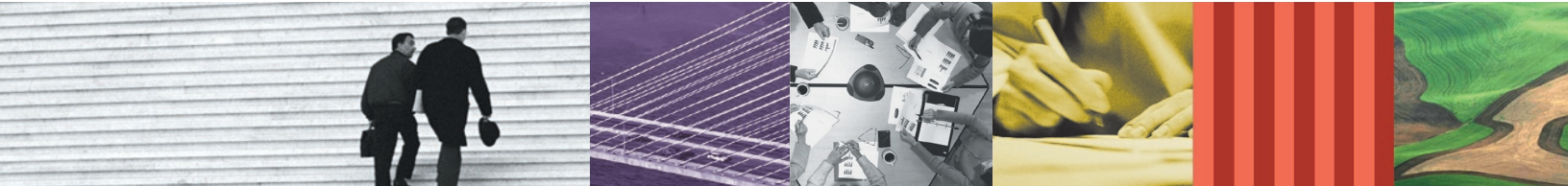


Increase operations and services effectiveness with IBM Business Process Management.



Six powerful and inescapable drivers are challenging local, regional and national governments to change the ways in which they manage and deliver services and programs.*

- **Changing demographics** — The relative proportions of age, race, marital status and religion are ever changing in both developed and developing countries.
- **Accelerating globalization** — The world in which we live is more connected, and therefore more complicated, than ever.
- **Rising environmental concerns** — Natural resource availability impacts virtually every governmental service from energy production to consumption to waste disposal.
- **Evolving societal relationships** — Fixed governmental management structures are expected to be replaced by public services available anytime and anywhere.
- **Growing threats to social stability and order** — An increasingly global economy requires a revised approach to the issues of privacy and security.
- **Expanding impact of technology** — New technologies appearing at increasing rates require governments to harness them more quickly for expected service improvements.

Move to “perpetual collaboration” using IBM Business Process Management

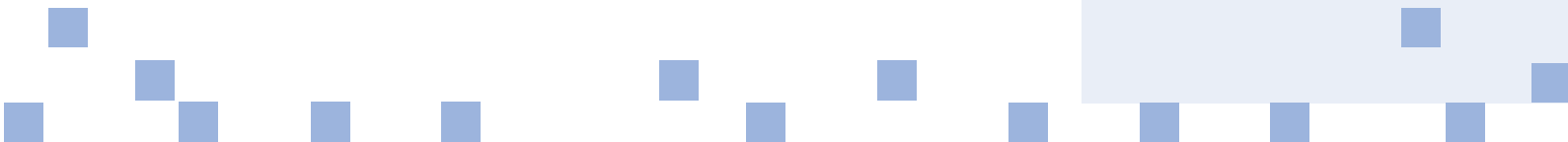
To address these evolving challenges and to better serve their constituencies, government agencies need a way to better manage their administrative and citizen/constituent service processes. They must move from a siloed, vertical process management approach to a horizontal, interoperable approach, in order to enable continuous teamwork and effectiveness — a state of perpetual collaboration.

IBM Business Process Management (BPM) is helping governments make perpetual collaboration a reality by:

- **Enabling a more proactive government** — improving service to citizens and other constituents through simplified access to all authorized information management functions, anywhere and anytime.
- **Managing resources effectively and efficiently** — integrating performance with budgets, improving fiduciary responsibility and increasing transparency.
- **Establishing governmental collaboration** — facilitating government-supplier transactions, and domestic and international relationships.
- **Building a sustainable environment** — reducing energy consumption and waste, and finding alternate energy sources.

IBM BPM can help governments implement perpetual collaboration to achieve:

- **Economic prosperity** through improved social services and security, enterprise resource planning (ERP) and customer relationship management (CRM) integration, and shared government services.
- **Environmental wellness** by addressing global warming and intelligent transportation.
- **A safe world** through customs/border/revenue management, national defense and network-centric operations.



Choose BPM designed for government

With a global presence that delivers a deep knowledge of best practices, IBM has the experience, commitment and ability to help governments improve process management. IBM also offers a strong local presence worldwide to provide open-standards leadership, government-specific research and a strong portfolio of process solutions — the IBM Business Process Management (BPM) suite.

The IBM BPM suite helps governments optimize processes implemented using these IBM government industry solutions:

Social services and social security — citizen service delivery modernization for improved document management and service accessibility.

Enterprise integration — to improve ERP and CRM.

Government shared services — to enable more flexible workforce participation.

Intelligent transportation — including road user charging, integrated fare management and transportation information management.

Customs, borders and revenue management — to achieve greater security and better administration.

Defense — to enable business transformation and improved operations.

Network-centric operations — to implement improved command and control.

Governments around the globe are optimizing processes

By using business process management, governments are better able to address the four components of perpetual collaboration. Each of these four components enables the much-improved teamwork and

interconnectedness of a “virtual organization” as the following examples demonstrate:

Organization, culture and governance

Sweden addressed traffic congestion and air pollution with radio frequency identification (RFID), implementing a “congestion charging system” that reduced traffic by 25 percent during a seven-month pilot project.

Partnerships, intermediaries and exchanges

China improved the flow of data on foreign trade among government, industry and economic participants by developing E-Port collaboration software.

Personalized interaction and services

Canada developed Service Canada to provide an integrated, multichannel, “one-stop” service center, which supports more than 50 million calls and 14 million Web visits annually.

Knowledge creation and sharing

Pennsylvania, one of the United States, relieved global competitive pressures and identified future economic growth opportunities using collaboration and knowledge sharing to evaluate its own competitive strengths against 22 competitive locations worldwide.

Adopt IBM BPM to enable perpetual collaboration

To increase the efficiency and effectiveness of services and programs, governments need a way to infuse every department, agency and division with perpetual collaboration. Through IBM BPM, governments around the world are realizing the benefits of this new approach to process management.

To learn more about how to more effectively manage processes, please contact your IBM representative or IBM Business Partner, or visit ibm.com/websphere/integration

IBM BPM enables a visionary government to achieve administrative and constituent service process improvements in a cost-effective manner.



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*2008 IBM Institute for Business Value study, Government 2020 and the Perpetual Collaboration Mandate.

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