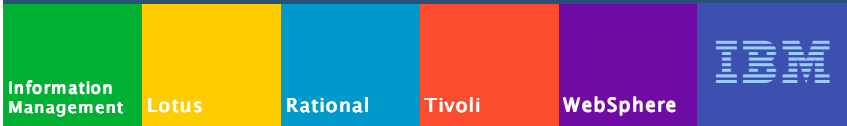# Welcome to the Smarter Government Briefing Series

1st Session - Thursday, August 12
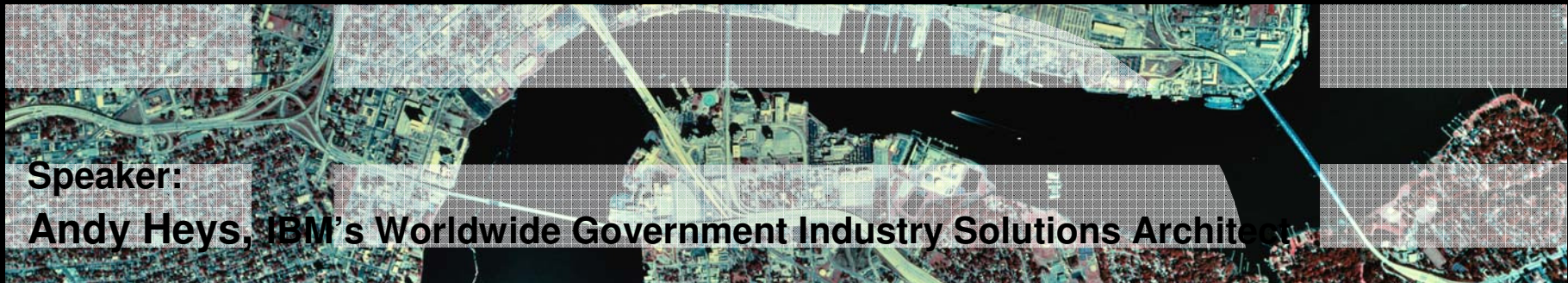
Speaker:
Andy Heys, IBM's Worldwide Government Industry Solutions Architect
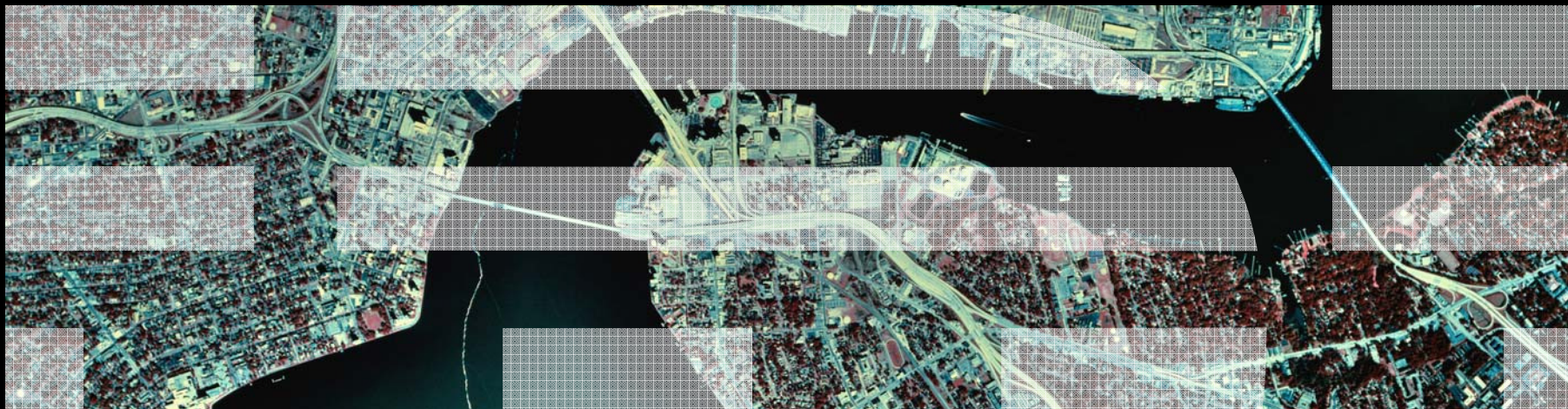
IBM Software Industry Solutions

Information Management   Lotus   Rational   Tivoli   WebSphere   IBM

Smarter Government Briefing Series

Date	Description	Speaker
12 August	**1) Smarter Government for a Smarter Planet – 5 solution domains** **2)Towards a Smarter Government – IBM's framework solution**	**Andy Heys**: IBM Worldwide Government Industry Solutions Architect.
9 September	**Performance management Part A: Business intelligence to improve insight and elevate performance with visibility and control** **Includes Case Study from the Australian Treasury "Streamlined Business Reporting" project.**	**Michael Rochanakij:** Public Sector Solutions Specialist, Information Management **Levine Naidoo:** IBM Chief Architect Australian Treasury SBR project,
7 October	**Safety And Security: Smarter cyber security**	**Glen Gooding:** Senior Consulting IT Specialist, IBM Tivoli, Gold Coast Development Lab
11 November	**Performance management Part B: Smarter Enterprise Asset Management**	**Steven Meagher:** Associate Partner, GBS, Supply Chain Practice
2 December	**Business Rule Management Systems for Government**	**Stephane Marouni**: ILOG

Andy Heys / Tim Durniak

Accelerating Solutions for Smarter Governments
The IBM Government Industry Framework

Today's governments are facing serious global challenges

Demand for citizen services

Fiscal crisis and financial stability

Terrorism, crimes, and emergencies

Global Challenges

Lower tax revenue

Citizen expectations for open government

Traffic congestion, energy and water shortage

To ensure the economic health, welfare and security of their citizens, smarter governments are working toward…

Improve citizen and business services

Manage government performance

Achieve sustainable environment

**Sense and respond to crimes and crises**
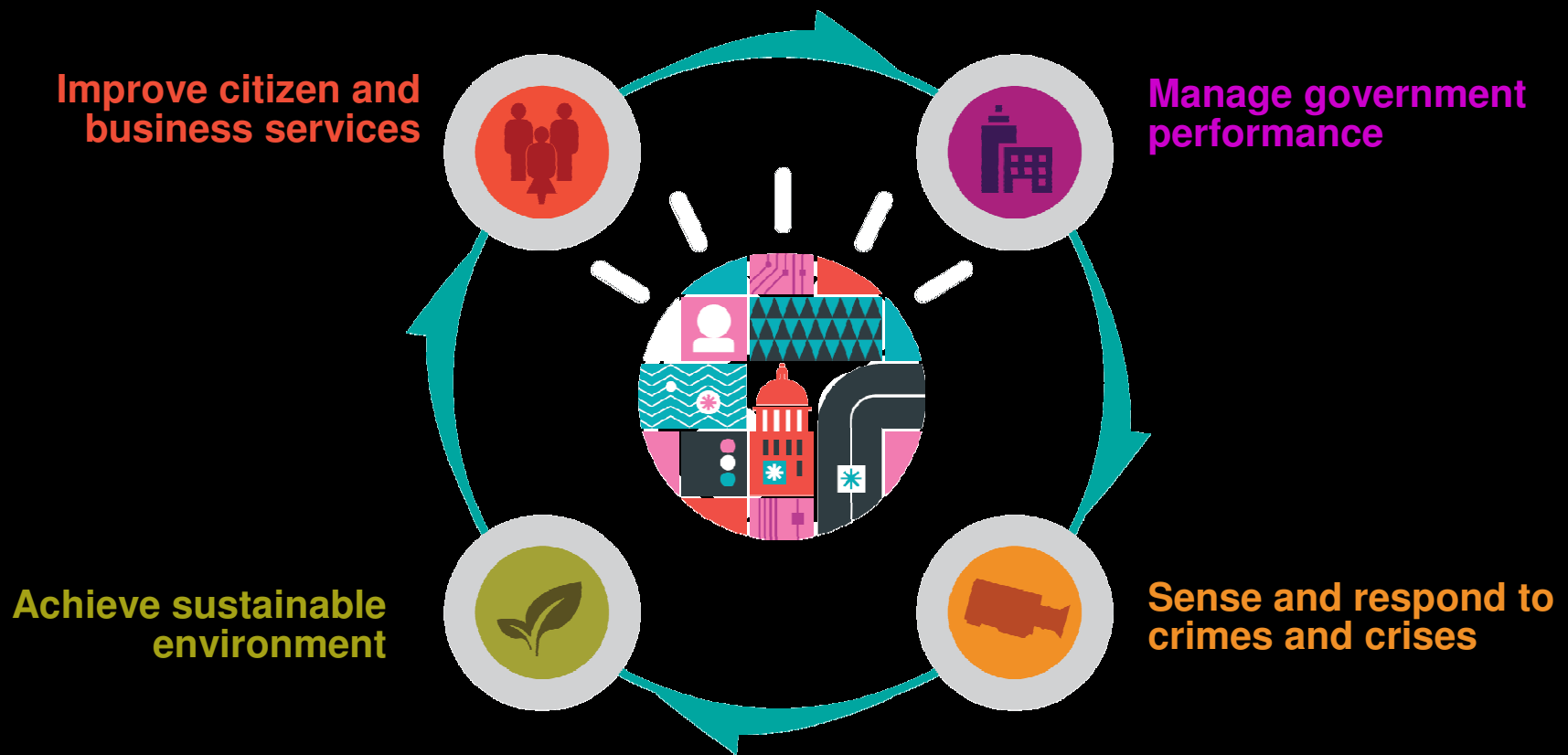
Smarter Governments are transforming to a dynamic infrastructure that addresses today's challenges and tomorrow's opportunities.

IMPROVE SERVICE

Not only ensuring high availability and quality of existing services, but also meeting citizen expectations for real-time, dynamic access to innovative *new* services.

