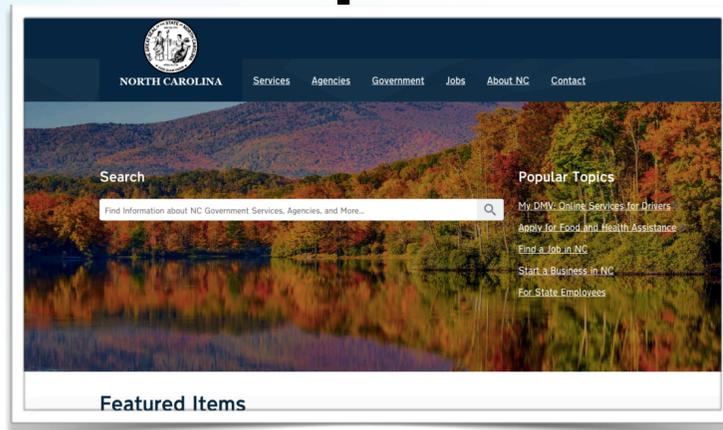
USERS/BUSINESSES/EMPLOYEES



The Future Government Experience

Experience: Government-Hosted

Channel: Government-Owned





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Find Information about NC Government Services, Agencies, and More...



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[Apply for Food and Health Assistance](#)

[Find a Job in NC](#)

[Start a Business in NC](#)

[For State Employees](#)

Donate to Hurricane Recovery

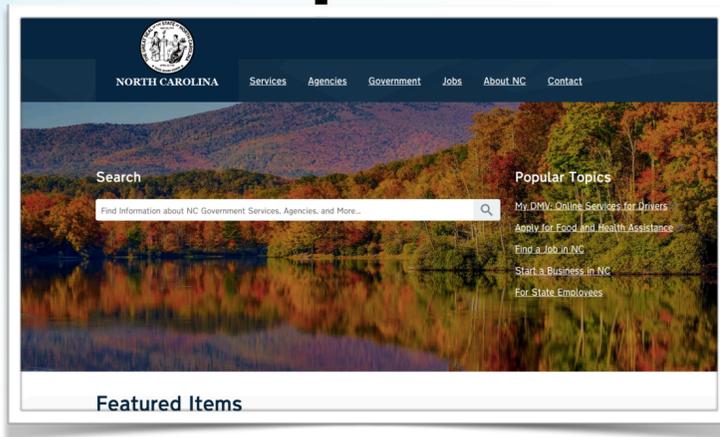
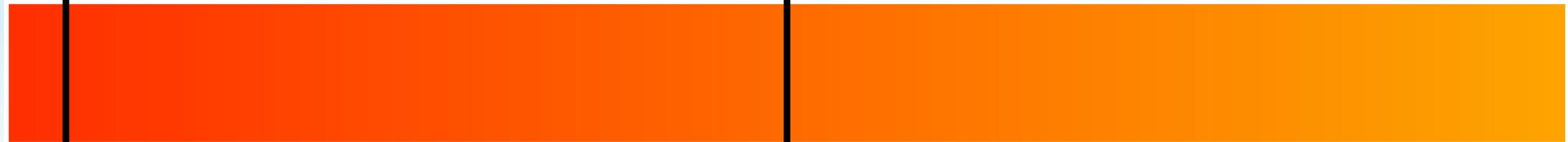
Featured Items

GOVERNMENT

The Future Government Experience

Experience: Government-Hosted
Channel: Government-Owned

Experience: Government-Hosted
Channel: Third-Party Owned





amazon

ARTIFICIAL INTELLIGENCE ON THE MAP

Our content visualization engine maps govtech.com coverage and current efforts around the country.



Chatbot, Ask Laura. She's a Real 'Game Changer'
AUGUST 20, 2017

Dominating Global AI Competition
AUGUST 15, 2017

Team Up on AI and Other Tech Projects
NOVEMBER 28, 2017

Who Has the Most Promise for Colorado?
AUGUST 17, 2017

Rise of the Government Chatbot

KANSAS CITY, MO; NORTH CHARLESTON, S.C.; LOS ANGELES, CA / AUGUST 4, 2017

'Community Connect' Platform Lets Cities Add 'Skills' to Amazon's Alexa

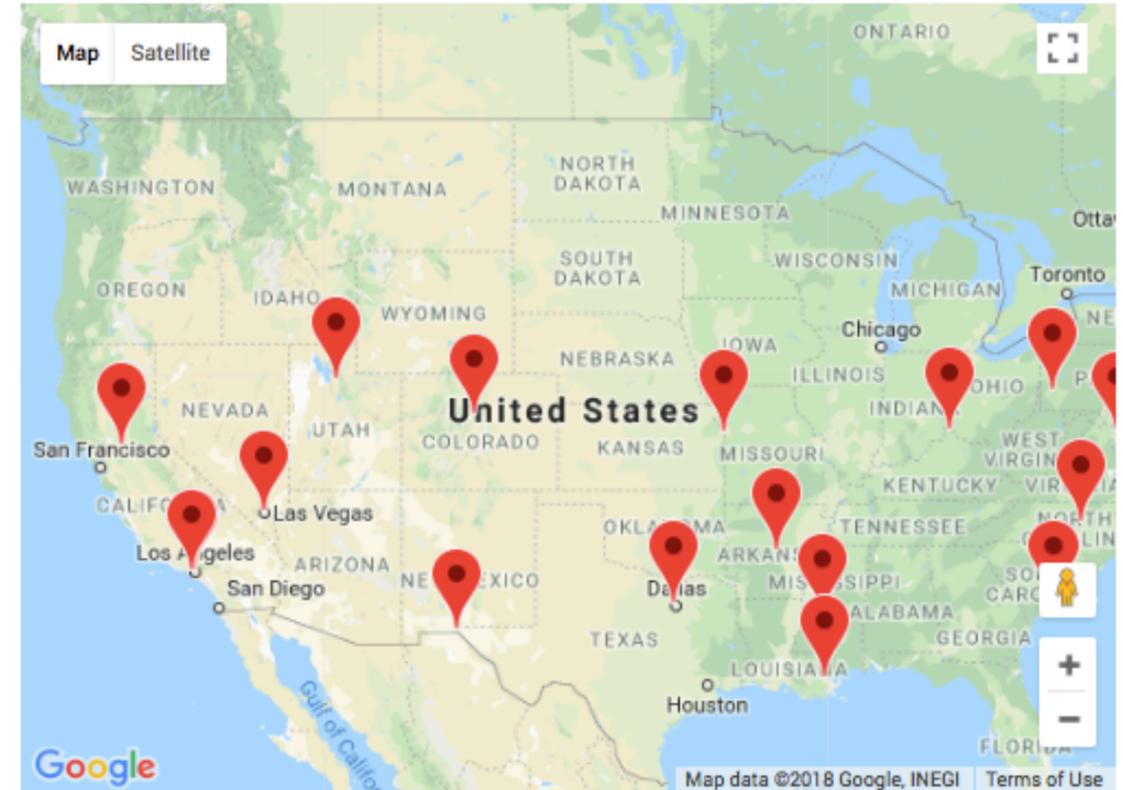
UNIVERSITY PARK, TX / JULY 28, 2017

Las Vegas to Pilot WayCare's Accident Prediction Artificial Intelligence Software

