Technology, Green Bananas, and the Quality of Amazement

Will Rice
August 3, 2009
Commodore 128, Circa 1985
faster cheaper better

“Unlike tightrope walkers, when government budgets topple, there’s rarely a safety net waiting underneath.”
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?
“The aspects of things that are most important for us are hidden because of their simplicity and familiarity”

-Ludwig Wittgenstein
Philosopher

Technology Project Checklist

✓ Make sure the technology meets a fundamental business need
The Lure of Technology

The Lure of Technology
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

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

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

—Ken Miller, Author

We Don’t Make Widgets
Technology Project Checklist

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Why do revenue agencies exist?
Come fly the friendly skies

We know how to fly

Work hard. Fly right.

It's time to fly

Flying has never been easier

The only way to fly

Come fly the fatal skies
Trust in Government

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Satisfied</th>
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<tbody>
<tr>
<td>Jan 1972</td>
<td>32%</td>
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<tr>
<td>Jan 1977</td>
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<td>Jan 2002</td>
<td>44%</td>
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GALLUP Poll

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
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.
WASHINGTON STATE DEPARTMENT OF REVENUE

Department of Revenue NEWS

FOR IMMEDIATE RELEASE

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

Department of Revenue Earns 16th-Straight Clean Audit

OLYMPIA, Wash., Jan. 8, 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 Sauter contained no findings, or
“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
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