REDUCE COST

Not just containing operational cost and complexity, but achieving *breakthrough* productivity gains through virtualization, optimization, energy stewardship, and flexible sourcing.
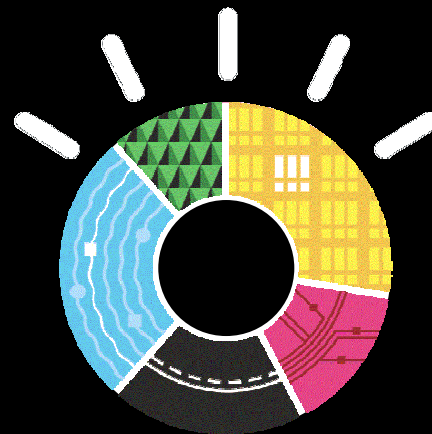
MANAGE RISK

Not only addressing today's security, resiliency, and compliance challenges, but also preparing for the new risks posed by an even more *connected* and *collaborative* world.

Governments around the world have achieved dramatic results with innovative solutions

Increase government transparency

Australian Treasury: Standard Business Reporting initiative will streamline reporting processes, alleviate regulatory reporting burden on businesses, and save Australian Businesses around $800 million a year when fully implemented.

Serve citizens

Alameda County Social Services Integrated Reporting System: Delivers the right services to the right families, reduces wait time for service from months to days, and produces an estimated $11M in annual benefits

Preserve public safety

NYPD Real time Crime Center: Gives officers mobile access to more than 120 million criminal complaints, arrests and 911 records, as well as 5 million criminal records, parole files and photographs
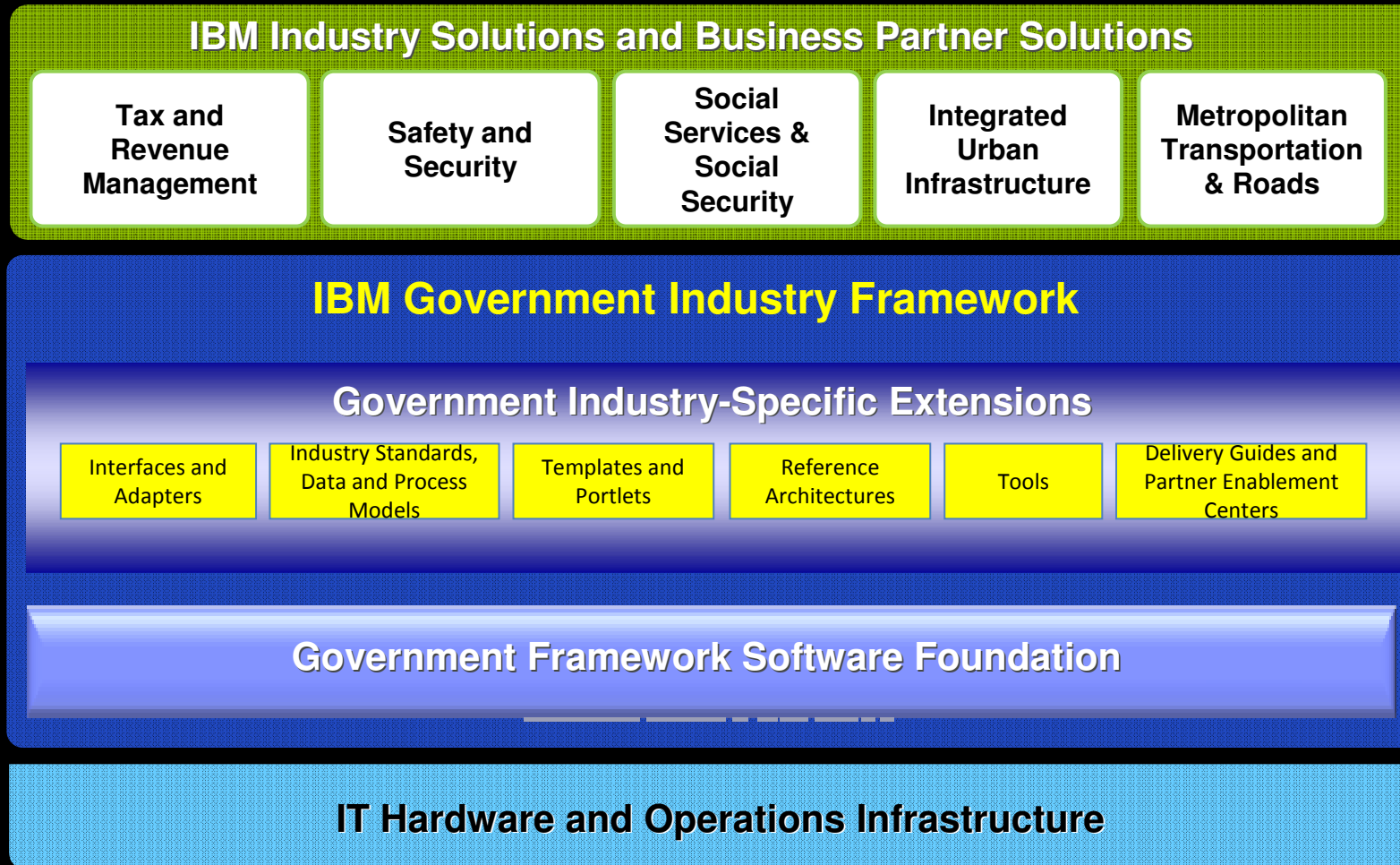
Reduce traffic congestion

Singapore Land Transport Authority: Uses historical data and real-time input to predict traffic flows, increasing customer satisfaction and the use of public transit, with 20 million fare transactions per day

These solutions are delivered via a unified framework approach for government

IBM Industry Solutions and Business Partner Solutions

Tax and Revenue Management	Safety and Security	Social Services & Social Security	Integrated Urban Infrastructure	Metropolitan Transportation & Roads

IBM Government Industry Framework

Government Industry-Specific Extensions

Interfaces and Adapters	Industry Standards, Data and Process Models	Templates and Portlets	Reference Architectures	Tools	Delivery Guides and Partner Enablement Centers

Government Framework Software Foundation

IT Hardware and Operations Infrastructure

The framework approach provides speed, flexibility, and choice in deploying solutions while reducing cost and risk

IBM and Business Partner Industry Solutions

address your business problems through:

- Industry and subject matter expertise

- Applications, tools, methodologies, and Defined IP

- Global delivery model

The **Government Industry Framework** provides…

- Extensions and solution accelerators to speed deployment

- Best practices and business-specific usage patterns to lower risk

- Support for adoption of open and industry standards

- A choice of business applications from IBM business partners

- An approach to align technology with business needs

Government Industry Solutions

IBM Government Industry Framework

Government Industry-Specific Extensions

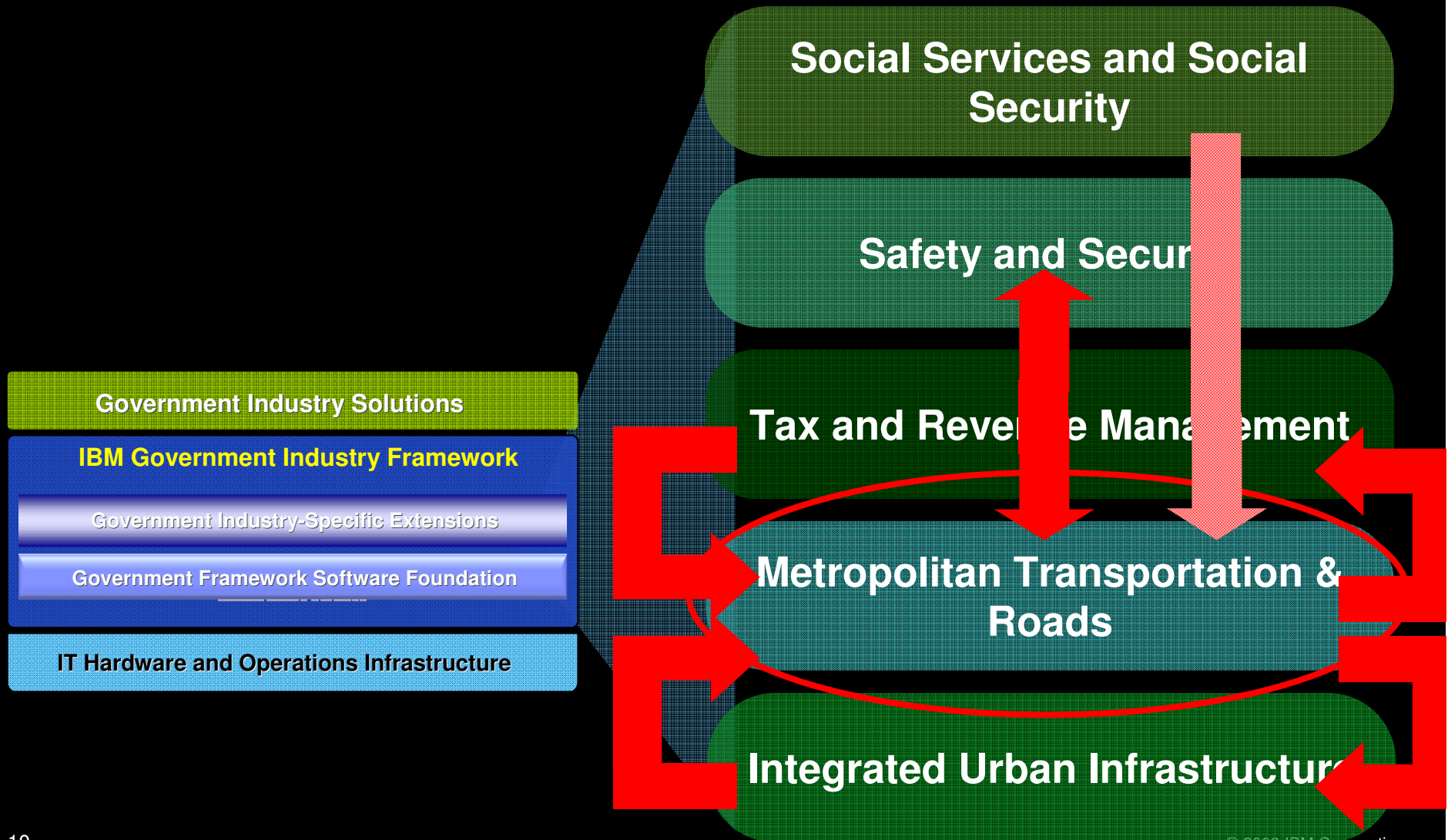Government Framework Software Foundation

IT Hardware and Operations Infrastructure

Framework Solutions run on a **dynamic infrastructure** that:

- Is **Optimized** to efficiently run store applications – while creating a more agile foundation for growth.
- Provides visibility, control and automation across the store with **integrated service management.**
- Leverages **flexible delivery choices** – like cloud computing to quickly delivery new services.