LAS VEGAS, NEVADA / JULY 10, 2017

Mississippi and Utah Double Down on Digital Assistants, Expand Their Skillsets

JACKSON, MS; SALT LAKE CITY, UT / JULY 6, 2017



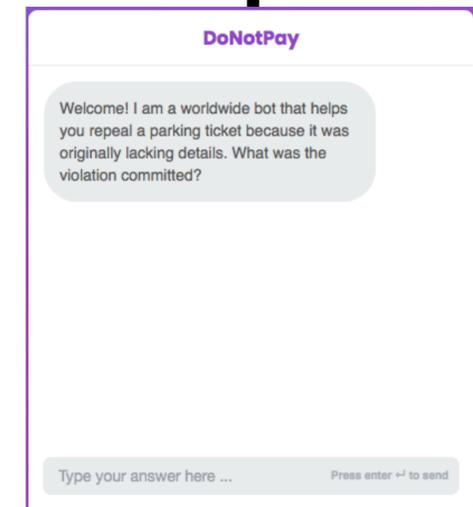
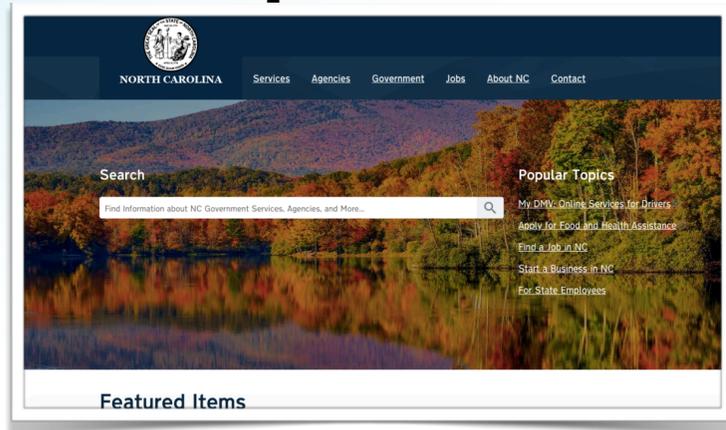
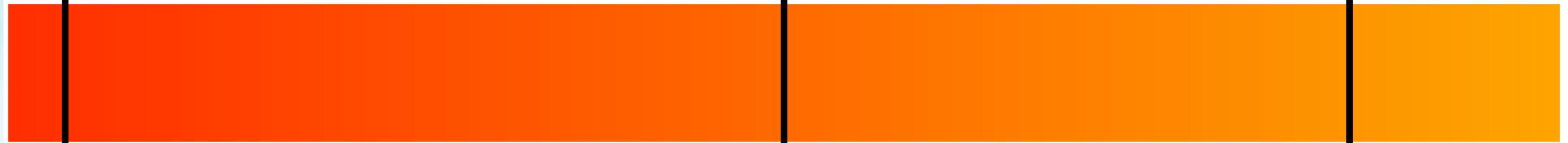
Link: <http://www.govtech.com/map/?t=artificial+intelligence>

The Future Government Experience

Experience: Government-Hosted
Channel: Government-Owned

Experience: Government-Hosted
Channel: Third-Party Owned

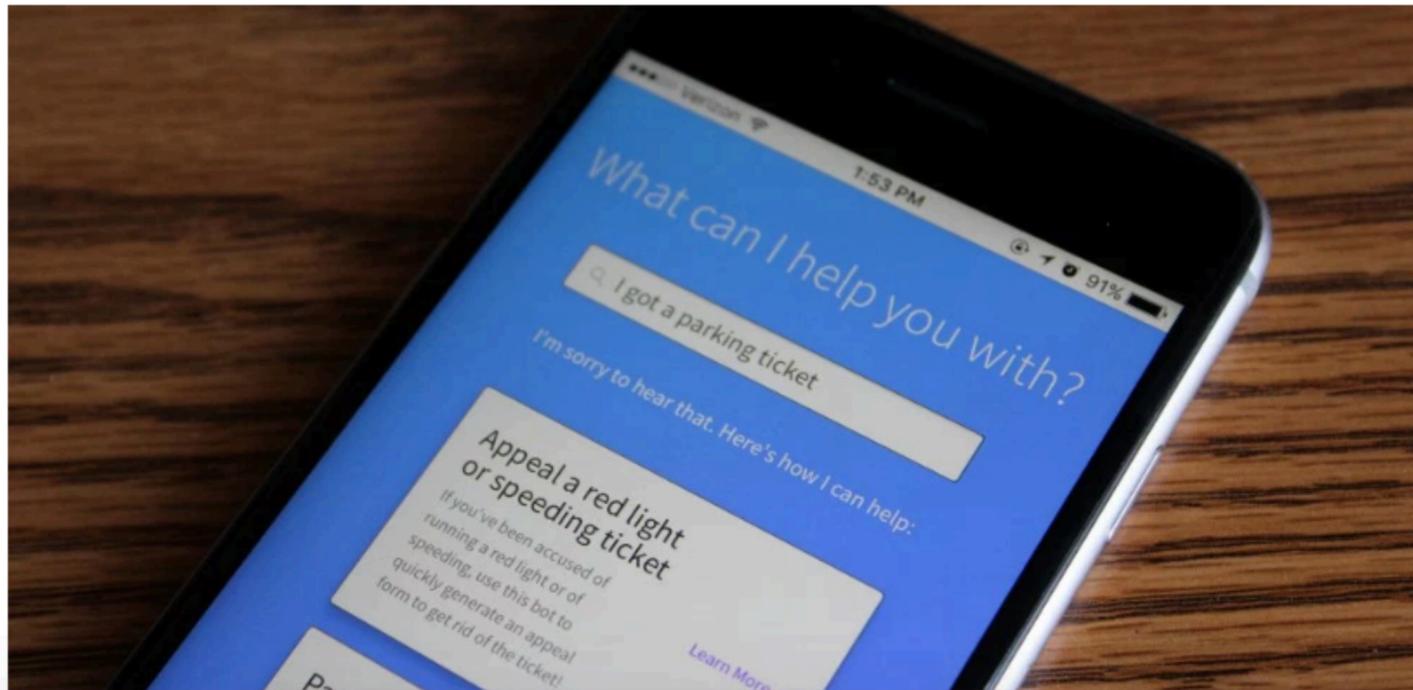
Experience: Third-Party Hosted
Channel: Third-Party Owned



DoNotPay launches 1,000 new bots to help you with your legal problems

John Mannes @johnmannes / Jul 12, 2017

Comment



DoNotPay

Welcome! I am a worldwide bot that helps you repeal a parking ticket because it was originally lacking details. What was the violation committed?

Type your answer here ...

Press enter ↵ to send



U.S. Post Office	
Standard	Expedited
6 weeks	2 – 3 weeks

RushMyPassport.com	
Standard	Expedited
10 – 12 days	24 Hrs

GET YOUR PASSPORT FAST

When you are in a hurry, you need **RushMyPassport.com**

We're the #1 most trusted U.S. Passport Service. We save you time and a trip to the passport office.

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Rush My US Passport in 3 Easy Steps!

- Choose Your Service**
 - New Passport
 - Child Passport
 - Name Change
 - Passport Pages
 - Passport Renewal
 - Lost Passport
 - Damaged Passport
 - Stolen Passport
 - Second Passport
- Applicant Information**
- Confirmation**

RushMyPassport.com is a private service that charges an additional fee to expedite your passport in 1-12 days.

FAST, EASY & SECURE

* Same Day Service

CUSTOMER TESTIMONIALS



HOW IT WORKS



In the future, government agencies must be able to support all three use-cases **simultaneously**.

