

Metaphorum and World Government: Establishing the Design Rules

This letter was recently sent to George Monbiot who's book "The Age of Consent" discusses his proposals.

Dear George Monbiot

I had the pleasure of hearing your recent talk to the One World Trust in the Houses of Parliament. You put forward your ideas for an elected lower house to the United Nations as a way to produce World Government. You discussed weighting votes by negotiation to compensate for non-compliance with Human Rights legislation. You said you were open to better ideas so I ask you to consider the following:

A rough and ready way to weight the votes for election would be to use the Web for voting. Broadly open societies that respect Human Rights have free access to the Web. The strictness of the voting qualification could be increased in parallel with the increasing authority of the new body. As I suggested in my question to you the last thing you want to do in creating a new Institution is copy the secrecy of the old ways. These, in large part, evolved out of the divine right of kings and an unaccountable aristocracy of a kind senior civil servants still seek to maintain. This serves only to cover up their incompetence and often corruption. With the coming of the give-away-free web we have an opportunity to produce a world cyber assembly to govern the World. You expressed concern about tribal nomadic people being excluded. Consider the Dinka People of the White Nile, for example, they will likely have mobile phones before they have piped water as electronic technology continues to fall in price. MIT's Project Oxygen is predicated on the idea of "pervasive computing" which is give-away-cheap. Our rulers have yet to appreciate the implications. A new body exploiting the cheapness, precision and coming ubiquity of Information Technology could keep politicians and their supporting administrators accountable and honest. Ideally we must have statistics from all participating administrations about their transactions but the opposite of the successfully completed transaction is the complaint. The Cybernetic World Assembly is driven by quality of service measures and consequently can work with either performance data or complaints. It is thus not a necessary requirement for local national governments to co-operate.

The cybernetics of government was pioneered by Stafford Beer and partially implemented in Chile. We intend to develop this further.

There is to be an inaugural meeting of a Group interested in this approach at the University in Sunderland April 30th-1st May.

There is a web site in preparation at: www.metaphorum.org
Your view would be most interesting.

Best wishes

Nick Green
Chairman
Real Time Study Group
Real Time Government Project
<http://www.realtimegovernment.org/>

We will, if successful, become, in Monbiot's phrase, "Global Consent" providers. From our VSM model it is likely development policies will come

from us rather than existing convention bound brick institutions. We can extend the hand of friendship but must recognise their days of unaccountable privilege are numbered. For them to join with us they must be willing to place their raw anonymised transaction data in our repository. There will be much learning for us and room for negotiation but we will have compliance with VSM real-time accountability as our bottom line. We set a high standard and encourage the World to follow.

There is also potential commercial model here. Those enterprises wishing to demonstrate their open honesty and efficiency can subscribe to and deposit their selected (anonymised) data in our data mine. They will get free escalating algedonic alerting. Ethical trading groups might be our first target. We might consider producing a certificate of ethical accountability.

We need to consider how to evolve a relationship with International and National Law and its enforcement. I suggest an employment agency for judges and their support agencies. They might operate as an International Emergency Service. A tariff scheme would be required. A subscription service might be considered. This would be of particular value to smaller countries.

Test problem: What does the President of a small country do when he suspects, for example, his Chief of Police, Judiciary or Exchequer is corrupt?
Answer: call in external investigators and their support staff to prepare a prosecution. This work should not be undertaken until a clear model of the future administration of Justice can be produced and agreed. The views of The Fair Trials Abroad Trust, Amnesty International, International Police Federation etc. must be considered.

Question are any modifications to VSM and Team Syntegrity required to lead to a form of World Government on the Web?

Are any sources of funding available for this work?

Below please find recent proposals by Real Time Study Group to UK Treasury. The strict confidence means no one may make any money out of these proposals without the permission of Real Time Study Group.

If we are genuine about establishing a World Government on Stafford's model we must be ready to address the legal questions and how we will deal with questions of Justice using cybernetic principles. Formal relationships with existing bodies may take a long time to develop.

