

# Wednesday, December 19

[Today, December 21](#) →

## Innovation through IT

### People in this transcript

- Bill Braithwaite
- City of Santa Barbara
- Dan Mintz
- Erik Goldenberg
- hh
- jerry
- Jim Cooney
- Jimmy C.
- Martin Aylett
- Maurya Sullivan
- Steve Jennings
- TechSupportKSG

### Files in this transcript

-  [Picture1.emf](#)

[Today, December 21](#) →

Date	Time	Participant	Action
Dec 19	1:25 PM	TechSupportKSG	has entered the room
		TechSupportKSG	turned on guest access
		TechSupportKSG	has left the room
		Jimmy C.	has entered the room
	1:40 PM		
		Jimmy C.	has left the room
	5:00 PM		
		Jim C.	has entered the room
	5:05 PM		
		Bill B.	has entered the room

<b>Dan M.</b>	has entered the room
<b>Maurya S.</b>	has entered the room
<b>Jim C.</b>	Hello.
	Why don't we begin by introducing ourselves?
<b>Erik G.</b>	has entered the room
<b>City o.</b>	has entered the room
<b>Jim C.</b>	Jim Cooney, from the Ash Institute.
	Cambridge, MA.
<b>Dan M.</b>	Dan Mintz, DOT CIO
<b>Steve J.</b>	has entered the room
<b>Bill B.</b>	Nicely done. That was a good session. Bill Braithwaite here: consultant in health information policy and former HHS policy advisor. One thing that was not addressed was how to introduce (or control) disruptive technology, especially in government where those who understand the potential of such technology don't usually have the power to introduce it.
<b>City o.</b>	We had frequent loss of audio. Did others report this and is there a contact point to review further?
	5:10 PM
<b>Martin A.</b>	has entered the room
<b>jerry</b>	has entered the room
<b>Martin A.</b>	Hi folks
<b>jerry</b>	Hi. Unfortunately, I've got to run in a very few minutes, but I wanted to see what's being discussed here. What's up?
<b>Jim C.</b>	You can share URL hyperlinks, simply by typing in the web address...
	like so <a href="http://www.innovations.harvard.edu">http://www.innovations.harvard.edu</a>
<b>Dan M.</b>	Re disruptive technology and control: my current thinking is to focus on putting together a security architecture that divides the network into zones of control. As one moves further out from the center, there is greater freedom in what is connected and lower levels of security protection provided.
<b>Martin A.</b>	Do leaders in government generally see 'government 2.0' as a threat? Or aren't they readily aware of it yet?
<b>jerry</b>	Bill - Thanks for the encouragement. And yes, we DO want to understand and control disruptive technologies.
<b>Steve J.</b>	Introducing disruptive technology is always best accepted by introducing it a little at a time. By making sure that

	those that will be affected by the technology have a means to voice their opinion and to share their feelings, it is important that you introduce concepts like an Archetectoral Council that will have the best interests of the business units at heart without making it seem as though it is merely a technology power play.
<b>Jim C.</b>	You may also upload files using the "Upload a file" link on the right
<b>jerry</b>	Martin - I think most aren't really aware. But enough are that the leaders will be trying things and, hopefully, learning from each other.
<b>Dan M.</b>	The problems with disruptive technology introduction however is the same problem with the Internet in general, the people introducing it are often not part of the governance process.
<b>Jim C.</b>	 <a href="#">Picture1.emf</a>
<b>Dan M.</b>	Re Government 2.0, at the Federal level, I believe most senior management is not aware. However OMB has a Government 2.0 initiative that I participate in. One of my six top priorities relates to Government 2.0 experimentation.
	5:15 PM
<b>Steve J.</b>	I don't feel that they actually see a "govt 2.0" just yet. If it is put into terms that they can understand that affect their department or agency, maybe then, they can get closer to understanding and embracing a "govt 2.0"
<b>jerry</b>	Note all: We'll run three workshops at Harvard this coming semester. The first, in February, will explore what we opened today = innovation. The second, in June, will look at what the new CIOs need to know to become effective members of the senior management team. And the last, also in June, will be on "Government 2.0" -- with Don Tapscott.
<b>Dan M.</b>	At DOT, we are creating a very tiny DOT World (two classrooms and an auditorium) to experiment with. The Intelligence community has Intellipedia, the State Department has a wiki related to Diplomacy, a variety of Government agencies have islands on Second Life.
<b>hh</b>	has entered the room
<b>Dan M.</b>	Most of the Government 2.0 activity IMO is being driven by users, not by IT
<b>Martin A.</b>	'Terms they can understand' may be an issue; perhaps expressing what the business benefit is may help here though.
<b>Dan M.</b>	And almost all of it is being driven completely outside any of the control and Governance processes setup to manage such activities
<b>jerry</b>	Dan - I wonder whether we shouldn't get a GovITwiki established that would bring the larger community forward and perhaps provide continuity and attention to these issues that would make it easier for a next administration to carry on... and harder to back out of the PMA agenda?
<b>Steve J.</b>	I agree with you Martin
<b>Martin A.</b>	Dan, how can it be made mainstream then?
<b>Steve J.</b>	Jerry, I think that is a good idea.
<b>Jim C.</b>	We have some new entrants into the chat room. CAN WE ALL INTRODUCE OURSELVES?