The Government Industry Framework addresses key government pain points across multiple domains and scenarios

Social Services and Social Security

Safety and Security

Tax and Revenue Management

Metropolitan Transportation & Roads

Integrated Urban Infrastructure

Government Industry Solutions

IBM Government Industry Framework

Government Industry-Specific Extensions

Government Framework Software Foundation

IT Hardware and Operations Infrastructure

Establish a solid software foundation that serves your integration and information needs

Government Framework Software Foundation

Single View

- Enterprise view of an entity
- Identity and relationship resolution
- Pattern analysis
- Analytics on structured and unstructured data
- Content management
- Reporting and dashboard

…with pre-integrated assets

- – Faster implementation
- – Simpler environment
- – Lower risk

SOA Foundation

- Enterprise service management
- Collaboration
- Process orchestration
- Connectivity
- Security

Choose from leading business partner applications for your solutions…

CÚRAM SOFTWARE

virtualagility

GoPro

KANA

ERUCES DATA SECURITY

amatra

ESRI

UNIFIEDEDGE

INTRASOFT INTERNATIONAL
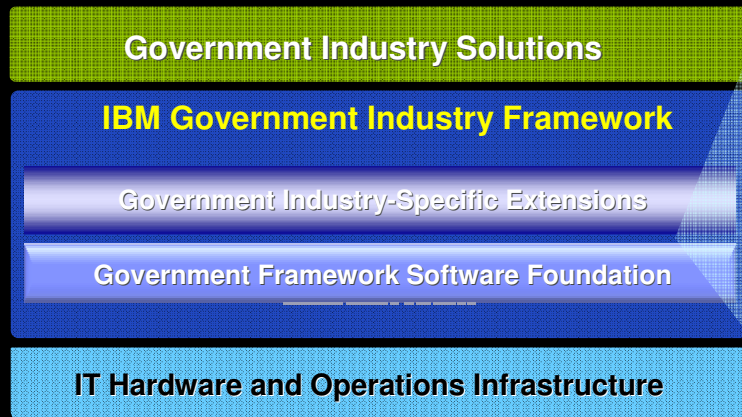
ARCHAIO

SourcePulse

EIM

…with a growing list of IBM business partners in the framework ecosystem

Proven integration between IBM framework middleware and industry-leading partner applications provides…

- Faster deployment

- Easier integration

- Lower cost of operations

12

= validated for solutions that leverage the IBM Government Industry Framework

Tax and Revenue Management

Social Services and Social Security

Safety and Security

Metropolitan Transportation & Roads

Integrated Urban Infrastructure

Government Industry Solutions

IBM Government Industry Framework

Government Industry-Specific Extensions

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IT Hardware and Operations Infrastructure

Tax and Revenue Management

Use business intelligence to improve insight and elevate performance with visibility and control.

Tax and Revenue Agencies need to:

- Proactively prevent fraud and other regulatory violations

- Improve taxpayer compliance; enhance services effectiveness; integrate tax service providers

- Simplify administrative procedures and automate functions to increase productivity

GIF focus for Tax and Revenue Mgmt:

Using business intelligence to improve insight, prevent fraud, and elevate performance with visibility and control.

Targeting these customers:-

Government financial transactions like tax, duty, treasury. Ministries of finance, revenue service agencies, anti-money laundering agencies.

Tax and Revenue Management Focus Areas

Multi-Channel Access

- Build trusted interaction environment
- Provide more choices in accessing and submitting information

Business Partners

LAWSON

Core Applications

- Customize services for different taxpayer segments
- Unify tax services to achieve higher compliance & revenue

GoPro

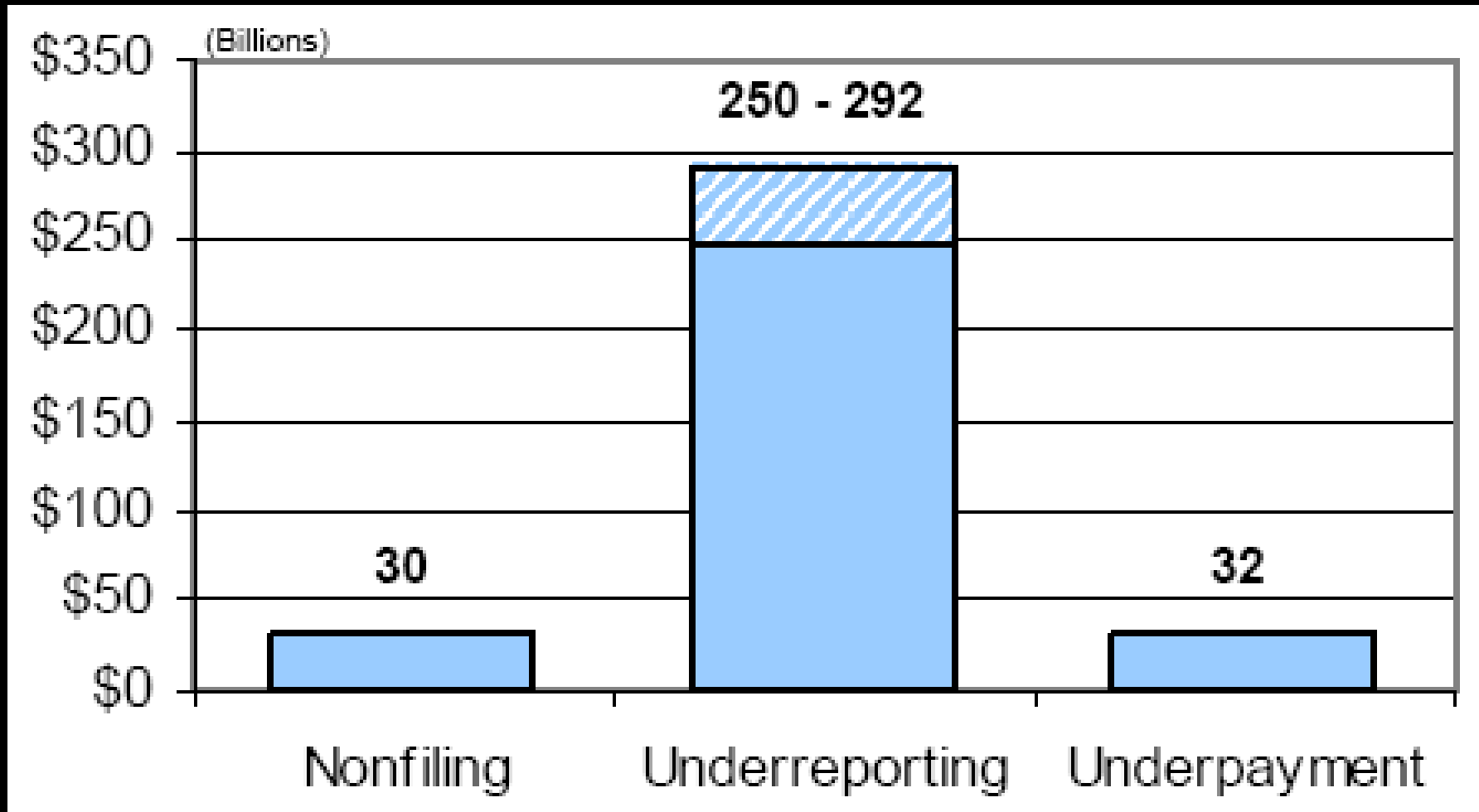**Business Intelligence & Knowledge Management**

- Minimize duplication in information collection
- Enhance privacy protection, accuracy, transparency of taxpayer information

INTRASOFT INTERNATIONAL

15

= validated for solutions that leverage the IBM Government Industry Framework

Tax Compliance provides revenue "opportunities" for Government

Source: IRS National Research Program, May 2005

One North American tax agency improves taxpayer compliance

Client Challenges
- Conduct in-depth investigative analysis
- Ensure responsible enforcement of legislation

Solutions
- Achieve single view of taxpayer
- Thoroughly understand the identity of taxpayer, tax preparer, employer, and financial institution
- Discover non-obvious relationships
- Identify high-risk taxpayer profiles
- Provide real-time view

Smarter Business Outcomes
- Improve vigilance against tax evasion and fraud
- Maximize tax collection through more effective enforcement
- Dramatically reduce time spent on investigative analysis

Australian Treasury will save Australian Businesses around $800M a year with streamlined business reporting

Client Challenges

- Reduce the regulatory compliance costs to Australian businesses
- Avoid duplication across agencies
- Overcome inefficiencies and inaccuracies due to lack of integrated process

Solutions

- Commit to a multi-agency Standard Business Reporting initiative
- Streamline movement of financial information along the entire reporting chain
- Provide businesses a single secure electronic interface to report directly to up to 12 agencies

Tens of billions of dollars of regulatory compliance costs for Australian businesses every year

Smarter Business Outcomes

- Significantly reduce the reporting burden for businesses
- Save Australian Businesses around $800M a year when fully implemented
- Reduce time and resources for government
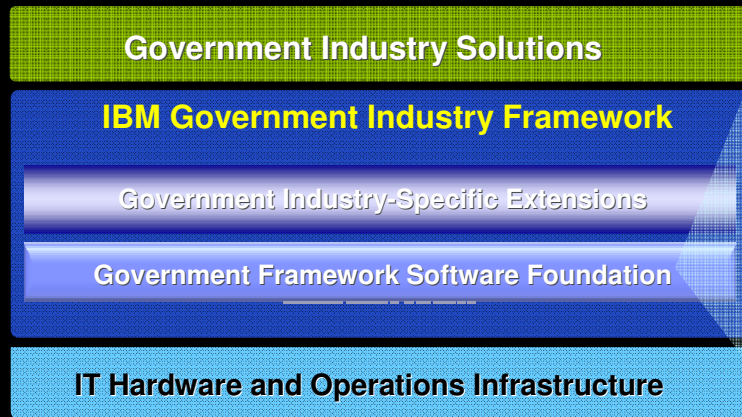
poration

Tax and Revenue Management

Social Services and Social Security

Safety and Security

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Government Industry Solutions

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Social Services and Social Security

Optimize citizen-centered experiences, reduce waste, and connect people to programs based on individual needs.

