Lotus knows.

Smarter software for a Smarter Planet.

Government Collaboration
Making the Value of People's Interactions Real

Simon Lee | Regional Manager, Portal Solutions, IBM
Software Group ASEAN

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lotusknows.com

Agenda

- What trends are driving government priorities today?
- What types of innovative solutions are governments deploying?
- What types of capabilities does IBM offer in the government portal and collaboration space?
- The Collaboration Agenda and Industry Framework for Government

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1

What Trends are Driving Government Priorities Today?

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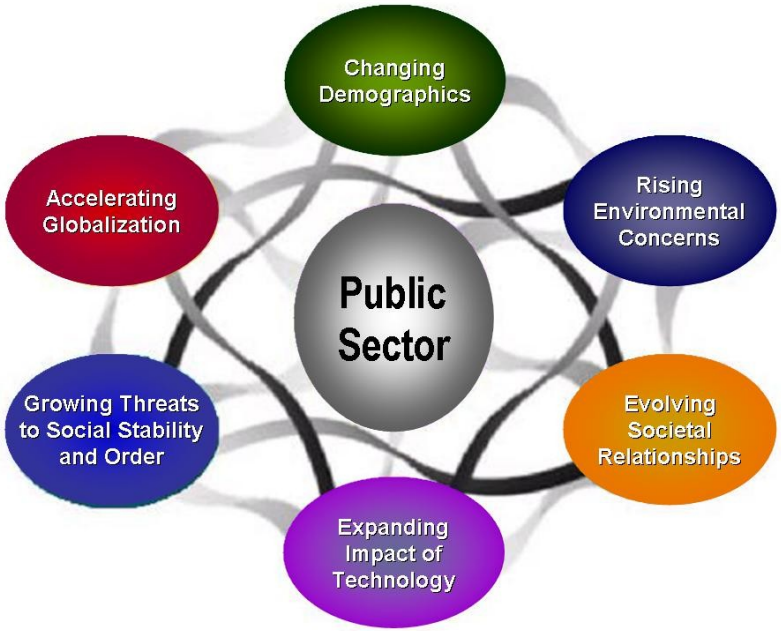
IBM's *Government 2020* report describes a world faced by forces beyond individual nations' control



- **The global financial crisis is one manifestation of the global, interconnected economy**
- **Now more than ever, Public Sector Leaders are challenged to drive transformational change in ways they have never done before**
  - Across all branches of government
  - Across jurisdictions
  - Across sectors
  - Across nations

"Perpetual collaboration" will be essential for government effectiveness in tomorrow's world

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

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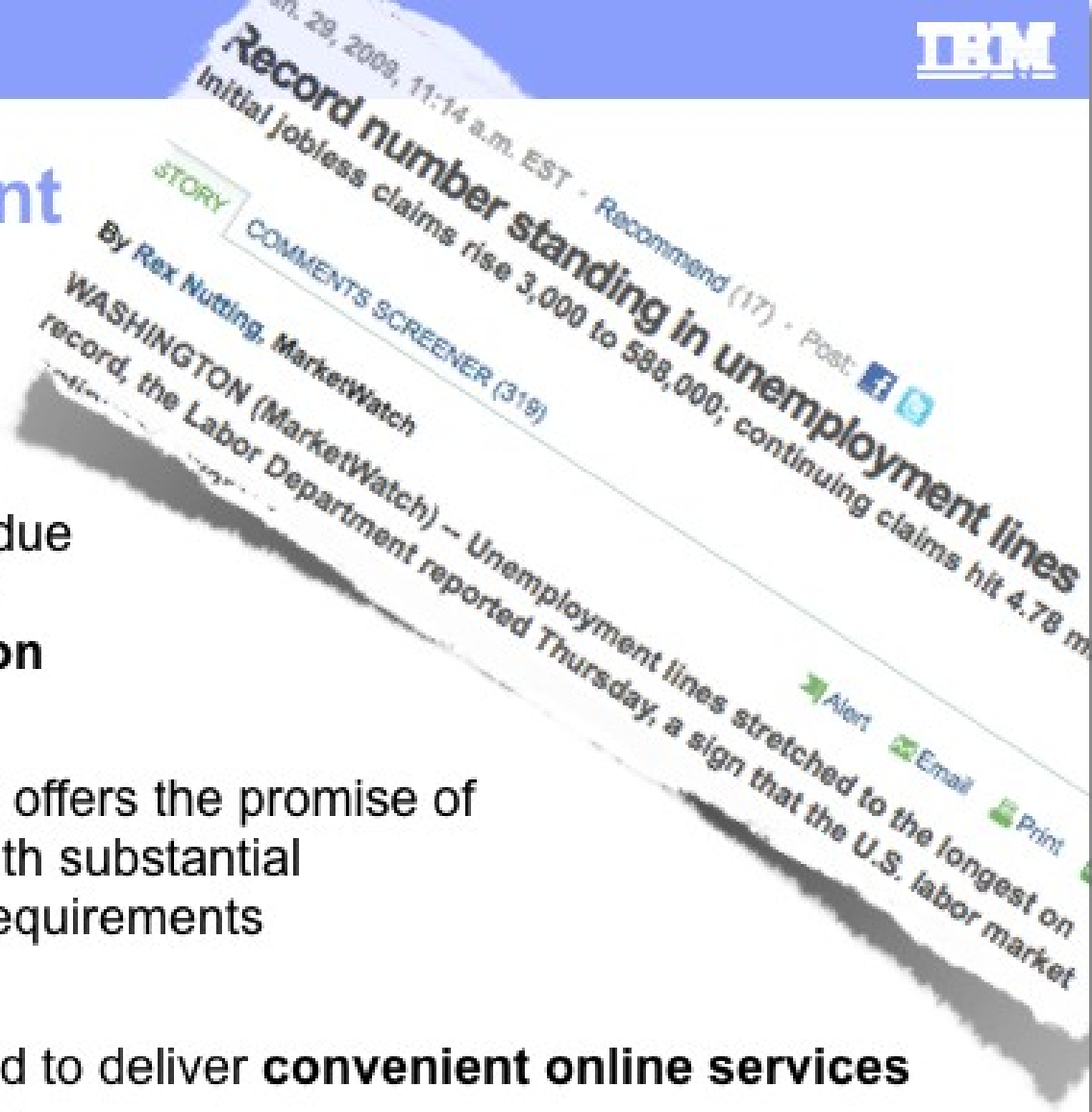
The Current Environment for Governments



- Record numbers of citizens are applying for government benefits due to the **global financial crisis** and **longest recession in a generation**
- **Government stimulus spending** offers the promise of increased program funding, but with substantial **transparency and compliance** requirements
- Governments are being challenged to deliver **convenient online services** 24x7 even with **shrinking budgets**
- **Citizens are Web savvy** and expect the same services and personalization from government entities as they receive from private sector retailers

Constituents, and a new generation of Government Employees, are pushing for modern technologies

- This year, the first generation of Web and social network-savvy youth (those who were born after the popularity of the Internet) graduate from high school…***and will enter the workforce over the next 6 years***

The social network and blogging audience is becoming more diverse in terms of age: *the biggest increase in visitors during 2008 to "Member Community" Web sites globally* ***came from the 35-49 year old age group*** (+11.3 million)[1]

One in every 11 minutes online globally is accounted for by social network and blogging sites.[1]

[1]Source: Nielsen-Online http://www.nielsen-online.com/pr/pr_090309.pdf

What Types of Solutions are Governments Deploying?

2

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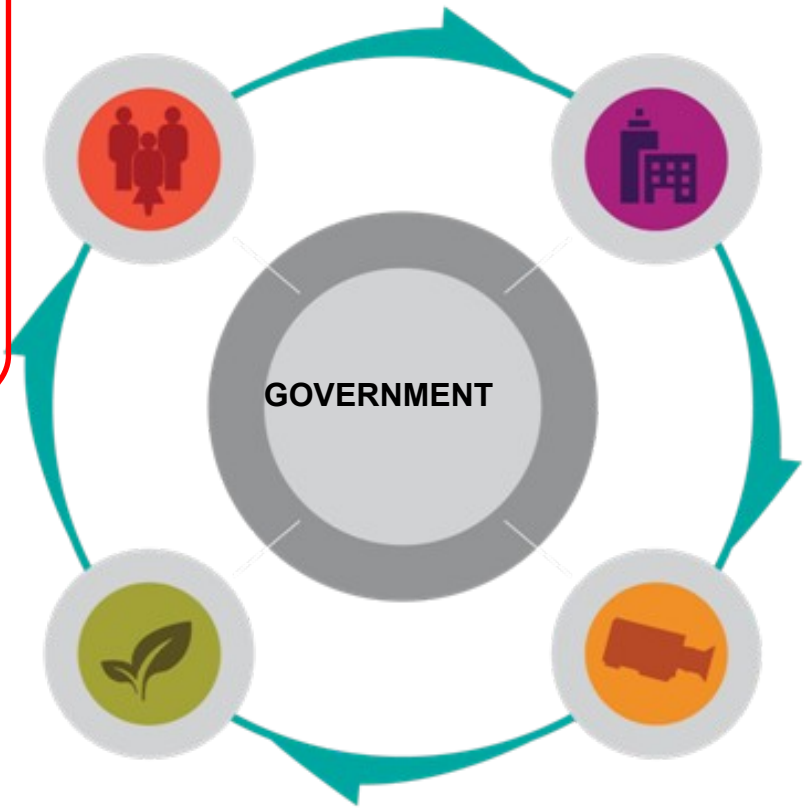
To ensure the economic health, welfare and security of their citizens, smart governments are working toward…

CITIZEN-CENTERED EXPERIENCES
Connecting people to programs based on individual needs—achieving sustainable outcomes while reducing operational costs and maximizing taxpayer value.



