

## **Session**

### **Using the Internet to be More Efficient**

#### **Speakers**

##### **Jesse Manning**

Vice President of Business Development  
CivicPlus

##### **Don Bates**

Director of Product Management for Public Administration Solutions  
SunGard Public Sector

- I. Efficiency
  - A. Web & Government 2.0
    - i) Definition(s)
    - ii) Recent Developments
    - iii) Obstacles
  - B. Collaborative Democracy
    - i) Citizen Empowerment & Inclusion
  - C. Transparency
  - D. Citizen Centricity
- II. Next-generation efficiency applications
  - A. Convenience vs. expectation
    - i) Citizen expectations vs. government response time
  - B. The interactive / collaborative web is fostering new online tools
    - i) Targeted citizen-to-government communication tools
      - (1) Request management
      - (2) Diversification of communication methods
      - (3) Sharing / openness
    - ii) Web 3.0 and the continuing evolution of the web
      - (1) Searching for answers instead of searching for data
      - (2) Location-based collaboration
  - C. City/School Combinations
- III. Making sure efficiency is efficient
  - A. Useful tools – identifying trends vs. fads
  - B. Internal policies – managing staff time
- IV. Concluding Thoughts and Discussion