5. WELCOME TO THE CITY ON THE HILL:

Now that you have climbed the mountain and forded the streams, you have arrived at the City on the Hill. There are many benefits that the City on the Hill presents, for both the proud constituents and government employees.





THE CTTY ON THE FETTI.

THE ROAD TO

For centuries, philosophers, constituents and government officials have been aspiring to create the City on the Hill, a government that serves as a beacon of light and inspiration.

With emerging technology today, government has an unbelievable opportunity to create the City on the Hill. Begin your journey at the base of the mountain to find out how!

3. DEVELOP YOUR IT ROADMAP:

Once you have looked at contituent demands and needs, the next step is crafting your IT road map to link business needs to constituent demand. Think about what solutions, skills and applications are needed to deliver services in a new way.



\$1,000M -

\$500M -

\$590.0 M

2013



\$934.4 M

2015

2014

4. PREPARE FOR THE FUTURE:

Simply investing in IT solutions is not enough. Today, agencies need to plan for the future, and think about how technology is interoperable, scalable and sets a foundation for future developments.

2. CREATE A JOURNEY MAP:

The next stop traveling to the City on the Hill involves making a journey map, taking a moment to step inside constituents' shoes. This is essential to develop partnerships and understand community at a much deeper level.

48%

activity (in 2012).

1. LEAD WITH TRANSPARENCY,

X

ECM





39%

Percent of adults who directly

took part in a civic group or

. .

<u>ADDITIONAL LINKS</u>:

- Meeting Public Records Requests in Government
 - Purging the Paper
 - When Your Information Finds You
 - Engaging the Connected Citizen

$\underline{SOURCES}$:

- http://www.justice.gov/oip/docs/fy2012-annual-report-summary.pdf
- https://www.itdashboard.gov/portfolio_stat
- http://www.pewinternet.org/Reports/2013/Civic-Engagement/Summary-of-Findings.aspx