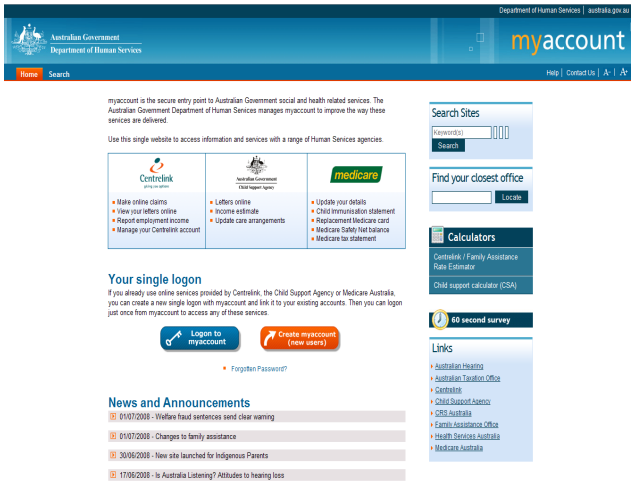
GOVERNMENT PERFORMANCE & ACCOUNTABILITY
Improving government performance, cost effectiveness, and transparency with information visibility and participatory government.

GREEN GOVERNMENT FOR A GREENER PLANET
Deploying environmentally responsible operations, from energy efficiency and conservation to transportation management and the pursuit of renewable resources.

SENSE AND RESPOND CAPABILITIES
Enabling defense and law enforcement organizations to achieve situational awareness, increased speed of command and combat superiority.

Centrelink delivers multi-channel government human services for the Australian Government

http://myaccount.centrelink.gov.au



http://myaccount.humanservices.gov.au

- **Centrelink and Dept of Human Services**
- Centrelink is Australia's welfare services delivery agency
- **6.5 million customers** (1/3 of Australian population)
- Administers more than **140 different products** and services **for 25 government agencies**
- **14+ million online transactions** in 2008
- **Centrelink Customer Portal**
- Access to 40+ Services, Advanced Search Engine
- Single Sign-On, Web Content Management, Personalization, News, Re-use of SOA Applications/Services,
- **Department of Human Services Portal**
- Federated Identity Management between: Centrelink, Medicare and Child Support Services
- Federated Search across all site as well
- Aggregated News via RSS

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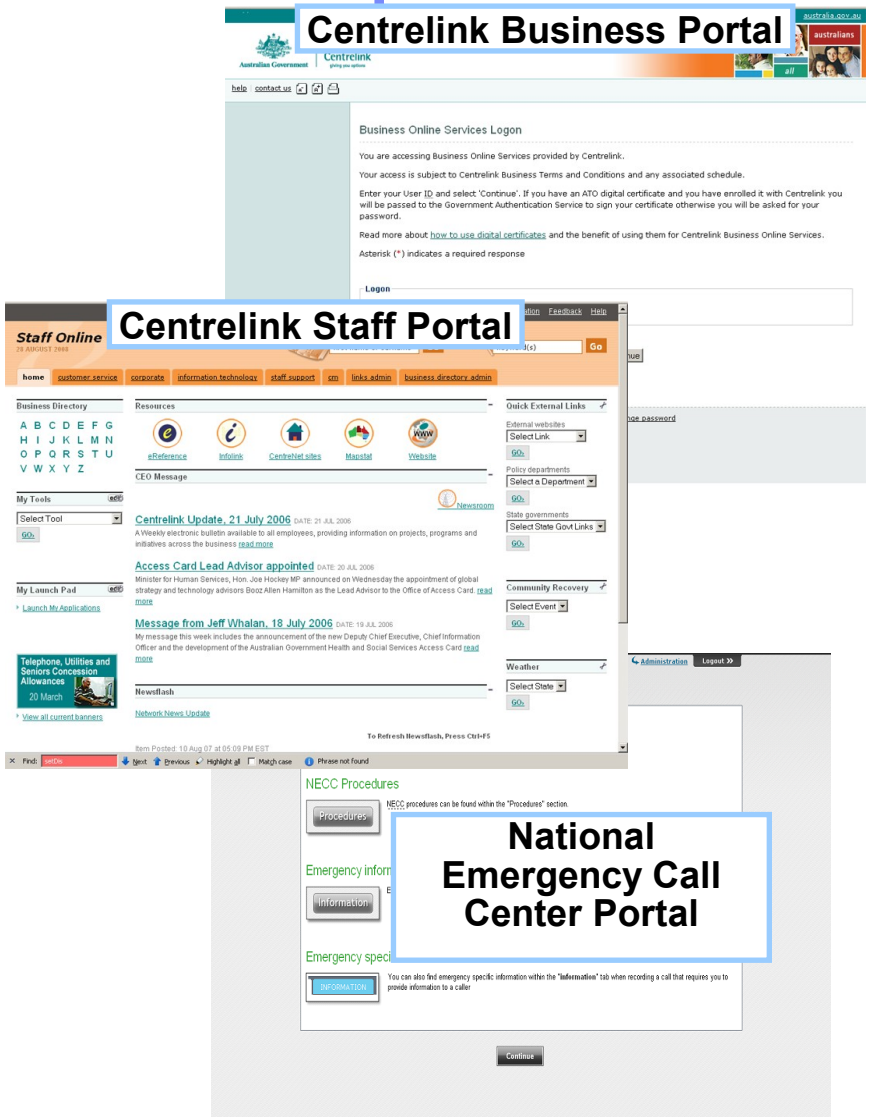
Centrelink uses repeatable "portal patterns" to speed the development of innovative sites and capabilities



Reusable Business Patterns

Customer accessing Customer data,
Staff accessing Customer data
Businesses accessing Business Data
Common services: security, personalization, etc.

Staff Portal

Employee Services Portal + Social Software
Task Management / Business Process Management

Business Portal

Business Services / Partner B2B Portal

Emergency Response Portal

Process-centric, Authenticated, AJAX Compliant, Rich Functionality. Performance, Scalability, Single Sign-On

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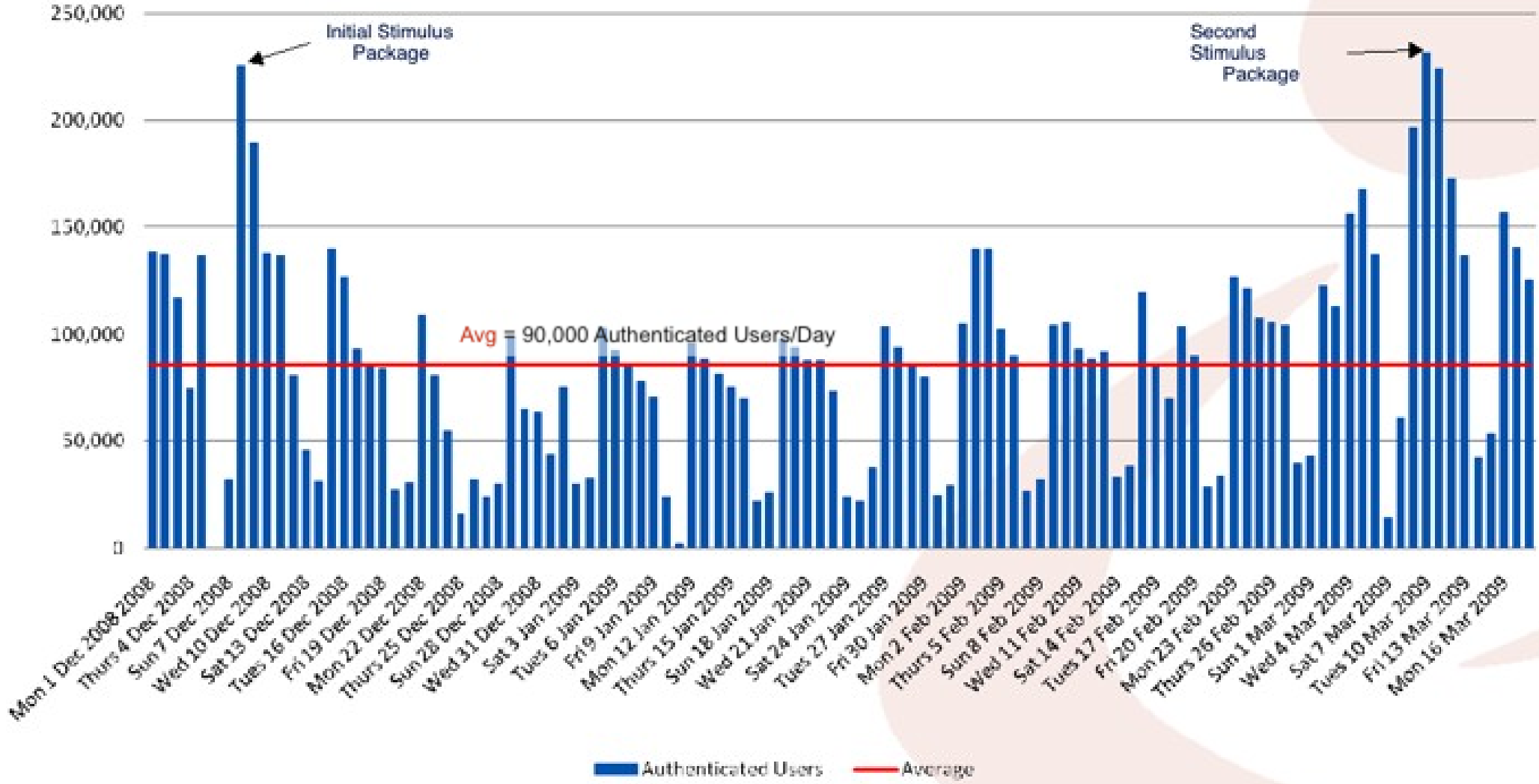
Australian Government