GOVERNMENT INFRASTRUCTURE DATA LAYER

GOVERNMENT APPLICATIONS

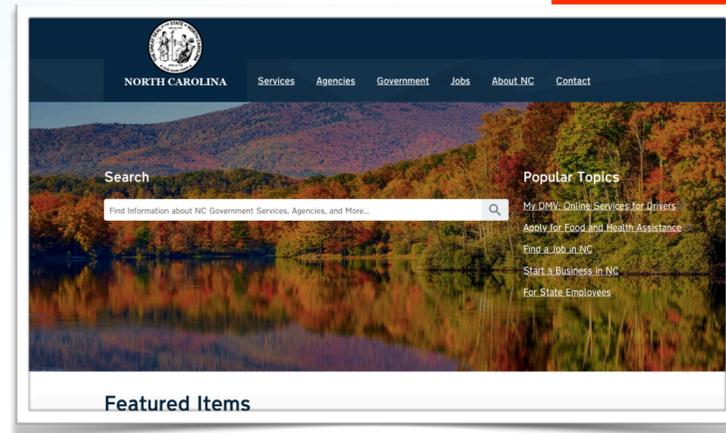
OFFLINE

GOVERNMENT SERVICE APIS

OFFLINE

GOVERNMENT EXPERIENCE

THIRD-PARTY EXPERIENCE

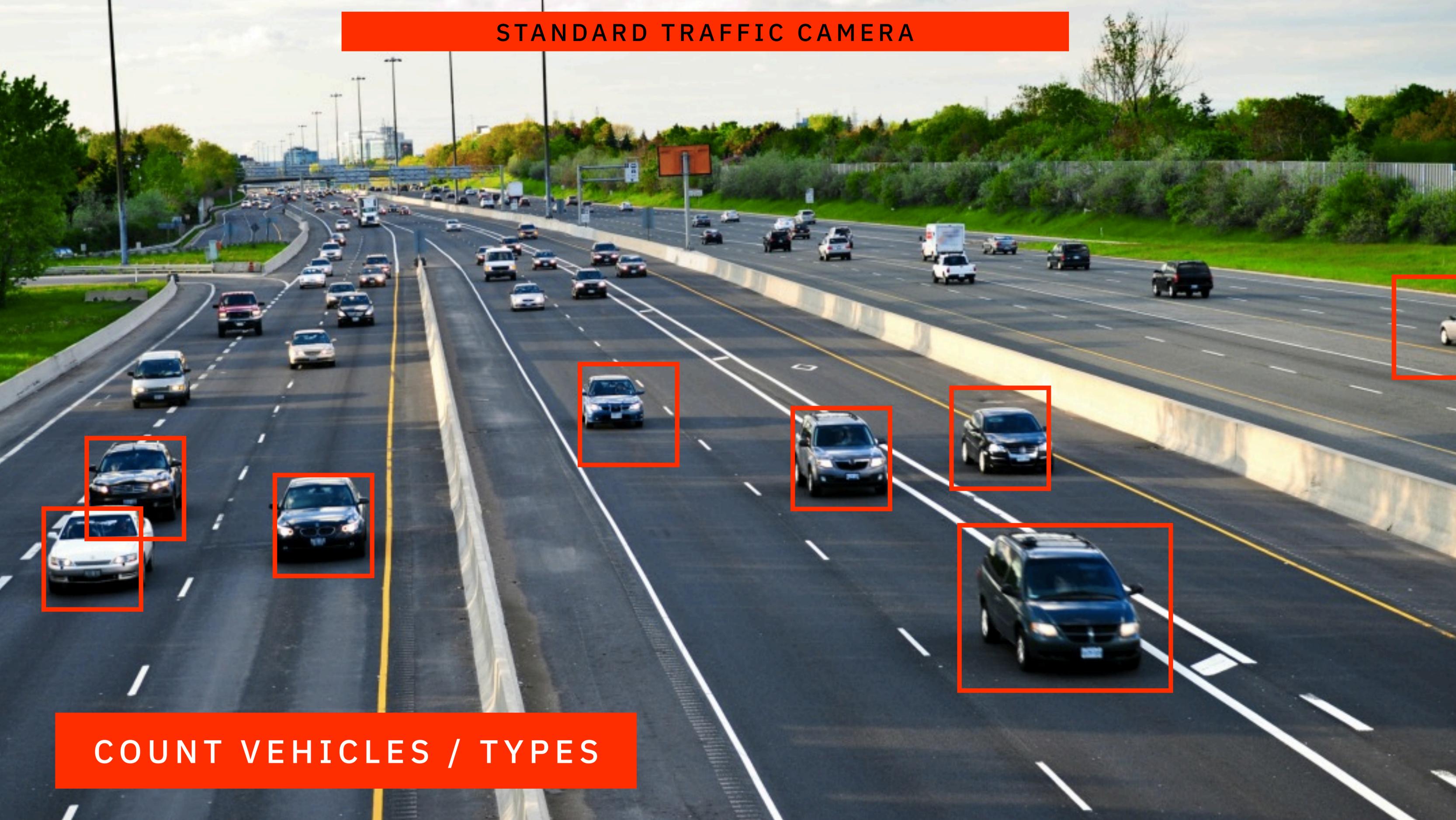


A Glimpse of the Future

STANDARD TRAFFIC CAMERA

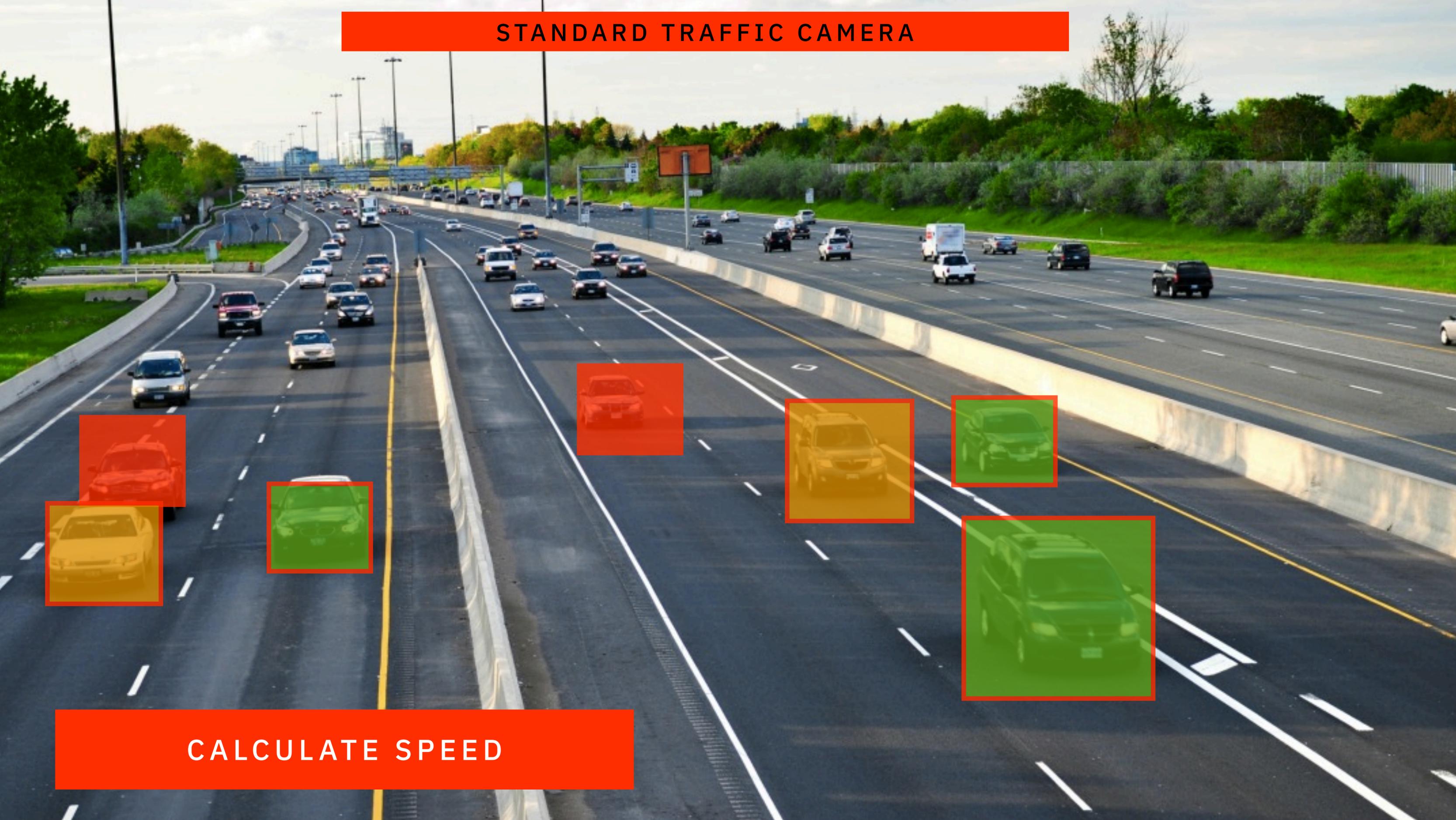


STANDARD TRAFFIC CAMERA



COUNT VEHICLES / TYPES

STANDARD TRAFFIC CAMERA



CALCULATE SPEED

STANDARD TRAFFIC CAMERA



ANALYSIS WEATHER PATTERNS

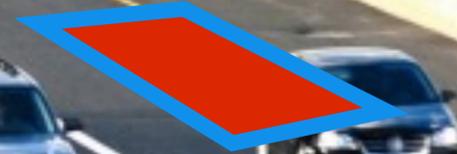
STANDARD TRAFFIC CAMERA

ANALYZE WEAR FROM ACCIDENTS



STANDARD TRAFFIC CAMERA

ANTICIPATE AND SCHEDULE
MAINTENANCE ON POTENTIAL ROAD
FAILURES (POT HOLES) BEFORE
THEY HAPPEN



FutureStructure



Cisco 2018
Annual Cybersec