Presentation to HM Treasury
Joe Grice Director Public Services

Real Time Government Pilot Scheme

How the System works

- Record financial and citizen contact Transactions as they happen but **start** with existing **aggregated** data by copying to the Warehouse.
- Alerting is triggered on non-compliance with targets (SDAs etc) or outliers at extremes of variance of performance
- Alerts are escalated through the responsible management chain triggered in time to fix problems.
- Three versions in three years:
 1. Prototype Collects Data month 6
 2. e-GIF Compliance month 20
 3. Model System for competitive tender and roll out month 36 20,000+ transactions per day
- Apply to Treasury Accounting and Departments e.g.:
 - Home Office: Criminal Justice System
 - DfEE
 - OPDM: Local Authorities
 - DH: Health Authorities
 - DEFRA
 - HC&E

Real Time Government Pilot Scheme

Benefits

- Alerting identifies Practice shortcoming
- Joined-up, Cross-cutting sharing of data across Departments
- Better Practice and policy modelled in Data Mine enabling quick analysis of impact of policy changes
 - adopt evolving metadata standards
 - retention of raw data
- Public Service Process Diagrams establish current practice and facilitate comparison and modelling for improvement e.g.:
 - Social Exclusion
 - Schools
 - Criminal Justice
 - Health
- Control through Real Time Audit between any dates and times up to yesterday on Demand.
- Participants Advisory Committee evolving to Transaction Agency distributed across Departments or adopted by Statistics or Audit Agencies to assure standards compliance.
- Reduction in Public Service waste 16%¹, 35%², 52%³
- Other opportunities:
 - Educative and instructional
 - Control of policy
 - Answers at finger-tips

¹ "Public Sector Efficiency: an International Comparison" Afonso et al. European Central Bank No. 242 July 2003

² "Productivity in UK: The Evidence and the Government's Approach" HM Treasury (SOL 11/00 19585).

³ Ibid. but compared with 17% increase in investment efficiency of private sector.

Real Time Government Pilot Scheme

Some typical Frequently Asked Questions

- Can legacy data can be transferred to the Data Warehouse?

Yes if of adequate quality.

- Where is the novelty?

Eventually a single source for all Government performance and financial statistics. Transition managed by a centralised or distributed Transaction Agency.

- How easy is it to use?

For data collection as easy as copying and pasting or entirely transparent i.e. reported automatically from GSI desktop computers. All other applications will be to web browsing standard.

- How acceptable will it be to users?

Managers will just get an e-mail, which will be resent and escalated if the performance monitored is not back in compliance in an agreed time. No need for firing but accelerates compliance with best practice and enables reward for innovation. Alerts will only be sent when management action is required by the recipient.

- What are the possibilities of cost or time overruns?

Technically no great challenges as we have proposed with the three versions. But internal non-response to alerts will automatically be escalated and must be dealt with strictly. We are an elite team with a zero failure track record unlike the IT usual suppliers.

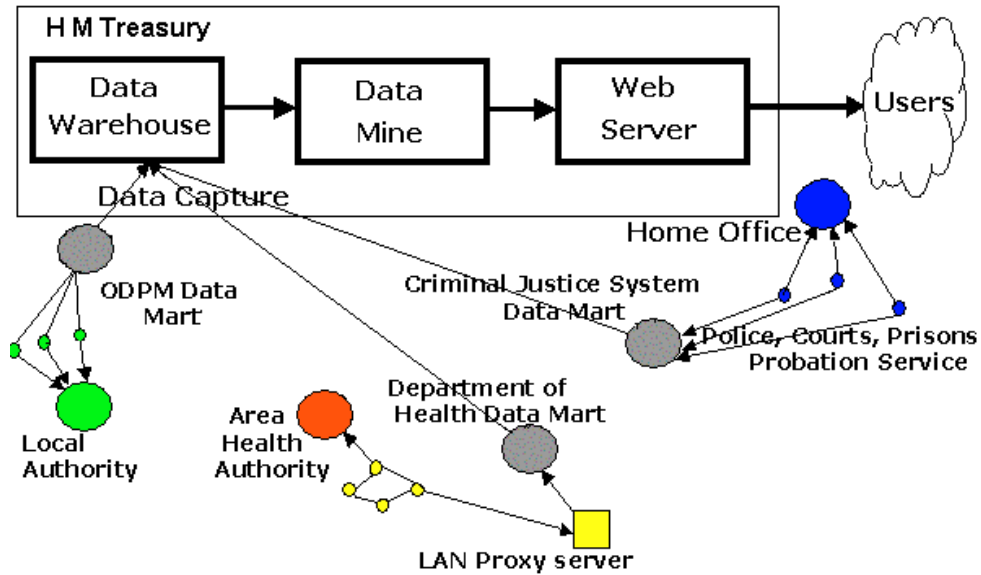
- What policy options are foreseen?

