

2007

Global CIO Leadership Roundtable:

**Creating Better Government and Society
through Enhanced CIO Leadership**

October 27-29, 2007

George Mason University
School of Management
Fairfax, Virginia



School of Management

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George Mason University

George Mason University is a public institution located in Northern Virginia within the Washington, D.C., metropolitan area. Since becoming an independent university in 1972, Mason's enrollment has grown from 4,166 to more than 30,000 students today.

Rated among the top 20 percent of accredited business programs in the United States, the George Mason University School of Management offers both undergraduate and graduate programs. Graduate programs include a full-time MBA, a part-time MBA for working professionals, and an Executive MBA for senior managers, as well as master of science programs for accounting and technology professionals. Developed in consultation with leading technology companies and industry experts, the Master of Science in Technology Management Program focuses on leadership, management, analytical skills, and the interrelationship of technology and management in a global, networked marketplace.

2007 Global Leadership Roundtable

Creating Better Government and Society through Enhanced CIO Leadership

Dear 2007 Global CIO Roundtable Delegates:

Welcome to the 2007 Global CIO Roundtable: Creating Better Government and Society through Enhanced CIO Leadership.

The promise of e-government is being fulfilled through the joint efforts of government, the private sector, academia, and nongovernmental organizations in many world regions and nations. Still, there are many challenges to using technology to enable better government and contribute to solving today's societal challenges.

The 2007 Global CIO Roundtable—hosted in conjunction with APEC TEL, the World Bank, the International Academy of CIO, and the George Mason University Master of Science in Technology Management Program—brings together CIOs and information technology leaders to discuss and share experiences and best practices on major issues facing CIOs and the role of CIOs in contributing to solving societal challenges. The roundtable will focus on CIO leadership, connecting with citizens, innovation management, and health and emergency preparedness.

And, on Monday morning, as part of the roundtable, the World Bank is hosting a Global CIO Dialogue, where we will be joined by additional CIOs and IT leaders from Asia and Africa for a discussion of the critical role of the CIO in developing and transition countries.

The roundtable is going to be featured in the "In Focus" section of the spring *I-Ways: Digest of Electronic Government Policy and Regulation*, a journal published by IOS Press, Amsterdam, Netherlands.

Enhancing the expertise of CIOs and leadership of CIO councils is an important part of APEC TEL's efforts, as noted in the Joint Ministers Statement from the 18th APEC ministerial meeting in Hanoi in November 2006:

"Ministers highlighted the work of APEC TEL on developing a clearer vision of the Asia Pacific Information Society (APIS) and encouraged APEC TEL to advance the development of the APIS further. Ministers acknowledged the outcomes of two conferences on Development of Model CIO Councils held in June in Japan (at Waseda University) and in September in the U.S. (at George Mason University). Ministers supported the development of new APEC TEL activities to build on this work."

Thank you for being a part of the CIO Roundtable. I look forward to discussing these important issues with you over the next two days and working together to further the promise of e-government in the coming months and years.

—J. P.

Conference Chair

Jean-Pierre Auffret, vice president, International Academy of CIO; professor, School of Management, George Mason University

International Advisory Council

Toshio Obi, director, Waseda Institute for e-Government, Waseda University, Tokyo, Japan

Oleg Petrov, program coordinator, e-Development Thematic Group, World Bank

Brenda Fisher, APEC affairs coordinator, U.S. Department of Commerce

Jirapon Tubtimhin, director, Government Information Technology Infrastructure, NECTEC, Thailand

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Janet Palmisano, George Mason University

Kim Hunter, senior project manager, KeyLogic Systems Inc.

Ken Carey, principal, Noblis, Falls Church, Virginia

2007 Global Leadership Roundtable

Creating Better Government and Society through Enhanced CIO Leadership

Keynote Speakers



Elizabeth Hackenson,
CIO, Alcatel-Lucent

Elizabeth Hackenson has responsibility for the oversight and operation of Alcatel-Lucent's information systems infrastructure, including global communications systems, corporate networks, and e-business platforms. Prior to joining Lucent in April 2006, she held the position of executive vice president and chief information officer for MCI. During her five years at MCI, Hackenson led various transformation projects, including the development of a centralized shared service model and a state-of-the-art customer self-service portal infrastructure



Bill Vajda, CIO, U.S. Department of Education; cochair, Federal CIO Council Best Practices Committee

Bill Vajda has served in a number of roles within the U.S. government, NATO, and private industry. Since joining the Department of Education in July 2006, Vajda has been selected to serve on the CIO Council Executive Committee and as a cochair of the Best Practices Committee. He also was nominated to serve on the American Council of the Technology Board of Directors. Prior to joining the Department of Education, Vajda served as vice president of several Washington-area high-technology vendors and as a private consultant and board member for a variety of nonprofit organizations.