<b>Dan M.</b>	There already is something like that, though I am not sure who is involved with it. I think that would be a great project for OMB, enlightened Departments (ahem) and the Kennedy school to work on
<b>Jim C.</b>	Jim Cooney, Ash Institute.
<b>Dan M.</b>	Dan Mintz, DOT CIO
<b>Steve J.</b>	Steve Jennings, CIO, Harris County Texas
<b>Martin A.</b>	Martin Aylett, BT (in the UK)
<b>jerry</b>	Jerry Mechling, Kennedy School's Leadership for a Networked World Program
<b>Dan M.</b>	Martin - well, first I don't think the goal at this point is necessarily mainstreaming it is experimenting. The role here for IT (again just in IMO) is to providing a facilitation process to make it easier to do and
	5:20 PM
<b>Maurya S.</b>	has left the room
<b>Dan M.</b>	an overall security infrastructure that can support such work
<b>Martin A.</b>	One of you guys mentioned in the presentation that a lot of this will be experimental.. I'm not sure that the public really appreciates being experimented on - trying out new ideas will have to be done in a way that is sensitive to the public's level of acceptance as well.
<b>jerry</b>	Sorry all, I've got to run to a conference call with Australia. It's tomorrow there.
<b>Dan M.</b>	Martin - I agree. That is why I have started the small virtual DOT World purely inside the Department so we can figure out how to use it.
<b>Steve J.</b>	Aren't we looking at something that would be "internal" to us so that we can wring the bugs out before we use the public as a guinea pig?
<b>Dan M.</b>	However, let me push back a little bit. I think there is a growing group of Internet savvy, mostly younger users, who are very comfortable with the unpredictability of Internet interaction.
	The challenge to me is not the public acceptance, it is the inability of public institutions to deal with unpredictability.
<b>Steve J.</b>	Dan, I totally agree with your assessment however, that is not the general public, it's a subset, a growing subset, but not totally representative.
<b>Martin A.</b>	Within BT we're getting used to using a corporate Wiki as a way of interacting with colleagues and the company - so I guess we'd have a significant number of people who'd like to use similar technology for interacting with government as well.
<b>Dan M.</b>	Yesterday we had the CIO of DNI (Director of National Intelligence) speak to the DOT CIO Council (is that enough abbreviations?). During his talk, relating to Intellipedia, he said his goal is to "fail often and fast" - an extraordinary statement from a career government executive.\
	5:25 PM
<b>Dan M.</b>	I am better able to articulate the barriers and challenges than I am to explain the solutions here as you could tell

	during the webinar and now.
<b>Steve J.</b>	Especially in government where we have grown up being careful, we have to learn to fail, but learn the lesson and forget the details.
<b>City o.</b>	has left the room
<b>Dan M.</b>	As a political appointee in the last year of an Administration, I am able to be more of a risk taker than many are comfortable with. I understand that issue.
<b>Steve J.</b>	Guys and girls, have a merry Christmas and a Happy New Year, it really has been a fun exercise and I look forward to the next one.
<b>Steve J.</b>	has left the room
<b>Martin A.</b>	Thanks guys, lots to think about!
<b>Dan M.</b>	Enjoyed it. Bye
<b>Dan M.</b>	has left the room
<b>Martin A.</b>	has left the room
<b>Jim C.</b>	Looks like things are wrapping up. Thanks everyone for participating in this session!
	We'll close the room down in one minute.
	5:30 PM
<b>Bill B.</b>	has left the room
<b>jerry</b>	has left the room
<b>hh</b>	has left the room
	5:40 PM
<b>Jim C.</b>	has left the room
<b>TechSupportKSG</b>	has entered the room
<b>Erik G.</b>	has left the room
<b>TechSupportKSG</b>	turned off guest access
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<b>TechSupportKSG</b>	has left the room