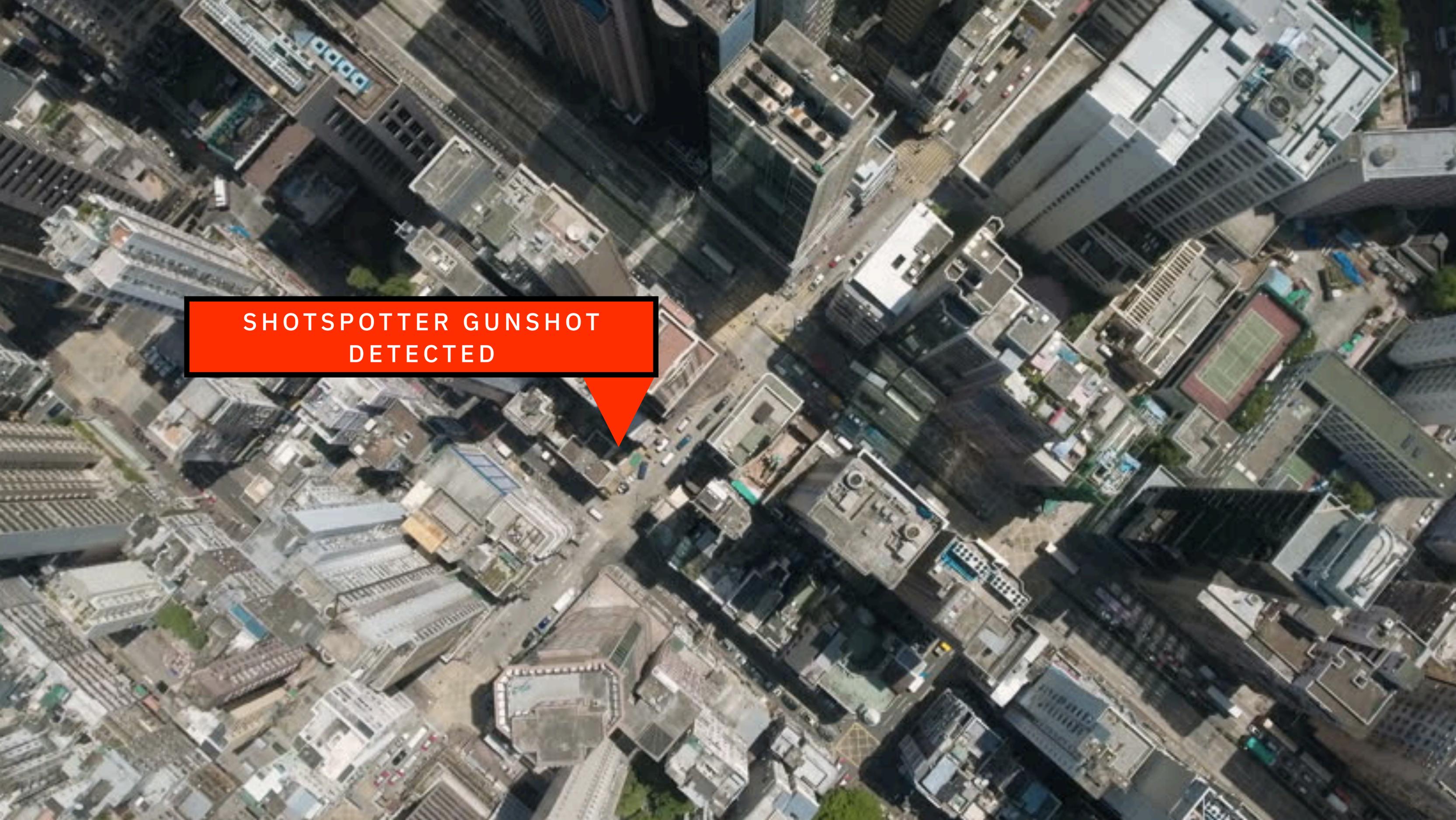
How Kansas City, Mo., Is Snuffing Out Potholes Before They Appear

Public works and IT officials use traffic and other data to predict where the next pothole will form — allowing it to repair or resurface 35 to 45 miles of streets per year versus the previous 20 to 25 miles.

BY SKIP DESCANT / AUGUST 2, 2017





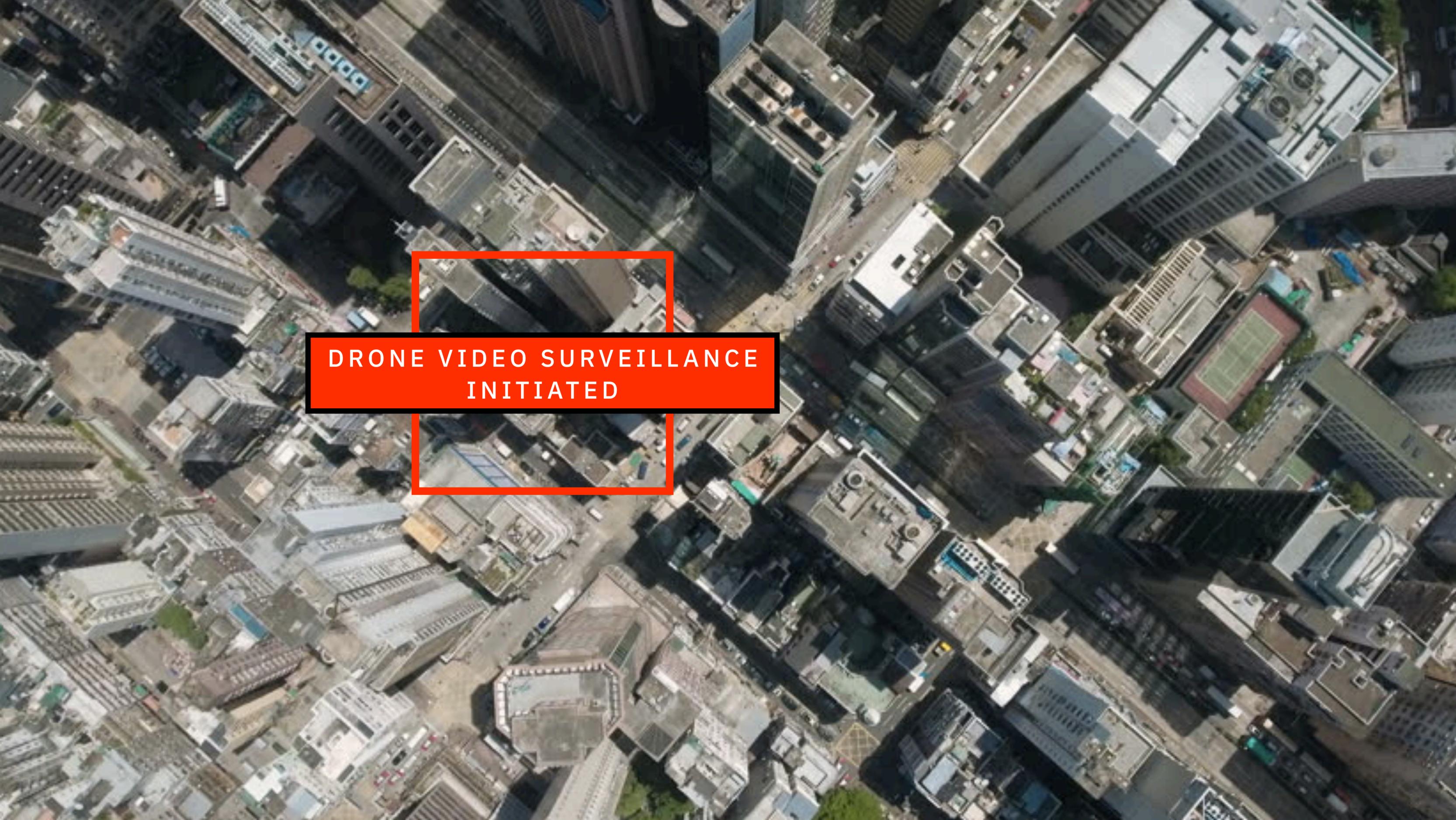
An aerial, top-down view of a dense urban area with numerous high-rise buildings and streets. A red callout box with a black border is positioned in the center-left, containing the text "SHOTSPOTTER GUNSHOT DETECTED". A red triangle points downwards from the bottom center of the box towards a specific street intersection in the city below.