Centrelink
giving you options

Centrelink Self Service Customers
December 2008 - March 2009



"Services Oriented Collaboration" Example

Employees Work from a National Task Queue

Employees claim a task from an online queue of Benefits claims that have been submitted

Employees see the task, forms that were submitted, and who completed prior process steps

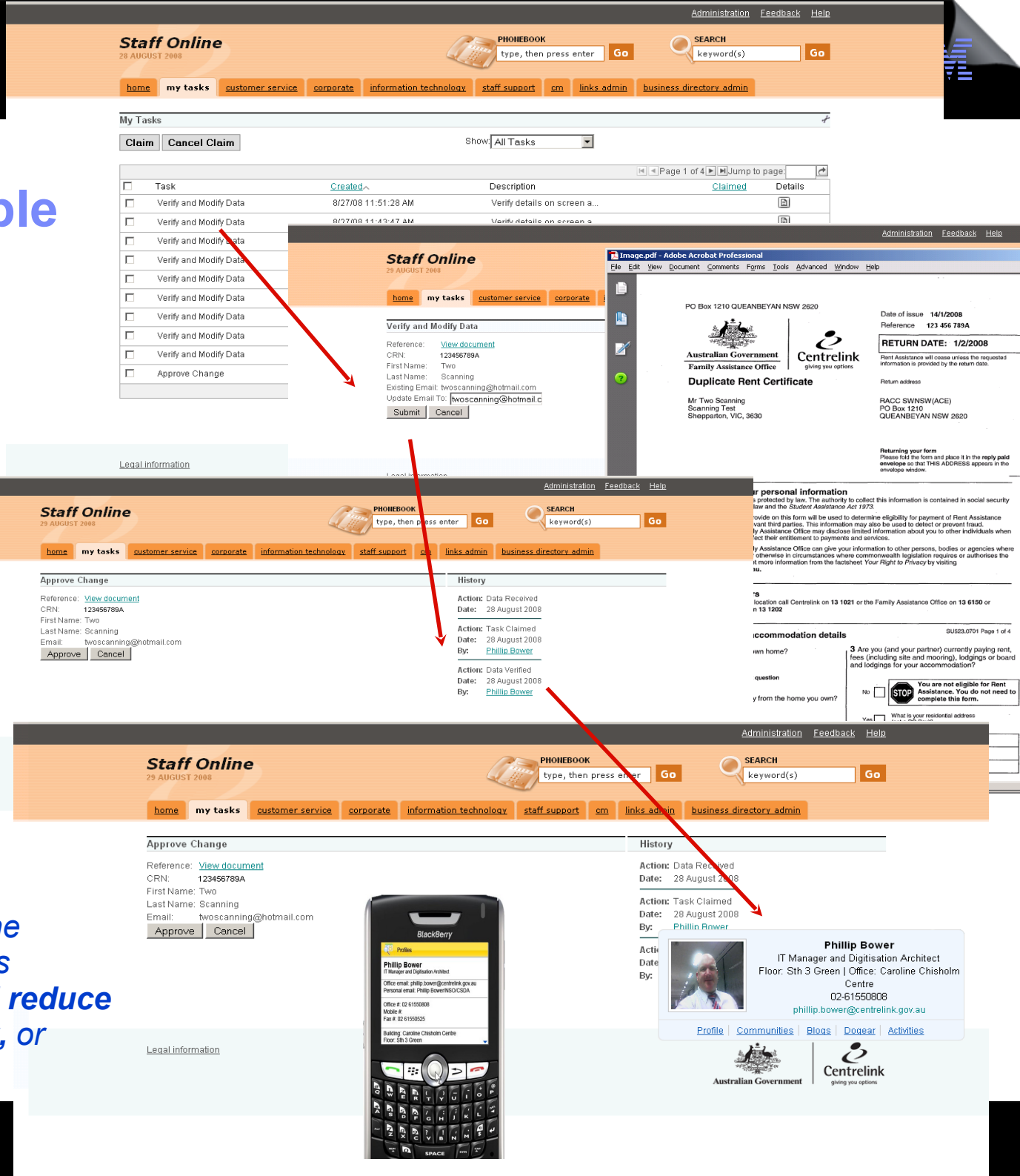
Employees can quickly see the Profile and Expertise of each person who worked on the Benefits approval process

See their expertise and communities of interest

Instant message a question

Future: click-to-call with VOIP

Social software** is **embedded** into the **business process** to help employees **connect faster, resolve issues,** and **reduce time** to **process Benefits, Eligibility,** or **Referrals



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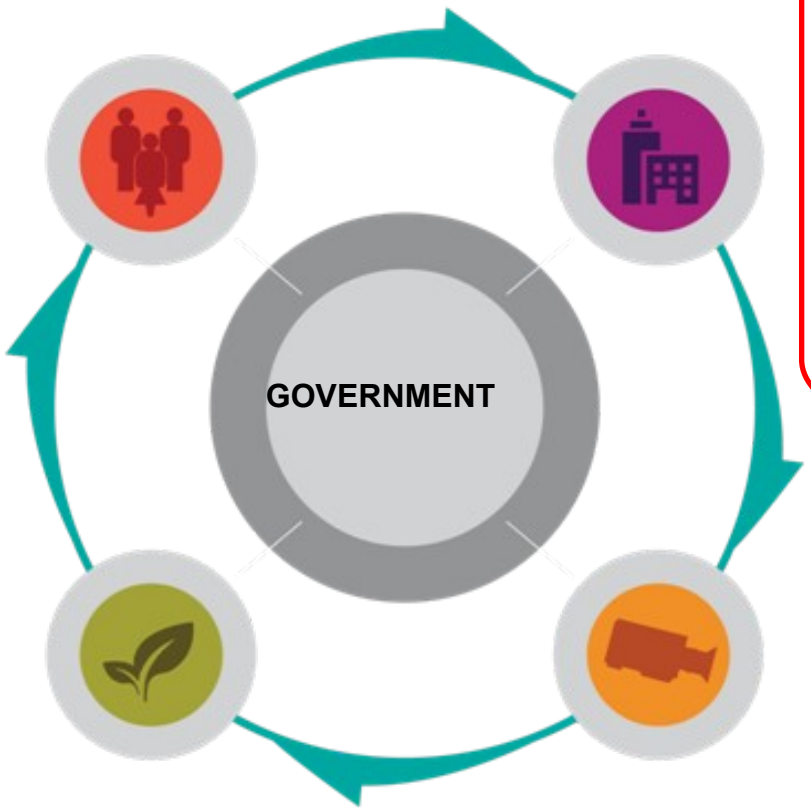

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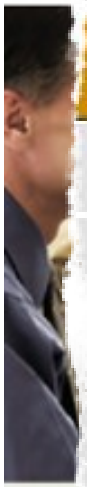
“Data Democracy” has become a hot topic in government transparency



NASCIO calls for st

E-mail | Print | BOOKMARK | Take Us With You | Buzz up!

By Joab Jackson

Federal agencies sh
states and local gov
more transparent, th
(NASCIO) contends

The first thing a stat
all its publicly-acces
the report states.

“State government h
guidance on how to
single state data po
NASCIO enterprise
statement.

By having data in or
available datasets. The full universe
it is certainly anticipated that the availability of government datasets will lead

White House Issues Open Government Directive

The Obama administration outlines steps that federal agencies must take to become more open, participatory, and collaborative, including release of "high value" data.

By John Foley
InformationWeek
December 8, 2009 03:18 PM

The Obama administration has released its Open Government Directive, a document that details steps federal agencies must take to become more transparent, participatory, and collaborative. As a first step, agencies must release three new "high value" data sets within 45 days.

The Open Government Directive was called for by President Obama in his "Transparency and Open Government" memo, issued in January on his first full day in office. At that time, Obama called on federal CTO Aneesh Chopra to work with the Office of Management and Budget and the administrator of General Services to outline actions agencies could take to implement the principles of open government.