Reduction in Public Service staffing vs. redeployment to enhance services: Improved quality of service to socially excluded and business. Restoration of proper pensions and shorter working weeks for Public Service staff may also be considered. "Smart working" is encouraged and supported. We pointed out to William Jordan at HMT better productivity restored Pensions.

- What is all this gathering and standardisation of a myriad of structured reports?

Manual Form filling replaced by database reports as citizen transactions recorded increasingly in Real Time.

Real Time Government Architecture



● =User PC : 20,000 Reports Daily from 5-10,000 PCs and 56 participant Public Authorities: 40 Local Authorities and 10 Health Authorities 6 Central Government Departments

The Data Warehouse functions as a Repository and the Data Mine is for Audit and Development Policy Modelling. Hardware is engineered to 24 Hr non-stop reliability. Data is anonymised before leaving Departmental Data Marts for the Data Warehouse. The Data Mine will probably have a web server and alerting back end for routine enquiries. No final decisions are contemplated until traffic volumes are more precisely known.

©

Real Time
Study Group

Public Service Alerting Modelling and Real Time Audit

**Public Service Process Mimic Diagrams on the Web are
the visible proof
of Real Time Government at work
and Public Service Reform**

Data is collected in real time and is conveniently presented in Public Process Diagrams that contrast actual performance with best practice supply of public services.

Statistics on the current state and performance of the system are displayed and easily accessed from mimic diagrams- like a power station control room or signal box on the railway.

Where a number of agencies have overlapping responsibilities in producing an outcome, their individual and collective performance can be monitored against best practice using the diagrams. They may be alerted when necessary.

We recommend a mix of Public Services be chosen for Pilot of this approach. This avoids a group of service providers feeling that they have been singled out for special treatment and the temptation for them to frustrate the imposition of formal responsibilities implied by the escalating alerts. This is a perfectly natural response that maximises Public Service employee autonomy, unfortunately it minimises citizen accountability.

The final form of the Public Service Process Diagram will be the outcome of much work. Some preliminary examples are shown to give a flavour of the range of options.

Clicks on the diagram will produce details of:

- Component processes
- Performance feedback
- Actual Practice **becoming** Better Practice can be monitored live
for example
 - Lesson plans in schools
 - Diagnostic and Treatment procedures in Medicine
 - Criminal Justice processes
 - Supports for the Socially Excluded
 - Emergency procedures in Crisis Management

Diagrams have Menus for:

- Formal descriptions of procedures
- Definitions of
 - Statistics
 - Performance
 - Accounting Codes
- Recent history of performance
- Entry to Data Mine

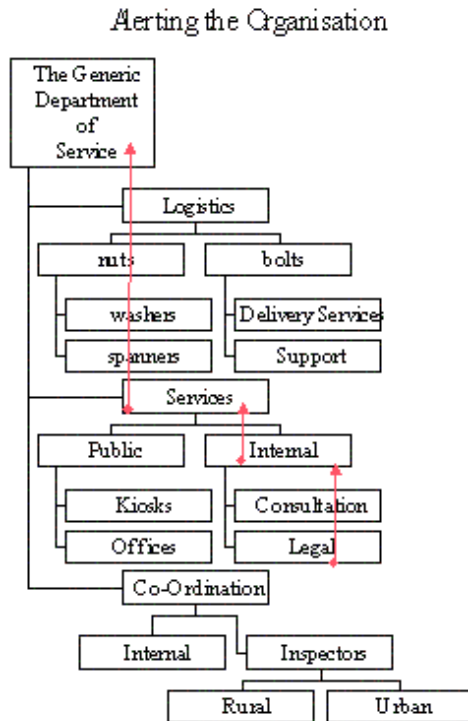
The Real Time collection of performance and transaction data will, in some cases for the first time, establish which processes produce the best results.