Social Services Agencies need to:

- Gain visibility to integrated citizen information to improve service scope and quality

- Provide the right service to the right individual at the right time

- Expand service across all communication channels and enable "no wrong door" approach

- Detect and prevent fraudulent activities

- Fulfill reporting requirements efficiently

Social Services & Social Security Focus Areas

Integrated View of Citizen Relationship

- Gain an accurate and integrated view of a citizen's relationship with government agencies
- Improve coordination of service offerings
- Reduce duplication and errors

Integrated Case Management

- Deliver service across all communication channels
- Streamline various process flows
- Enable collaboration across the agency and service providers

Citizen Services Portal and Intelligent Forms

- Increase citizen self-service and reduce office visits
- Increase speed of response
- Enable digital signing, routing, and approval

Business Partners

CÚRAM SOFTWARE

GoPro

★ = validated for solutions that leverage the IBM Government Industry Framework

IBM

New York Health and Human Services improves outcomes and quality of life for New Yorkers

HHS-Connect

Serving **two million** people

Client Challenges

- Adopt a client-centric approach to service delivery
- Improve data sharing capabilities
- Automate and streamline business processes

Solution

- Create online Portal to offer applications that connects 10 agencies and 35 programs
- Deployed eArraignment through orchestrating process and data across 6 Criminal Justice entities
- Consolidated client data into a holistic view

Smarter Business Outcomes

- Maximize access to service for 2 million people with a wide range of needs
- Improve quality of customer interactions
- Reduce waiting time for service from months to days
- Increase process efficiency and reduce cost per transaction
- Improve quality and speed of information

Alameda County Social Services Agency minimizes fraud with real-time alerts and reporting

Alameda County
Social Services
Agency

Client Challenges

- Fulfill reporting requirements of Deficit Reduction Act
- Gain insights from volumes of data
- Close gaps between actions taken and actions required
- Provide superior service to 158,000 people across six programs

Solution

- Deploy centralized reporting to consolidate data from multiple systems, resolve identities, and enable cross program reporting in real time
- Create worker's dashboard and alerts to enable more efficient management of case load

2200 employees
serving **158000** people
Estimate **$11M** in benefits
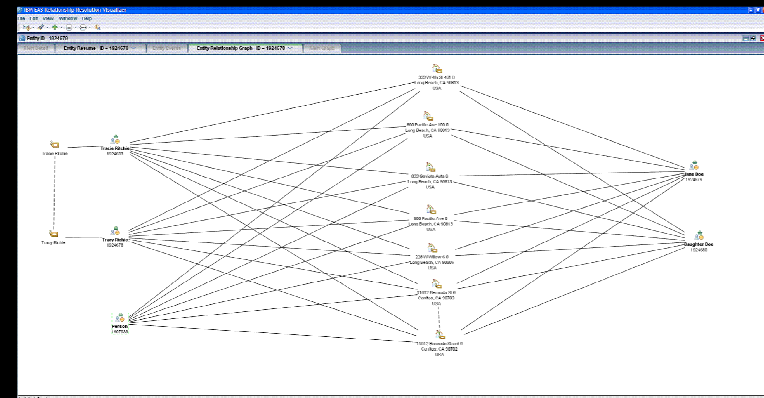
Relationship Diagram

Smarter Business Outcomes

- Estimate **$11M** in benefits from efficiency and fraud detection
- Aggressively reduce fraud and shift dollars to those truly in need
- Reduce engagement time with clients and providers from **months to days**
- Save reporting and penalty costs with up-to-date and automated reporting capabilities
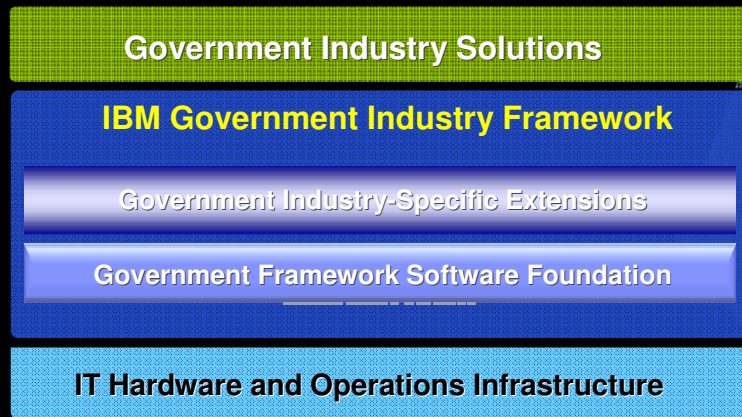
Tax and Revenue Management

Social Services and Social Security

Government Industry Solutions

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Safety and Security

Metropolitan Transportation & Roads

Integrated Urban Infrastructure

Safety and Security

Improve border security, public safety, and emergency response through intelligence and collaboration

Public Safety and Security Agencies need to:

- Enable teams to collaborate seamlessly

- Enable communication across mobile devices

- Derive intelligence from various sources of information

- Identify criminals and high risk passengers in real time

- Respond to terrorist attacks and natural disasters

Safety and Security Focus Areas

Crisis Management

- Support crisis management and planning
- Enable geographically dispersed teams to collaborate

Integrated Intelligence

- Drive intelligence from structure and unstructured data
- Identity of a person-of-interest and his network
- Support an integrated document management system

Real Time Crime Center

- Increase data quality and up-to-date data delivery
- Integrate siloed information to create a single "version of the truth"

Government Trusted Identity

- Defend against threats and attacks
- Comply with new laws for services, identity & privacy

Smart Surveillance

- Improve evidence accuracy and credibility
- Reduce crime via real-time information

Business Partners

virtualagility

thoughtweb

ESRI

ERUCES DATA SECURITY

GoPro

ARCHAIO

EIM

amatra

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⭐ = validated for solutions that leverage the IBM Government Industry framework

South Africa's Gauteng Province prepares for the 2010 FIFA World Cup with a state of the art Disaster Management and Emergency Operations Centre

Client Challenges

- Protect citizens against disasters
- Improve preparedness of emergency services

Solution

- Create Provincial Disaster Management and Emergency Operations Centre with a real time Common Operating Picture and interoperability across metro emergency management operations and public safety departments
- Monitor and evaluates the state of preparedness
- Implement and test response plans

Ensure the safety and security of **8 million** people

Smarter Business Outcomes

- Comply with the Disaster Management Act in 2004
- Improve planning capabilities and training
- Ensure effective preparedness of emergency services from all sectors
- Develop capacity to deal with disasters that may occur during the 2010 World Cup

NYPD's Crime Information Warehouse turns disconnected data into actionable information to fight crimes city-wide

Access to **120 million** criminal complaints, arrests, and 911 records

Client Challenges

- Improve public safety in New York City
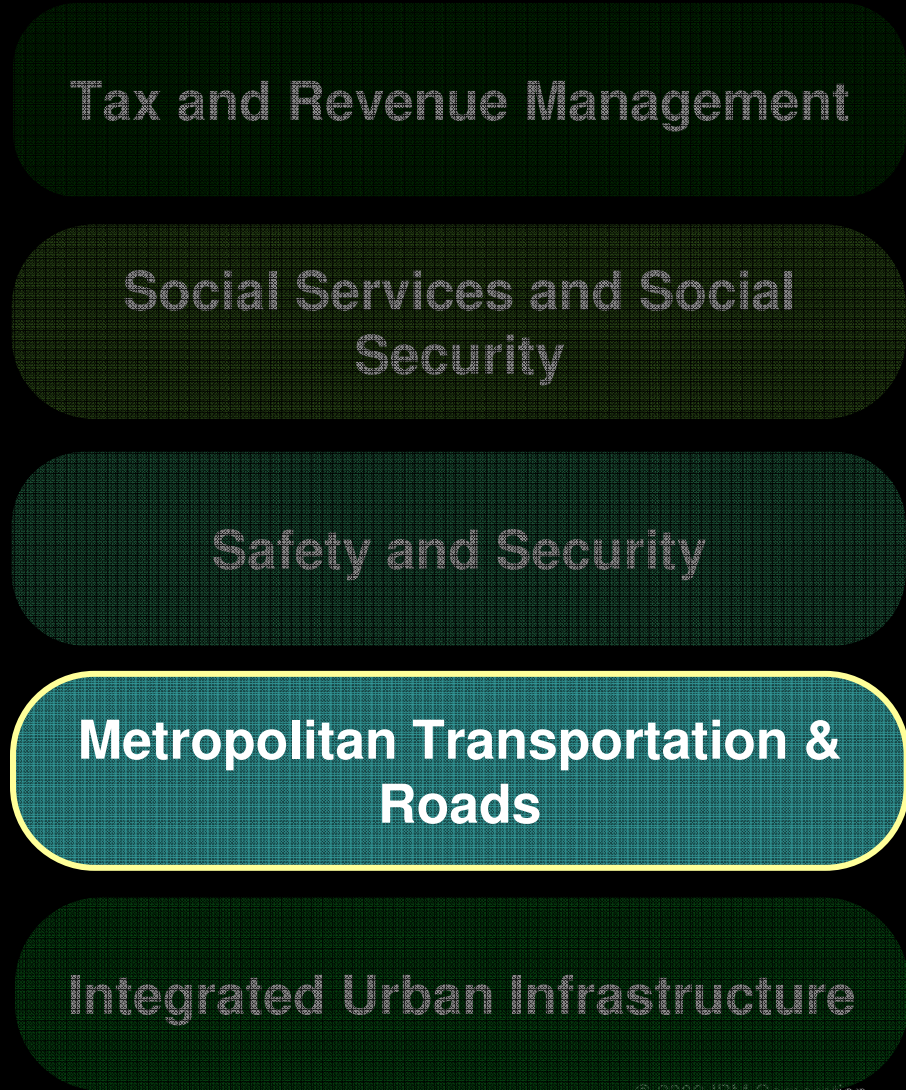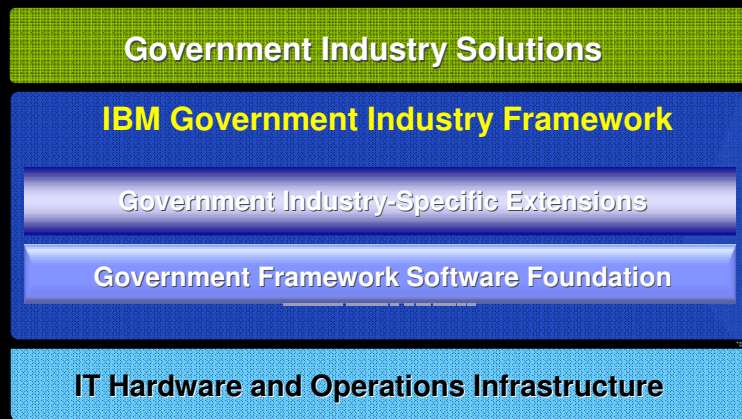- Analyze information to prevent emerging crime
- Increase speed of solving crimes

