

Electronic Commerce Gateways

for

eGovernment

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IBM Global Services



DI - Electronic Commerce and Beyond

eGovernment B2G Commerce

- ★ Organizations
- ★ Politics
- ★ Standards, Complexity
- ★ Federal / State Mandates
- ★ Initiatives



eGovernment Promotion

★ Federal

- FASA 1994
 - ✚ Federal Streamlining & Acquisition Act
- ECRC
 - ✚ Federal funded education for Federal vendors and suppliers

★ States

- Mandates, Governor Declarations
- NECCC, State CFOs, CPOs, CIOs
- NASPO, CPOs
- NASACT, CFOs
- NASIRE, CIOs
- ITAA, NACHA, NASS, etc



eGovernment and Politics

- ★ Expansion of Federal eCommerce
- ★ Administrative influence
- ★ Slow starts
- ★ Mandates effective
- ★ Influencers
 - Pervasive access to Internet
 - NetGen



Complexity

- ★ Legacy
- ★ Many Protocols
- ★ Many Mandates
 - Federal and State
- ★ Departments, Agencies, Entities
 - Implementation Challenges
 - Process Reengineering
 - Resistance to Change
 - Integration
 - Education



Current Initiatives

★ RFP Requirements

- Electronic Commerce Portal
 - ✦ EDI
 - ✦ Mapping, Translation
 - ✦ TP Enabling
 - ✦ Intelligent Message Routing
 - ✦ Protocol Conversion
 - ✦ Security
- Managed Hosting / Testing
- Single business interface



Current Initiatives (cont.)

★ HCFA, Medicare

★ DOD, FASA

★ Dept of Treas, EFT



Current Initiatives (cont.)

★ DMVs

- CDLists (all states - Federal Mandate)

★ ALIR

- OR, CA, AZ, CO, UT, MD, NY, VA, etc

★ Treasuries

- EFT
- Tax filing

★ DGS

- WA, OR, VA, MI, etc
 - ✦ Unifying procurement
 - ✦ eProcurements, eCards, eWallets

★ Human Resources

- Workmens Comp
 - ✦ IBBSnet (Insurance Comp Rating Bureaus)
 - ✦ NJ, PA, DE, MA, etc
- Unemployment Benefits
 - ✦ TX, others



Current Initiatives (cont.)

★ State Portal

- G2B, G2C
- Backend Complexity
- Internet
- Outsource



IBM Experience

- ★ More than 20 years of EDI experience
- ★ Enabling over 10,000 trading partners a year
- ★ Over 40,000 EDI customers
- ★ Over 500,000 EDI trading partners
- ★ Enabled over 10,000 suppliers for IBM procurement

