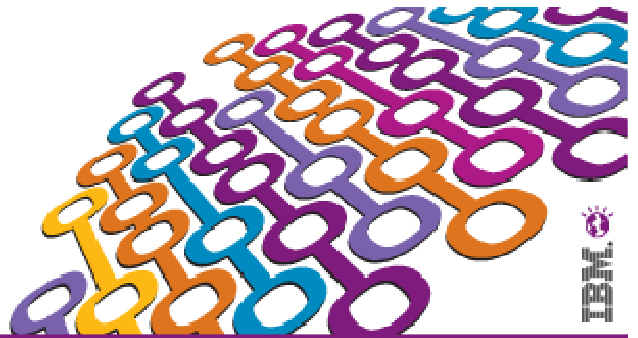IBM Software

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Government

Our government clients today face a potent combination of challenges: increasing budget pressures and rising public expectation for service and responsiveness while competing in a fast-moving, knowledge-based global economy. Public agencies are also focusing on moving from process-centric, silo-bound and inward-looking organizations to citizen-centric, outward-looking and responsive organizations to deliver the right service at the right place at the right time. To achieve this, governments are leveraging technology to streamline processes, enhance decision making and enable collaboration.

At IBM, we can help our government clients to innovate, transform and grow their organizations. The Impact 2012 Global Conference (April 29-May 4) brings together IT and business and provides an opportunity for our clients to learn how aligning their technology and business strategy can help them change the game and accelerate their success.

Forbes Business Leadership Forum
The Forbes Business Leadership Forum offers more than 40 sessions that provide leadership skill development to help businesses achieve success through smarter decisions and agile processes. Within the Business Forum there will be dedicated Industry sessions that provide business clients with practical insights about industry-specific solutions to help them manage dynamic business processes and complex technology environments.

Technology Program
An extensive Technology Program offers over 500 technical education sessions, including industry-specific implementation success stories, technical education, lectures, workshops, hands–on labs and networking opportunities.

Impact 2012 offers sessions for executives from Government in both programs. Listed below are some of the session highlights.
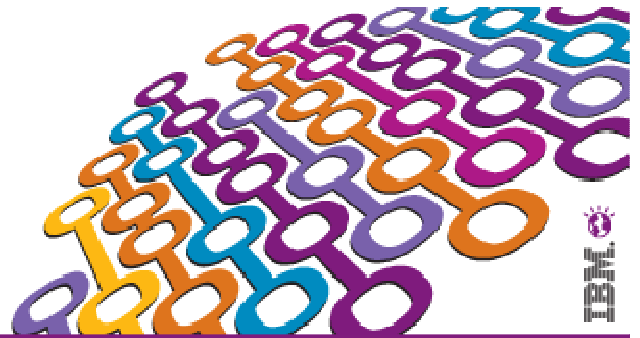
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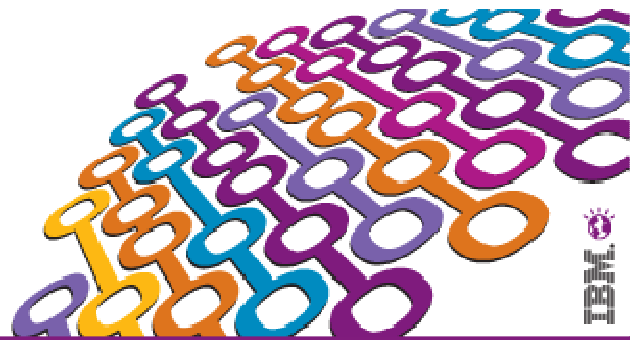|	
Session: 1951	**Title:** Accelerating Operational Excellence in Government
Track: Business - Business Agility Industry Outcomes	**Date:** Tuesday, May 1, 2012 **Time:** 3:15 PM – 4:30 PM **Location:** Lando 4201A
	Role: IT Executive
	Speaker: Mikko Heiskanen, Finnish Defence Forces; Jarl Wasström, FDF C4 Agency
	Abstract: Finnish Defence Forces and its contingency operations are supported by an integrated, state of the art SOA system. The solution consists of a SOA based service hub that allows all branches of services to share common C4 applications in a robust way. Key benefits include an efficient process to introduce new services, reduction in infrastructure and tighter coordination and information sharing between all key players. This presentation will provide many take-away lessons.