SHOTSPOTTER GUNSHOT
DETECTED

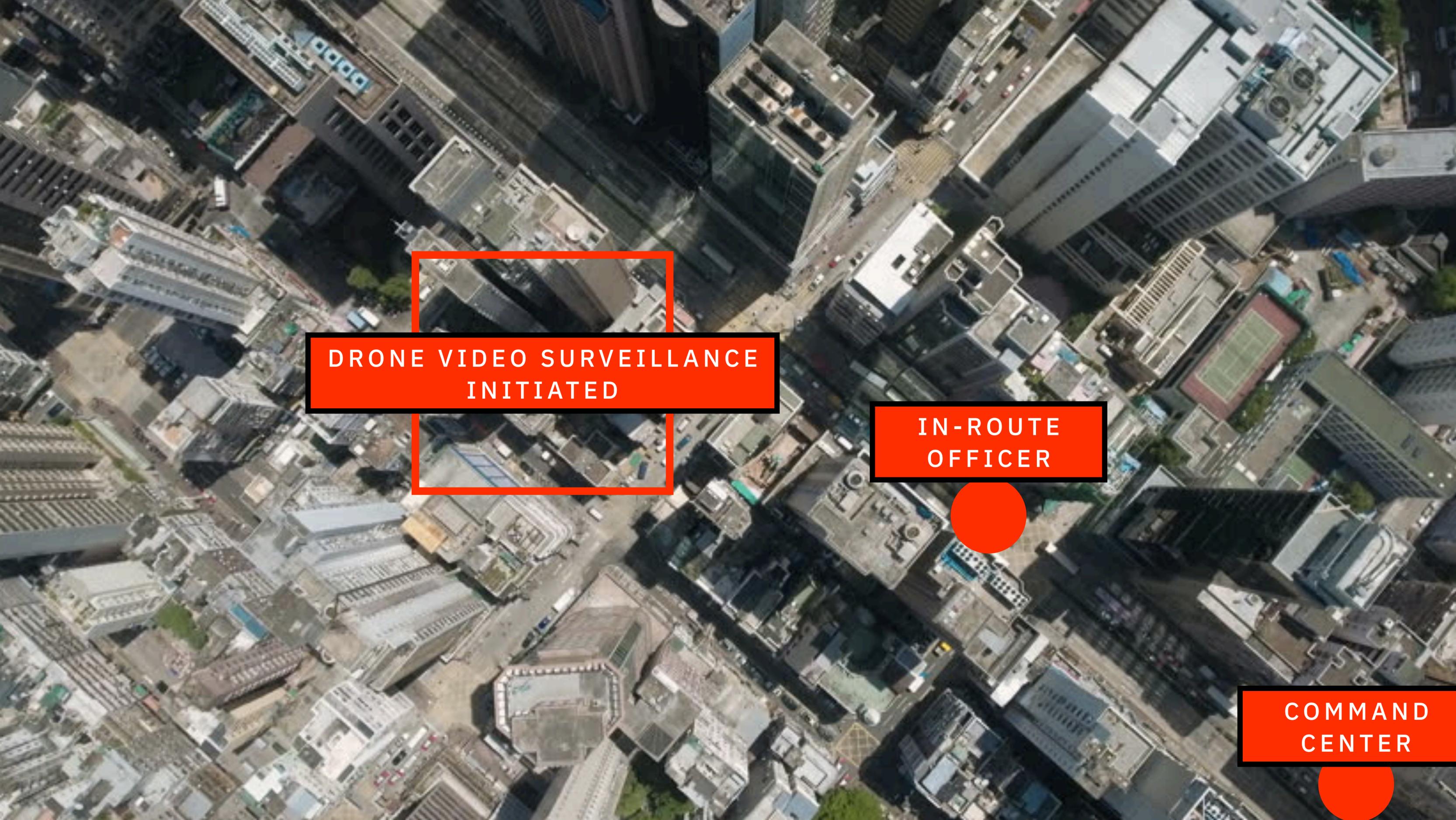


AUTONOMOUS DRONE + SQUAD
CAR ROUTED BY CAD SYSTEM



An aerial, top-down view of a densely packed urban area, likely a city center. The buildings are tall and closely situated, with various architectural styles and colors. A prominent red rectangular box is drawn over a central portion of the city, highlighting a specific area. Overlaid on this box is a black rectangular box containing the text "DRONE VIDEO SURVEILLANCE INITIATED" in white, bold, uppercase letters. The overall scene is a high-angle, wide-area shot of a city's core.