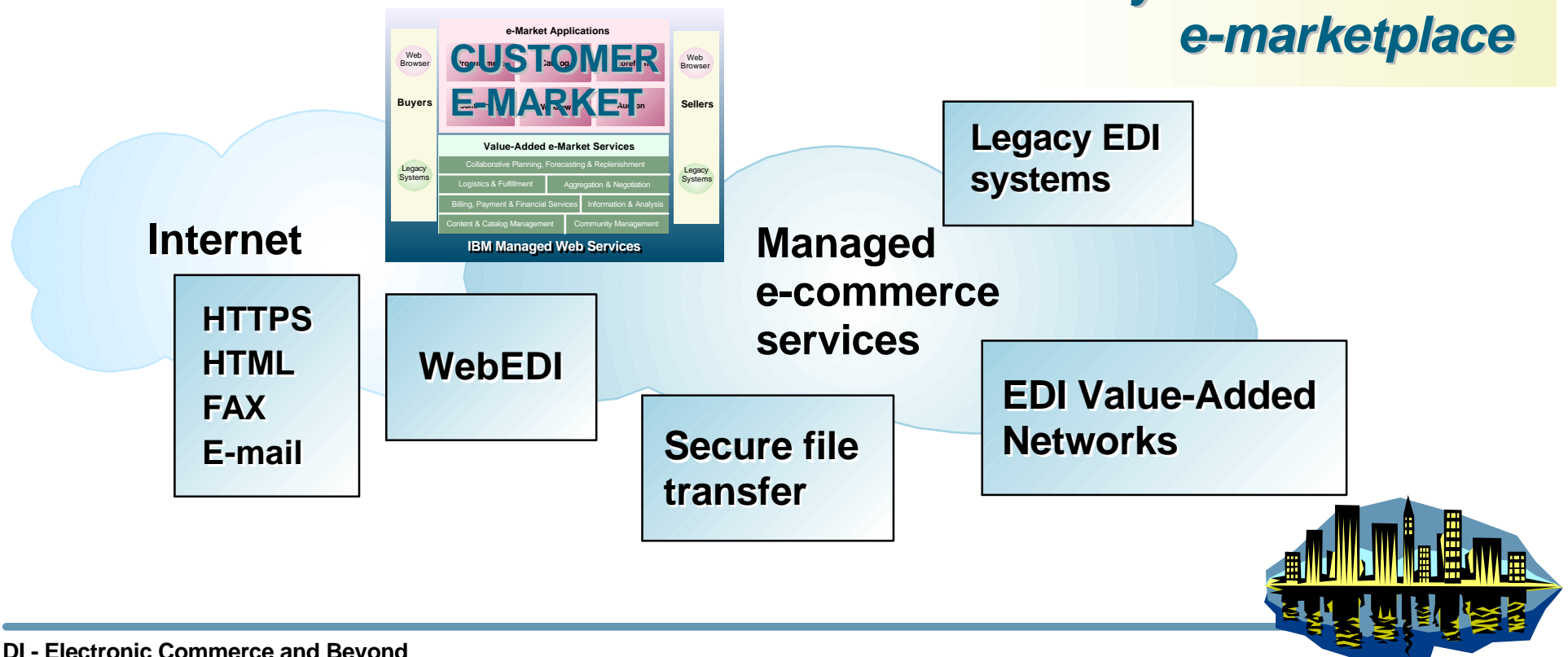
***Extending the reach
of your trading
community***



Data Transport Infrastructure

- ★ Security-rich network communications
- ★ Auditing and tracking
- ★ Gateway services
- ★ Access to 40,000+ companies
- ★ Over 500k+ EDI partners

