IBM

Empower social services and social security organizations to optimize efficiency, collaboration and service levels.

Highlights

- Facilitate the creation of a feature- and security-rich Web portal to help optimize the delivery of government services

- Provide a comprehensive set of IT resources that supports integrated case management

- Deliver records and content management capabilities to help monitor information and enable the creation of electronic forms

- Optimize communication and collaboration within and across government organizations

- Protect your investment in existing systems

Improve service levels and meet the demands of citizens

In today's public sector environment, the demands on social services and social security organizations have increased. Citizens now expect their government organizations to deliver the same level of service as the private sector. They want instant access to up-to-the-minute information. They want to engage with government organizations online. And they expect their public administrations to act in an on demand manner — providing seamless access to resources and the efficient delivery of services.

On the flip side, social services and social security organizations still must overcome ongoing challenges — such as the need to keep citizens and their information safe from harm, especially in today's age of heightened security and the increased sharing of data across agencies. Plus, government organizations must be mindful of additional hurdles, such as fluctuating economic conditions and the uncertainty of fiscal budgets.

Taking all of these issues into consideration, government organizations face

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a daunting task: to develop a robust IT infrastructure that helps improve the delivery and availability of essential services. By optimizing inter- and intra-agency collaboration. And by enabling a security-rich environment for users to access social programs online — when, where and how they want.

Leverage IBM's government expertise to transform your social services and social security organizations

IBM solutions for government bring together the extensive IBM portfolio of hardware, software and high-value services — and its wide network of Business Partners — to address the most prevalent challenges for government clients. IBM solutions and government experience help each client accelerate its progress in becoming an on demand government — so it can respond with flexibility and speed to virtually any constituent demand, market opportunity or external threat.

Creating business processes with a *service orientation* has emerged as the best way to achieve that flexibility and speed, as well as agility and resilience. Service orientation takes everyday applications and breaks them into individual tasks, called services. These services can then be shared with other departments and agencies — and integrated directly with your trading partners and exposed securely to your constituents to create new or modified business processes. As a result, you can more easily achieve the flexibility to respond to changing market requirements. And because these services can tie together existing enterprise systems, there is no "rip and replace" required. Furthermore, these services can be used across multiple processes — rapidly, easily and consistently — to help drive improved time to value and reduced costs.

IBM software, a key building block of the IBM solutions for government, is vital to employing a service orientation strategy. It helps our clients achieve program flexibility by enabling them to model, assemble, deploy and manage business processes for today's on demand government environment.

Created for the needs of today's government organizations, IBM software for social services and social security is a targeted solution that brings together software offerings and service solutions from both IBM and IBM Business Partners. By implementing IBM's government offerings for social services and social security into your IT infrastructure, you can:

- Help optimize access to essential government resources.
- Take control of your content and records management.
- Facilitate integrated case management.

Optimize access to essential government resources

In the past, many social services and social security organizations had to rely on antiquated avenues of communication when delivering services to constituents — relaying information either in person, on the phone or through traditional mail. But with the advent of high-performance Web portals, that's all changed. Today, social organizations use the Web to help break down the

The building blocks for integrated case management

Are you capable of accessing case histories on the fly? Can you share vital case information across social programs? Can you offer your constituents virtual real-time availability of their social programs? By implementing a system that facilitates integrated case management within your IT infrastructure, you can accomplish all of the above — and more.

An additional government offering from IBM, the IBM Integrated Case Management solution combines industry best practices with proven software and services from IBM and its independent software vendors to help government organizations leverage case management resources and services to constituents and clients. As part of the IBM Integrated Case Management solution, IBM has teamed with industry leaders to bring social organizations a robust and targeted case management solution.

- Cúram Software — provides software focused on case management and benefits processing.
- SAP — offers integrated financial management and case management software.
- Siebel Systems — delivers advanced outreach and relationship management software.

By combining IBM's industry experience and system integration expertise with proven IBM software components and additional resources from Business Partners, IBM is able to design and deliver an integrated case management solution that can help you:

- Track cases, claimants, employers, providers and benefits under one electronic, browser-based system.
- Build new client, supplier and provider relationships with screening, eligibility and registration.
- Monitor case histories through virtually all touch points within the organization.
- Provide new service options, including self-service, consolidated case histories and lifetime management.
- Allow new legislation and policy decisions to be implemented faster.

communication barriers and bridge the gap between government services and citizens.