Routine form filling can be replaced by reports from the Public Service Data Warehouse *for example* by

- Police
- Teachers
- Medical Staff

Progress of Escalating Alerts can be easily tracked

Multiple Levels can be displayed to track Alerts to higher management



Alerting determines Culture

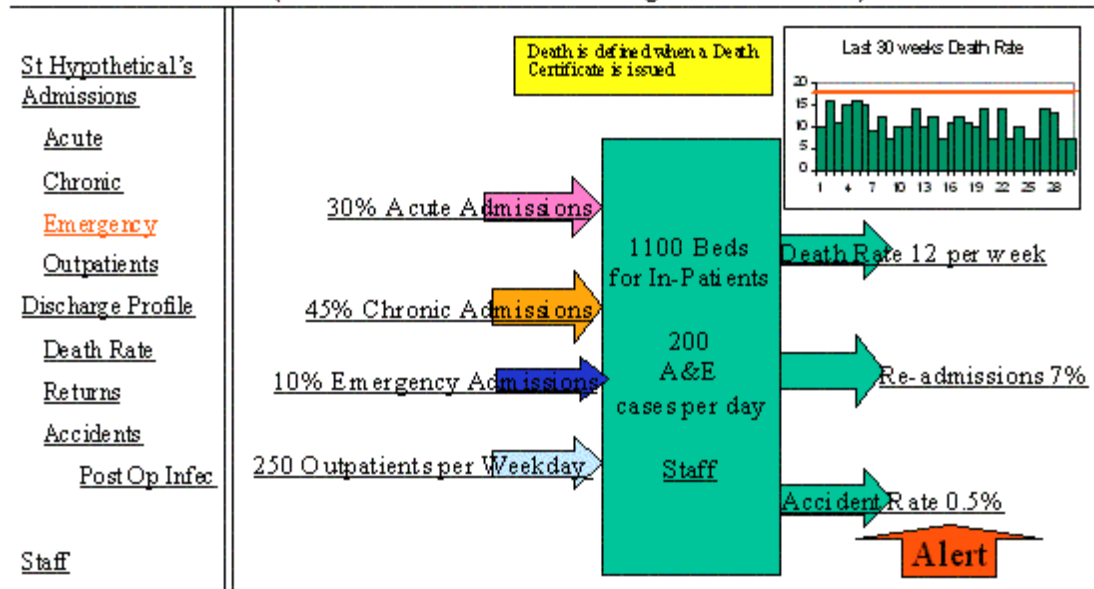
- The number of levels
- The delays in Escalation

The negotiation of these standards

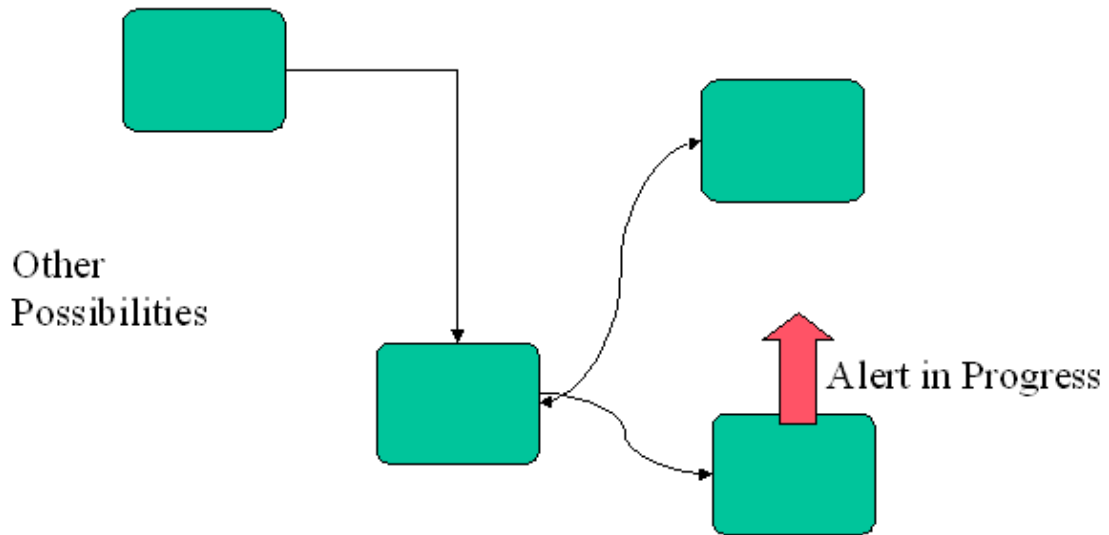
Character of Action after alert:

