

Government 2.0

Using Technology to Transform Our Government

About Booz Allen

Booz Allen Hamilton has been at the forefront of strategy and technology consulting for 95 years. Providing a broad range of services in strategy, operations, organization and change, information technology, systems engineering, and program management, Booz Allen is committed to delivering results that endure.

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Do you have more questions now about Government 2.0 than ever before? Government 2.0 is about more than wikis, Twitter, Web 2.0, or social media—it is about the strategic use of technology to transform our government into a platform that is participatory, collaborative, and transparent. Realizing this vision requires changes in not only our government's use of technology but also its policy, infrastructure, public affairs, security, human capital, privacy, and the organizational culture.



Booz Allen can help you be ready for what's next

The consultants at Booz Allen Hamilton, a leading strategy and technology consulting firm, have the functional skills to integrate social media into existing strategies and investments and the domain experience to understand the unique aspects of our clients' missions. Government 2.0 is not just about the technology. It is about what the technology enables our government to do; about one agency collaborating with another across firewalls; about making government data accessible so the public can devise new ways to use that data; and about engaging directly with the public via social media. Booz Allen understands that while anyone can create a Facebook page or start a blog, integrating these technologies into your organizational strategies requires a deep knowledge of your mission and the functional expertise to understand when, why, and how they should be used.

Booz Allen's approach to Government 2.0

Booz Allen believes every government agency, branch, and department should think about Government 2.0 in terms of achieving their mission objectives. Government 2.0 does not exist in a vacuum—organizations must look at the benefits and risks of these technologies from a holistic perspective. Our team of professionals understands all of the different aspects of Government 2.0 and will help you determine what it means to your organization and how it can best help you achieve your goals.

Change management. The success or failure of many Government 2.0 initiatives depends largely on people. Booz Allen develops and implements change management strategies that build ownership for the organizational process and/or technology-driven change that comes with Government 2.0.

- Assess user readiness for change and develop strategies to increase and maintain user adoption
- Identify and empower community managers

Systems engineering. Government 2.0 is business processes, not merely technology processes. The integration of engineering, acquisition, program management, and leadership is crucial to system build within the constraints of time, funding, changing priorities, and stated performance.

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delivering results that endure

- Integrate new technology with existing architecture to minimize risk and cost while maximizing the user experience by leveraging existing authoritative sources
- Understand the scalability of new technology and build enough flexibility and adaptability to meet today's mission needs and the needs of the future

Technical development. From integrating an open-source wiki to creating an award-winning behind-the-firewall Enterprise 2.0 collaboration suite (hello.bah.com), our IT experts represent a broad range of technical disciplines. Government 2.0 technology exists to support the mission, not to keep up with the latest trends.

- Use a technology-agnostic approach that ensures the right technology at the right price to meet the organization's needs
- Partner with the organization's legal, communications, security, IT, and knowledge management teams to ensure technology optimization

Cyber security. As the Internet has evolved from one-way information hubs to interactive platforms, organizations are taking advantage of the increased stakeholder engagement, e-commerce, and low-cost storage space available in the cloud. With all of these benefits, however, come increased concerns about security, identity, and privacy. What is the right balance between transparency and security?

- Understand that cyber security is about risk mitigation, not risk avoidance—we understand the need for organizations to be open and transparent, as well as the need to protect and secure sensitive data
- Leverage the OpenID Foundation and the National Institute of Standards and Technology (NIST) to establish Open Trust Frameworks that will allow the public to log in to .gov sites using a Google, Yahoo, Facebook, or other commercial ID

Risk management. While today's Internet technologies have enabled the government to provide unprecedented amounts of data to its stakeholders, it has also made the identification and management of information and system security more difficult. We develop integrated risk mitigation plans that detail strategies for minimizing risks and their potential impacts.

- Understand the mission and maintain operational functionality and security
- Develop proactive strategies for handling data spills and security threats before they happen

Mission assurance. Government agencies do not exist solely to write regulations or develop systems—rather, they perform these tasks to achieve their mission. Government 2.0 initiatives should always be rooted in this philosophy.

- Ensure redundancy throughout the implementation of any new technology or communication vehicle
- Implement continuous, consistent evaluation metrics to ensure initiatives are helping advance the mission

Through the integration of functional expertise and deep knowledge of our clients' missions, Booz Allen understands what Government 2.0 means to you and how to achieve it. From developing Open Trust Frameworks to implementing award-winning suites of social media tools behind the firewall and using social media to engage directly with citizens, Booz Allen is committed to partnering with our clients to define, develop, and implement Government 2.0.

Whether you're managing today's issues or looking beyond the horizon, count on us to help you be ready for what's next.