An essential software component of IBM software for social services and social security, IBM WebSphere® Portal enables government organizations to harness the power of the Web and become an on demand government. With reliable, scalable WebSphere Portal software in place, social organizations have the tools they need to build a feature-rich Web portal that provides a variety of users — from citizens and businesses to other government organizations — with online access to essential resources.

WebSphere Portal enables social organizations to:

- Provide around-the-clock access to crucial information, essential services and mission-critical resources.
- Streamline delivery by offering users Web-enabled access to self-service tools.
- Quickly introduce and deploy new services.
- Maximize collaboration across organizations and locations.

Taking the strict security requirements of today's government into consideration, WebSphere Portal also provides the safeguards needed to deliver a security-rich environment for the safety and security needs of both citizens and users. Plus, WebSphere Portal allows the integration of portals with back-end systems, so organizations can seamlessly implement a high-performance portal and still protect their investment in current systems.

Another key component of IBM's government offering for social services and social security is IBM software for collaborative services. This advanced, off-the-shelf software offering enables collaboration and exchange of data within and across government organizations — seamlessly. By providing key members of the social services and social security team with targeted access to up-to-date case management data and advanced management tools, government organizations are better equipped to maximize productivity and optimize service levels.

State of Utah

Working with IBM and IBM Business Partner Cúram Software, the State of Utah has implemented a multiagency initiative known as electronic Resource & Eligibility Product (eREP). Launched in 2003, eREP is a multiphased project designed to increase the efficiency of social services programs by improving the quality of service delivery to citizens while reducing operating costs. According to Greg B. Gardner, Director of Administrative Support with the Utah Department of Workforce Services, "eREP takes aim at the stovepipes among and within programs, empowering our team to treat our citizens as customers rather than a series of case files. It modernizes our systems infrastructure, allowing us to provide our citizens with new Web self-service delivery capabilities while reducing the cost of maintaining legacy IT systems."

Implement more efficient, cost-effective content and records management

Like most government organizations, social organizations are charged with managing tremendous volumes of information — records, documents and forms. These vital resources must be continually monitored, retrieved, updated and recorded — sometimes on a daily basis. In most cases, the management of this information must comply with the rules set forth in myriad government regulations.

To help overcome the many challenges of document and records management, IBM offers IBM DB2® Content Manager and IBM DB2 Records Manager — two components of IBM's government offering for social services and social security. Together, these two software products provide a single records and content management platform with extensive record-keeping capabilities and content management functionality for both electronic and physical information assets.

DB2 Records Manager and DB2 Content Manager work together to help organizations:

- Provide formal, rules-based management for the processing, retention and disposition of records.
- Reach compliance with regulations and standards by optimizing information integrity, retention and security.
- Maximize efficiency by reducing paper-based processes and redundant data entry.

This robust records management solution also enables organizations to support the creation and management of e-forms. By using IBM Workplace™ Forms or working with Adobe, an industry-leading IBM Business Partner, IBM enables you to complete, review, verify, route and approve government forms securely and electronically using an intranet or extranet. This helps reduce response times, cut costs, maximize information integrity and optimize service levels.

Extend the value of an existing system

Whether navigating contractor and agency collaboration complexities, modernizing aging systems or adhering to new mandates, government agencies and their technology partners need to mitigate program risk, manage systems complexity and manage compliance. You can rely on Business Driven Development solutions enabled through the IBM Rational® Software Development Platform. These solutions help clients better govern the business process of software and systems development with increased visibility, predictability, accountability, traceability and measurability. The IBM Rational Software Development Platform is an open, proven and modular solution for the specification/procurement, integration, development and maintenance of software and software-intensive systems.

Business Partners help further leverage IBM software capabilities

IBM software for social services and social security is complemented by

applications and services provided by our IBM Business Partners — including the hundreds of Business Partners specializing in service orientation — helping make this solution a world-class foundation for successful management of social services and social security.

For more information

IBM is unique in its combination of unmatched government experience, deep service orientation skills, unparalleled Business Partner network, and software and technology product excellence — and as a result is a clear leader in service orientation. Whether developing a complete service orientation strategy across the entire organization or assisting with a single project within your department, we

can help you get started. IBM is the ideal partner for government agencies seeking help to meet the challenges of optimizing service to citizens and society while minimizing costs; integrating processes and streamlining operations within and between agencies; developing a flexible business model for responding quickly to legislative changes; and satisfying citizen demands for greater responsiveness and accountability.

To learn more about IBM software for social services and social security and other government-specific offerings, contact your IBM representative or IBM Business Partner, or visit **ibm.com**/software/industries/govt

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