*Extending the reach
of your customer's
e-marketplace*

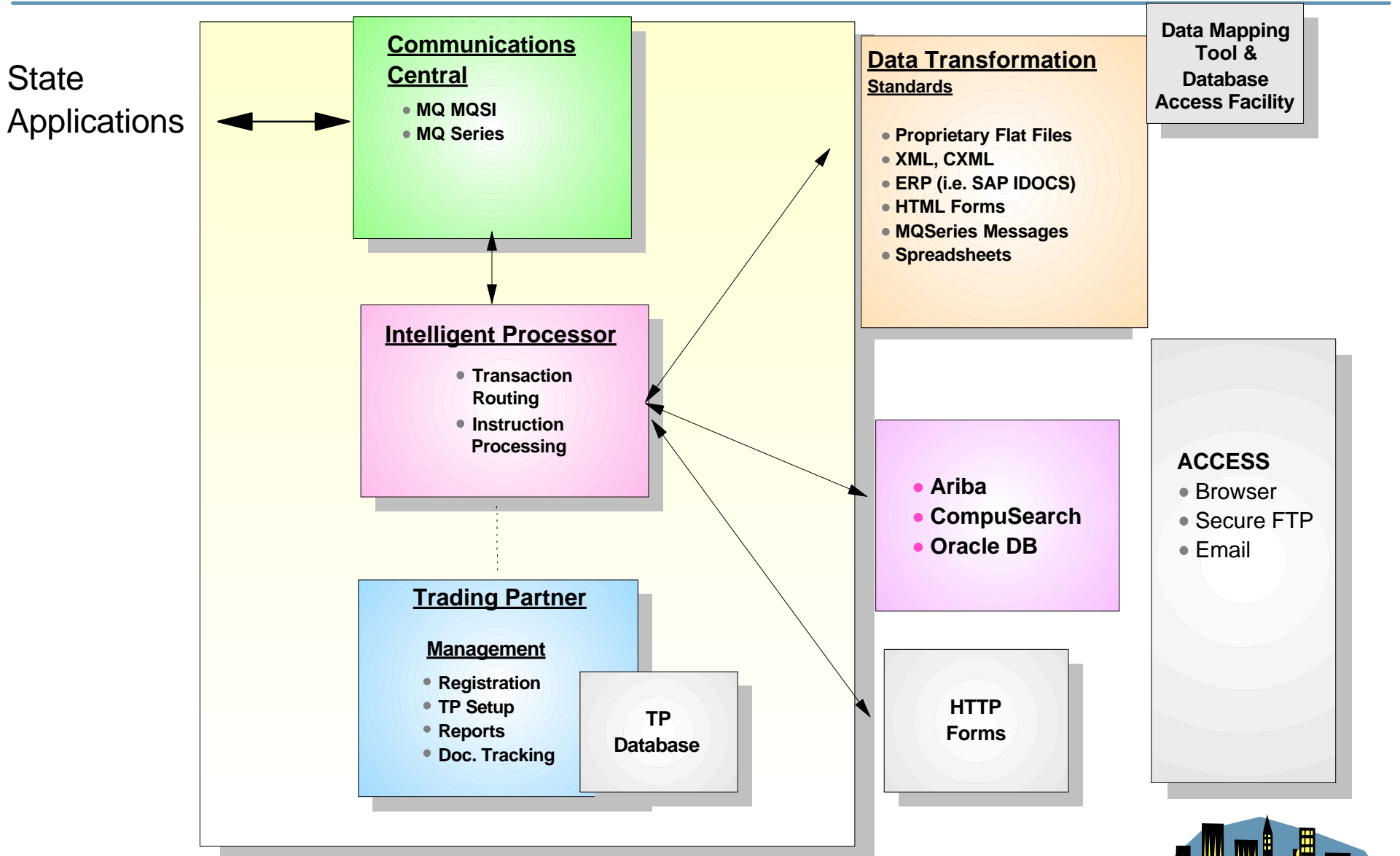


Managed Web Hosting - Experienced Leader

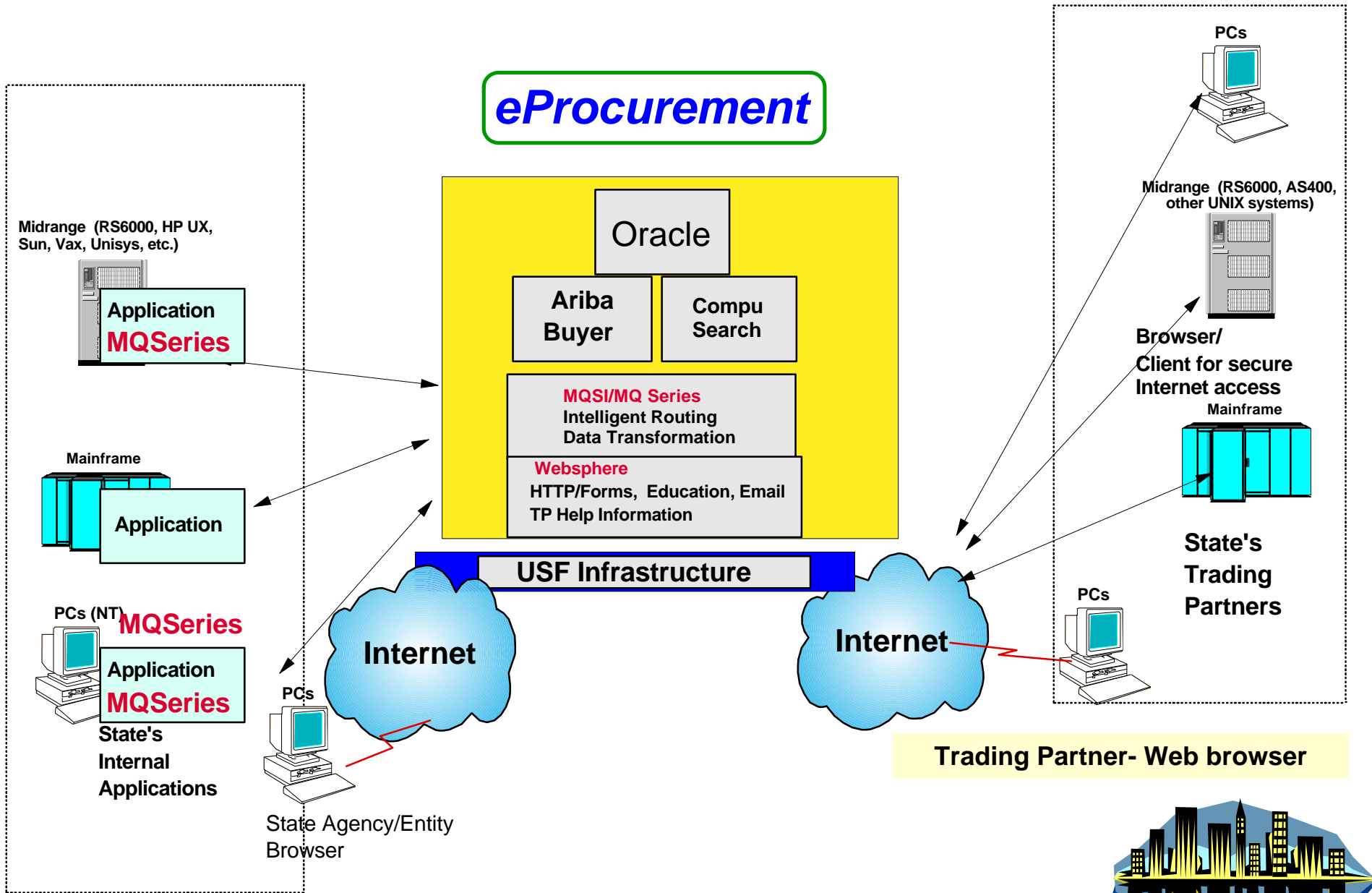
- ★ Leadership in operating complex, high-volume customer Web sites
 - Thousands of servers under management, experience
 - State-of-the-art technology, redundancy
 - Reach - Global data centers
- ★ Experience with high transaction volumes, network infrastructure
 - Nagano Olympic Games 634,000,000 hits
 - Wimbledon ~ 1 billion with 430,000 hits per minute
- ★ Experience with mission critical data
- ★ Architected to meet customer requirements
 - High availability, reliability, performance
 - Rapid scalability
 - Robust security
 - Flexible solutions