Decision, Develop, Operate,
Regulate - Educate/ Bully

Public Service Process:
 St Hypotheticals Hospital
 (click for more detail mouseover gives last 30 weeks)

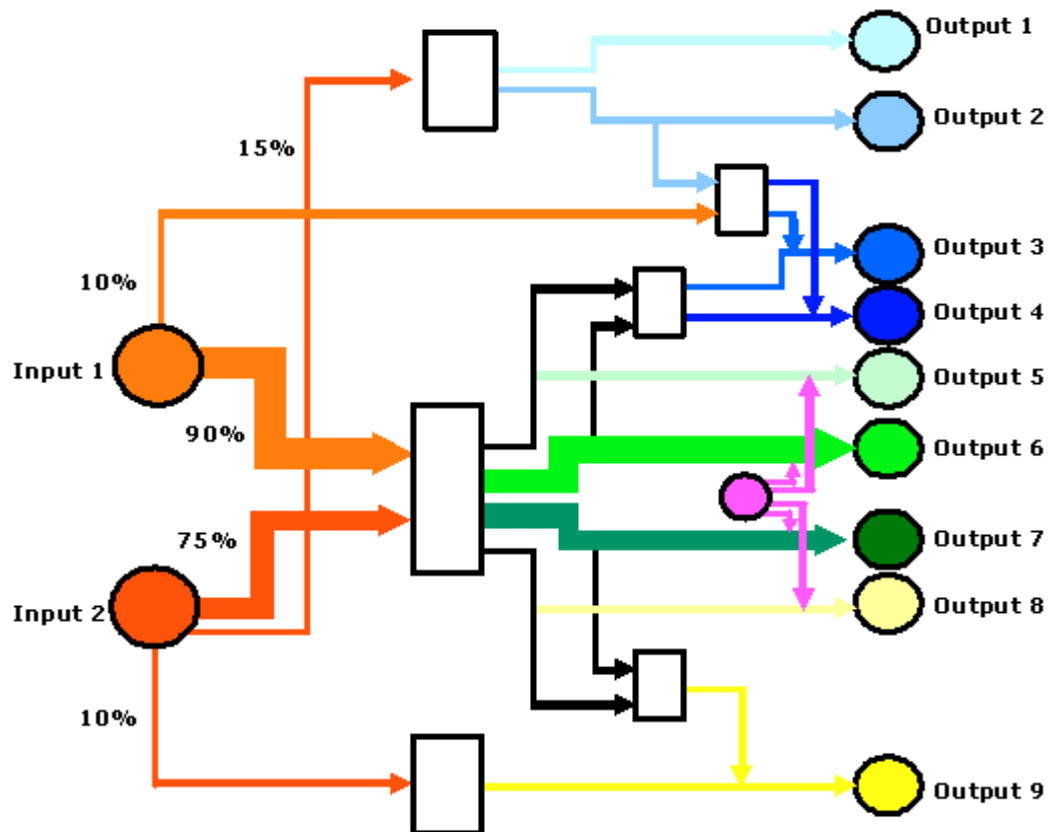


**Something simpler can still communicate a lot!
Clicks produce menus for more detail.**



Here a more explicit process orientation

The Generic Public Service Process Mimic Diagram



Result: An instrumented Public Service where performance is measured with known allocation of resources and control of best practice and Development.

The error that inhabits all we do is systematically tackled: we record and share our transaction data and enable development of better practice.