

Technology, Green Bananas, and the Quality of Amazement

Will Rice
August 3, 2009

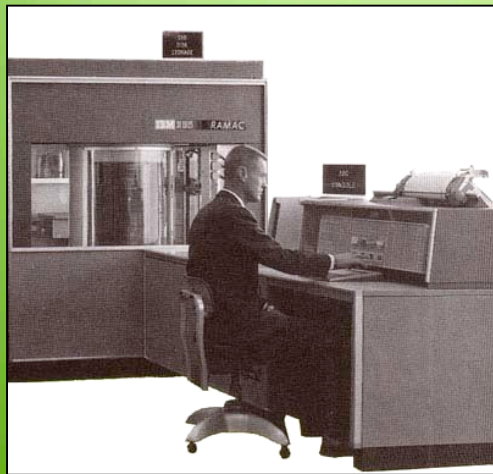




Commodore 128, Circa 1985



FAST
ENTERPRISES



FAST
ENTERPRISES



faster

cheaper

better

FAST
ENTERPRISES



**“Unlike tightrope walkers,
when government
budgets topple, there’s
rarely a safety net waiting
underneath.”**

FAST
ENTERPRISES



NationWorld

OBAMA FACES QUICK DECISION ON AFGHANISTAN MAIN 10
'Fantasy Island' actor Ricardo Montalban dies MAIN 10
NEWSMAKERS MAIN 10 • OPINION MAIN 12 • WEATHER MAIN 14

IDAHOSTATESMAN.COM • LATEST HEADLINES FROM THE NATION AND THE WORLD

THURSDAY, JANUARY 15, 2009 • MAIN 9

Study: Doctors' checklists cut death rate

Such basic steps reduced surgical deaths — caused by blatant mistakes — by nearly 50 percent

checklist of steps like these cut the death rate from surgery almost in half and complications by more than a third in a large international study of how to

tions. But the 19-item checklist in the study was far more detailed than what is required or what many institutions do. The researchers estimated that im-

The checklist was developed by the World Health Organization and includes measures such as these:
» Before the patient is given anes-

That checklist was tested in 2007-08 in eight cities: Seattle; Toronto; London; New Delhi; Auckland, New Zealand; Amman, Jordan; Manila, Philippines;

FAST
ENTERPRISES



Surgeon's Checklist

- ✓ Make sure the correct patient is on the operating table
- ✓ Mark the correct surgical site (e.g. the right foot) as well as the one that is not to be operated on
- ✓ Count sponges and scalpels before and after the procedure; is everything accounted for?
- ✓ Before you start, talk among yourselves – do you all agree on what you're about to do?

FAST
ENTERPRISES



“The aspects of things that are most important for us are hidden because of their simplicity and familiarity”

**-Ludwig Wittgenstein
Philosopher**

FAST
ENTERPRISES



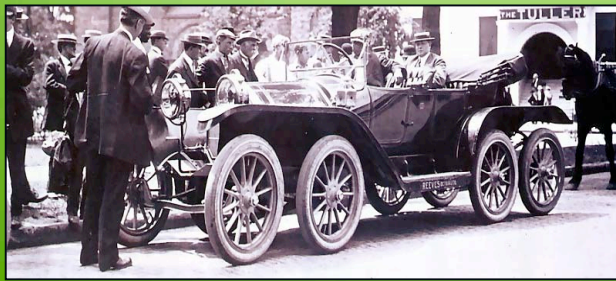
Technology Project Checklist

- ✓ **Make sure the technology meets a fundamental business need**

FAST
ENTERPRISES



The Lure of Technology



FAST
ENTERPRISES



The Lure of Technology



FAST
ENTERPRISES



Technology Project Checklist

- ✓ **Make sure the technology meets a fundamental business need**
- ✓ **Talk to others that have gone before you**



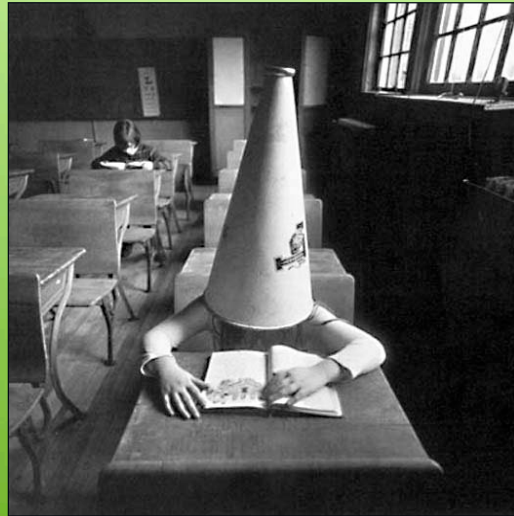
Talk to Others That Have Gone Before You