Solution

- Gather and analyze information to provide real-time intelligence on crime
- Enable first responders to operate effectively

Smarter Business Outcomes

- Reduce crime
- Respond effectively to a disaster
- Protect citizens and public assets

Tax and Revenue Management

Social Services and Social Security

Government Industry Solutions

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Safety and Security

Metropolitan Transportation & Roads

IT Hardware and Operations Infrastructure

Integrated Urban Infrastructure

Metropolitan Transportation & Roads

Help build multi-modal transportation systems to collectively optimize capacity, reduce congestion, and improve convenience.

Transportation agencies need to:

- Reduce traffic congestion

- Facilitate the use of public transportation

- Optimize usage of all forms of transportation

- Generate new revenue

Metropolitan Transportation & Roads Solution Areas

Road User Charging
- Automatically collect toll charges
- Implement congestion charging and distance-based charging schemes

Integrated Fare Management
- Develop automated fare collection
- Create universal/integrated transportation accounts
- Provide multi-modal transport billing

Transport Information Management
- Traffic Prediction Tool
- Deliver traveler advice via Internet, 511, PDA, etc.
- Provide journey optimization and performance reporting

Transport Asset Management
- Provide asset lifecycle and maintenance management
- Improve reliability of transport assets

Prospective Business Partner examples

SIEMENS

TELVENT

msi GLOBAL 中文

ETC Electronic Transaction Consultants
NONSTOP TOLL INNOVATION™

八達通 OCTOPUS

NAVTEQ

Singapore provides a single integrated system and fare card for all public transit journeys

Land Transport Authority

4.84 Million People, **850,000** vehicles in an island just 3.5 times the size of Washington D.C.

Bus Ridership: **2.97 Million** a day

Rail Ridership: **1.64 Million** a day

Client Challenges

- Increased road congestion with limited space for highway and road expansion
- Creation of efficient, commuter friendly, financially self sustaining public transport system

Solution

- A high performance automated fare collection system
- Single smart card to be used across all modes of transport
- Solution can scale to handle 20 million transport transactions (5X the number of transactions generated by MTA of New York)

Smarter Business Outcomes
- Convenience for commuters (one card)
- Accurate financial settlement for transport operators (reduce revenue leakages)
- Insights into end to end travel patterns for transport planners

The Singapore system is also being implemented by IBM for the city of Dublin

Queensland Motorways improves traffic flow and automates toll collection in Brisbane, Australia

Client Challenges

- Address increasing demand on roadways with 230,000 vehicles per day
- Reduce motorists' time spent in traffic and vehicle emissions

Solution

- Created a free-flow, cashless tolling solution to replace tollbooths
- Implemented a system using traffic demand management and business intelligence to bill drivers through transponder or license plate recognition
- Provides a platform for future innovation such as intelligent route planning

258 hours a Brisbane driver spend in traffic every year

AUD$400 extra cost in fuel per year to each motorist

30% increase in greenhouse emissions

Smarter Business Outcomes

- Provide flexibility for drivers with seamless tolling across diverse road infrastructure
- Reduced travel times, fewer cars on the roads, less congestion, improved road safety, decreased greenhouse emissions and a **more enjoyable journey**

Government Industry Solutions

IBM Government Industry Framework

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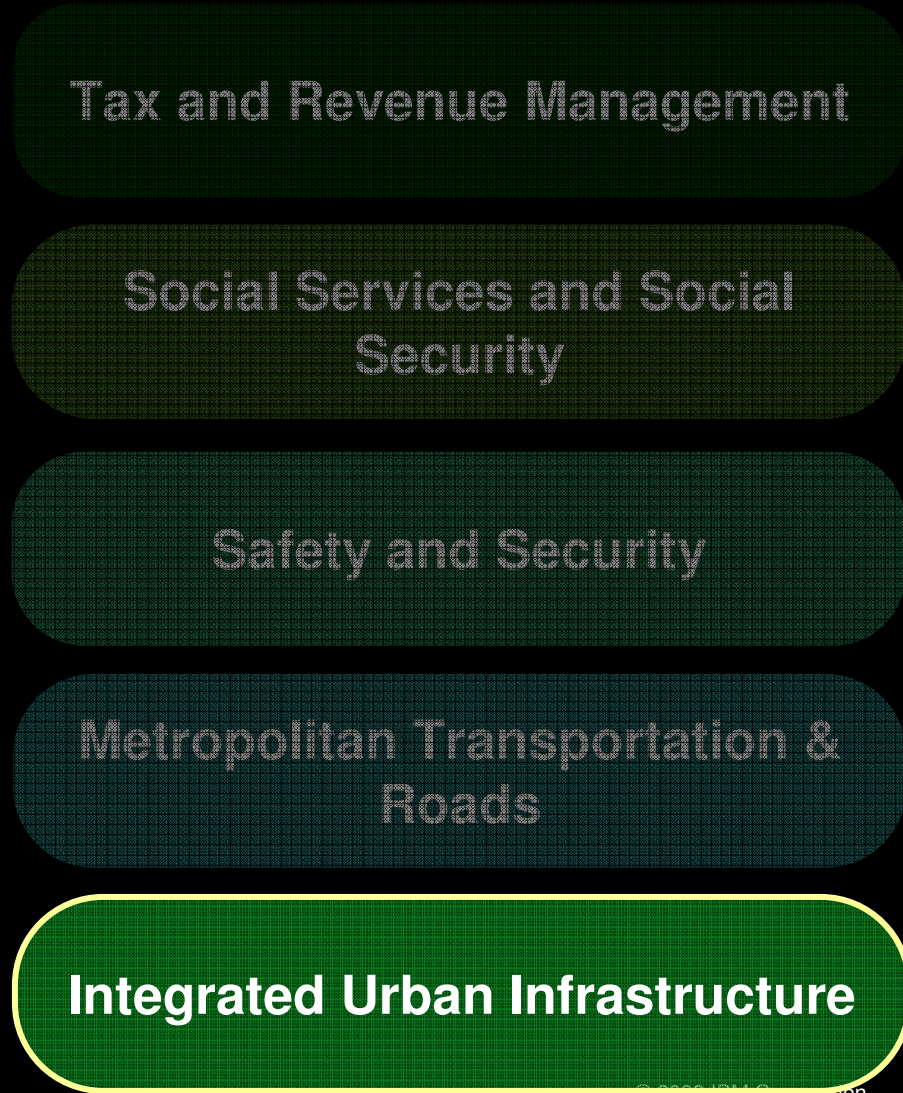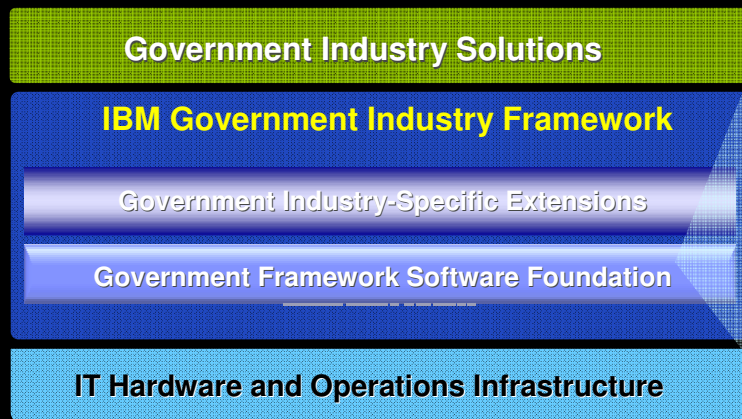
Integrated Urban Infrastructure
Create smarter cities that are operationally efficient and sustainable with effective management of resources.

