



Microsoft Public Sector



# Technology and Government

Stuart McKee  
National Technology Officer  
Microsoft Corporation

Little Hoover Commission Hearing

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# Agenda

- Personal Background
- The Role of IT
- IT Governance
  - Oversight
  - Service Model
  - Executive Sponsorship
- Guiding Principles

# Background

- National Technology Officer, Microsoft
  - US & World Wide perspective
- Former CIO, State of Washington
- Former VP, Walt Disney Internet Group

# The role of technology

- What does History tell us?
- A powerful strategic tool
  - Operating Government
    - Capacity
  - Innovating Government
    - Adaptive
- Boundaries are *blurring*
- Not a magic bullet

# IT Governance Oversight

- Governance Board
- Policy
- Standards
- Procedures
- Statutory Authority

# IT Governance Service Model

- Central Service Provider
  - Consolidated ‘commodity’ infrastructure
- Department IT responsible for results
  - De-centralized ‘business specific’ applications
- Competitive Service Delivery
  - Merits, not mandates
- Statutory authority

# IT Governance

## Executive Sponsorship

- Core Value
  - IT is a powerful strategic tool
  - Expecting results from IT leaders
- Permeates all jurisdictions
- Private sector involvement
- Continuous improvement

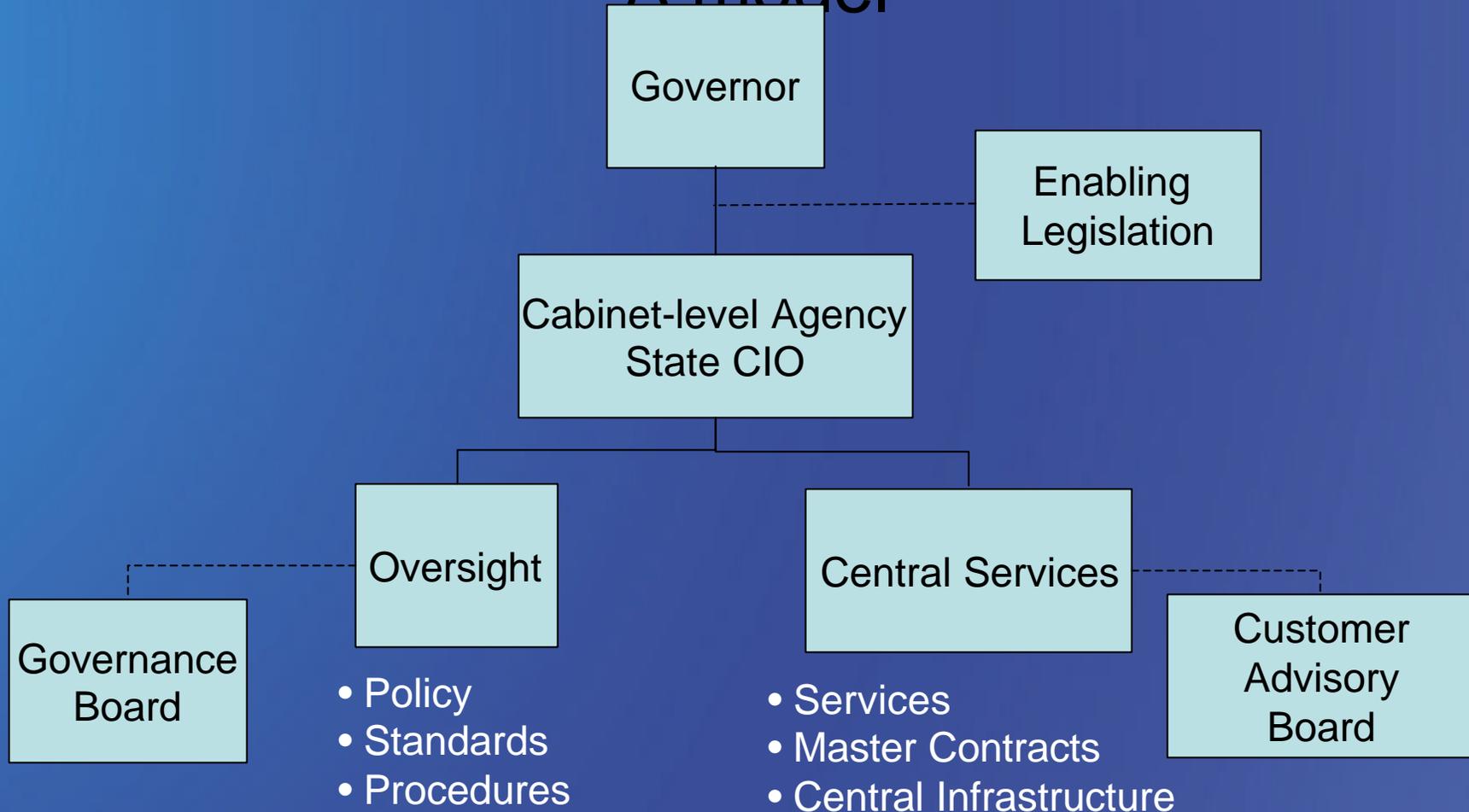
# IT Governance

## Executive Sponsorship

- The Role Of the CIO
  - Visionary
  - Architect
  - Collaborator
  - Accountable

# IT Governance

## A model



# Guiding Principles

- Sustainability
- Innovation
- Leadership
  
- Rebuilding the factory



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