More Insights

Whitepapers

» HP Exstream For Tax And Revenue Agencies

» HP Exstream Enterprise

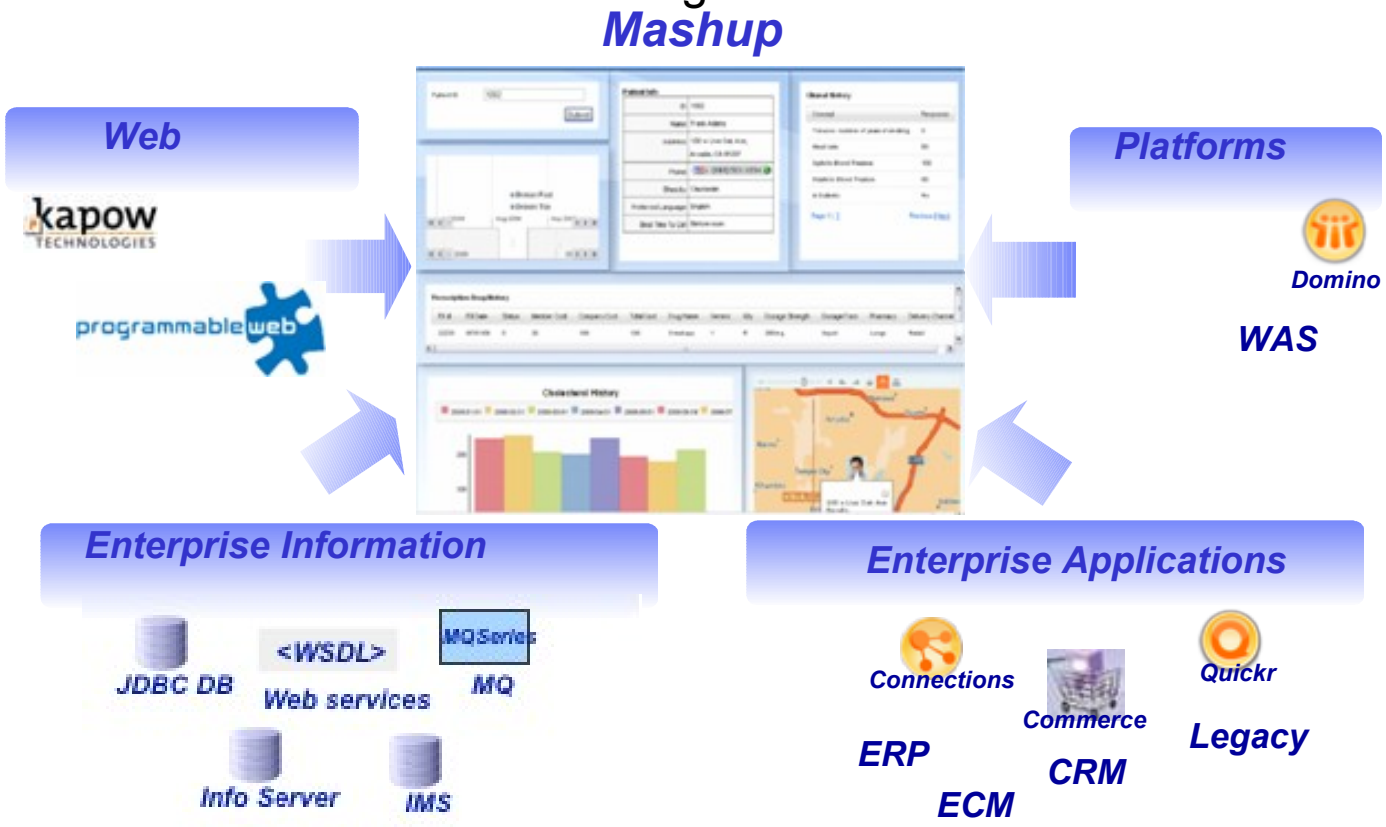
The new strategy was outlined in a blog post by OMB director Peter Orszag, and the Open Government Directive and an open government progress report are available for download on WhiteHouse.gov.

The directive outlines a series of milestones that government agencies and departments are expected to meet over the next

What is a Mashup?

A *"mashup"* is a lightweight web application created by combining information or capabilities from more than one existing source to deliver new functions & insights.

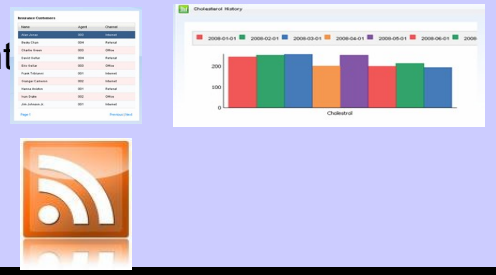
- Rapid creation (days not months)
- Reuses existing capabilities, but delivers new functions + insights
- Requires less technical skills
- Often mixes internal and external sources



What goes into a Mashup?

A **widget** is a small application or piece of dynamic content that can be easily placed int web page

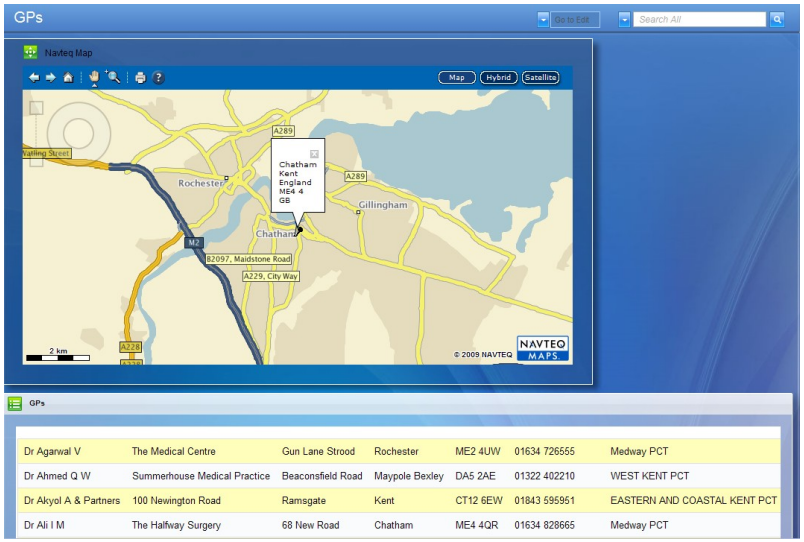
A **web feed** is a data format used for providing users with frequently updated content – e.g. RSS



Democratization of Data - Citizen Mashup

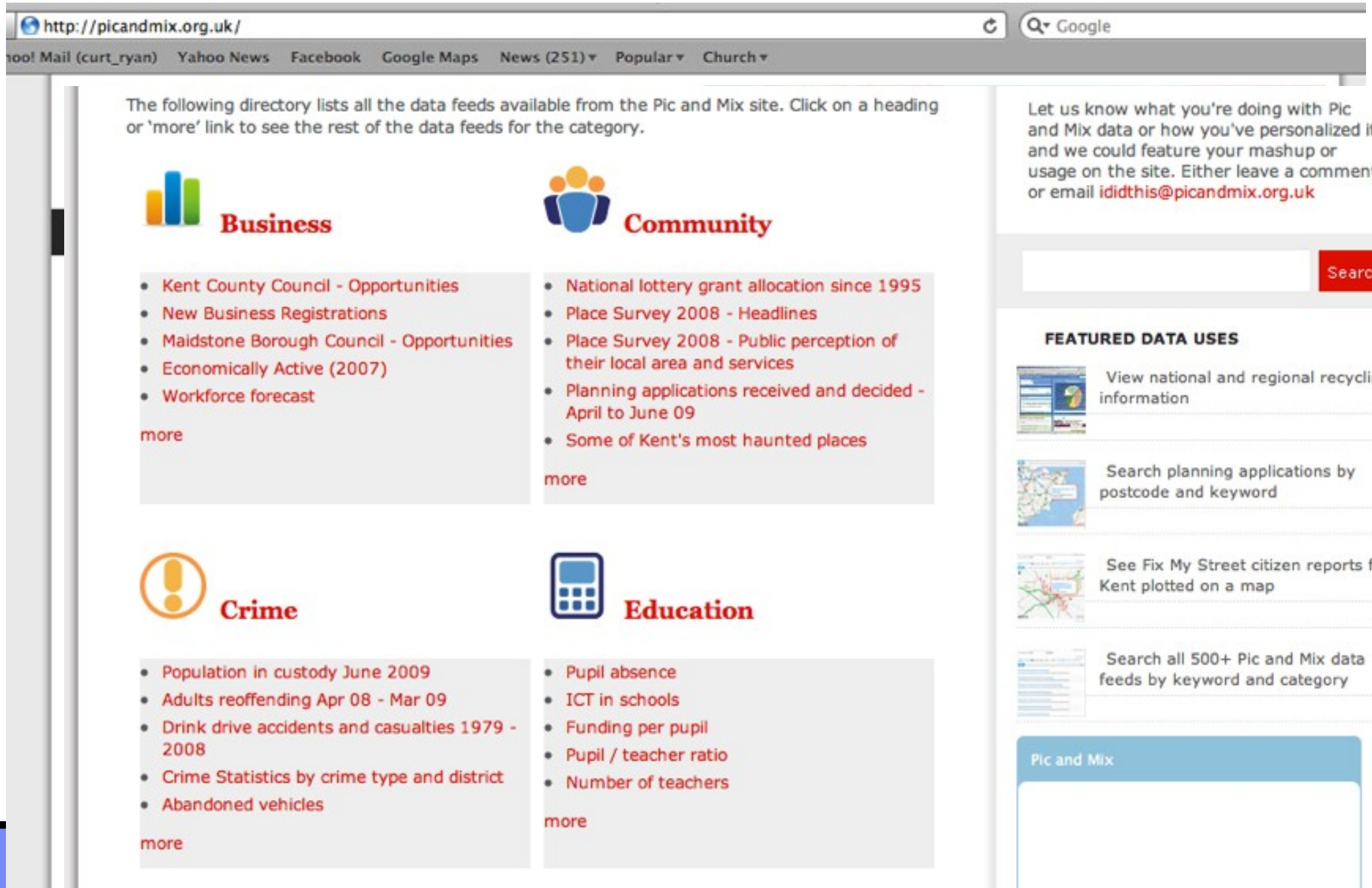
- **Kent County Council UK**
-
- Challenge: Empower the community by making government data accessible via a single platform in a format which can be personalised and shared
-
- Pilot project to create a catalog of feeds & mashups e.g. Mashup to research regional recycling performance and identify how to help Kent County Council recycle more
-
- Benefit: 570+ feeds of government data available for creating customized mashups to put citizens in control

Find a General Practitioner (Doctor) Mashup



"You can put all the information you want online but isn't it better when you can see the whole picture and not just snap shots? With IBM Mashup Center we are creating new ways to serve our residents, providing easy to use tools that help them make sense of the overwhelming amounts of information available." - Roger Gough, KCC

picandmix.org.uk



How Mashups help citizens do more with local data

Today

Publish Road Closings to static web page

Citizen goes to web site, navigates to page, reads it, submits email for updates

Then what?