Cities need to:

- Gain visibility to city operations and coordinate operations across departments and agencies

- Improve local and regional efficiencies

- Address environmental issues

- Create infrastructure to manage population and growth pressures

Integrated Urban Infrastructure Focus Areas

City Command Center

- Bring together various agency operations into one performance dashboard
- Drive unified response to events
- Facilitate communication across city systems

Carbon Management

- Implement Green Cert Solutions
- Use data on Carbon to manage environmental impact

Utilities Management

- Optimize management of city managed utilities such as Water & Energy grid

Property Management

- Enable Property Performance Management
- Construct environmentally responsible and operationally efficient buildings

Business Partners

virtualagility

SIEMENS

ARCHAIO

ESRI

Schneider Electric

EIM

Johnson Controls

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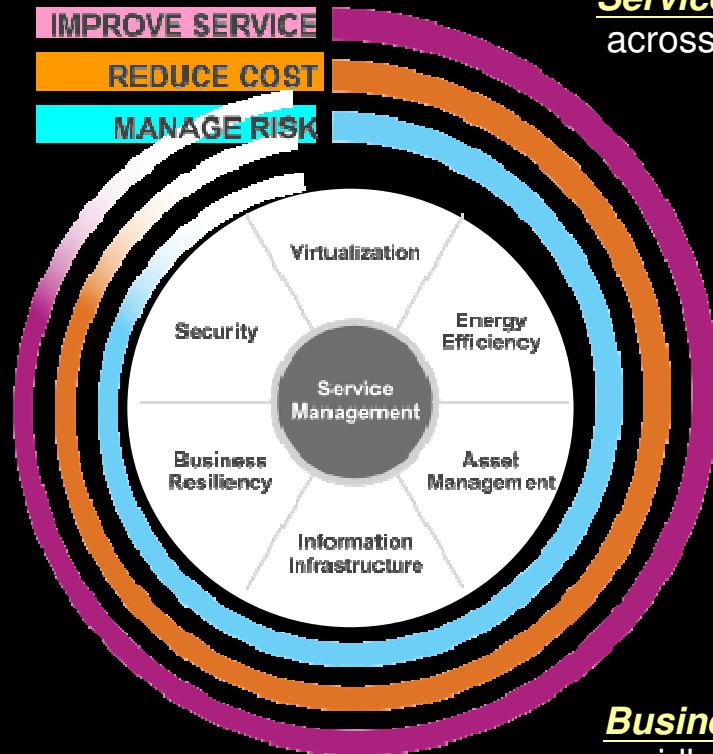# The framework approach accelerates government transformation

- **Speed…**of implementation with repeatable architectural patterns and accelerators

- **Flexibility…**to progressively transform to a simplified architecture one project at a time

- **Choice…**of how to get started and who to partner with for business capabilities

- **Cost Reduction…**through re-use of services and assets and through faster implementation

- **Alignment…**of business and IT priorities for more effective results from solution implementation

The framework approach accelerates government transformation

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- ***Flexibility…***to progressively transform to a simplified architecture one project at a time

- ***Choice…***of how to get started and who to partner with for business capabilities

- ***Cost Reduction…***through re-use of services and assets and through workload optimized use of IT infrastructure

- ***Alignment…***of business and IT priorities for more effective results from solution implementation

Dynamic Infrastructure 7 Initiatives
Simple set of Architectural & Business Principles for achieving dynamism

IMPROVE SERVICE
REDUCE COST
MANAGE RISK

Virtualization

Energy Efficiency

Security

Service Management

Business Resiliency

Asset Management

Information Infrastructure

Service Management – Provide visibility, control and automation across all the business and IT assets to deliver higher value services.

Asset Management – Maximizing the value of critical business and IT assets over their lifecycle with industry tailored asset management solutions.

Energy Efficiency – Address energy, environment, and sustainability challenges and opportunities across your infrastructure.

Virtualization – Leadership virtualization and consolidation solutions that reduce cost, improve asset utilization, and speed provisioning of new services.

Business Resiliency – Maintaining continuous business operations while rapidly adapting and responding to risks and opportunities.
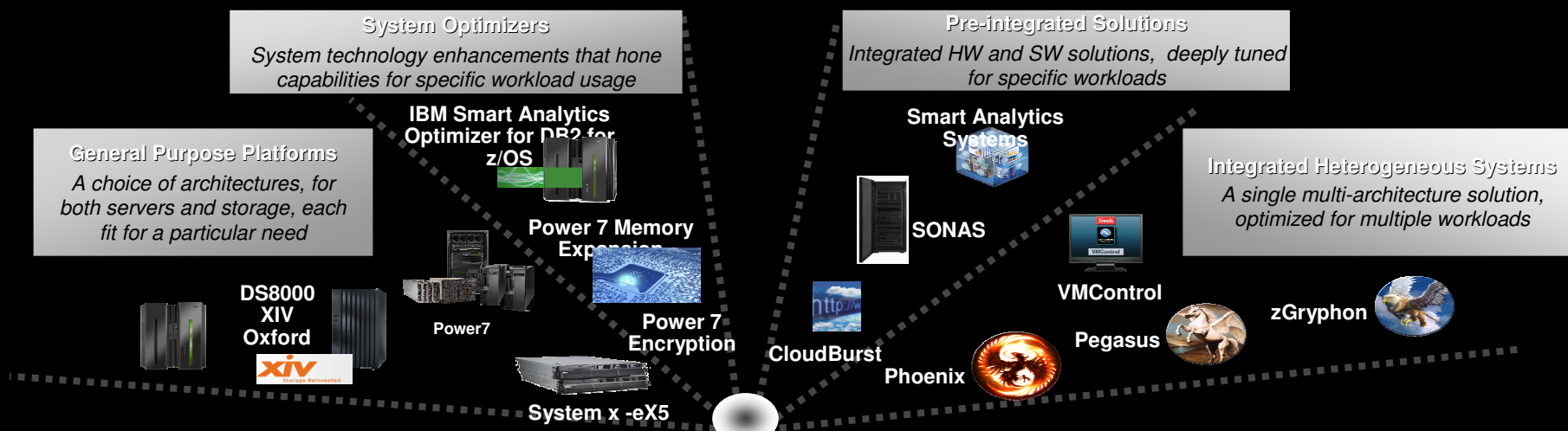
Security – End to end industry customized governance, risk management and compliance solutions.

Information Infrastructure – Helping businesses achieve information compliance, availability, retention, and security objectives.

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STG is Workload Optimized Systems Strategy
Addressing the requirements of different workloads while providing choice.

Government Industry Framework Domains

Tax and Revenue Management	Safety and Security	Social Services & Social Security	Integrated Urban Infrastructure	Metropolitan Transportation & Roads

System Optimizers
System technology enhancements that hone capabilities for specific workload usage

Pre-integrated Solutions
Integrated HW and SW solutions, deeply tuned for specific workloads

IBM Smart Analytics Optimizer for DB2 for z/OS

Smart Analytics Systems

General Purpose Platforms
A choice of architectures, for both servers and storage, each fit for a particular need

Integrated Heterogeneous Systems
A single multi-architecture solution, optimized for multiple workloads

Power 7 Memory Expansion

SONAS

DS8000 XIV Oxford

Power7

Power 7 Encryption

CloudBurst

VMControl

Pegasus

zGryphon

Phoenix

System x -eX5

Transaction Processing & Database	Analytics & High Performance Computing
•High Transaction Rates •High Quality of Service •Peak Workloads •Resiliency and Security	•Compute intensive •High Memory Bandwidth •Floating point
Business Applications •Scale •Quality of Service •Large Memory Footprint •Responsive Infrastructure	**Web, Collaboration & Infrastructure** •Highly Threaded •Throughput-oriented •Scale Out Capable •Lower Quality of Service

Smart Business offerings

Existing   **Added Oct. 2009**

Smart Business on the IBM Cloud
Standardized services on the IBM Cloud.

Smart Business Cloud
Private cloud services behind your firewall, built and/or managed by IBM.

Smart Business Systems
Pre-integrated, workload optimized systems

	Analytics	Collaboration	Development and Test	Desktop and Devices	Infrastructure Compute	Infrastructure Storage	Business Services
Smart Business on the IBM Cloud		IBM LotusLive NEW - IBM LotusLive iNotes	IBM Smart Business Dev and Test on the IBM Cloud (Beta)	IBM Smart Business Desktop on the IBM Cloud / IBM Smart Business End User Support – Service Assist	IBM Compute on Demand	IBM Information Protection Services	IBM BPM Blueworks (Design tools) / IBM Smart Business Expense Reporting on the IBM Cloud
Smart Business Cloud	IBM Smart Analytics Cloud		IBM Smart Business Test Cloud	IBM Smart Business Desktop Cloud		IBM Smart Business Storage Cloud	
Smart Business Systems	IBM Smart Analytics System		IBM CloudBurst			IBM Information Archive	IBM Smart Business for SMB (backed by the IBM cloud)

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Use Smart Cube for a fast and easy start to deploying smarter solutions for state & local government

Smart Cube

Appliance-like systems

Server selection is based on solution and requirements, not the other way around

Integrated stack

Middleware is pre-loaded and pre-optimized to the application

"Invisible IT"

Extensions to support seamless integration of SaaS applications and cloud computing
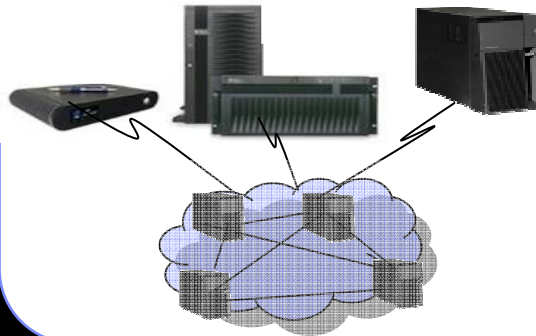
...offering a broad range of ISV applications directly to customers

– Easy to start

– Easy to manage and secure

– Easy to grow

Offering Pages & Catalog:

http://www.ibm.com/smartmarket/us/en/industry/government.html

Get started!

