

ICA 37th Conference: First Session
MULTI-CHANNEL DELIVERY: PURPOSE OF REAL-TIME GOVERNMENT

Introduction

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USA

Our first session today is on Multi-Channel Delivery: the purpose of real time government. Providing a citizen centre government requires the delivery of information and services to anyone anytime and anywhere. The delivery channels play a critical role in achieving that vision. In the US at the federal level, one of President Bush's 24 e-government initiatives is called USA Services. It provides citizens with the ability to get information via the phone at 1/800th Fed Info via the Web and e-mail at firstgov.gov or through the distribution of print publications in Pueblo, Colorado. In FYO3, fiscal year 03, we have had an estimated 200 million public contacts. This year, 'firstgov' was the recipient of the innovations of the American Government award. As this programme progresses, we will be evaluating the use of other channels and managing these channels at the National Contact Center which manages the 1/800th Fed Info we answer mis-directed phone calls and e-mails from other government agencies. The formal agreements - we also answer basic questions as well as more complicated questions which allow agencies to use their specific resources for other core functions. We currently have agreements with twelve federal entities. Throughout the week, I will have a few videos with regard to firstgov. USA services that I can play at the breaks.

We have with us today, three speakers from Fairfax County, Virginia, Israel and Korea, where we will hear about the use of a multitude of channels, and about how we treat our citizens as we progress through e-government.

Our first speaker is David Mulchaney, is a CIO for the Fairfax Country government in Virginia. He has been the CIO for six years. He is responsible for all aspects of information and technology across the county, government enterprise. Departments that report to him include the Department of Information Technology, Cable TV, consumer protection, document services, the archives, the public library system and the health information portability and accountability compliance. Mr Mulchaney is involved with a multitude of groups at the federal state at local and international levels and has been recognised nationally and internationally for his work in the public sector and will be recognised this fall as one of Governing Magazine's Public Officials of the Year.

Our second speaker is Jacob Navot, who is the general director of the Sham Information System, a government IT agency that belongs to the ministry of finance in Israel and provides all IT services to the Tax Department and to the Internal Revenue Administration. Jacob is a graduate of the Hebrew University and Economics and has an MS degree in Computer Sciences from the University of London. He has been working with the government in Israel in various positions since 1974.

Our final speaker this morning is Heong-Jun Kim, who is the Deputy Director of the Office of Digital Public Administration in the Korean Ministry of Government Administration and Home Affairs. He earned his Bachelors in politics from the University of Wallangonna and a Masters in International Relations in the University of South Wales in Australia. For the last three years he has worked in planning and building government, e-government in Korea, in particular the government portal site called GAC Project Government for citizens. Prior to

this he worked for 4 years in the field of international co-operation in training in the government employee training institution.