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Member Insight Spotlight: Rhetoric to Reality by Sanjay Jaju

This week we have a wonderful surprise for everyone. Sanjay Jaju, a fellow practitioner from India, and the Secretary to Govt. (Information Technology & Communications Department) Government of Andhra Pradesh, India has shared with us a fantastic insight entitled "Rhetoric to Reality."

This insight provides a detailed look into Mee Seva ('at your service' in telugu), a project to provide a faster, easier and transparent mechanism for delivering various G2C services. Sanjay explains the challenges the Government of Andhra Pradesh faced with the implemenation of Mee Seva, and the challenges of Shared Services in general in India. He also goes into great depth on the implementation details, and the results of the implementation.

This kind of Insight is exactly why the Community of Practice exists, and we'd like to extend a huge thanks to Sanjay Jaju for sharing this piece with us. In sharing his experience, Sanjay has enriched the community.

I encourage you all to read this Insight, and log in and offer Sanjay some acknowledgement and feedback in the comments section.

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This Week's community Insight: 2012 Shared Services Summit - Zipcar and the Sharing Economy: A Win-Win-Win Model

For this week's Community insight, we're wrapping up the 2012 Shared Services Summit video presentations with Zipcar and the Sharing Economy: A Win-Win-Win Model.

Zipcar is the nation's largest car sharing company. Underpinning the Zipcar model is consumer demand to purchase time blocks for a car instead of purchasing a wholly-owned (fixed cost) car that would sit idle the majority of time. For consumers, this means they can "get wheels when they want them" and lower their average monthly cost.

As the "sharing economy" gains steam broadly, and particularly in government and education, what can leaders learn from the Zipcar example? How can Zipcar's customer- centric service culture be applied in government and education?

We've got three short clips to give you a quick glimpse of what the presentation is about, and we also have the entire presentation watchable on our site.

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Logging In to the Community

If you are having trouble logging in to the Community of Practice, never received an email with login information, or forgot your password, simply enter your email address (the same one this newsletter was sent to) into the form on the following page:

Request New Password

If you'd like personal assistance with logging in to the Community, or help reseting your password, you can contact us with the button below, and we'll be happy to help you!

Seek Login Assistance

Questions, Comments and Concerns

If you have any questions at all, problems logging in, or comments about the site in general, you can always reach us at info@lnwprogram.org. Don't be afraid to reach out. We are here to help!

Thank you, and we look forward to seeing you in the Community!

The Leadership for a Networked World Community Team