



Collaborative Government



“How can greater coordination and dialogue be achieved...to ensure a concerted effort by the public sector as a whole in addressing key national challenges and problems?”

**- GAO,
21st Century Challenges**

Complex public sector challenges require innovative solutions. Leading federal agencies are creating these solutions by forming networks of partners and stakeholders to achieve policy objectives. These collaborative government networks focus a broad range of stakeholders on common public sector goals in homeland security, environment, transportation, and other areas, and can include other federal agencies, state and local governments, industry, and academia.

ICF Consulting brings a demonstrated capability for establishing and sustaining government partnerships and networks. We deliver years of experience in bringing public sector staff and stakeholders together to achieve common goals. ICF Consulting combines a proven methodology, facilitated multi-party planning, Web-based collaboration tools, and deep federal program experience into tailored solutions that make collaborative government a reality.

Focus Stakeholders on Agency Goals

Collaborative government provides an ongoing mechanism for focusing stakeholders and staff on agency objectives. This innovative approach supports a broad range of goals, such as the ability to:

- **Form Effective Inter-Governmental Partnerships.** Orchestrate a network of federal, state and local agencies
- **Move Innovation into Practice.** Develop innovative solutions and move them into practice in a large stakeholder group
- **Enhance Voluntary Programs.** Engage program participants with ongoing dialogue
- **Lower Barriers to Adoption.** Gather and disseminate success stories, innovative approaches, and lessons learned
- **Facilitate Technology Transfer.** Speed R&D into application by connecting researchers and practitioners
- **Raise Capabilities.** Develop human capital in agency and stakeholder workforce through ongoing learning
- **Improve Stakeholder Outreach.** Engage stakeholders in ongoing dialogue to support partnerships

Communities of Practice

Communities of Practice provide an ongoing means of communication and focus to government networks, allowing them to grow and adapt to constant change. Communities are virtual networks for learning and action, tied together by multiple tools for communication and the exchange of best practices and expertise. Federal Communities of Practice have been shown to:

- **Improve customer service.** Make the full knowledge of the organization available at the customer interface
- **Develop human capital.** Provide an ongoing environment for learning and development
- **Improve efficiency and effectiveness.** Leverage lessons learned and spread good practices
- **Provide just-in-time learning.** Deliver resources, contacts, online Q&A, and guidance on-demand

Improving Programs in Times of Tight Budgets

Traditional outreach mechanisms such as publishing best practice reports, hosting conferences, and conducting training can be difficult to sustain under tight budgets. Collaborative government provides a cost-effective, online means to achieve outreach, innovation, and capability-building goals.

Featured Solutions

Transportation Knowledge Initiative, U.S. Federal Highway Administration (knowledge.fhwa.dot.gov)

The Federal Highway Administration (FHWA) operates in a complex stakeholder environment of state and local governments, academia, and industry. Effective collaboration across these organizations and across FHWA's nation-wide offices is critical to their success. ICF Consulting has partnered with FHWA to bring innovative approaches to stakeholder outreach and internal operations to FHWA's award-winning Knowledge Sharing Initiative. ICF Consulting supports more than 20 collaborative government networks, or "communities of practice," in key areas such as safety, environment, operations, and air quality. FHWA stakeholder networks tie together an extended intergovernmental enterprise, as well as academia and industry, in ongoing knowledge exchange. Internal FHWA networks span the organization to improve effectiveness, capture knowledge from retiring staff, and speed the learning curve for new staff. ICF Consulting provides ongoing support in strategy, collaborative network development, Web-based tools, communications, and performance measurement.

Domestic Emergency Response Information Service (DERIS), U.S. Federal Emergency Management Agency and U.S. Department of Defense

In the aftermath of terrorist attacks in September 2001, ICF Consulting helped FEMA and DOD develop a capability to command and control their disaster response units during domestic crises. Our disaster response solution enables real-time collaboration with external federal, state, and local agencies involved in national emergency response. ICF Consulting designed and developed a secure, Web-based information service that supports coordinated domestic emergency response. Our portal ensures that timely, accurate, and secure information flows both vertically through the command chain and horizontally among government entities. The federation of networks provides national high-speed access; a redundant and survivable infrastructure; real-time integrated voice, data, and video capabilities; and access to wireless systems and services. The DERIS project received an Air Force Communications and Electronics Association (AFCEA) Golden Link Award for "providing a highly innovative solution to a specific government challenge."

Collaboration at Sea (CaS), U.S. Navy Atlantic Fleet

The U.S. Navy wanted a system that communicated instantly between mobile units and was cost effective, secure, adaptive, easy to maintain, and information rich. ICF Consulting and its partners built CaS, a centralized, integrated Web-based collaboration system using Lotus Domino technology. All user information can be localized onto one customized Web page. CaS is a template-driven system in which all functions are as easy as clicking an edit, add, or delete button, and typing in basic information regarding ship, staff, or data. A standardized process increases time available to concentrate on Navy business and reduces operating costs. ICF Consulting also developed template-based intranet sites for each unit within the battle group, allowing each unit to post pertinent data.

United Nations Global Compact (unglobalcompact.org)

The UN Global Compact is a collaborative relationship among UN agencies, corporations, and advocacy groups to address the issues of environmental principals, job security, and human rights. ICF Consulting provided the tools to enable this network to effectively create and disseminate web content and engage in ongoing dialogues with participants. ICF Consulting employed its WebAssist® and Discussion Factory™ tools, enabling streamlined communications within this global community.

Prince of Wales International Business Leaders Forum (csrforum.com)

In today's global community, governments and consumers expect corporate citizens to advance socially responsible business practices at home and abroad. The Prince of Wales International Business Leaders Forum required a means to focus its membership network on promoting corporate social responsibility. ICF Consulting provided a cost-effective, dynamic portal as a gateway for sharing practices and information. Content experts around the globe now quickly publish and update high-quality, approved information, without prior Web development or HTML skills. ICF Consulting's Discussion Factory™, allows staff to easily create open-ended or mediated online dialogue.

About ICF Consulting

ICF International (NASDAQ: ICFI) partners with government and commercial clients to deliver consulting services and technology solutions in the energy, climate change, environment, transportation, social programs, health, defense, and emergency management markets. The firm combines passion for its work with industry expertise and innovative analytics to produce compelling results throughout the entire program life cycle, from analysis and design through implementation and improvement. Since 1969, ICF has been serving government at all levels, major corporations, and multilateral institutions. More than 3,000 employees serve these clients worldwide. ICF's Web site is www.icfi.com.

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