*By Michael J. Keegan*

Introduction: Fast Government—Accelerating Service Quality While Reducing Cost and Time

The IBM Center has released a special report, *Fast Government: Accelerating Service Quality While Reducing Cost and Time,* on which this forum is based. The report follows a 2012 IBM Center book, *Governing to Win: Enhancing National Competitiveness Through New Policy and Operating Approaches,* edited by Chuck Prow, which introduces the concept of fast government as a key to increasing the mission value of government organizations.
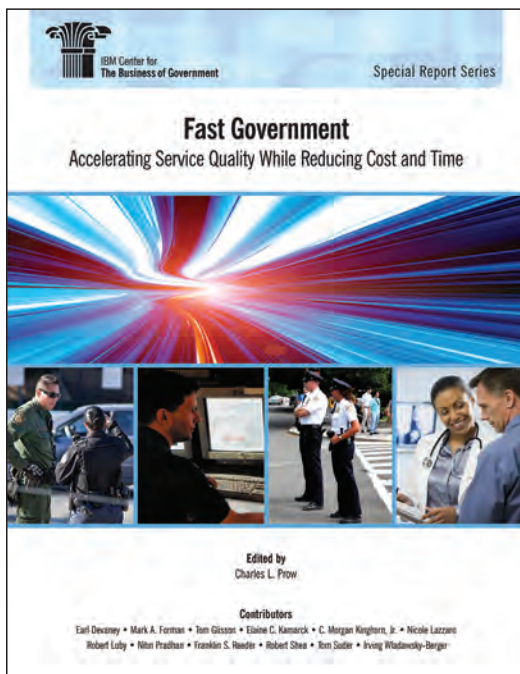
Fast Government examines the role of time in the mission value equation, and will focus on process innovation, disruptive technologies, predictive analytics, and other ways that leaders can make government processes work faster. Through fast government, public-sector leaders make time a key performance metric in government efficiency and effectiveness initiatives—time saved by streamlining operations, improving the quality of government services, and reducing barriers to citizen engagement.

The *Fast Government* report consists of 11 essays divided into two parts. Part One presents strategies to lay a foundation for a fast government, while Part Two presents five key tools that can be used in moving to fast government, including gaming technologies, mobile technologies, supply chains, predictive analytics, and a No Wrong Door approach to speeding government.

This forum leads off with Chuck Prow, editor of the report, and his introduction to the concept of fast government, and his brief overview of the various essays that comprise the report. The forum then excerpts two essays from Part One of the report on developing 21st century strategies for fast government, and two essays from Part Two of the report on using 21st century tools to deliver fast government.

From Part One, Irving Wladawsky-Berger looks at the changing structure of the American economy and the need for government to both become more efficient and to redesign public services. Robert Shea then discusses barriers to innovation, speed, and performance and presents six conditions that can enhance speed.

From Part Two, Nicole Lazzaro discusses the use of gaming as a new approach to delivering public services quickly and effectively. Just as the use of games has risen rapidly over the past decade, mobile devices have become the most quickly adapted technology in the nation's history. Tom Suder then explores the challenge to government in using mobile technology to provide citizens with fast government.

The *Fast Government* report brings fresh insights and illuminating examples on how public-sector leaders, by focusing on time and speed, can deliver real and lasting benefits through increased mission effectiveness and lower costs. We hope that this forum will spark your interest in this report, and invite you to order or download a free copy of it and all Center material at businessofgovernment.org.