Christine Liu, CIO, U.S. Small Business Administration

As CIO of the U.S. Small Business Administration (SBA), Christine Liu is responsible for planning, developing, communicating, and coordinating SBA's information technology activities. A member of the Senior Executive Service since 2000, she has 27 years of federal service and received the 2005 Presidential Meritorious Rank Award. Prior to the SBA, she served as acting deputy CIO and chief knowledge officer at the State Department beginning in March 2005. In this position, she was involved in major initiatives in support of the secretary's vision toward transformational diplomacy.

Agenda

**Saturday, September 27
Morning**

The New Global CIO Leader

7:30–9 Registration and Continental Breakfast

9–9:10 Welcome

J.P. Auffret, vice president, International Academy of CIO, United States, and Jantima Sirisaengtaksin, deputy permanent secretary, Ministry of Finance, Thailand

9:20–9:50 Conference Keynote

Elizabeth Hackenson, CIO, Alcatel-Lucent, United States

9:50–12:30 Panels and Discussion

CIO Innovation and Leadership in Indonesia

Suhono Harso Supangkat, Information Technology Research Group, School of Electrical Engineering and Informatics, Institut Teknologi, Bandung, Indonesia

IT Leadership in Vietnam

Tran Minh Tien, president, National Institute of Posts and Telematics Strategy, Ministry of Posts and Telematics, Vietnam

What Kind of Leadership Is Needed for the Knowledge Economy

Nagy Hanna, co-director, International Center for eLeadership, University of Maryland, United States

The New IT Leadership—Addressing Global Challenges

Alfred Hamilton, medical chief information officer and major, Medical Service Corps, United States Central Command

Discussion

12:30–1:30 Lunch

Sponsored by George Mason University Master of Science in Technology Management Program

Afternoon

Energizing e-Government—Connecting with Citizens

1:30–2:20 Session Keynotes

Bill Vajda, co-chair, Federal CIO Council Best Practices Committee, and CIO, U.S. Department of Education, United States

Abraham Sotelo, head of electronic government and information technology policy, Ministry of Public Administration, Mexico

2:20–5:30 Panels and Discussion

Connecting with Citizens in the Philippines
Philip Varilla, Commission on Information and Communications Technology, Philippines

Building Communities of Interest
Suzanne Acar, co-chair, Federal Data Architecture Subcommittee, U.S. Federal CIO Council and Senior Information Architect, U.S. Department of Interior, United States

CRM and the New Citizen Access
Des Speed, president, Lagan, United States

Effective Government Matters: Delivering Business Results in the 21st Century
Emory Miller, senior vice president, Robbins-Gioia, United States

Discussion

Transfer to George Mason University Observatory

5:45-7:45 Reception
Sponsored by Siemens, with special guest Harold Geller, Director, Mason Observatory, and Associate Chair, Department of Physics and Astronomy, George Mason University, United States

Sunday, October 28 Morning

7:30–9 Continental Breakfast

Innovation in IT and CIOs

9–9:50 Session Keynotes
Christine Liu, CIO, U.S. Small Business Administration, United States
Jantima Sirisaengtaksin, deputy permanent secretary, Ministry of Finance, Thailand

9:50–12:30 Panels and Discussion
Megacities and Megatrends That Will Transform Future IT Infrastructures
Mike Wells, senior vice president, Government Business Office, Siemens, United States

CIO and IT Innovation in Europe
Matthias Finger, professor, Management of Network Industries, and dean, School of Continuing Education, Ecole Polytechnique Federale, Lausanne, Switzerland

IT Education Innovation
Andres Fortino, associate provost and dean, Westchester Campus, Polytechnic University, New York, United States