- Writes it down
- Makes note in mobile device
- Goes to Google Maps to answer – where is this – is it going to impact my commute?

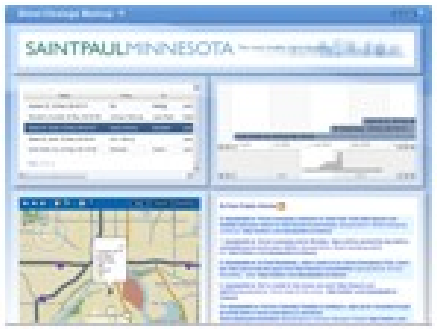
With Mashups

In 5 minutes create a feed that updates automatically with new road closings

Make feed available in catalog

Use feed to create Street Closing Mashup – in 20 minutes

Citizen views mashup, sees immediately location of closings, timeline of reopening



Portal

Mobile

3rd Party Apps

iGoogle

Smart Energy Mashup Example

Instead of Weekly

RECOVERY.GOV TRACK THE MONEY

1 day

- Download DOE Spending xls

- Search for Smart Grid <No Data>

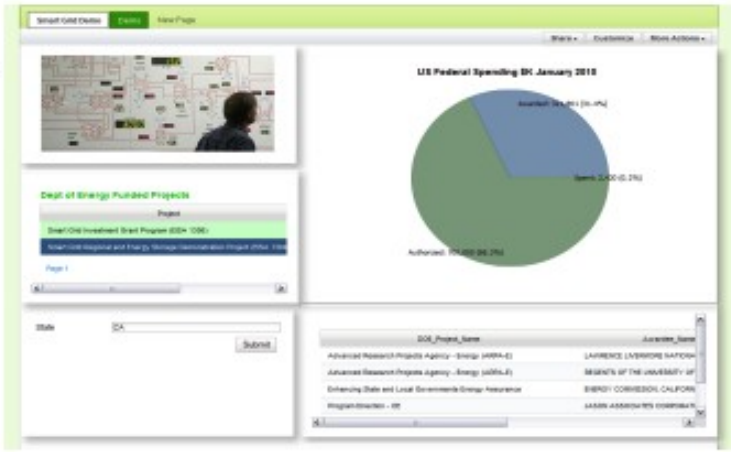
- Visit Dept Site
- Scan application
- Download xls

- Search for data
- Tabulate by state
- Create chart
- Update presentation

Create application in < 1 hour

- Download xls
- Create feed
- Specify data in the mashup

- Assemble page
- Save Page
- Share Page
- Any changes to data automatically refresh the page



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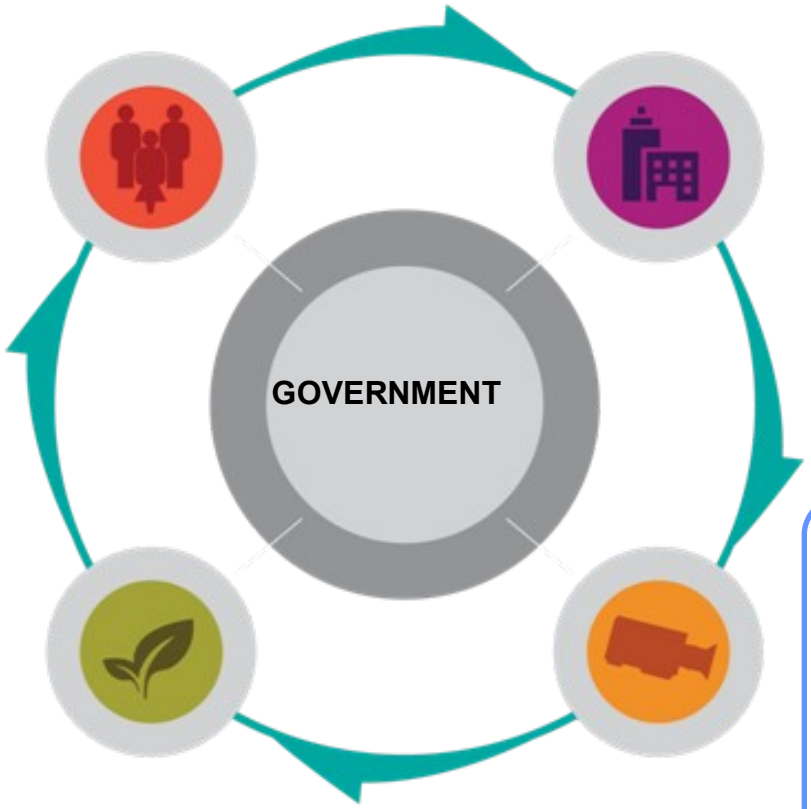

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New York City Police Department

- **Challenge**
  - –An innovation leader in tactics, NYPD needed to more effectively exploit its data resources to strengthen its processes
  - –By integrating its siloed crime data systems, NYPD gets a more holistic view of information it can act on more rapidly
- **Solution**
  - –IBM created a real-time Crime Information Warehouse delivered via WebSphere Portal that makes NYPD more proactive and effective in fighting crime
- **Key Benefits**
  - –Ability to redeploy resources in response to crime patterns and trends
  - –Ability to resolve crimes and apprehend criminals more quickly

The New York City Police Department (NYPD), the largest police department in the United States, has primary responsibility for law enforcement and investigation within the five boroughs of New York City. The NYPD has approximately 37,000 sworn officers.

"Investigators that once spent a huge slice of their time chasing down information can now access all of it through a single, portal-based interface based on IBM WebSphere Portal….

Freed from low-value data gathering, officers can now turn to the higher value, more analytical activities they are trained to do…"

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BH City Police Bureau

Citizen safety with advanced surveillance and intelligence portal solution

The Need:

BH City is one of the most **famous tourist destinations** in northern **China**. However, in recent years, **public security issues** such as **drug trafficking** and **pyramid selling schemes** have become increasingly severe.

To help ensure the **safety of its citizens**, the BH City Police Bureau wanted to launch a **Safe City Project**, which would include **greater surveillance** across the city, as well as better **preparatory measures** for **events** coming to the city.

The Solution:

The BH City Police Bureau leveraged IBM technology to build a **centralized security surveillance system** that collects information from across the city—via integrated a **geographic information system** (GIS), **video**, **audio** and other **surveillance devices**—and analyzes current and historical information to improve citizen safety. The system will allow the bureau to more accurately plan the **deployment of police** and more effectively **maintain order** and **stability** in the city.

What Makes It Smarter:

Enhances citywide safety by collecting **security footage** from **video**, **audio** and other **surveillance devices**

Heightens efficiency by gathering information from devices, **call centers** and **GIS** solutions and **filtering** it into a centralized **data integration** and **analysis portal**

Improves strategic decision making for city events and affairs by analyzing historical data collected from the devices and call centers

"We are now much better equipped to handle our day-to-day needs, as well as to identify and plan for events based on historical data. The IBM-based solution has improved the way we protect citizens.

—BH City Police Bureau

Solution components:

IBM WebSphere Portal Server

IBM InfoSphere® Replication Server

IBM WebSphere® Application Server Network Deployment

IBM WebSphere Enterprise Service Bus

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2010 World Cup Futbol Games – South Africa

CHALLENGE

In the event of a large-scale emergency, the Virtual Ops Center (VOC) Solution was installed in the new, state of the art Disaster Management Center to coordinate police, firefighters, emergency medical services and government agencies, across the South African Province of Gauteng. The existing communication systems lacked collaborative capabilities, requiring personnel to make numerous phone calls to convey critical information.

SOLUTION

VOC Solution provides effective emergency response with a resilient communications network that people can count on even when power and phone lines are inoperative. Implemented by IBM, the fully integrated, wireless rapid response solution enables seamless interoperability and data exchange, allowing VOC to instantly deliver critical information to responders across the region.