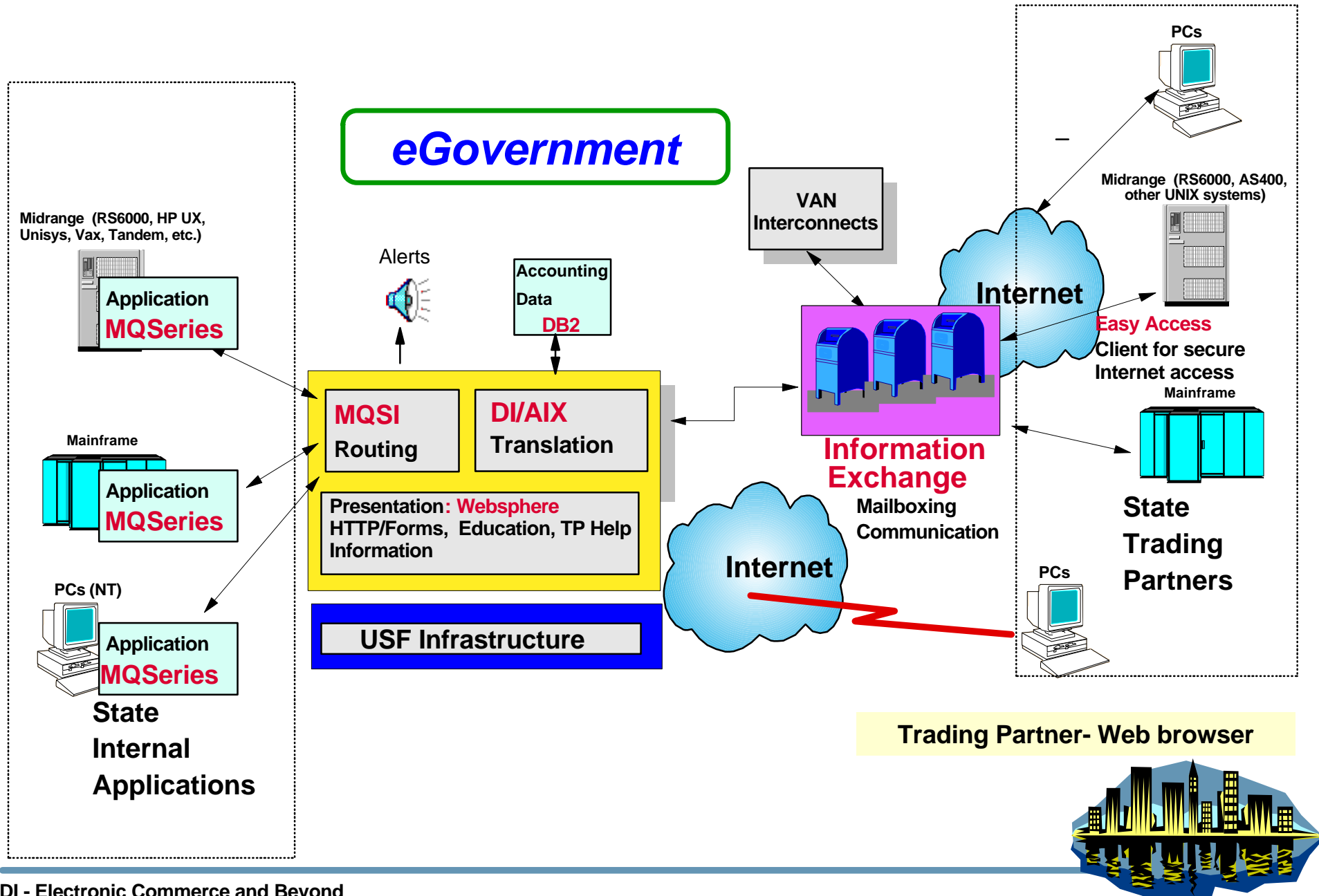
eProcurement Components eState



e-Procurement for the State of "X"