**DRONE VIDEO SURVEILLANCE
INITIATED**



DRONE VIDEO SURVEILLANCE
INITIATED

IN-ROUTE
OFFICER

COMMAND
CENTER

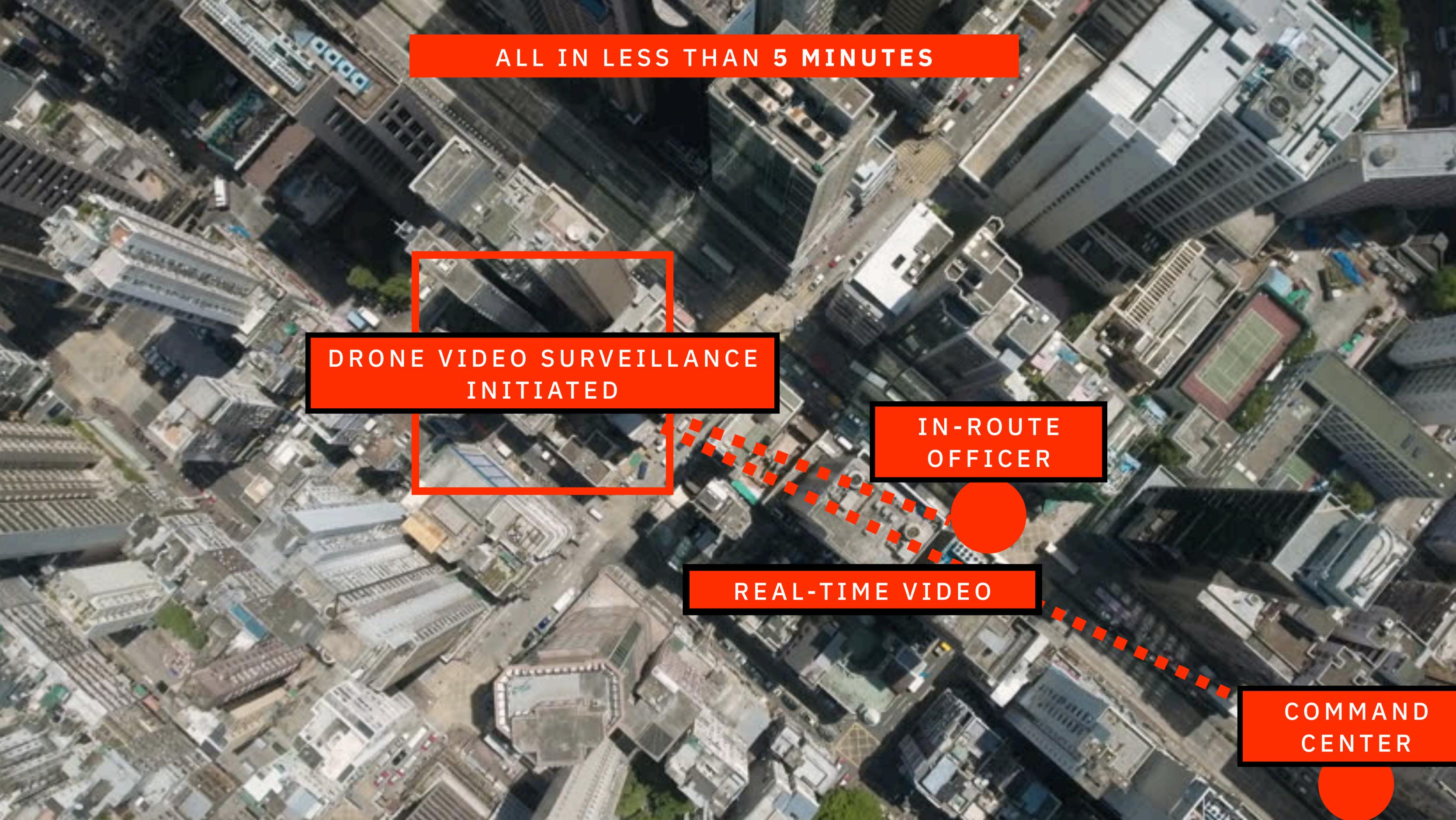
ALL IN LESS THAN 5 MINUTES

DRONE VIDEO SURVEILLANCE
INITIATED

IN-ROUTE
OFFICER

REAL-TIME VIDEO

COMMAND
CENTER





Modernize Your Da

Test and compare new dat
SHI's Customer Innovation

EMERGING TECH

Louisville Plans to Become First U.S. City to Use Drones to Respond to Gunshots

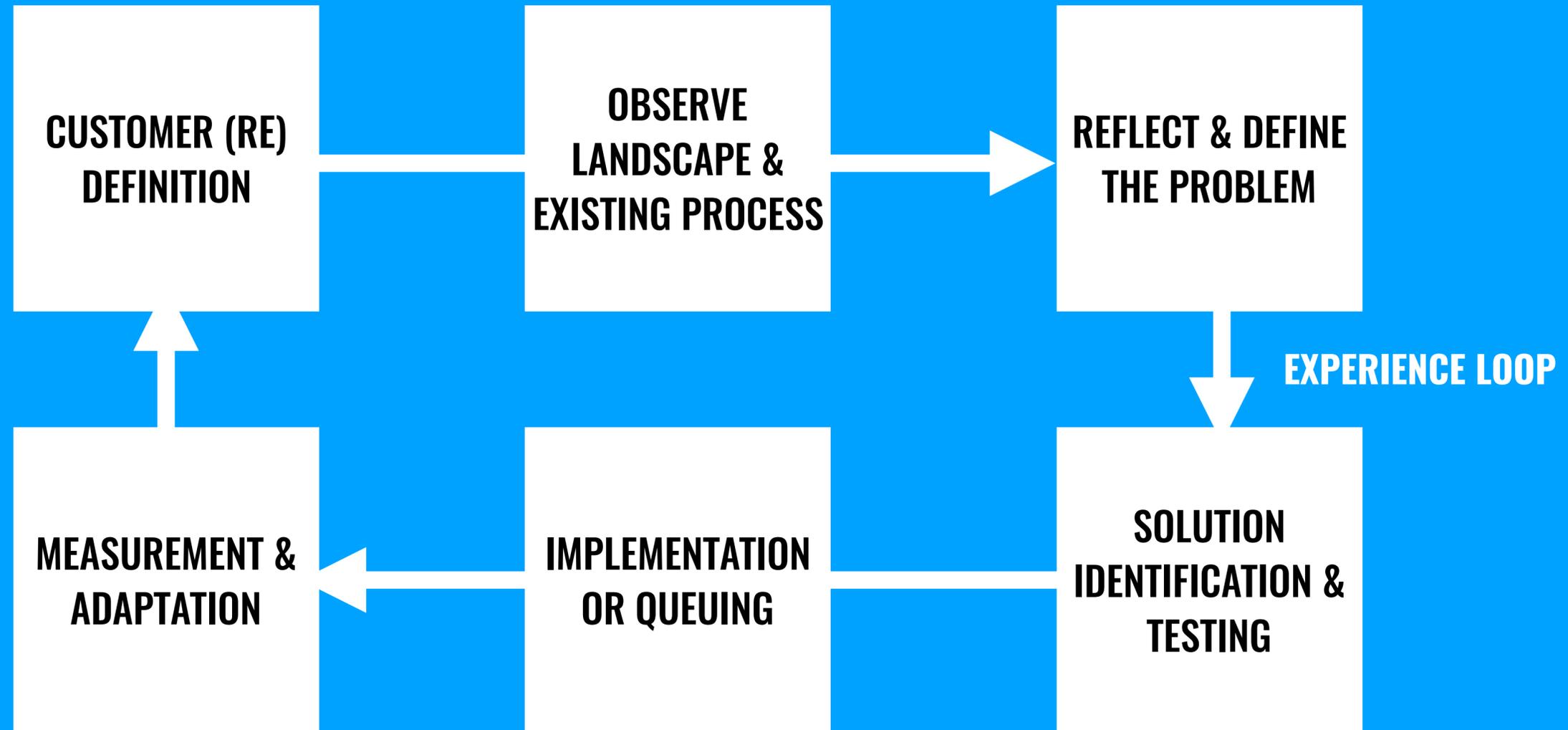
The city has applied for federal permission to launch self-guided drones to collect video at the scene of gunshot reports coming from its ShotSpotter system.

BY BEN MILLER / FEBRUARY 16, 2018

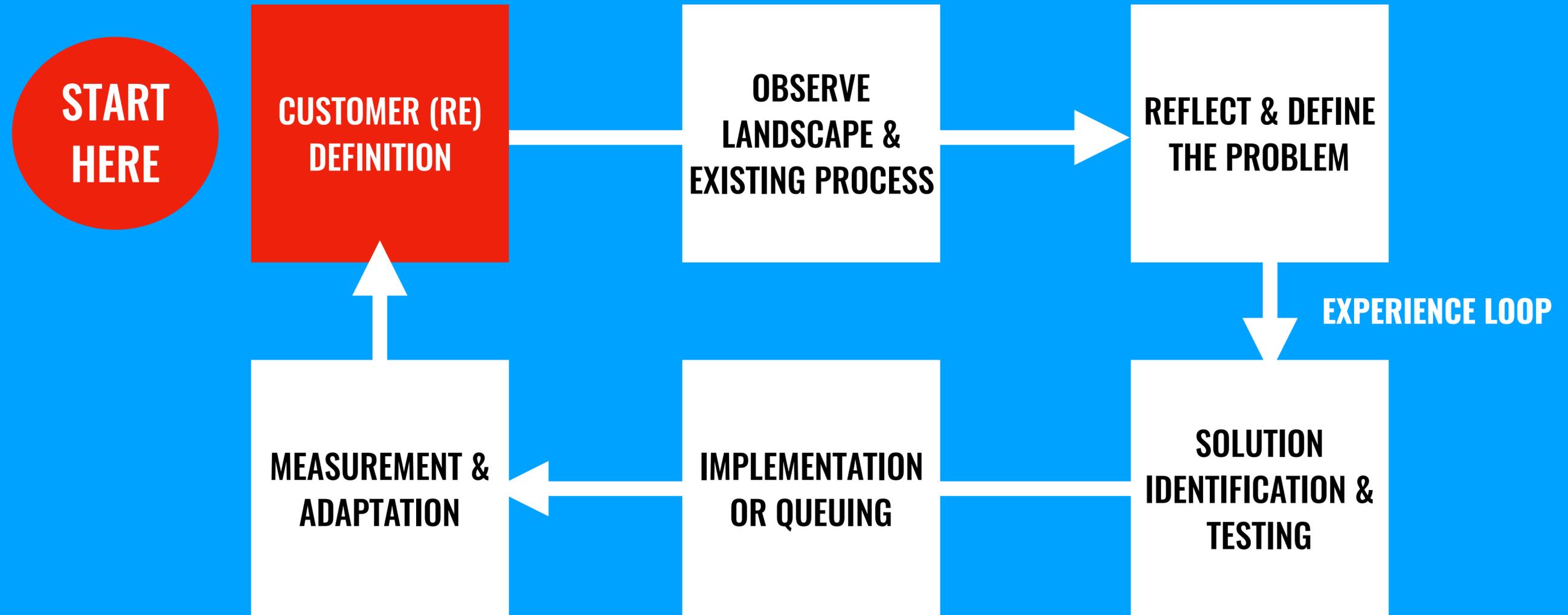


So where do you **start**?