BENEFITS

40-65% responder productivity increase expected during emergencies

Greater public safety

Multidisciplinary integration serves as a model nationwide

"This IBM portal software is absolutely critical because our on-line center is used to protect and save lives," *- Colin Deiner of the Gauteng Disaster Management Center*
http://www.03.ibm.com/press/us/en/pressrelease/24507.wss

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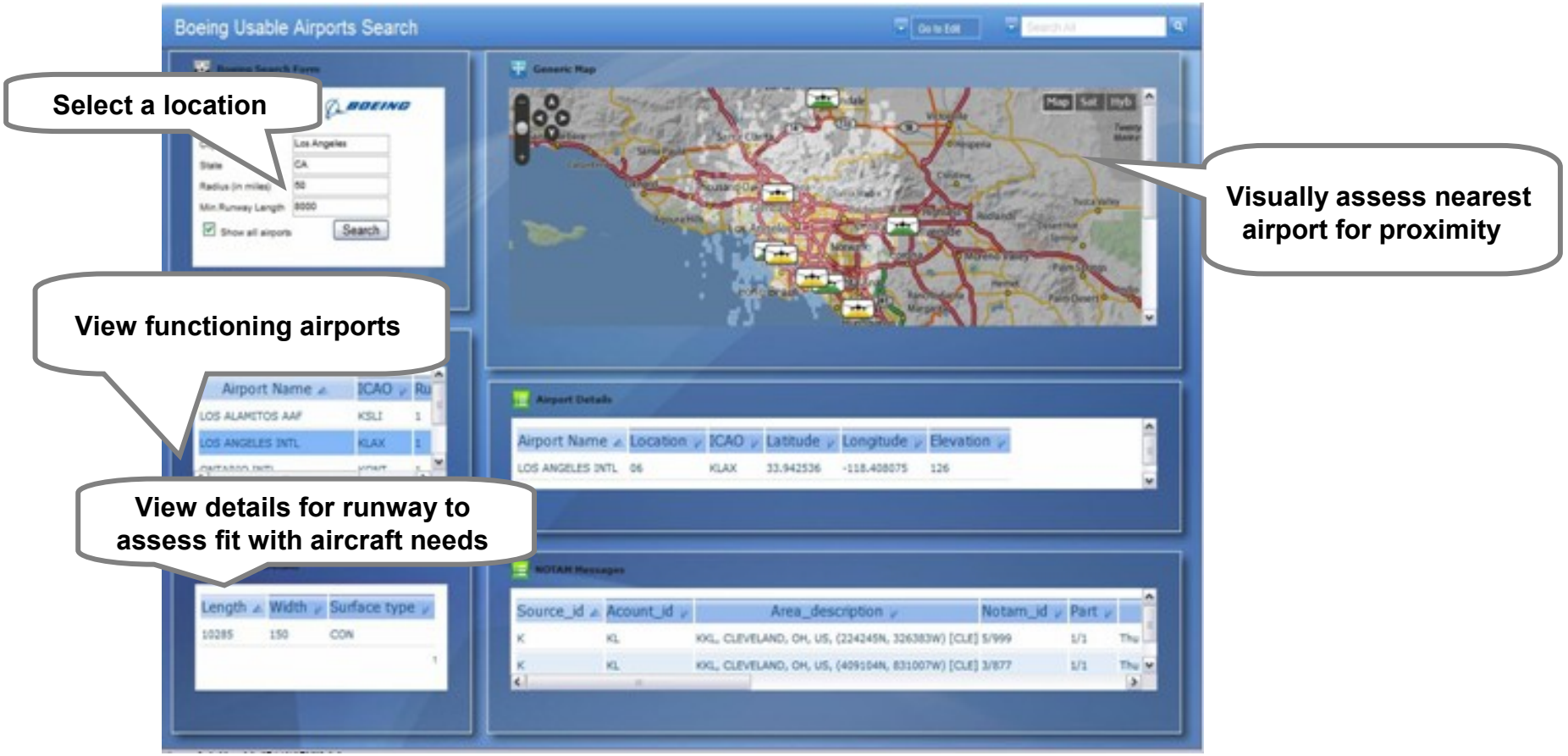
Boeing and the Federal Aviation Administration: using IBM Mashup Center to resolve emergencies

- ***Enable government officials (FAA) to quickly identify the nearest airport that can safely handle an incoming aircraft for emergency response***



"As an established innovator, Boeing believes in the power of Web 2.0 and embraces it not only for collaborative work, but also for the heavy lifting of enterprise planning and execution… IBM Mashup Center is playing a key role in our visionary approach to strategic asset management. It's critical to know where your major assets are and how to use them at any given time, situation or condition." Paul Comitz, Boeing, IBM Press Release – 5 June 2008

US Army to save $1.3billion through the use of Portal-based online forms solution

- **Overview**
- The US Army had already converted the front end of the traditional paper-based authorization processes with computer-produced dynamic documents that helped soldiers locate, download and fill out forms. However, the form still needed to be printed, signed and routed through traditional approval processes.
- **Business need:**
  The paper-based forms system the U.S. Army utilized could no longer handle the speed and flexibility required in the field.
- **Solution:**
  The Army chose to re-engineer its processes with IBM Lotus Forms™ and other IBM middleware, hardware and software, plus the program and technical analysis provided by Enterprise Information Management
- **Benefits:**
  Estimated total savings of US$1.3 billion annually in administrative processing costs • Anticipated improvements in Army field
  s time required

*"The Forms Content Management Program will not only provide **fillable forms**… using **digital signatures**, the program will also provide the US Army the means to develop **one single enterprise solution for automating functional business processes for the Army's use**."*
- Jeanne Harman, chief of the Army Publishing Division, Alexandria, Virginia

Read more in the case study on ibm.com:
http://www-01.ibm.com/software/success/cssdb.nsf/CS/JKIN-7BMS8M?OpenDocument&Site=default&cty=en_us

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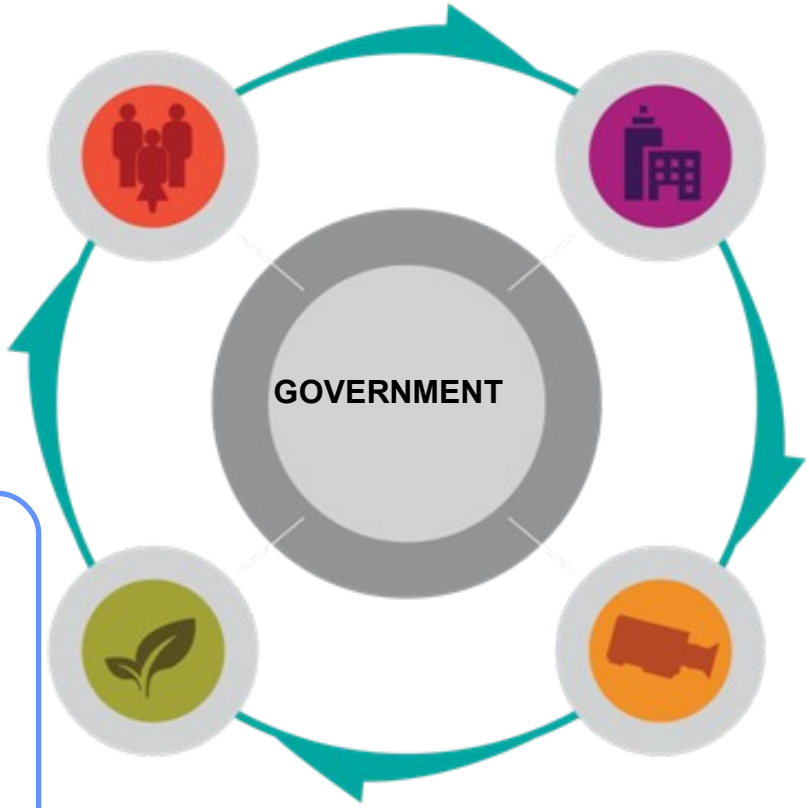

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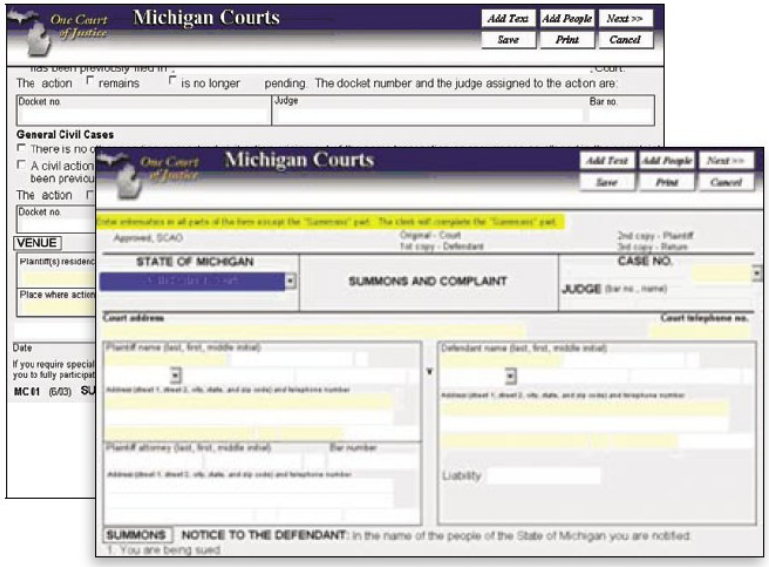
State of Michigan District Courts

- Challenge
  - –Transform a paper-based record-keeping system into an online e-filing system to improve access for court constituents and help the court keep pace with technology advancements
- Solution
  - –The XML e-forms of IBM® Lotus Forms™, along with electronic and digital signature technology, automate and simplify the filing of court documents
- Key Benefits
  - –Enhanced service to court constituents through faster disposition of lawsuits;
  - –reduced overhead costs;
  - –fewer data entry errors and increased efficiency through use of wizard-based e-forms;
  - –auditable records assist with enforceability and regulatory compliance;
  - –scalable to facilitate future data integration and e-filing initiatives



"IBM Lotus Forms are advantageous to the court, attorneys and citizens in our state who now have an efficient way of filing civil pleadings."