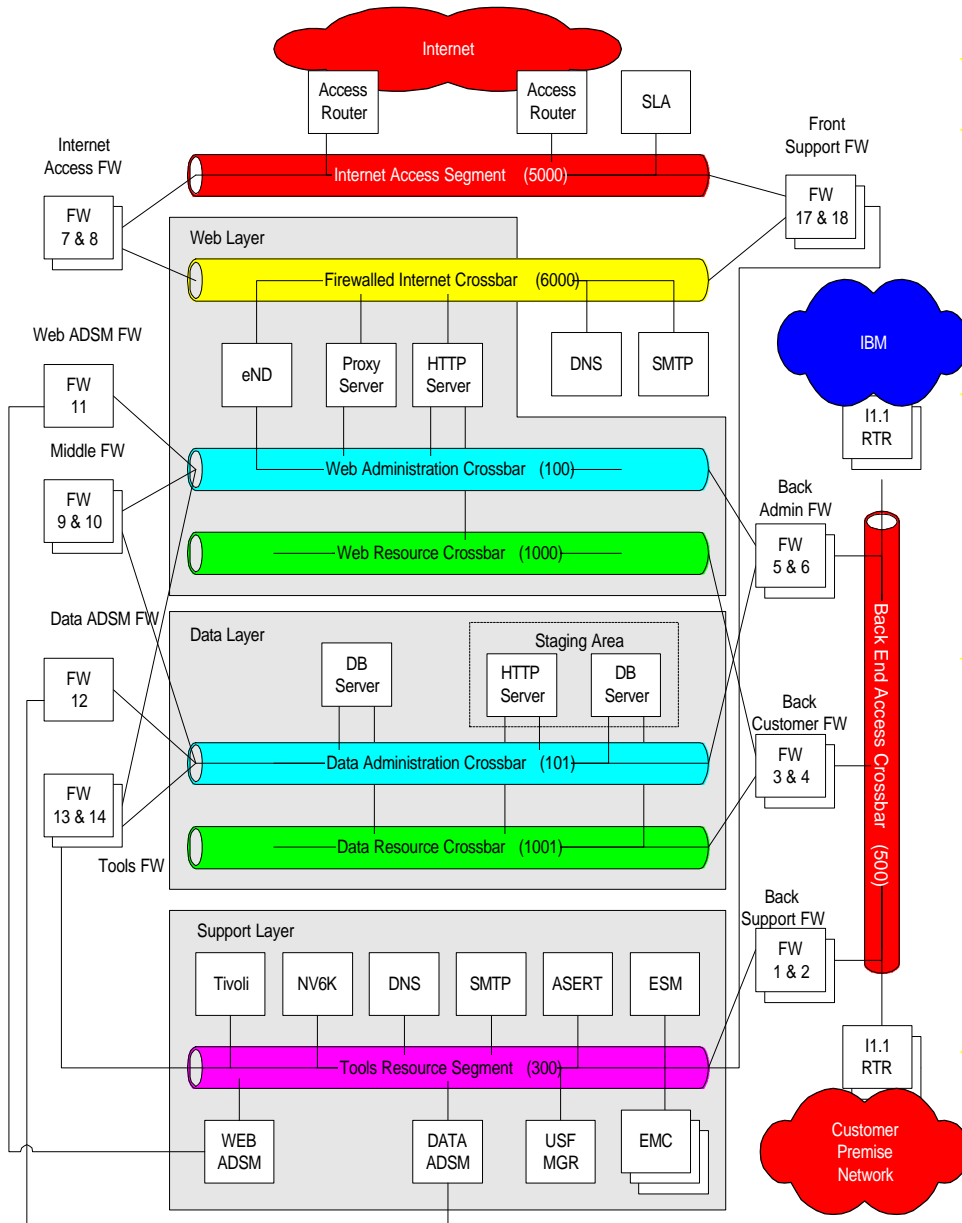


High Level System Design



IBM Universal Server Farm (USF)

