

## IBM Lotus Forms software for government.



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### Highlights

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- ***Helps improve efficiencies, streamline business processes and reduce costs***
- ***Helps government organizations improve services to agencies, businesses and constituents***
- ***Helps protect data security and streamline management of forms-based data***
- ***Helps organizations to achieve compliance with government and industry regulations***

### Addressing the challenges facing government today

Governments at all levels—federal, state and local—are challenged to:

- Provide better service.
- Simplify accessibility to citizens.
- Improve cross-agency coordination.
- Meet legislative and regulatory requirements.
- Reduce costs and improve efficiency.

As a result of the highly regulated, security-conscious nature of the industry, governments frequently use numerous, complicated, paper-based business processes to enable interaction with a wide range

of constituents. These processes can become complex and counter-productive, put security and accuracy—as well as accessibility—at risk and result in increased costs.

Automating and streamlining forms-based processes that improve governments' responsiveness to citizens, businesses and other government agencies is a key initiative of federal, state and local governments. By moving from paper forms to digital forms, you can improve data capture and implement processes to automate record handling.

## U.S. Army cuts costs, improves troop safety with IBM Lotus Forms software

With over 100,000 forms utilized by more than 1.4 million Army personnel, the U.S. Army required an enterprise-wide solution to securely automate forms-based processes, reduce costs and more efficiently manage the information contained in forms accessed by Army personnel around the world. To meet its needs, the Army chose an integration that included IBM Lotus Forms software with IBM WebSphere® Portal, IBM DB2® Content Manager, IBM DB2 Records Manager, IBM WebSphere Business Integrator, IBM WebSphere Application Server and IBM Tivoli® software.

Results include time savings and financial savings of more than US\$1 billion in administrative costs. In addition, the implementation of forms with digital signatures automated processes that previously required physical transport of paper forms by several Army personnel in three to four vehicle convoys to operating bases for signature.

The U.S. Army used an IBM Lotus Forms solution to securely automate processes, reduce costs and more efficiently manage information worldwide.

### Helping improve efficiency, leverage existing resources and enhance services

IBM Lotus® Forms software provides a security-rich, dynamic and intelligent front end to business processes. The Lotus Forms product family consists of IBM Lotus Forms Server, IBM Lotus Forms Designer and IBM Lotus Forms Viewer software, that together enable the creation, deployment and streamlining of XML forms-based processes.

By leveraging open standards to integrate an intelligent user interface with high-value back-end systems,

Lotus Forms software provides government organizations with security-rich forms that leverage existing resources and systems to help improve service to citizens, businesses and employees while increasing operational efficiency.

Lotus Forms software enables the automation of a wide variety of processes across a diverse range of programs, including online grant applications, administrative services and forms-based personnel management.

## Sample government eForm applications

### *Online electronic filing*

- *E-permits and license applications*
- *Benefits/services applications*
- *Job or visa applications*
- *E-court filing and processing*

### *Program administration*

- *E-grant processing*
- *Accident reporting*
- *Court document processing*
- *Threat and risk assessment*

### *Personnel management*

- *Leave requests and approvals*
- *Travel requests and approvals*
- *Procurement*
- *Timesheet recording and approvals*
- *Performance management*
- *Personnel profile and updating*

### *Government-to-business*

- *Compliance documents*
- *Audit documents*
- *Records management*
- *Contract management*
- *Financial reporting*

### *Benefits of eForms for government*

Based on open standards, Lotus Forms software automates processes by capturing and integrating information in a security-rich document. Redesigning and simplifying processes, modernizing outdated eForms systems and integrating people, processes and information helps governments to improve efficiencies and responsiveness, while leveraging existing IT investments.

### *Help increase productivity*

Wizard-style pages, prepopulation of fields and intelligent, dynamic interfaces help ensure that forms are completed quickly and accurately, potentially increasing productivity and reducing costs. Users can do more, fast.

### *Simplify and automate business processes*

By moving forms online, governments can easily extend processes and interactions to businesses, citizens and agencies, driving productivity gains and decreasing costs, while providing responsive service. Lotus Forms software enables government organizations to extend forms to citizens and other stakeholders via browser-based forms that can be easily accessed and filled from

most computers. Web 2.0 capabilities in Lotus Forms software make it easy for citizens to complete eForms, without downloading any additional software to their desktops.

### *Manage and help improve security*

Individual eForms can have multiple, overlapping signatures of varying types. Lotus Forms software integrates with a variety of non-PKI (public key infrastructure) and industry-leading PKI signing technologies. Through a combination of native features and integration points with best-of-breed security technologies, Lotus Forms software enables governments to authenticate users and maintain records that encapsulate entire transactions. In addition, Lotus Forms software enables the application of multiple signatures to all or part of the eForm—including other file attachments—creating one comprehensive, digital envelope.

### *Create manageable, auditable forms*

Lotus Forms software provides complete, auditable records, because they contain the form's presentation, appearance, logic, attached files and signatures. Authenticity and integrity can be addressed by using a strong signature technology, such as PKI, with a standard security infrastructure.



### *Help comply with regulatory requirements*

Government regulations require eForms and their transactions to be validated. Lotus Forms software provides a security-rich, open standards-based approach that helps reduce costs and facilitates regulatory compliance. Documents can be digitally signed, all or in part, for an enforceable transaction. With Lotus Forms software, it is possible to save a whole document, not only the data or template. By capturing complete electronic documents (data, presentation and logic), Lotus Forms software can create reliable electronic records.

#### **For more information**

To learn more about IBM Lotus Forms software, visit:

[ibm.com/software/forms](http://ibm.com/software/forms)

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