Work with your IBM Sales Representative to:

- Identify a business initiative

- Conduct an Industry Business Value Assessment to prioritize initiatives and select a project

- Work on a proof of concept or production pilot

Learn more about the IBM Government Industry Framework

Systems for a Smarter Planet Resources

- Systems for Smarter Planet : http://w3.ibm.com/ibm/resource/smartersystems.html
- Analysts Report: "IBM Moves Beyond the Box": http://www.gabrielconsultinggroup.com/gcg-news-and-views/20-general-blog/137-ibm-stg-moves-beyond-the-box.html
- Systems for Smarter Planet Presentation: http://w3.tap.ibm.com/medialibrary/media_set_view?id=9557

Cloud Resources

- Cloud Computing Resources for IBMers: http://w3.ibm.com/ibm/resource/ibm_on_cloud.html
- White Paper: Cloud Computing and Dynamic Infrastructure: The Real Deal ftp://submit.boulder.ibm.com/sales/ssi/rep_wh/n/DIW03016USEN/DIW03016USEN.PDF
- IBM Smart Business: http://www-304.ibm.com/businesscenter/smb/us/en/smartbusiness
- IBM Smart Market: http://www.ibm.com/smartmarket/us/en/

Workload Optimized/ Fit For Purpose Resources

- Joe Temple's Blog: https://w3.tap.ibm.com/weblogs/jliitemp@us.ibm.com/entry/fit_for_purpose_work A compendium of material including links to related work, client presentations, and webcasts.

Dynamic Infrastructure Resources

- **Learn more about Dynamic Infrastructure**
    - Bookmark the <u>Web Seller Portal</u> for Dynamic Infrastructure and view <u>Education & Plays</u> tab
    - Learn about <u>IBM's 3 Key Differentiators for the Data Center</u> and alignment to Dynamic Infrastructure

- **Tell the Dynamic Infrastructure story** using the Dynamic Infrastructure <u>client presentations</u> and education modules for your industry from the DI Industry Sales kits.
    - <u>Government</u>
    - <u>Healthcare</u>

- **Uncover opportunities** by utilizing the <u>DI Offering Guide</u> or determining which <u>assessment</u> can assist your client with the first steps to having a Dynamic Infrastructure. Need help? Contact the <u>Virtual Project Office</u> for your geography.

- **Leverage customer references** as a powerful way to paint the picture of what is possible with your clients using the <u>Seller Proof Points and Business Outcomes Guide</u> and the <u>Dynamic Infrastructure Success Story Books</u>

Thank You

Example Solution: Tax Audit and Compliance System

Business Partner

||| **INTRASOFT**
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Solution accelerators for Government

Government Framework Foundation

Infrastructure and Governance

Business Partner

TACS- Tax Audit and Compliance System

Functionality and Services

- Single View of Tax Payer
- Integrated Case management
- Compliance Data mining
- Predictive Compliance

- Data Warehouse and Query Tools
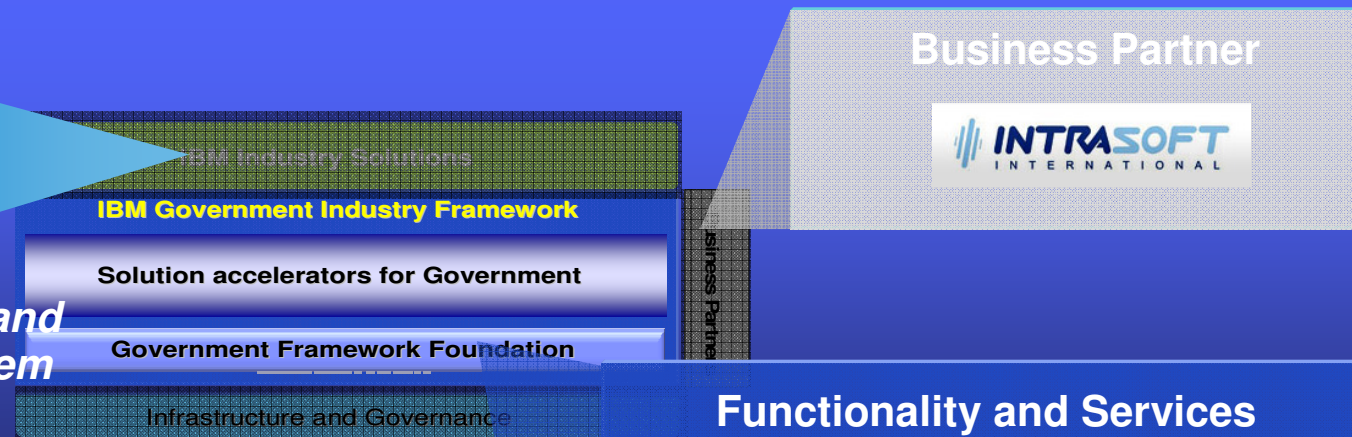
- Dramatically reduce "Tax Gap" – lost revenue to tax evasion and non-compliance
- Use predictive models to reduce costs – investigation, tracking and enforcement

Example Solution: Integrated Case management for Social Services

Business Partner

CÚRAM
SOFTWARE

IBM Industry Solutions

IBM Government Industry Framework

Solution accelerators for Government

Government Framework Foundation

Integrated Case management

Business Partner

Infrastructure and Governance

Functionality and Services

- Single View of Citizen
- Cognos Decision Support business dashboards
- Social Industry Models
- National Information Exchange Model
- Case Management accelerator
- Portal for easy access of information and collaboration

- Create a holistic view of client information
- Deploy online tools as an additional access channel for citizen and businesses
- Enable data sharing and collaborative case management across government entities

Example Solution: Virtual Operations Center (VOC)

Business Partner

virtualagility

Virtual Operations Center

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Infrastructure and Governance

Functionality and Services

- Planning and Preparedness Services
- Incident and Disaster Management Services
- Directory Search and Collaboration Services
- Situational Awareness and GIS Services
- Messaging and Data Sharing Services

- Crisis management and planning support
- Bridging multiple teams, departments and organizations
- Enabling geographically dispersed workgroups to collaborate seamlessly
- Develop and rapidly deploy a flexible, shared virtual workspace

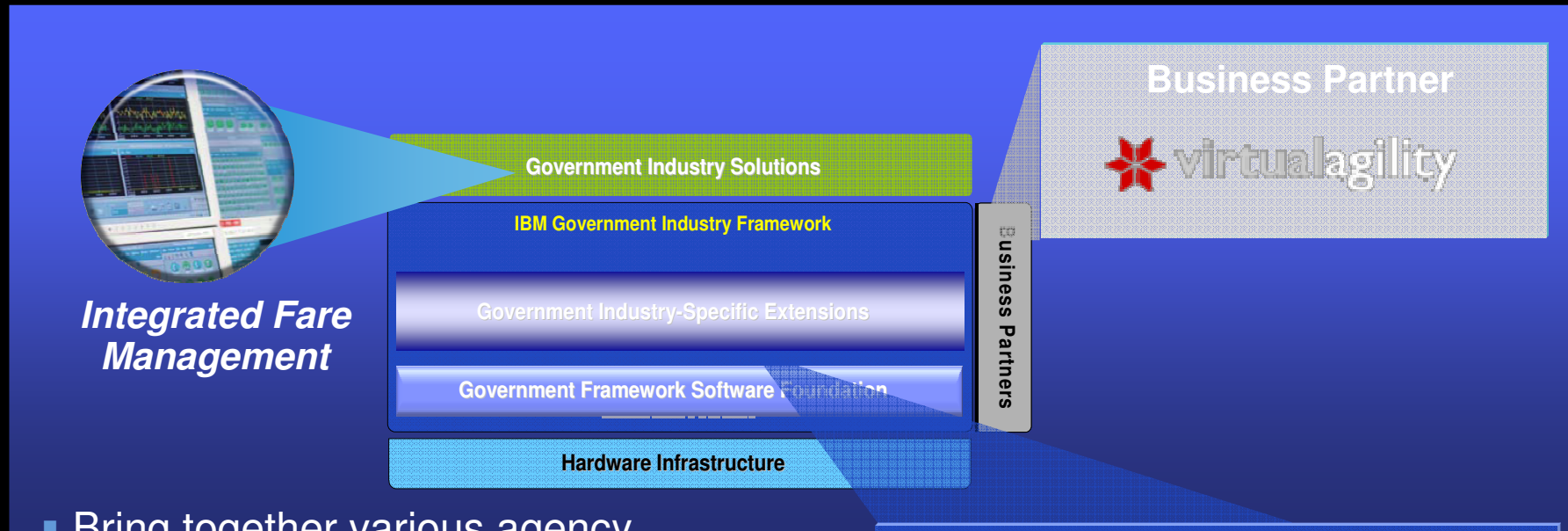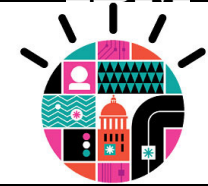# Example Solution: City Command Center