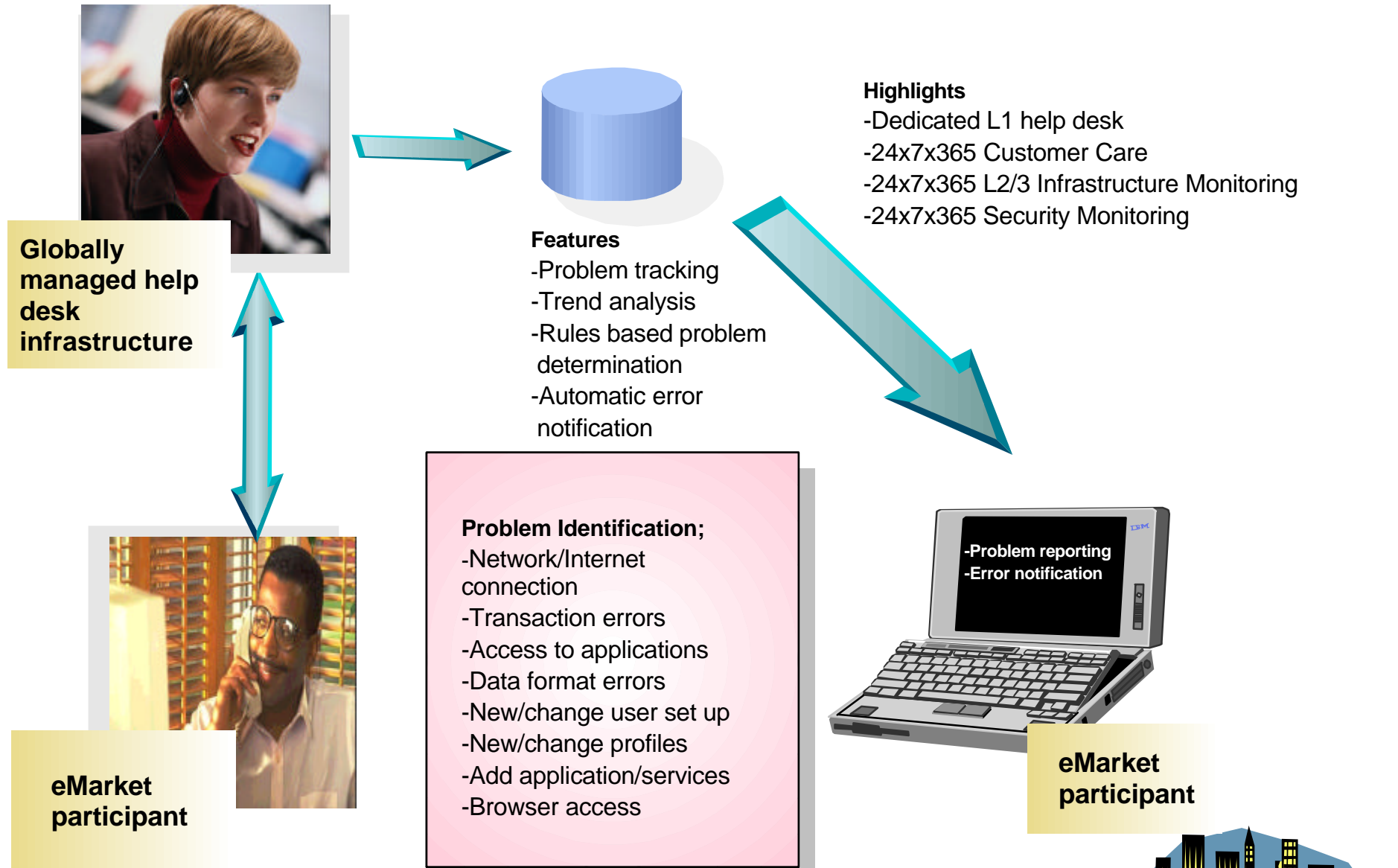
Logical Architecture and Physical Plant



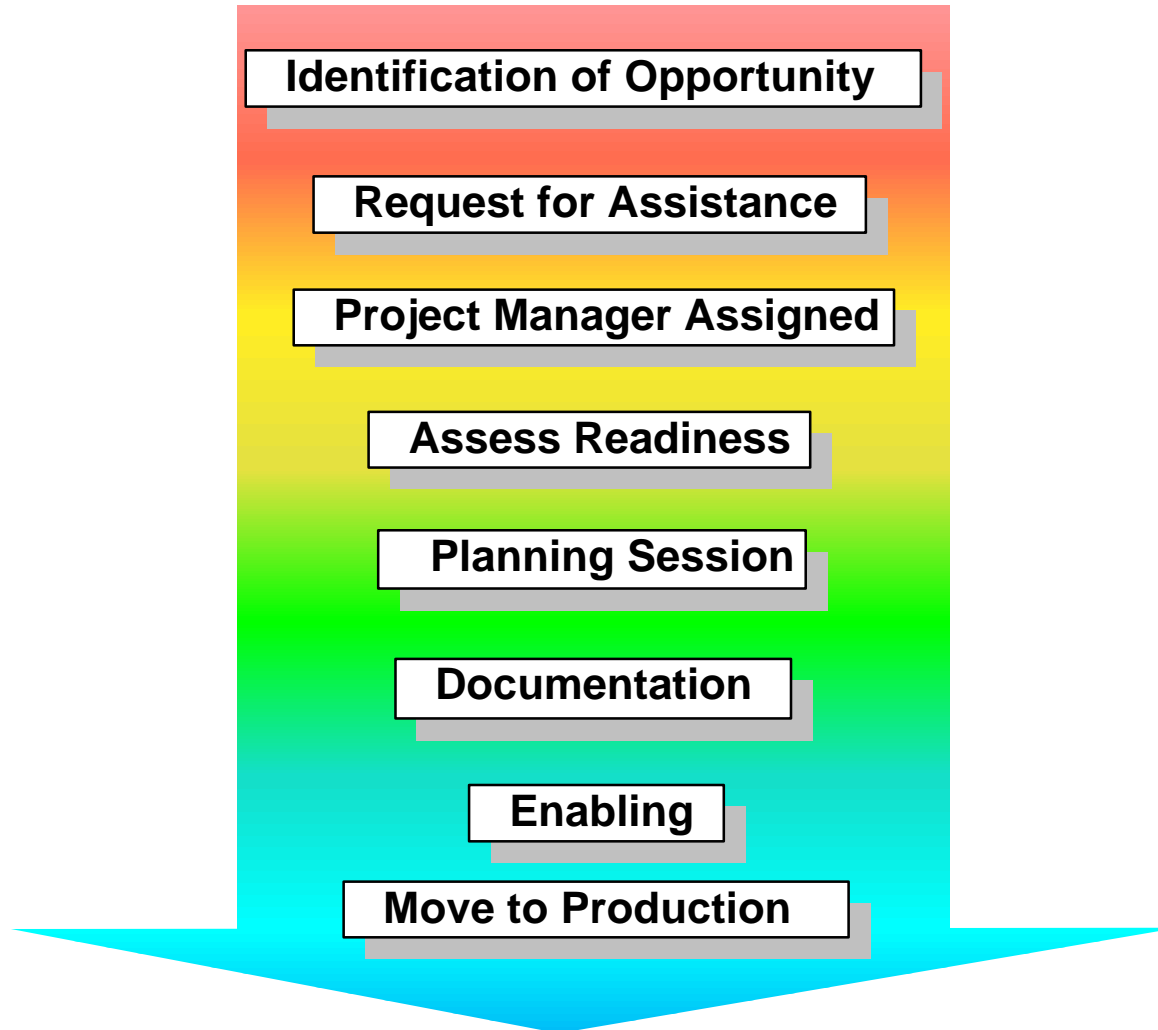
- ★ Fully Managed Facility
- ★ State-of-the-Art
 - Class A Facilities
 - Global Installations
 - Network Switching and Technology
- ★ Robust Network Access:
 - Multiple Tier-1 ISP's
 - Secure customer access
 - IBM Internal Network (MPN)
- ★ Feature Points
 - ADSM Backup
 - Tivoli Server Management
 - Netview 6000 Network Management
 - Network Dispatcher and Cisco Routers
 - Architectural Redundancy (N+1)
- ★ High Availability



