

Supporting Information Technology solutions and best practice sharing within Public Sector communities.



Many Public Sector organizations have developed solutions and other best practices that are of high value to their countries. Effective reuse and on-going maintenance of these works is a high priority to extract the maximum value from them. Microsoft is keen to support our customers, and has created the Solutions Sharing Network Program to address IP mobilization needs.

IP Sharing in Public Sector?

There are several reasons why countries want to reuse Intellectual Property:

- Some applications are being repeatedly developed which is costing the taxpayer money.
- IT budgets are not growing.
- There are pockets of expertise that are not being reused effectively.
- Movement towards regional best practice sharing.

What is the Solutions Sharing Network Program?

The SSN Program is a global initiative that aims to develop and share effective solutions while promoting increased collaboration

among those who work in government organizations, academic institutions, and other public sector agencies.

The Microsoft-based SSN focuses on 4 key areas:

1. Identifying and encouraging the use of compelling content that can deliver incremental benefit to public sector; or which inspires new thinking and solutions.
2. Supporting a range of worldwide community events, the aim of which is to promote collaboration between people and spark innovation.
3. Provision of a custom, Microsoft-based, SSN Portal to give people collaborative access to public sector solutions.
4. Engagement with academic research to better understand the dynamics of sharing within public sector.

Who is eligible to participate in the SSN Program?

Please contact your local subsidiary to discuss SSN in your country for full eligibility requirements.

Microsoft can collaborate on the SSN Program across a range of different types of organization, but will always center on the needs of a community of people wanting to share information. Some examples of the types of organizations that we have been working with so far include:

- *Individual Government Organizations* that are recognized as eGovernment thought leaders
 - These organizations have the interest to drive a community and help share best-practices
- *National/Regional/Local Government Associations* focused on delivering better solutions cheaper for their constituents
 - These could be associations that represent a collection of cities, municipalities or agencies
- *International Government Organizations* focused on driving uptake of ICT and executing on cross-regional initiatives
 - The SSN portal can be a useful tool where there is a mandate to share best practices and drive initiatives such as eGovernment or development
- *Universities and Research Organizations* that are involved with government
 - Could be an eGovernment group or consulting division

- These organizations can engage with government independently & provide a catalyst for moving markets.

A Focus on Community, Collaboration, Research and Development:

The primary objective of the SSN program is to work with customers to host a catalogued repository of knowledge on a portal that is:

- Focussed on sharing IT related content.
- Internet facing where required.
- Fully managed through a set of self-service facilities to reduce administration overhead.

Using this solution, a community of like-minded individuals can collaborate to facilitate the reuse of knowledge in order to reduce the cost and decrease the time required to develop effective solutions.

Governments, organisations and agencies can both contribute and take existing knowledge and solution-sets from an SSN portal as they require. Creating a sense of community, transparency and balance between stakeholders is the key to building trust and value in the network of peers that will work together via the SSN environment.

SSN can also be drawn upon by academic institutions to aid education and research around open application development. That same catalogue may be used to promote the benefits of sharing knowledge, solutions and technical information between both commercial and non-commercial organizations and institutions.

The Technology Program Element

At a technology level, the *Solutions Sharing Network (SSN)* is:

- A web-based platform allowing secure access to hosted knowledge and solutions

- A community-managed, community-regulated portal solution that provides a collaborative environment for building government solutions, capturing best practices and sharing knowledge.
- A means through which solutions can be catalogued, located and rated across similar organisations

Beyond the technology – the broader SSN Program

There are a variety of elements that can be delivered through the program in collaboration with the local Microsoft subsidiary or region:

- Technical SSN Workshops that allow the customer/partner to get deep exposure to application development on top of SharePoint Technologies.
- An opportunity for our customers to network with their peers face-to-face through regional 'SSN Summits' where attendees can share ideas, best practice and other experiences.
- Using the SSN tool as a basis for facilitating technical round-tables on behalf of a number of different entities to encourage greater collaboration between peers within those entities.
- Microsoft collaboration with customers on building a thriving community environment

Summary

Microsoft recognizes that Public Sector organizations place taxpayer value and increased efficiencies at the heart of a lot of what they do. In response to these needs, we have learned that a program that addresses these needs would be of value.

More Info

For more information on the SSN Program, please contact your local Microsoft subsidiary or solshare@microsoft.com.