Innovation in CIO
Taro Kamioka, professor, Graduate School of Commerce and Management, Hitotsubashi University, Tokyo, Japan, and Akihiro Kuroda, partner, Technology Strategies Services Leader, IBM Business Consulting Services, Tokyo, Japan

Earned Value Management as an Innovation
Kim Hunter, senior project manager, KeyLogic Systems Inc., United States

Discussion

12:30–1:30 Lunch
Sponsored by Polytechnic University

Afternoon

Global Healthcare and Emergency Preparedness

1:30–2 Session Keynote
Jane Woods, state health policy and community development liaison, George Mason University, and recent secretary of health and human services, Commonwealth of Virginia, United States

2–5:20 Panels and Discussion
ePreparedness in Japan and Asia
Toshio Obi, vice president, International Academy of CIO, Japan and Naoko Iwasaki, assistant director, Research Institute of e-Government, Waseda University, Japan

After the Tsunami
Suhono Harso Supangkat, Information Technology Research Group, School of Electrical Engineering and Informatics, Institut Teknologi, Bandung, Indonesia, and Jirapon Tubtimhin, director, Government Information Technology Infrastructure, NECTEC, Thailand

Emergency Planning in the Philippines
Philip Varilla, Commission on Information and Communications Technology, Philippines

The Future in IT and Healthcare
Geoff Brown, senior vice president and CIO, Inova Health Systems, United States

Health and Security: Personal ID Verification
Lamont Wells, vice president, Strategy and Business Development, Siemens Government Services, United States

CIOs, Technology, and Weather Forecasting
Ken Carey, principal, Noblis, United States

Discussion

5:20–5:30 Tabling of George Mason Statement
J.P. Auffret, United States, Jantima Sirisaengtaksin, Thailand, and Toshio Obi, Japan

5:45-7 Reception

Monday, October 29 Morning

Global CIO Dialogue

Hosted by the World Bank
1850 I Street, NW, Washington, D.C.

With participants joining the roundtable from Russia, Ukraine, Georgia, Armenia, Ghana, Pakistan, and Tanzania via videoconference, the Global Dialogue will examine, in light of international experience, the critical role of the CIO as a visionary, trailblazer, strategist, communicator, coach, diplomat, and politician in developing and transition countries.

8–8:15 Welcome

8:15–10:30 Global CIO Dialogue
Chaired by Samia Melhem, senior operations officer, Global ICT Department, and chair, e-Development Thematic Group, World Bank.

International Academy of CIO

Advancing the Role of CIOs and CIO Councils Worldwide

Mission

The objectives of the academy are to advance applied theory in the field of CIO and e-government. These objectives include the following:

- Foster the development of best practices in CIO and CIO councils with the goal of furthering good e-government and good government.
- Introduce a global standard of the CIO model by uniting academic resources with practical case studies to strengthen and enhance international competitiveness of government and industry for the new Information Age.
- Facilitate the exchange of information and ideas among academy members, professionals, and individuals in academic, business, and government professions who are highly concerned with issues related to CIO.

Announcing the New International Academy of CIO Global E-Governance Book Series

This informative new book series will cover major topics of interest for CIOs, information technology (IT) executives, and public policy leaders in the private sector, government, and academia. The series will feature stories and discussion of innovations and best practices across the full range of areas where IT can play a role in building better societies. Initial series topics will include developing human resource capacity in IT, the promise of e-municipalities, and innovations in enabling citizen access.

The series will be published by IOS Press, Amsterdam, the Netherlands (Kim Willems, publication manager,

and Russell Pipes, acquisition editor) beginning in mid-2008.