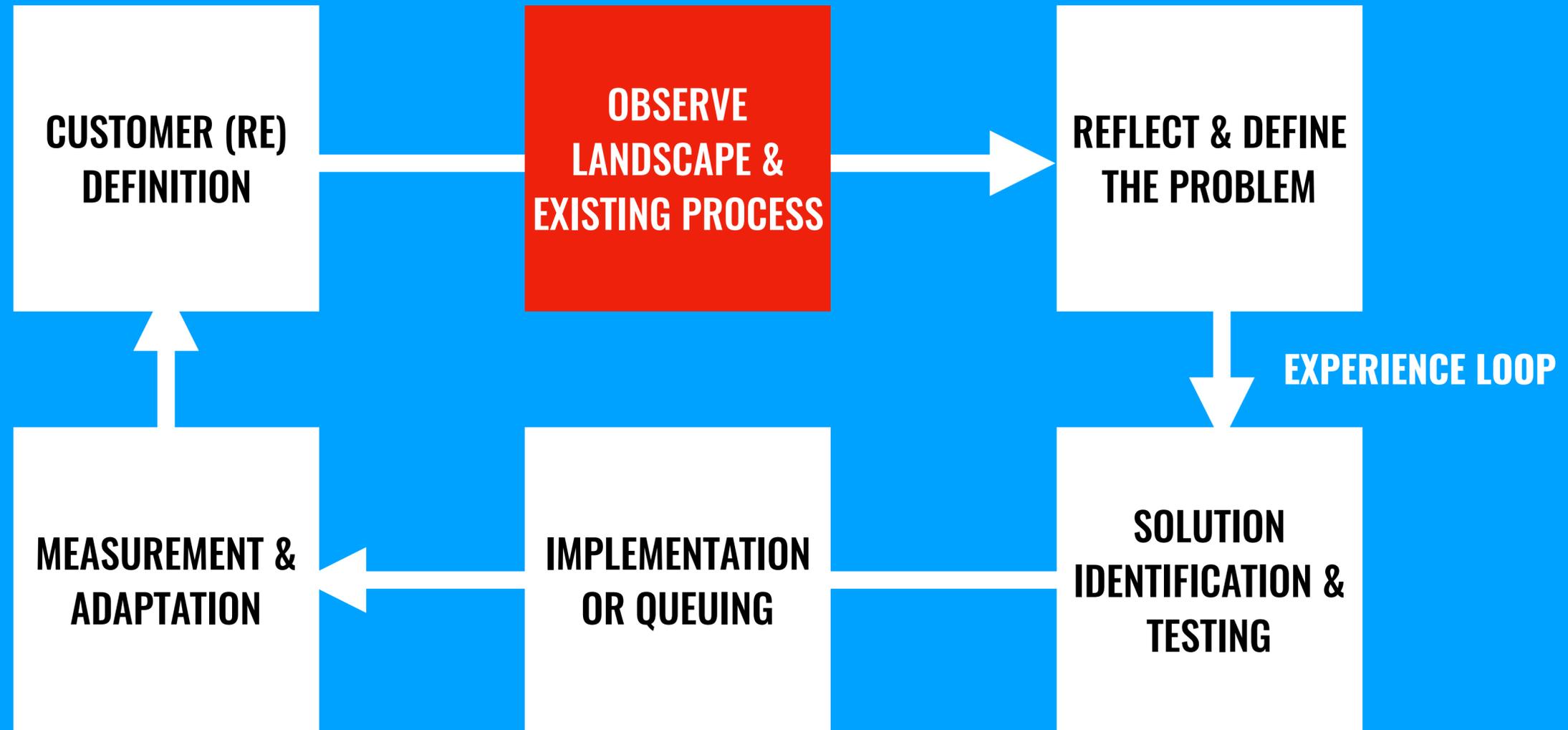
GOVERNMENT EXPERIENCE MODEL



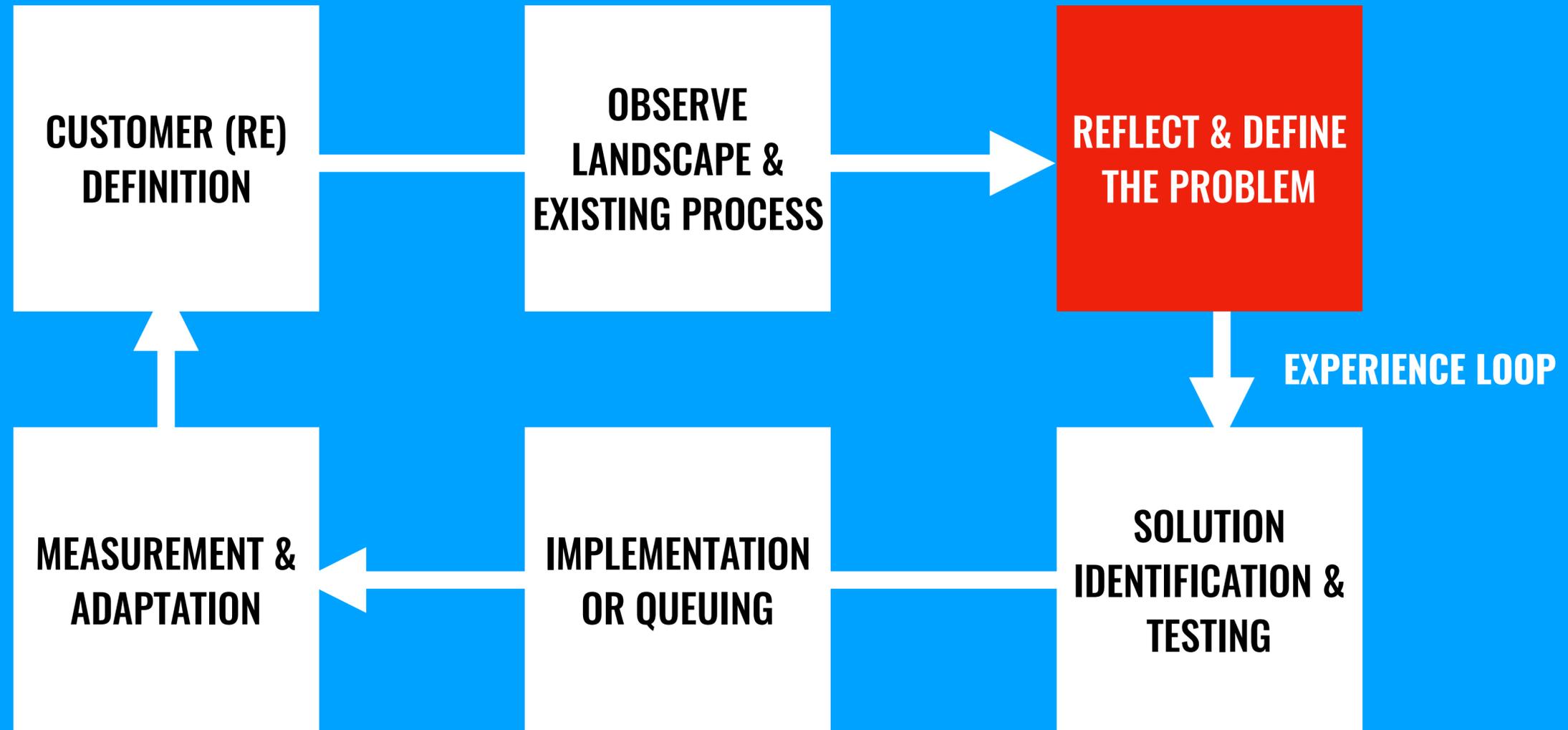
GOVERNMENT EXPERIENCE MODEL



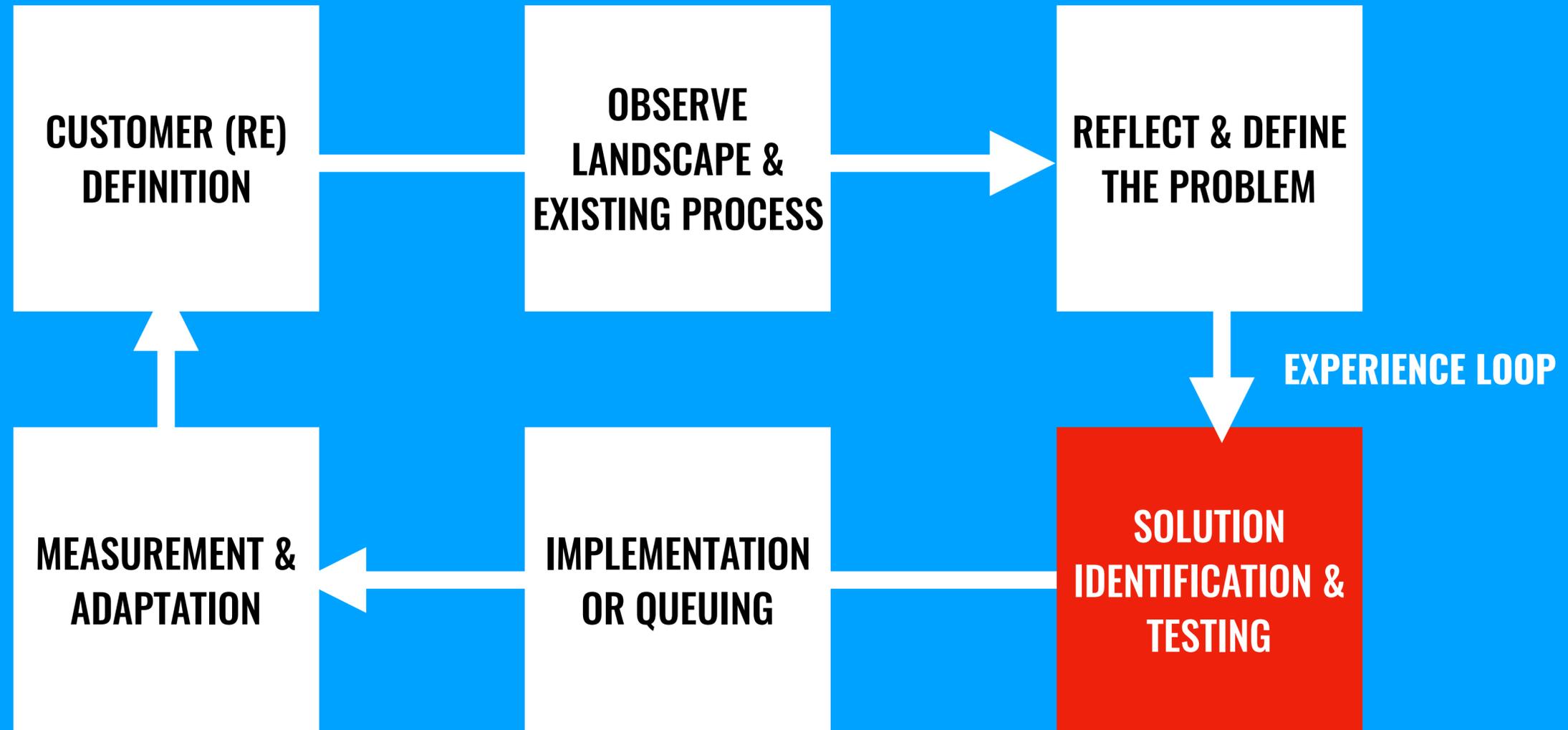
GOVERNMENT EXPERIENCE MODEL



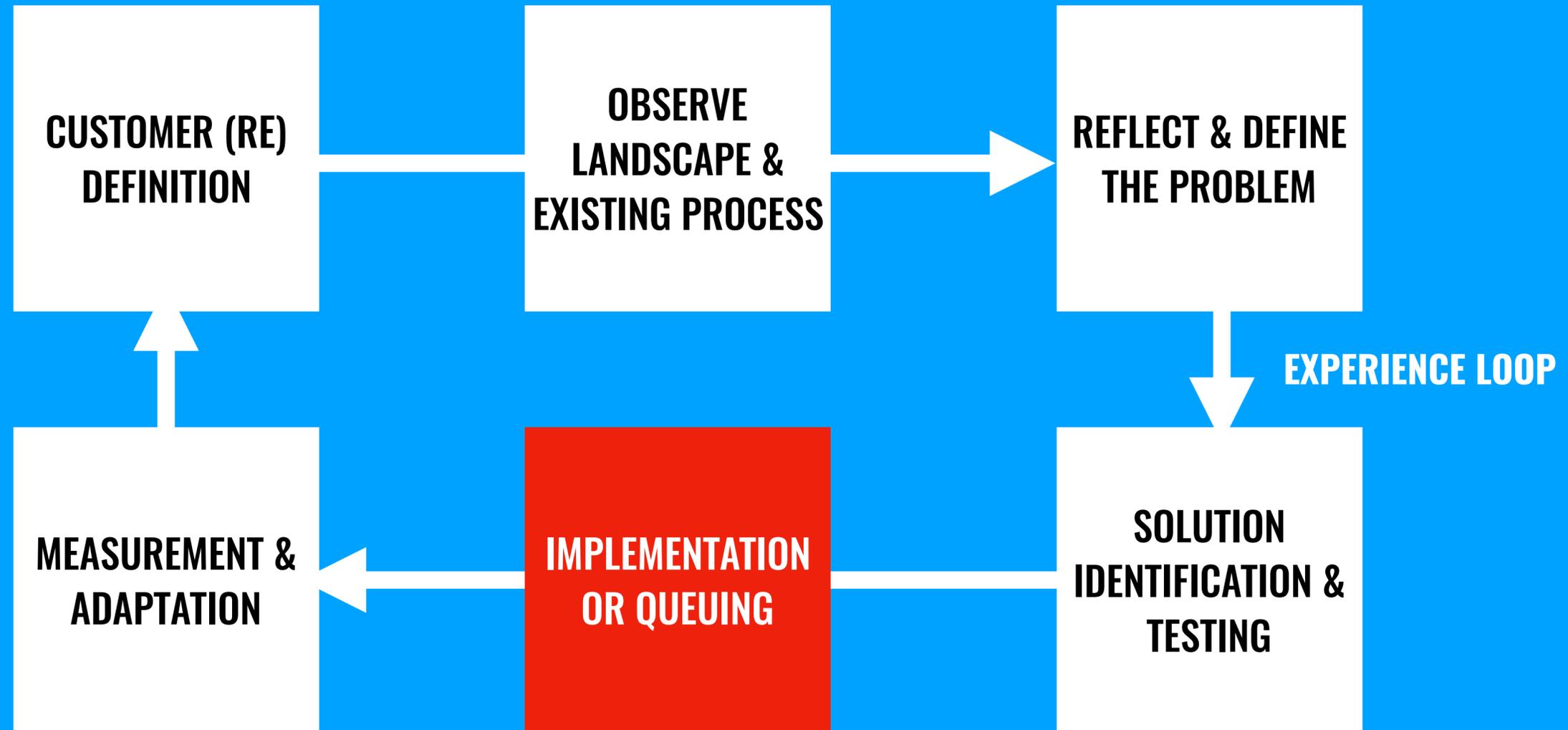
GOVERNMENT EXPERIENCE MODEL



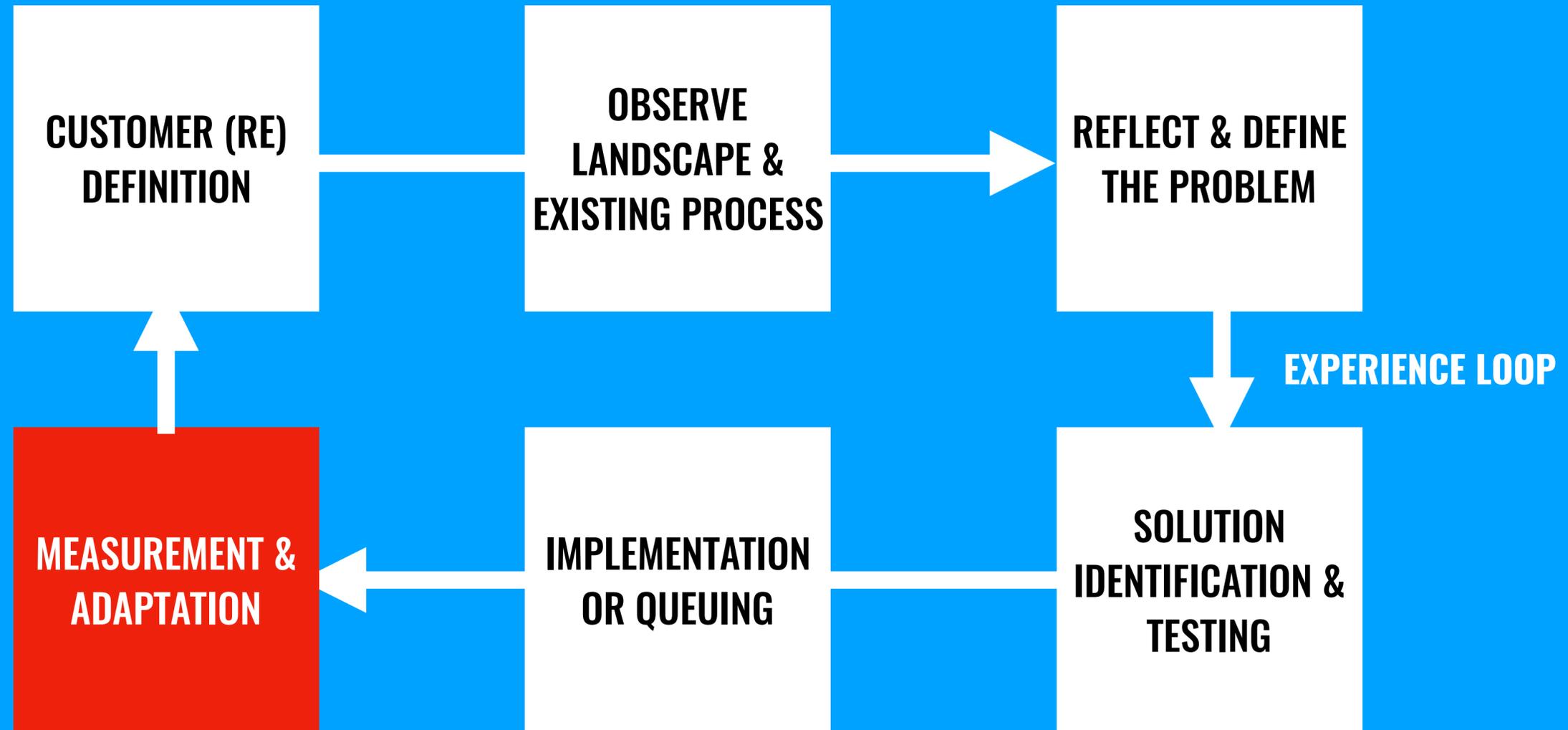
GOVERNMENT EXPERIENCE MODEL



GOVERNMENT EXPERIENCE MODEL



GOVERNMENT EXPERIENCE MODEL



VITAL ELEMENTS FOR SUCCESS

1. Training Staff on Technology Trends & Futures
2. Public-Private-Sector Partnership & Collaboration
3. Running Pilots For New Experience Models
4. Forming Consortiums to Share Industry Standards & Knowledge
5. Educating and Conditioning Executives & Governing Boards on the Future

Any Questions?

Dustin Haisler

Chief Innovation Officer | e.Republic

dhaisler@erepublic.com