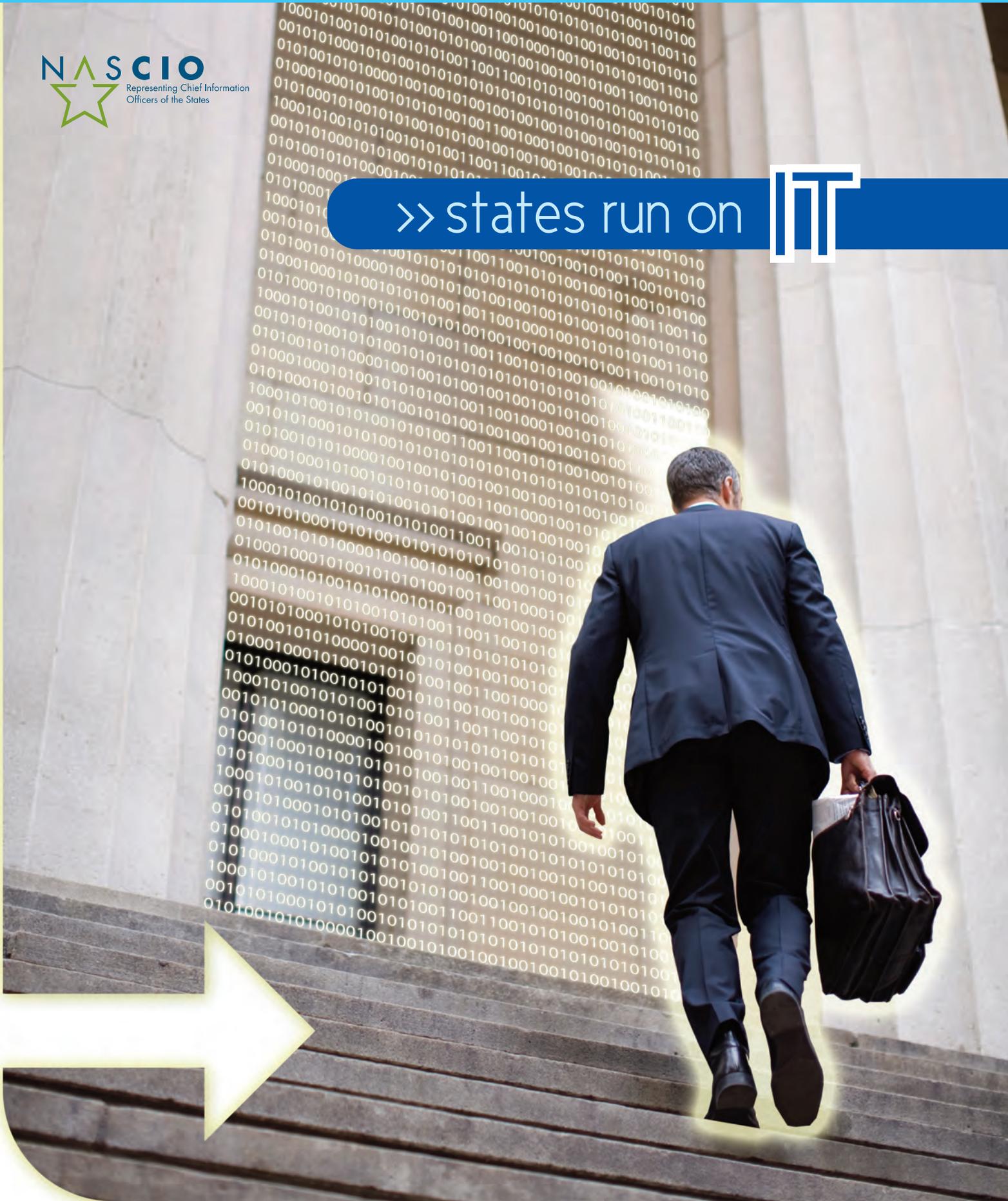


>> THE NASCIO CORPORATE LEADERSHIP COUNCIL PRESENTS:



>> states run on





A fresh look at the computing environment and technical infrastructure will help state government better serve 21st century citizens. Citizens demand mobile, responsive, and technology-enabled government services that are delivered as conveniently as online banking or shopping. The most effective and efficient businesses work at the speed of information and the best governments should too. **Does yours?**

Where do we go from here? IT is the technical lifeline of government. It includes not only hardware, software, and networks, but also the governance, policies, standards, and security controls that make up the computing environment we use daily. Everything from a computer on a state employee's desktop, to the networks that support state services, and even the citizens who access those services are vital parts of this environment.

Investments in technology can and do produce benefits for government, citizens and businesses. Some are quantifiable like **cost savings**, **efficient government operations**, and **delivery of citizen services**. Others, like **transparency**, **government preparedness**, and **public safety** are equally as important but are harder to measure.

Online government must be available to citizens 24/7. By investing in forward-thinking, Web 2.0 technologies supported by up-to-date, shared-service delivery models built from the toolkits of a truly national IT architecture, governments can help **ensure citizens privacy**, **service availability**, **ease of information sharing** and **access to education**.

Information needs to be fast, reliable and secure. A sustained investment in technology resources by government is necessary to make this happen. A future vision of capabilities can include:

- Even more accessible and transparent government
- Helping citizens in need
- Assistance to help businesses succeed
- Enhanced public safety
- Superior education, job training and certification opportunities
- Robust citizen feedback and participation in government
- Services on mobile devices

This goal can only be accomplished by a continuous investment and reinvestment in the technical infrastructure that is the lifeline of 21st century government.

States run on IT. To be the most effective and efficient, and to deliver services needed and demanded by their citizens, they must embrace technology.