Editorial Board

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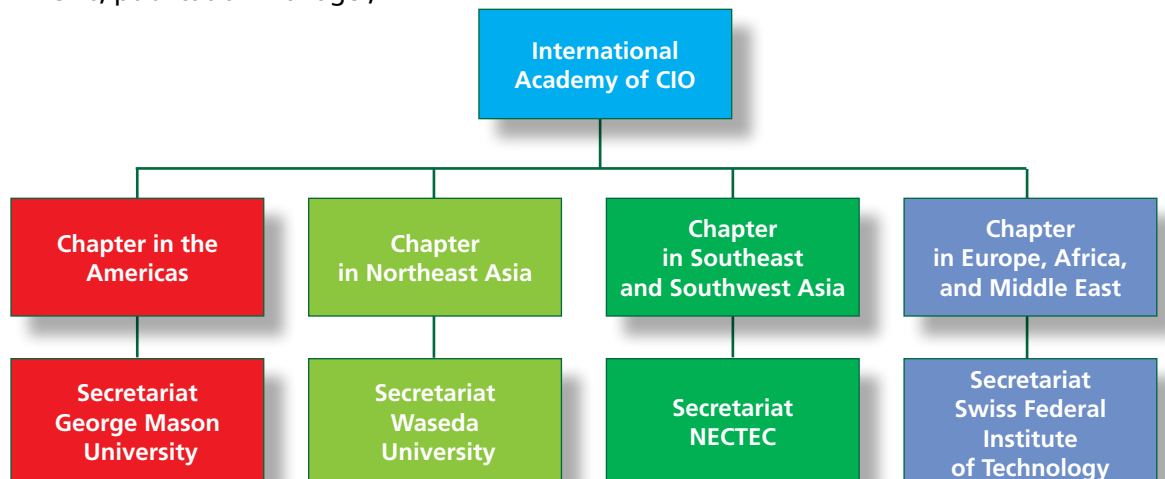
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Conference Partners and Sponsors

The 2007 Global CIO Leadership Roundtable is presented by

The Asian Pacific Economic Cooperation— Telecommunications (APEC TEL)

The Asian Pacific Economic Cooperation is a multilateral organization established in 1989 to further economic growth in the Asia-Pacific community. APEC comprises 21 member economies that account for approximately one-third of the world's population, 60 percent of the world's gross domestic product, and, over the past 10 years, 70 percent of global economic growth.

The World Bank e-Development Thematic Group

The e-Development Thematic Group's mission is to promote the efficient use of ICT in development and World Bank operations by facilitating knowledge sharing on good practices in e-development and more frequent dialogues among interested parties, thus catalyzing specific program and project proposals. The e-Development Thematic Group was created in 2003 in response to the increasing demand from various countries and sectors that are involved in the design and implementation of a variety of e-development and e-government projects. The e-Development Thematic Group is open for participation by both World Bank staff and external clients and partners.

Siemens

Siemens AG (NYSE: SI) is one of the largest global electronics and engineering companies with reported worldwide sales of \$107.4 billion in fiscal year 2006. Founded 160 years ago, the company is a leader in the areas of medical, power, automation and control, transportation, information and communications, lighting, building technologies, water technologies and services, and home appliances. With its U.S. corporate headquarters in New York City, Siemens in the United States has sales of \$21.4 billion and employs approximately 70,000 people throughout all 50 states and Puerto Rico. Eleven of Siemens' worldwide businesses are based in the United States. With its global headquarters in Munich, Siemens AG and its subsidiaries employ 480,000 people in 190 countries.

International Academy of the CIO

With chapters around the globe, the International Academy of the CIO seeks to introduce a global standard to the CIO position by establishing academic standards, facilitating exchange of information and ideas and fostering the development of best practices in CIO operations, CIO councils, and e-government.

George Mason University Master of Science in Technology Management Program

The Master of Science in Technology Management Program offers a focused degree curriculum aligned with the specific challenges of technology businesses. The curriculum and international residency are geared toward students whose goal is to manage a company or division where technology is a key factor of its success.

Polytechnic University

Polytechnic University, founded in 1854 in Brooklyn, New York, is a preeminent resource in science, technology, engineering, and management education. In addition to its main campus in Brooklyn, Polytechnic offers programs at sites in Long Island, Manhattan, and Westchester. In addition, the university offers several programs in Israel.

We would also like to thank Harold Geller, director, Mason Observatory, and associate chair, Department of Physics and Astronomy, for kindly hosting an early evening at the Mason Observatory as part of the Saturday, October 27, reception.

And Tanvir Ahmed and the members of the Mason Information Technology Association for their assistance.

And special thanks go to Peter Stearns and the Office of the Provost, George Mason University, for their support of the 2007 Global CIO Roundtable.

Sincere thanks to our conference sponsors

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