—Mark Dobek, Director of Judicial Information Systems, Michigan Supreme Court

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"Green 2.0" Green government portal solution for Drinking Water Ontario

http://www.ontario.ca/ONT/portal51/drinkingwater/

- The **Canadian Ministry of the Environment** is using WebSphere Portal to interface with the public, academic researchers, industry groups and non-governmental organizations
- **Public** can access only aggregated information about their regulated drinking water supply and other area's drinking water supplies for general purposes
- **Drinking Water Partners** can access only their own detailed profile information for the purposes of ensuring it is current and providing periodic updates to the Ministry
- **Local Medical Officer of Health** can access current test results for drinking water systems and communicate with Ministry inspectors on adverse water quality incidents
- **Ministry Emergency Officials** can issue alerts and updates on spills and drinking water emergencies

- Users require accurate information to **conduct inspections** of drinking water systems and private laboratories, **review submissions** and issue approvals, record and **monitor drinking water test results**, respond to **emergency situations** and formulate policy and **drinking water standards**

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What Capabilities can IBM Offer in the Government Space?

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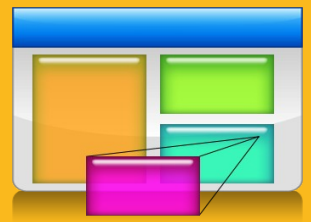
The Lotus Business Platform

Universal Access

Messaging

Communicating

Connecting



Integrating

Lotus®

Open Standards Architecture

Business Applications

Information Management

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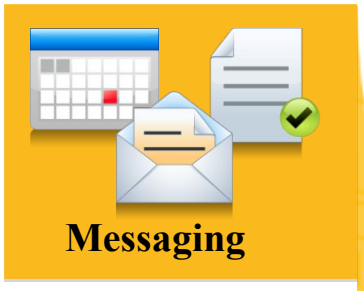
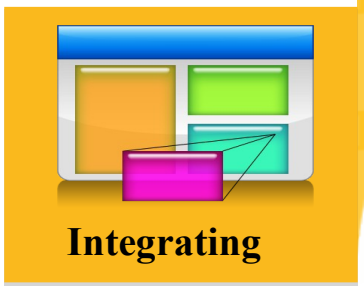
Solution Delivery Strategy





Cloud / Online

On Premise / Appliance

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Lotus knows.

Smarter software for a Smarter Planet.

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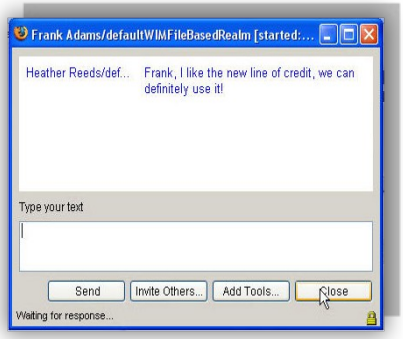
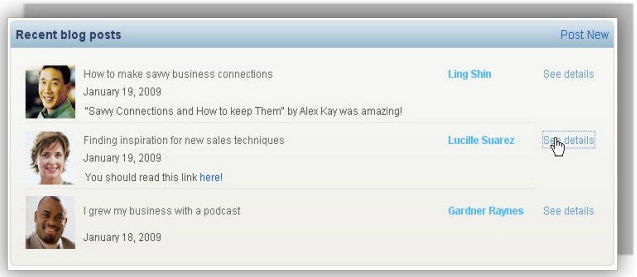
Constituents & Employees Expect Modern Online Experiences:

