



Empowering a modern digital government

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Today is the opportunity to learn from your peers



FEDERAL

900+ REGISTRATIONS

200+ AGENCIES



STATE & LOCAL

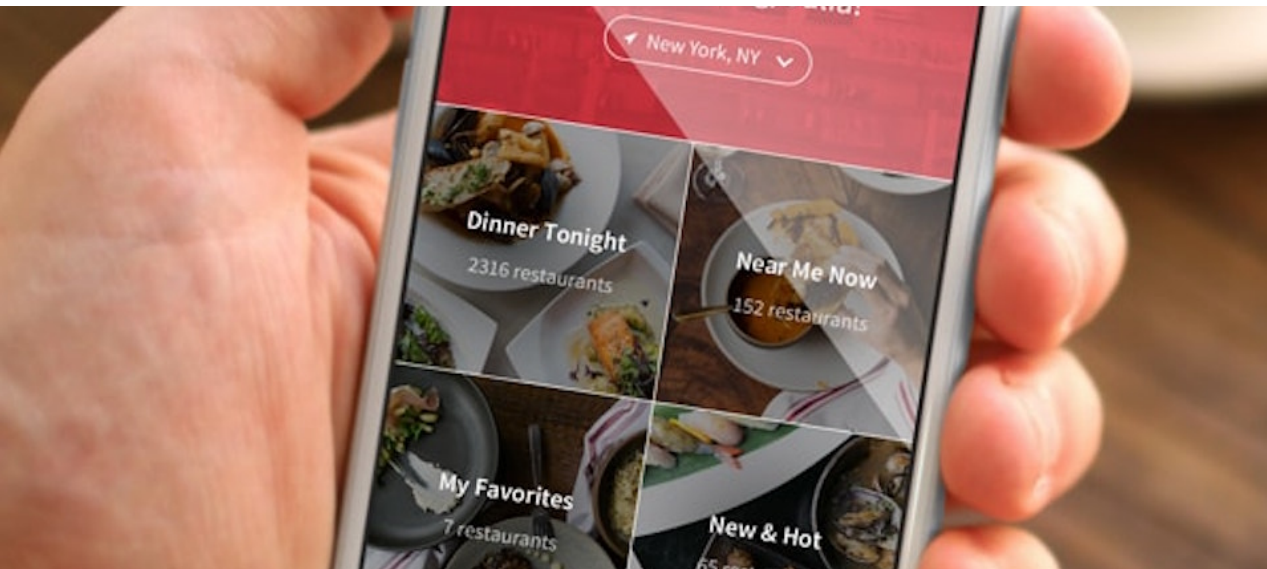
150+ REGISTRATIONS

5.4K CITIES, **1.5K** COUNTIES



Today is about
building momentum

Today's Digital Landscape



52%

of Americans make
dinner reservations online

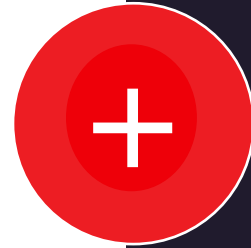


15%

of Americans use Lyft
or Uber

Promise of Digital Engagement

Outcomes

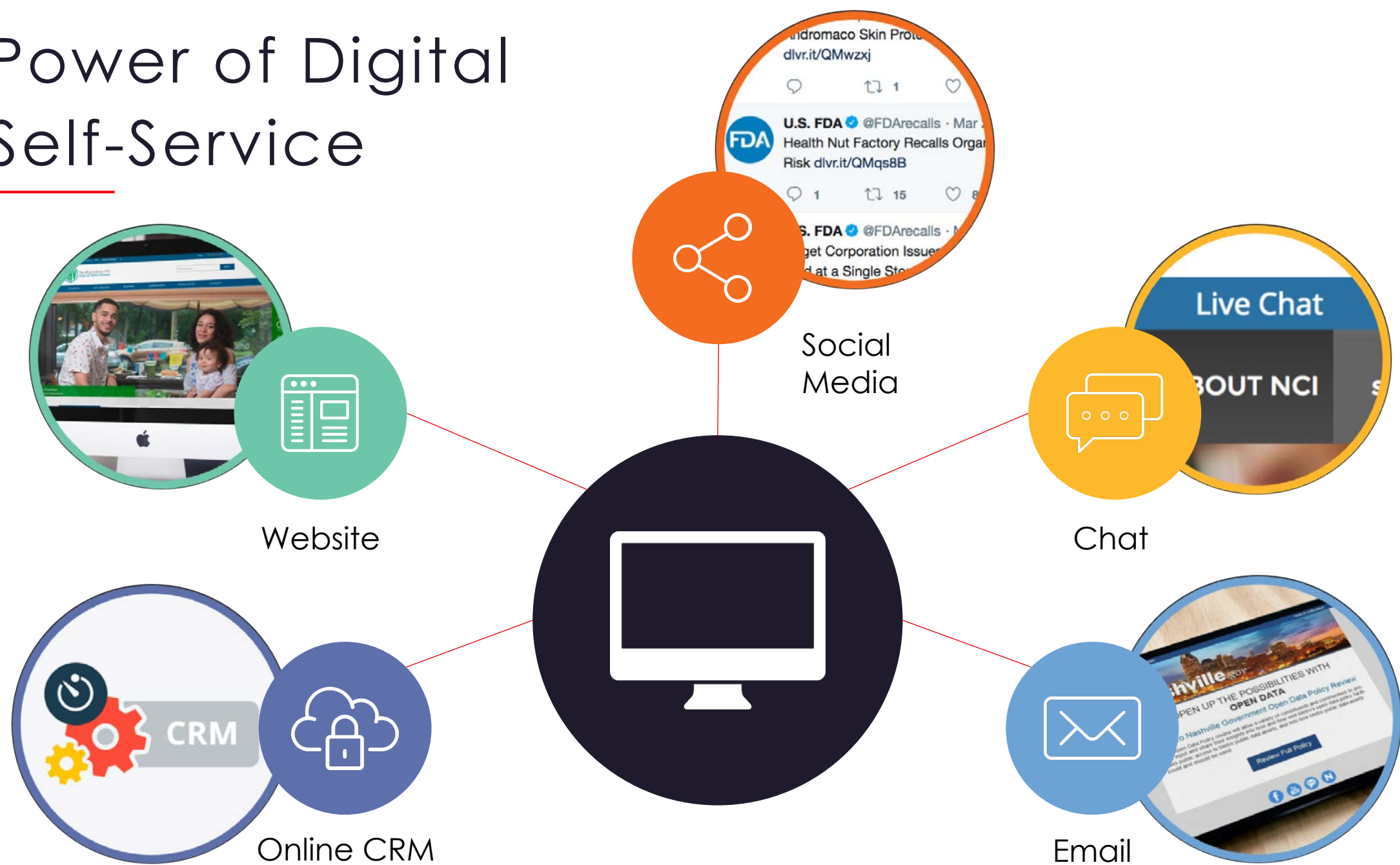


Efficiency

Power of Digital Reach



Power of Digital Self-Service



The background of the slide features a blurred image of hands typing on a laptop keyboard. Overlaid on this image are several semi-transparent digital graphics: a line graph with data points in the top left, a network diagram with nodes and connecting lines in the top right, and concentric circles in the bottom left. The main title is centered in a large, white, sans-serif font.

Creating a Culture of Public Entrepreneurship

U.S. Department of Veterans Affairs



The VA realized that they needed to extend their veteran reach in order for the transformation to reach its full potential

A low-angle, close-up shot of the lower half of a group of soldiers marching in formation. They are wearing camouflage pants and black combat boots. The image is slightly blurred, suggesting motion. Two red rectangular boxes with white text are overlaid on the center of the image.

REACHING 550K VETERANS



Arizona Department of Transportation

The department introduced web self-service to bring services such as vehicle registration renewals, replacement IDs and other transactions - completely online



**AVERAGE TIME IN DMV
FROM 53 TO 20 MINUTES**

City of San José, California

The prior process was paper-based, requiring candidates to submit paper applications with no effective way to communicate with candidate



An aerial photograph of a city street, likely in Los Angeles, showing a mix of modern high-rise buildings and older structures with domes. The street is lined with palm trees and greenery. A red banner with white text is overlaid across the middle of the image.

INCREASE IN # OF CITIZEN APPLICATIONS

BY 3X IN 1 YEAR



LEADING THE WAY

An aerial night view of a city skyline, likely New York City, with a network of glowing white lines and dots overlaid on the image. The lines connect various points across the city, suggesting a global or interconnected network. The sky is dark with some clouds, and the city lights are visible. The text "Never Stop Innovating" is centered in the image.

Never Stop Innovating



THANK YOU