Government Industry Solutions

IBM Government Industry Framework

Government Industry-Specific Extensions

Government Framework Software Foundation

Business Partners

Hardware Infrastructure

Integrated Fare Management

Business Partner

virtualagility

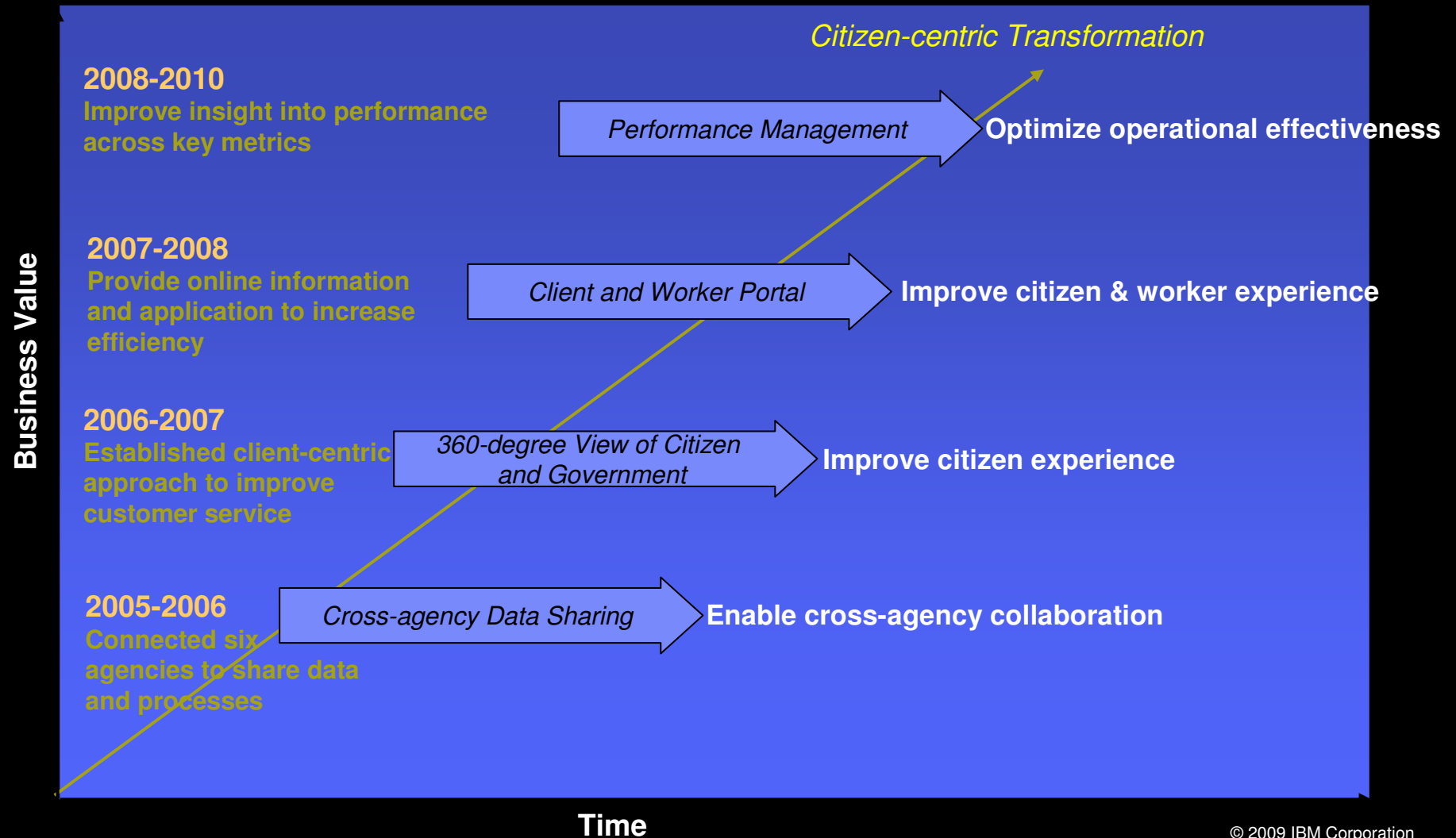- Bring together various agency operations into one performance dashboard for city operations

- Optimize the use of city resources & drive unified response to events

- Facilitate information communication and collaboration across city systems

Functionality and Services
- Decision Support – Guided or policy driven automated processing
- Emergency Response
- Real Time Correlation/Historical Analysis

A major government agency is building its capabilities along a transformation roadmap

Business Value

Citizen-centric Transformation

2008-2010
Improve insight into performance across key metrics

Performance Management → **Optimize operational effectiveness**

2007-2008
Provide online information and application to increase efficiency

Client and Worker Portal → **Improve citizen & worker experience**

2006-2007
Established client-centric approach to improve customer service

360-degree View of Citizen and Government → **Improve citizen experience**

2005-2006
Connected six agencies to share data and processes

Cross-agency Data Sharing → **Enable cross-agency collaboration**

Time

Accelerate your time to value with government specific extensions*

New!

Tax and Revenue

xBRL Standard

Trusted Identity Reference Architecture

Single View Adapter

Government Industry Toolbox for Portal

Single View of Taxpayer Reference Architecture

New!

Safety and Security

Risk Assessment Border Watch Engine

Advanced Passenger Analysis Business Process Model

Advanced Passenger Analysis Decomposition

Single View of Citizen Reference Architecture

Registered Traveller Domain Decomposition

Registered Traveller Business Process Model

Registered Traveller Context Model

Government Industry-Specific Extensions

Interfaces and Adapters	Industry Standards, Data and Process Models	Templates and Portlets	Reference Architectures	Tools	Delivery Guides
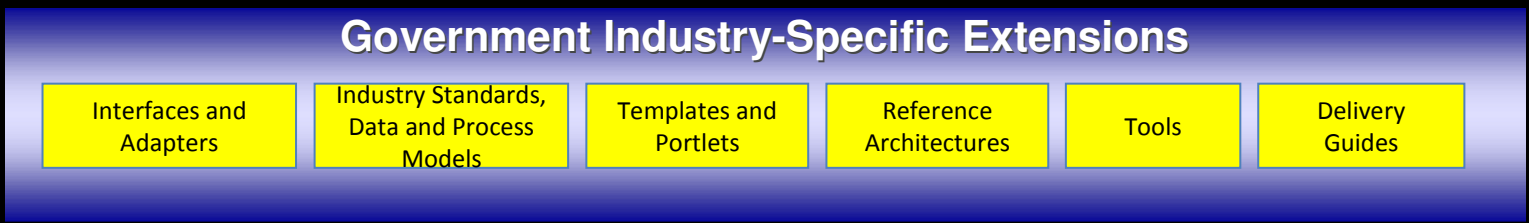
New!

Social Services

Single View Adapter

Trusted Identity Reference Architecture

Government Industry Toolbox for Portal

Single View of Citizen Reference Architecture

New!

Integrated Urban Infrastructure

Smart City Command Center Architecture

New!

Metropolitan Transportation

Transportation Information Data Model

Cognos Performance Blueprints for Transport

* Sample list of software extensions

Framework-based solutions **are helping governments…**
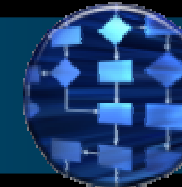
✓ **Get a citizen-centric view**

✓ **Collaborate across government agencies**

✓ **Streamline and automate processes**

✓ **Analyze exploding volumes of data**

✓ **Gain a real-time dashboard view of operations**

… become **Smarter !**

Q and A

IBM Software Industry Solutions

Evaluation Forms

Date	Description	Speaker
12 August	**a/ Smarter Government for a Smarter Planet – 5 solution domains** **b/ Towards a Smarter Government – IBM's framework solution**	**Andy Heys**: IBM Worldwide Government Industry Solutions Architect.
9 September	**Performance management Part A: Business intelligence to improve insight and elevate performance with visibility and control** **Includes Case Study from the Australian Treasury "Streamlined Business Reporting" project**.	**Michael Rochanakij:** Public Sector Solutions Specialist, Information Management **Levine Naidoo:** IBM Chief Architect Australian Treasury SBR project,
7 October	**Safety And Security: Smarter cyber security**	**Glen Gooding:** Senior Consulting IT Specialist, IBM Tivoli, Gold Coast Development Lab
11 November	**Performance management Part B: Smarter Enterprise Asset Management**	**Steven Meagher:** Associate Partner, GBS, Supply Chain Practice
2 December	**Business Rule Management Systems for Government**	**Stephane Marouni**: ILOG

Bios

- **Andy Heys: IBM Worldwide Government Industry Solutions Architect, based out of U.K, moving to Australia**.

  With over twenty five years experience in the IT industry with IBM, Andy Heys has worked in the areas of Network Centric Operations, Public Safety, Customs, Ports and Borders, and with the UK Home Office and Police, and other IBM Public Sector clients throughout the world. His focus is in the application of technology and information exploitation to specific industry needs Recent engagements have included UK CWID, UK MoD Logistics, UK Police National Database, UK MoD Integrated Broadcast Service, Scottish Police Forces Performance Management, Bucharest Police modernization, Norwegian Defence Force information management, and the Finnish Defence Force future environment.

- **Michael Rochanakij, Public Sector Solutions Specialist, Information Management Solutions.**

  Michael has 20 years of IT and business experience. He is currently leading IBM Software Information Agenda Consulting Tiger Team for Government and Healthcare. Previously held a number of IBM Government solution leadership roles across Asia Pacific and Australia. Michael is a regular speaker at Government industry forums. Michael holds a MBA, BEc, and is a CPA

- **Levine Naidoo, Global Business Services, Executive Consultant, Global XBRL SME**

  Levine was the IBM Chief Architect for the Standard Business Reporting programme initiated and run by the Federal Department of Treasury. He is an IBM Global XBRL SME and is tasked with informing and executing on IBM's Worldwide XBRL strategy. He has skills in the e-Government space, and an appreciation of issues around policy, governance, privacy, risk, and technology in terms of government service delivery. Levine's current focus is large scale XBRL based solution implementations. Other interests are in enterprise strategy and business architectures with a focus on government performance and business transformation through the appropriate use of technology

Glen Gooding, Senior Consulting IT Specialist , IBM Tivoli, Gold Coast Development Lab

  Glen Gooding is a senior member of IBM/Tivoli Gold Coast development lab. Glen is a major contributor to IBM's Security software product solutions, especially the federated identity management products. He brings 18 years of industry based experience to the IBM team, and has been involved heavily on the enterprise web based access management products for the past 10 years. Glen has a unique vision that allowed him to articulate the specific business benefits of the solution, and this has seen Glen spend a lot of time in front of customers providing guidance in the architecture and design of corporate federated security strategies

- **Steven Meagher, IBM Global Business Services, Associate Partner, Supply Chain Practice.**

  Steven Meagher is an Associate Partner in IBM's Global Business Services - Supply Chain practice and is responsible for all sales and implementation of IBM's Enterprise Asset Management applications in the southern region. With over 20 years experience in the IT industry Steven has worked in a number of key roles with Unisys, Progress Software Corporation, Marcam Corporation and Baan Company. He consults widely on best practices in asset management and field service.

- **Stephane Marouani, Sales and Operations Manager, IBM ILOG A/NZ .**

  ILOG is an international software company acquired by IBM late 2008. ILOG develops, markets, sells and supports Business Rules Management Systems (BRMS), optimization and visualization software components, as well as supply chain applications.