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Session: 2888	**Title:** Incremental Modernization - A Government Case Study for Social Services	
Track: Technology - Implementing Industry Solutions for Improved ROI	**Date:** Monday, April 30, 2012 **Time:** 10:45 AM – 12:00 PM	**Location:** Murano 3205
	Role: C-Level	
	Speaker: Michael Strange, Policy Studies Inc; Isabel Fitzgerald, Aeon Consulting and Technical Services	
	Abstract: Government Agencies at all levels are struggling to meet increasing demands for services. The situation is complicated by decades old legacy systems traditionally costing tens of millions of dollars to replace. This presentation will provide a discussion of the tools and technologies used to incrementally modernize legacy systems, integrate agencies, and streamline services at the State and County Government. This strategy allows critical new functionality to be brought online without the need to replace entire systems, while providing agility for an uncertain future. The presentation will focus on the challenges, opportunities, and technology used.	

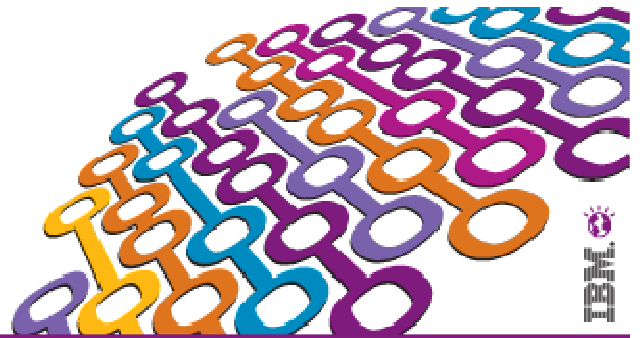| **Session:** 2334	**Title:** National E-Filing Initiative: Increasing Access, Efficiency and Revenue	
Track: Technology - Implementing Industry Solutions for Improved ROI	**Date:** Monday, April 30, 2012 **Time:** 2:00 PM – 3:15 PM	**Location:** Lido 3105
	Role: Developer	
	Speaker: Antroy Ashton, Fiscal Services Limited	
	Abstract: Using IBM software, including utilizing IBM DataPower for Integration and Web Services, Fiscal Services was able to make increasing access, efficiency and revenue possible. Provisioning these services using DataPower and other IBM technologies realized a number of benefits, including flexibility in providing 24/7 access for taxpayer filing; improved data accuracy with reduction in manual and erroneous data entry errors as data is validated in real time by the taxpayer at point of entry; elimination of labor-intensive clerical data entry service by Tax Administration Clerks; online accessibility of taxpayer account summaries; faster processing of refunds; and freeing up time for other activities and priorities.	

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Session: 1764	**Title:** Lessons Learned: Building Flexible Field Computing Environments from IBM Defense Ops Platform	
Track: Technology - Implementing Industry Solutions for Improved ROI	**Date:** Tuesday, May 1, 2012 **Time:** 3:15 PM – 4:30 PM	**Location:** Lido 3105
	Role: Architect	
	Speaker: Michael Russell, Lockheed Martin	
	Abstract: The IBM Defense Operations Platform (DOP) is a program product (5725-C14) targeting the military field environment. The IBM DOP provides lessons for commercial enterprises that need to build and deploy a multi-tier, flexible field computing environment. The IBM DOP defines three tiers, roughly equivalent to distribution center, field office and mobile office. This session reviews the bundled combination of IBM WebSphere, IBM Tivioli, IBM Lotus and IBM Rational products. The session describes how this combination can be used in the commercial setting, such as: (a) product bundling, (b) field configurations, (c) integration of commercial off-the-shelf (COTS) products, (d) communications, and (e) deployment considerations.	

Session: 2523	**Title:** Using DataPower for Attribute-Based Access Control and Vendor Agnostic SSO	
Track: Technology - Application Infrastructure	**Date:** Wednesday, May 2, 2012 **Time:** 1:30 PM – 2:45 PM	**Location:** Marcello 4401A
	Role: Architect	
	Speaker: Bryan Frame, US Special Operations Command (SOCOM)	
	Abstract: Mr. Bryan Frame of L3 will discuss the technical aspects of using DataPower for Attribute-Based Access control (ABAC) and vendor agnostic Single-Sign-On solutions. In this session, speaker will cover some of the technical challenges and solutions encountered with a primary focus on SSO into SharePoint 2010, where DataPower is configured as the Secure Token Service.	

