



# Sustainability Imperatives

## ICT Community Initiatives



# Presentation Overview

This presentation provides a framework that assists with ensuring sustainable ICT Initiatives

Assumption: Your ICT product fills a stated need

Specific Topics Reviewed:

- Innovation
- Best Practises
- Examples



# Innovation

“TRANSITION TO THE KNOWLEDGE BASED ECONOMY”

Problems of Distraction and Drag

If a **shallow no** to technology is dangerous,

so is a **shallow yes**

In sum: **Leaders must develop network-based strategies and structures!**

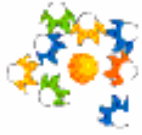
**Leaders must avoid excessive delegation and magic bullets**



# Strategic Innovation

“NOT SIMPLY TACTICAL AUTOMATION”

1. **Engage overseers** in understanding and defining the value of innovation – go early, engage in process, engage in progress
2. Nurture and support an **innovations friendly culture** and workplace; avoid looking at innovation as a series of projects
3. **Adopt fast follower practises**. Tie innovator units to line mgrs ensure grounded results.



# Strategic Innovation (continued)

6. Create a **standards based IT architecture** as a foundation for expansion and **growth**
7. **Establish practises** that enable **quick and iterative** action – modular designs – sound management practises to support quick development – build on tangible successes to reduce confusion about project goals and solidifying support
8. Form Partnerships that can support **new service delivery units** rather than integrate
9. **Define governance** and ensure all participants contribute in the **same currency**



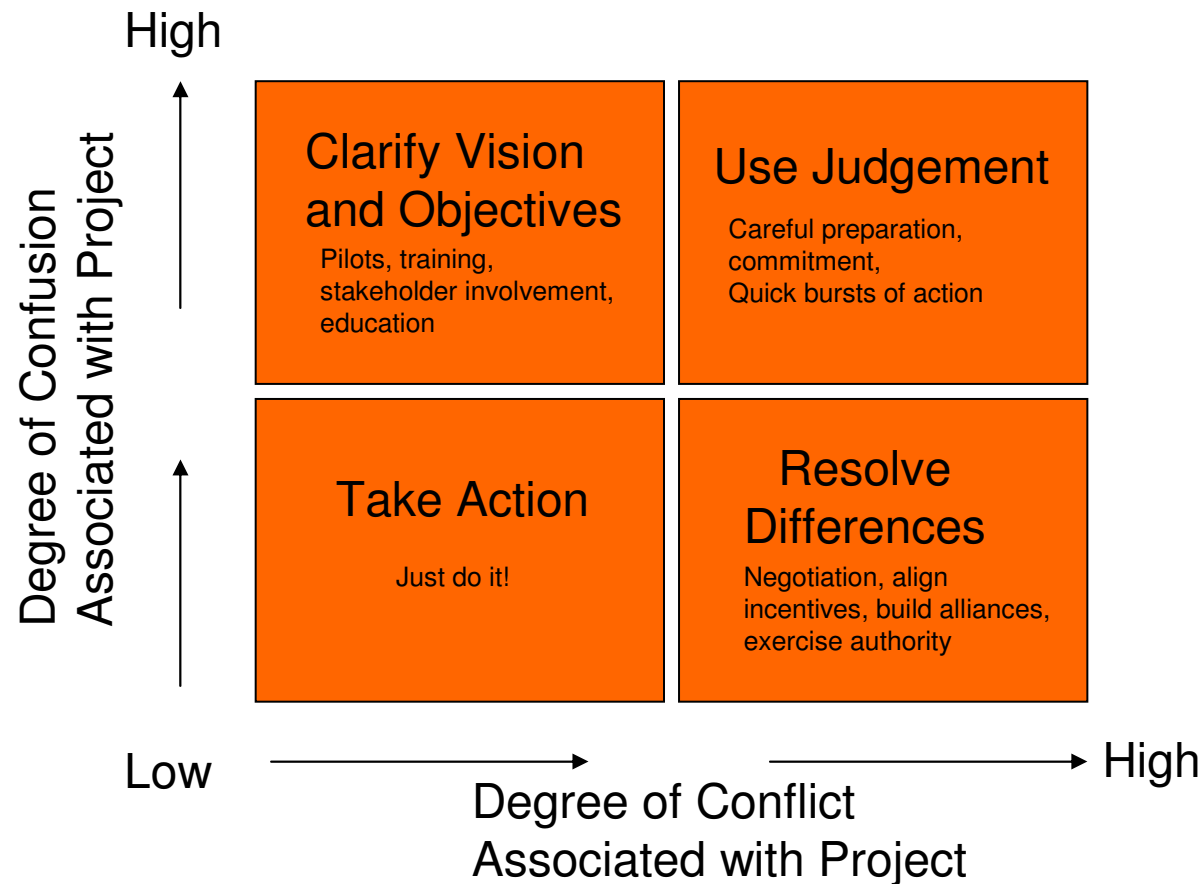
# Strategic Innovation (continued)

- Use budget to identify and protect funds for innovation
- **Avoid** program budgets
- Mix line budgets to foster cross boundary initiatives
- **Bus or Park?**
- Tie projects to key core program deliverables

Focus of Traditional Budgeting	Characteristics of ICT eC Investments
single year expenditures	multi-year investments
program-by-program performance	enterprise or cross-boundary performance
financial cost/benefits	financial and non-financial cost/benefits
level of effort within existing workflows	changes in the flow of work
ongoing operations	“start up” operations with migration to traditional
control	innovation



# Utilize Best Practises



The Implementation Leadership Matrix



# Best Practise Guidelines

“MAKE EXPLICIT THAT WHICH IS OFTEN OVERLOOKED”

1. **Copy** without embarrassment; Look, learn, and do. This includes buy rather than build, leveraging ASPs, adapt workflow to fit solutions, **avoid pioneers mistakes**
2. Mobilize and maintain **broad support in shaping the vision**. **Align with** defined **business objectives**. Engage others to shape.
3. **Engage users**, including citizens, **in making** objectives **operational**. Only engage with a disciplined process. Provide instruction in order to form a considered opinion. Engage in training as soon as possible



# Best Practise Guidelines (continued)

4. Assemble diverse team under a project manager with organizational authority. Project sponsor with knowledge of **project management** process is mandatory
5. **Maintain pressure** for progress. Support with internal and external benchmarks, deadlines. **Balance** with periods of relief and stability
6. Implement in short, quick bursts or building blocks. **Demonstrate benefit** while advancing towards long term objectives.
7. **Immediate formal communications plans** internally and externally. Provide progress in terms of **audience's value points**



# Examples

## “INLINE VS ONLINE”

Public Consultation

Cross Boundary CMS

Economic Development

Community Capacity

Service Delivery

Community Memories



# Thank you!

 **smartchoices**  
Transforming Communities

P:604.868.6388  
F:604.468.4789  
[www.smartchoices.ca](http://www.smartchoices.ca)  
1277 Pinetree Way, Coquitlam, B.C. V3J 6B1

A not for profit society dedicated to informing, involving and inspiring community members on the use and benefits of ICT Technologies and their best practises.

 **smartchoices**  
Transforming Communities