

เมื่อเดือนมกราคม 2007 บริษัท IBM ได้ตีพิมพ์เอกสารเรื่อง **Top Public Sector Innovators** มีสาระสำคัญสรุปได้ว่านวัตกรรมเป็นเครื่องมือที่สำคัญในการปรับปรุงคุณภาพการทำงานและการให้บริการของทั้งภาคเอกชน และภาครัฐ ซึ่งวิธีการได้มาซึ่งนวัตกรรมดังกล่าว IBM สรุปว่าสามารถทำได้โดย

1. remodel organization
2. leverage partnership & alliances และ
3. integrate business & technologies

จากการเข้าไปเป็น partner และที่ปรึกษาด้าน IT ให้กับหน่วยงานภาครัฐในประเทศต่างๆ IBM ได้สรุป success stories ในการพัฒนานวัตกรรม โดยแบ่งนวัตกรรมออกเป็น 3 ด้าน ประกอบด้วย

- o **Innovation ด้าน improving government service delivery** (หน้า 2)
- o **Innovation ด้าน increasing efficiency & effectiveness** (หน้า 3)
- o **Innovation ด้าน enhancing security** (หน้า 4)

โดยสรุป IBM ได้เสนอกกลยุทธ์ 5 ข้อ ในการพัฒนา และสร้างนวัตกรรม หรือรูปแบบการทำงานใหม่ๆ คือ

1 think broadly, act personally and lead the effort

2 challenge the business model to be significantly different from what it is today

3 use the integration of business operations and technology to ignite innovation


4 massively expand collaboration within the departments or division, across the enterprise, and with other governments

5 push people to work with outsiders and make that activity integral to the organization's culture and operations

ตัวอย่างหน่วยงาน

นวัตกรรม

Cheshire County Council, UK >	Improving the quality of <u>elderly care through integrated service assessment.</u>
China Disabled Persons Federation, China >	Access to innovation helps create a more accessible world for China's <u>disabled.</u>
City of Brownsville, US >	Redefining how a community works using <u>wireless technologies.</u>
Erie County Dept. of Info Support Services, US >	Creating <u>new opportunities for collaboration & cutting operating costs</u> with an end-to-end enterprise resource mgmt system.
Federal Emergency Mgmt. Agency (FEMA), US >	Implementing <u>Flood Map Modernization (Map Mod) to create digital flood maps and update flood info.</u>
HM Land Registry, England & Wales >	Implementing <u>e-conveyancing system</u> to simplify & expedite the buying and selling of property.
Missouri Dept. of Transportation, US >	Creating <u>a one-stop, online shop for all aspects of motor carrier transportation,</u> simplifying processes and improving safety.
Nat'l Geospatial Intelligence Agency, US >	Leveraging <u>geospatial imagery</u> to provide disaster relief to millions, implementing a 24X7 real-time, imaging delivery system, allowing rescue teams to better plan and execute recovery strategies.
Travis county Tax Office, US >	Implementing innovative solution that allows citizens to register <u>to vote & access key gov't services in just minutes via the web.</u>
Sapporo City, Japan >	Implementing <u>a service-oriented architecture (SOA) to automate & simplify business processes.</u>
Dept. of Agriculture, US >	Creating <u>a personalized, user-friendly online tool, MyPyramid Food Guidance System to help Americans make better, healthier food choices.</u>
Swedish Road Administration, Sweden >	Creating <u>new traffic mgmt system to reduce congestion by 25% and get 100,000 cars of city streets during peak traffic hours.</u>
State of Oregon, US >	Implementing <u>SecurePay solution,</u> supporting a centralized model of e-government, leading to a high degree of fast, efficient collaboration.

หมายเหตุ  หมายถึง potential innovation for Thailand

Source: IBM 2006 (www.ibm.com/government/innovation)

ตัวอย่างหน่วยงาน

นวัตกรรม

City of Ottawa, Canada >

Transforming mgmt system by bringing together 11 amalgamated municipalities & a regional gov't to face the future as a fully unified org.

Dept. of Environment, Food and Rural Affairs, UK >

Web portal solution is taking the paperwork out of farming, helping farmers save time, stay informed and learn about best practices.

Deutsche Post World Net, Germany >

Boosting customer satisfaction, profitability & business value with far-reaching initiatives, like Packstation, paperless system for transporting air freight, reconfiguration of air network, and document service online.

Government of Canada & UN >

Bringing people from around the globe together in a virtual "jam" session to prepare for the World Urban Forum 3 Conference.

Italian Senate, Italy >

Creating the most accessible gov't Web site in Europe, incorporating the Worldwide Web Consortium's Accessibility guidelines.

New York Association of Counties, US >

Developing VERIFY NY, advanced analytics to help fight fraud and abuse in the healthcare system.

New York City Police Dept (NYPD), US >


Creating the Real Time Crime Center, a new weapon to help gather and share info to help catch today's criminal & prevent tomorrow's crimes.

Port of Portland, US >

Implementing a unified enterprise approach to its financial systems and processes.

Santa Barbara Sheriff's Office, US >

Combining digital video technology with wireless technology helps officers and staff improve the quality & efficiency of police work.

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3. นวัตกรรมด้านการเสริมสร้างความมั่นคง

ตัวอย่างหน่วยงาน

นวัตกรรม

British Virgin Islands Customs Dept,
British Virgin Islands >

Enabling faster and more efficient customs processing with Customs Automated Processing Systems (CAPS).

Canada Border Service Agency, Canada
>

Using biometric iris-recognition technology kiosks to more effectively manage growing volumes of airport travelers; controlling high-risk border situations while speeding the passage of pre-screened passengers.

Financial Information Analysis Unit,
Colombia >

Adopting a service-oriented architecture to bring multiple dept. together to more effectively fight drug trafficking and asset laundering.

Nat'l Nuclear Security Admin. Advanced
Simulation and Computing, US >

Developing the world's most powerful supercomputer to ensure the safety of current nuclear weapons.

Royal Air Force, UK >


Protecting UK airspace with advanced air command.

St. Louis Area Regional Response
System, US >

Leveraging wireless technology for real-time information sharing for swift and synchronized disaster response.

US Coast Guard, US >

Connecting bright ideas with bright people by organizing annual Innovation Expo, a 3-day event, a gathering of participants from different industry to share and demonstrate innovative ideas in support of its challenges.

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