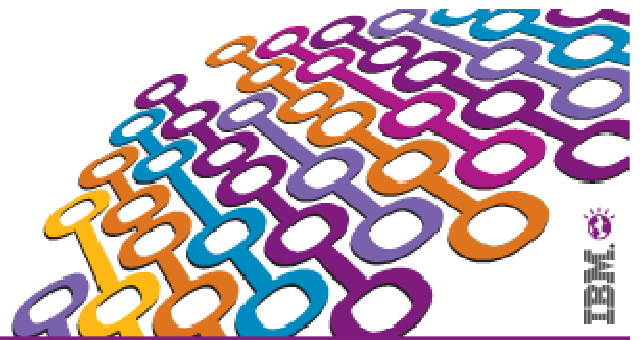Business Sessions   Technology Sessions

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Session: 2990	**Title:** Efficiency Improvements in the Public Sector Using WPS-Based Very Large Workflow	
Track: Technology - Implementing Industry Solutions for Improved ROI	**Date:** Wednesday, May 2, 2012 **Time:** 3:15 PM – 4:30 PM	**Location:** Lido 3105
	Role: IT Executive	
	Speaker: Miroslaw Olszowy, Asseco; Marcin Urbanski, Asseco	
	Abstract: Asseco Poland designed, implemented and deployed a workflow system based on IBM Websphere Process Server for Zaklad Ubezpieczen Spolecznych - (ZUS - Polish Social Security Institution). This system enables electronic registration and the scanning of paper documents, as well as enables the measurement of process efficiency through an automated process. Using Process Server, both Asseco and ZUS can redefine the process, measure it and make optimizations that are necessary to move the organization onto higher development levels (bearing in mind the CMM levels). The system provides services to employees through a dedicated GUI produced in thin client technology which is integrated with other business applications (application-2-application). The result of the project was a reduction in the amount of manual steps in the process, reducing the paper flow and making the process cheaper, greener and more effective.	

Session: 2427	**Title:** Welcome to the Jungle: IBM Business Process Manager in the Amazon Rain Forest	
Track: Technology - Implementing Industry Solutions for Improved ROI	**Date:** Wednesday, May 2, 2012 **Time:** 4:45 PM – 6:00 PM	**Location:** Lido 3105
	Role: Architect	
	Speaker: Rafael De Oliveira Osorio, IBM; Kátia Cristina Dotto Gasparini, Government of Acre State	
	Abstract: How do you improve service delivery and citizen engagement? Government of Acre State in Brazil, a state in the middle of Amazon rain forest, is doing a Business Process Orchestration implementing IBM Business Process Manager and a SOA solution. Come learn about how Government of Acre State is using BPM, Enterprise Service Bus, Information Server and Portal to improve service delivery and citizen engagement and how to implement a work experience solution to maximize the productivity of employees. The Government of Acre State will share best practices and lessons learned.	

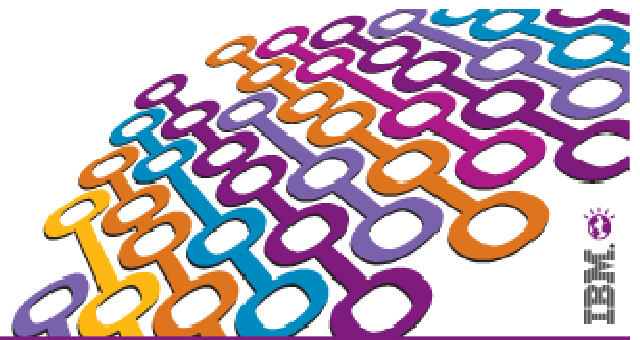**Business Sessions**   **Technology Sessions**

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Session: 2200	**Title:** Getting the Government to Collaborate on an IBM Cloud Solution	
Track: Technology - Implementing Industry Solutions for Improved ROI	**Date:** Thursday, May 3, 2012 **Time:** 10:30 AM – 11:45 AM	**Location:** Murano 3206
	Role: Architect	
	Speaker: Paul Bahrs, IBM; Jason Hamilton, Coherent Technical Services, Inc.	
	Abstract: Coherent Technical Services, Inc., a leading U.S. government technical services organization and a leader in IBM collaborative solutions, implemented a cloud service for government programs that used IBM Collaborative Lifecycle Management capabilities to define and assess software and system service architectures. The cloud service provided a consistent collaborative model and significantly reduced the time and effort to complete assessments and government oversight requirements. The cloud-based service realized a high degree of cooperation and collaboration and integrated teams across the lifecycle. This presentation summarizes the business value of implementing a collaborative lifecycle capability, lessons learned and proven practices.	

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