World Class Help Desk Infrastructure



Enabling Methodology



Enabling Rollout Process Flow

Planning Session

- Project specifics are determined
- Trading Partners are identified
- Objectives Established

Customer Requirements

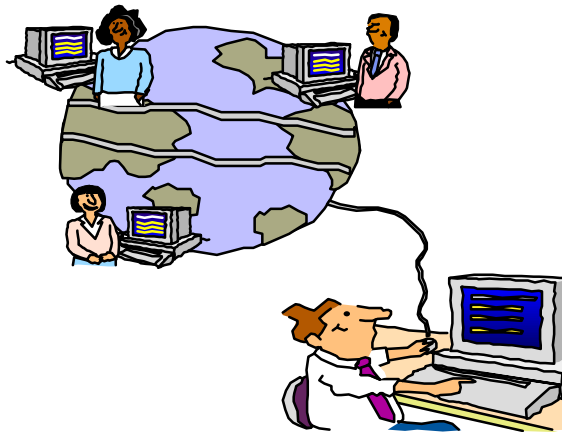
- Trading Partner List
- Notification Letter
- Implementation Guides
- Test File
- EPMS Familiarization

Project Manager

- Create Project Plan
- EPMS Training
- Enabling Process Documented
- IEAS Training
- Implement Test File

Enabling Activity

- Data Collection/Verification
- Coordinate enabling efforts with Trading Partners
- Perform appropriate testing



Trading Partner Enabling Services

- ★ Program planning and development
 - Establish objectives for trading exchange enabling program
 - Proven methodologies and tools
 - Compile profile information of trading member
 - Validate readiness
- ★ Proactively contact trading members
 - Develop contact dialog
 - Set up parameters
- ★ Solution implementation
 - Set up profile (classification, archive, audit trail, rules table)
 - User enabling and transaction testing
 - Communications testing
- ★ Project management tracking system
 - Progress and status reporting
 - Customized reports and project monitoring
- ★ Additional services
 - Member education
 - Buyer / seller conferences



Enabling Support

- ★ Proactive calling and follow-up
- ★ Use of 800 number during project efforts
- ★ Assistance with software ordering and implementation
- ★ Trading Partner registration
- ★ Testing coordination
- ★ Migration coordination



IBM Global Services Project Management

★ Project Management is a core competency

- Standardized Project Management techniques and tools
- PM Center of Excellence established in 1997 to support Certification, Distribution and knowledge of PM Tools and Methods

★ IBM Project Managers will

- Establish and manage the detailed project plan
- Partner with government to prioritize eCommerce rollouts
- Procure and coordinate resources to support projects and drive them to completion
- Manage IBM's commitments to the government



Why IBM?

- ★ Experience in delivering web enabled eCommerce Solutions to thousands of customers
- ★ Leadership in hosted eBusiness, integrating multiple technologies to enable complex solutions
- ★ Build upon our valued business relationship
- ★ The IBM solution provides a flexible, scalable, reliable and secure architecture creating a cornerstone for *eGovernment*