Ask them:

- ✓ **Is your project on time?**
- ✓ **Is your project on budget?**
- ✓ **Is it meeting your needs and expectations?**



Do your homework before the “cone of silence” descends



FAST
ENTERPRISES



Technology Project Checklist

- ✓ Make sure the technology meets a fundamental business need
- ✓ Talk to others that have gone before you
- ✓ Involve business users in every aspect of the project

FAST
ENTERPRISES



**At the end of the day,
your “IT” project is
really a business project**

FAST
ENTERPRISES



**“When technology
becomes the initiative
itself, it inevitably lets
everyone down”**

**-Ken Miller, Author
*We Don't Make Widgets***

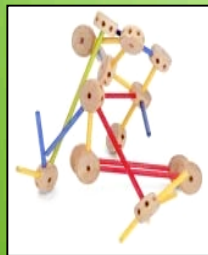
FAST
ENTERPRISES



Technology Project Checklist

- ✓ Make sure the technology meets a fundamental business need
- ✓ Talk to others that have gone before you
- ✓ Involve business users in every aspect of the project
- ✓ Before you start, talk among yourselves – do you all agree on what you're about to do?

FAST
ENTERPRISES



FAST
ENTERPRISES



Technology Project Checklist

- ✓ Make sure the technology meets a fundamental business need
- ✓ Talk to others that have gone before you
- ✓ Involve business users in every aspect of the project
- ✓ Before you start, talk among yourselves – do you all agree on what you're about to do?



Why do revenue agencies exist?



Come fly the friendly skies

It's time to fly

We know how to fly

Work hard. Fly right.

Flying has never been easier

The only way to fly

FAST
ENTERPRISES



Come fly the fatal skies

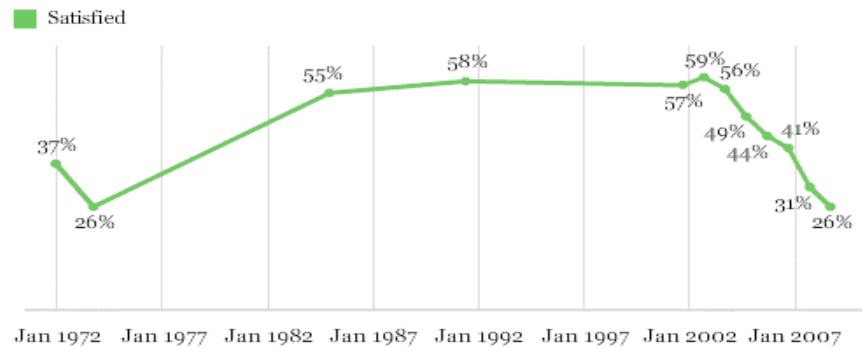


FAST
ENTERPRISES



Trust in Government

On the whole, would you say you are satisfied or dissatisfied with the way the nation is being governed?



GALLUP POLL

FAST
ENTERPRISES



Society's Attitudes Affect Compliance

- Tax compliance and trust in government are highly correlated
- Citizens who believe they're getting high quality government services evade much less
- Compliance is better where society shows intolerance for tax evasion

FAST
ENTERPRISES



FAST
ENTERPRISES



**Technology and human ingenuity
are two of your greatest
resources as you face the
challenge of continuously
improving your performance,
even in the face of restricted
finances**

FAST
ENTERPRISES



WASHINGTON STATE DEPARTMENT OF REVENUE

Department of **Revenue NEWS**

FOR IMMEDIATE RELEASE

For more information, contact:
Mike Gowrylow
(360) 570-6048

Department of Revenue Earns 16th-Straight Clean Audit

OLYMPIA, Wash., Jan. 5, 2008 — The Department of Revenue has earned its 16th-straight clean audit from the Washington State Auditor.

The annual audit issued today by State Auditor Brian Sonntag contained no findings, or

FAST
ENTERPRISES



FAST
ENTERPRISES



FAST
ENTERPRISES



“Simplicity is the final achievement. After one has played a vast quantity of notes and more notes, it is simplicity that emerges as the crowning reward of art.”

-Frederic Chopin

FAST
ENTERPRISES

Technology, Green Bananas, and the Quality of Amazement

Will Rice
August 3, 2009

