

by Chuck Prow

***Fast Gov*—An Upcoming Book by the IBM Center**

What is the value of time? Is it measured in cost, in service levels, in quality? If you were running a government agency and you could reduce your claims processing time from over 300 days to fewer than 60, what would that be worth to your agency and those it serves? If a police force could provide officers with real-time information on crime incidents and suspects, what would that be worth? If an agency utilized predictive analytics or a disruptive technology to identify improper payments before they were dispersed, not only would that agency save money, it would eliminate the reclamations process. In fact, the value of reducing or eliminating cycle time is arguably the single largest driver of improved mission effectiveness.

We see the value of time every day—in claims processing times, supply chains, lag-times from intelligence collection to analysis to action—in each of these cases, long cycle times mean higher costs, lower services levels, and diminished mission effectiveness. Making government work faster will enhance mission effectiveness, improve service levels, and reduce costs. That simple but powerful premise is at the heart of *Fast Gov*, an anticipated anthology that explores how a faster government helps create a more responsive and lower cost government. Time is an often-overlooked variable in the value equation. The book's contributors will discuss that by focusing on making government work faster; whether by redesigning processes, adopting new technology, or moving to embrace innovation and risk-taking, public sector leaders can improve services and reduce costs. Drawing on the experiences of a diverse group of authors, from private sector pioneers to political appointees to career public servants, *Fast Gov* provides real-world examples of how a focus on speed can transform government.

This upcoming work is a follow-up to *Governing to Win*, and will be released shortly by the IBM Center for The Business of Government. ■