Web 2.0 + Collaboration + Social Tools + Mobile

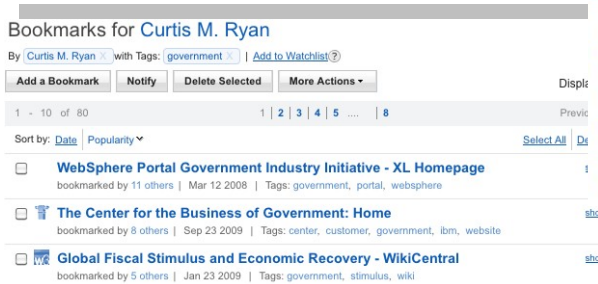
Instant Messaging



Blogs



Social Bookmarks



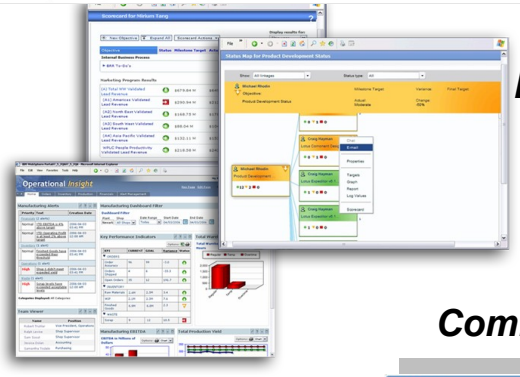
Tagging

Education

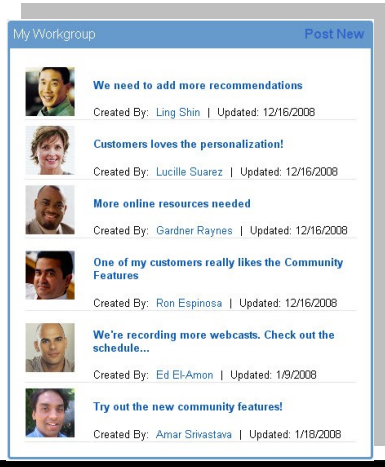
Experts

User Ratings

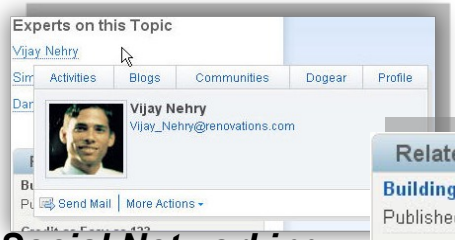
Dashboards



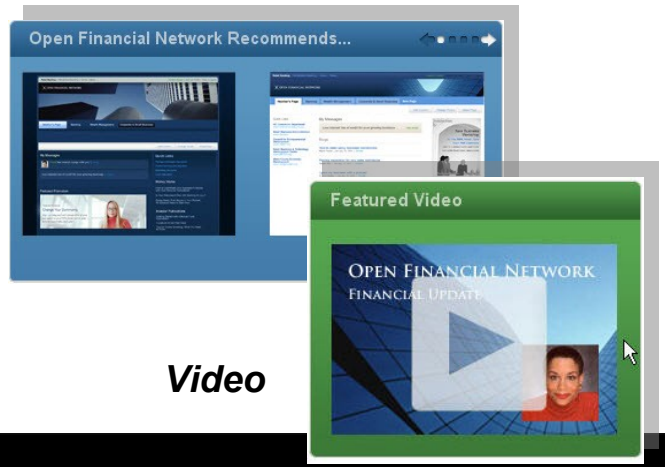
Communities



Social Networking



Video



Personalized Content

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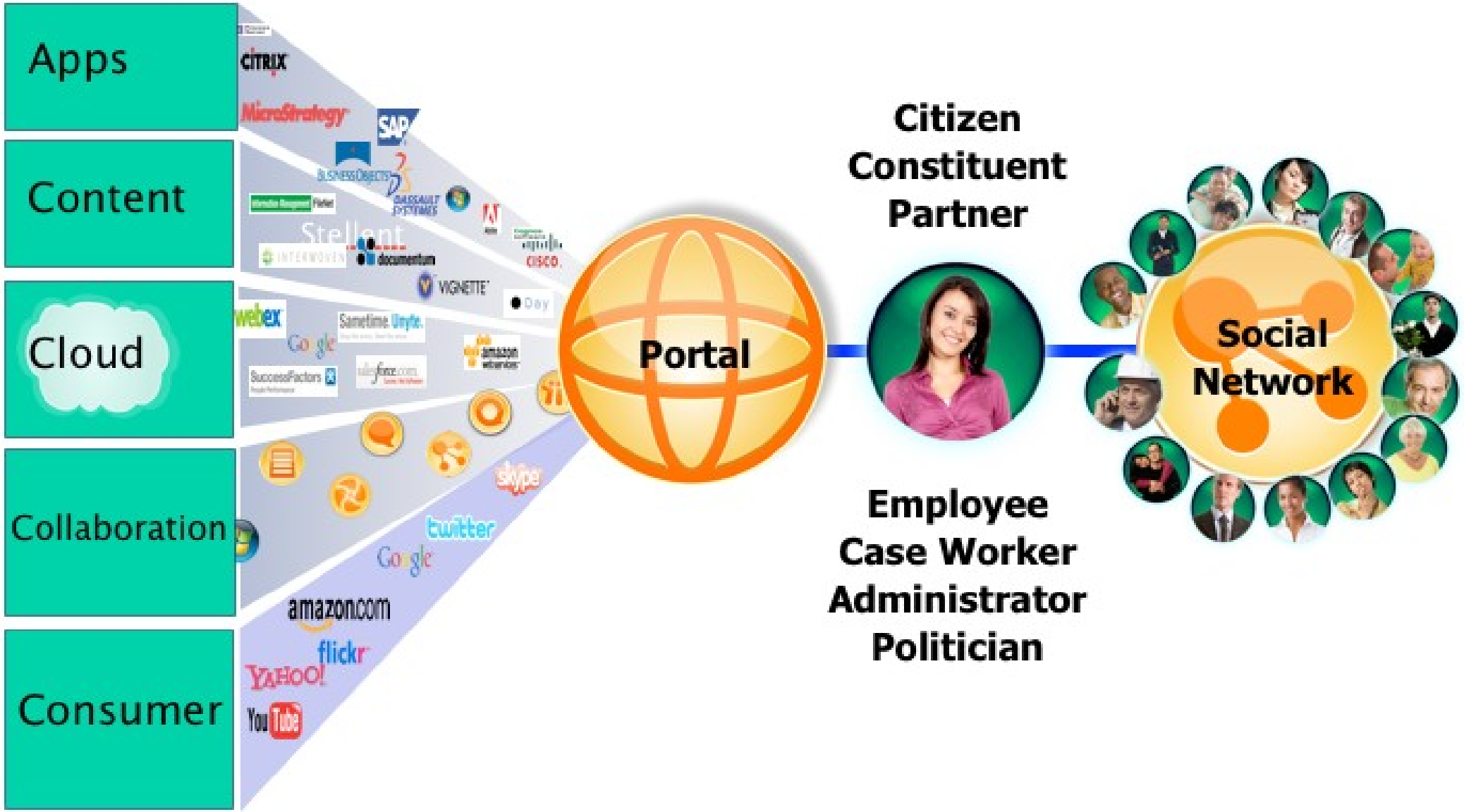
Portals + Social Capability Integrate the User Experience

People Connecting with Personalized Apps, Information, and other People



IBM Government Industry Toolbox for WebSphere Portal

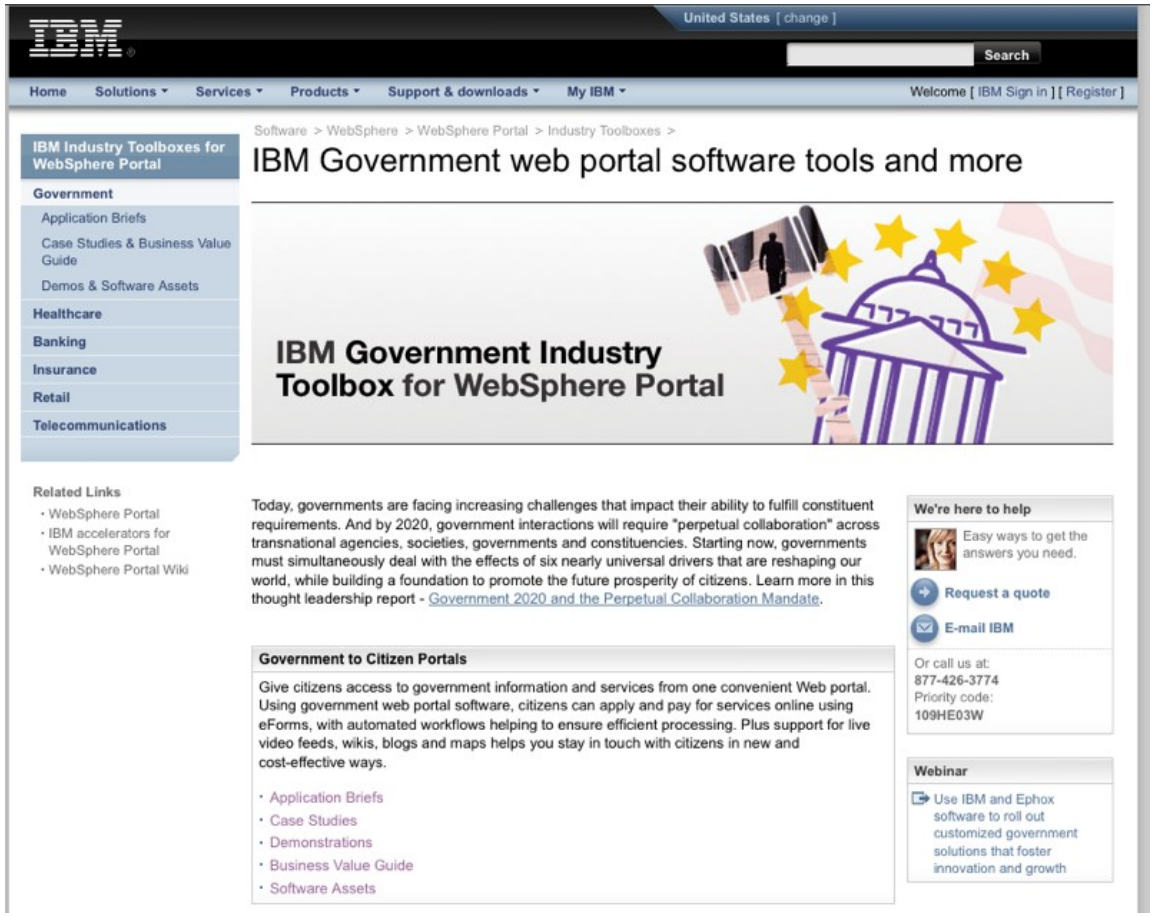
Application Briefs
describing solution scenarios.

Business Value Guides
describing the value enabled by the WebSphere Portal and Accelerators, and help illustrate best-practice process and information flow.

Templates
which can be used on top of WebSphere Portal to help jumpstart design and assembly of end solutions.

Demonstrations
and recordings of example solutions design that illustrate how end solutions can look like.

Other Code Assets
include sample Forms, Dashboards, or other Portlets which can help expedite the assembly of a solution.



http://www.ibm.com/software/websphere/portal/industry/government/

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4

The Collaboration Agenda and Industry Solution Framework for Government

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SWG Industry Framework and Solutions Alignment

Government 2020

- Domestic Demographic Shifts
- Globalization
- Environment
- Rising Citizen Expectations
- Growing Safety Threats
- Evolving Technologies

Financial Crisis Impact

- Less Tax Revenue
- More Costs
- Regulatory Reform
- Economic Stimuli
- Greater Civil unrest

Focus Areas

- Reduce Costs
- Find new revenues
- New regulation
- Collaboration
- Innovation in business models
- Security & Public Safety
- Social Stability
- Stimulate Economic Activity

IBM SWG Government Framework & Solutions Strategy

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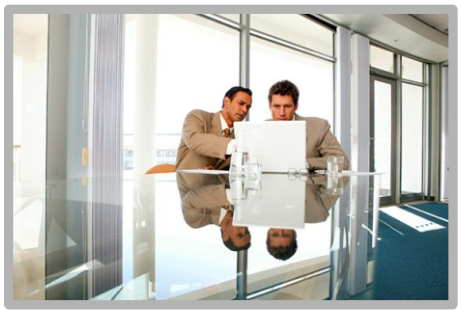
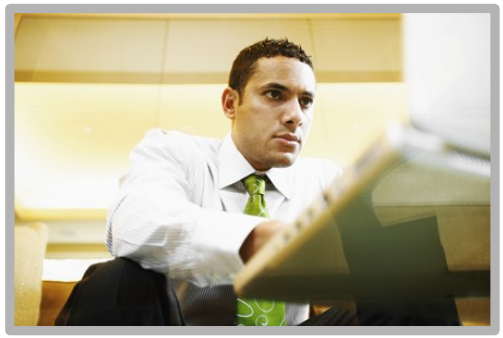
Dramatic economic and social shifts are driving *five imperatives for government*



New expectations for government

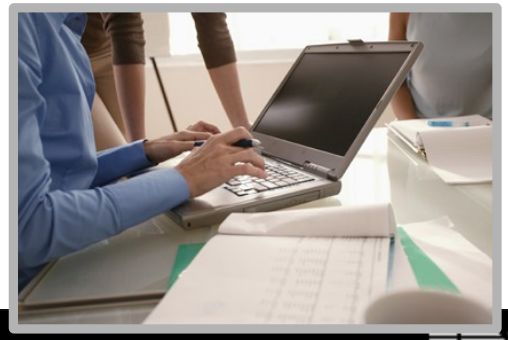


- Enhance business models and process transformation
- Balance risks, security and compliance
- Improve citizen and business experience
- Manage overall government performance
- Manage outcomes of benefits and enrollment

Government's temporary business role

Investment Optimization

Economic Recovery and Altered Priorities



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The Imperatives Drive Business Objectives

Enhance business models and process transformation

- Enable adaptive operations
- Reduce costs to citizens
- Support collaboration and relationships

Balance risks, security and compliance

- Increase security, decrease risk
- Enable defense and law enforcement organizations to achieve situational awareness
- Increase speed of command and combat superiority

Improve citizen and business experience

- Increase citizen/constituent satisfaction
- Connect people to programs based on individual needs
- Achieve sustainable outcomes while reducing operational costs
- Optimize taxpayer value

Manage outcomes of benefits and enrollment

- Focus on the citizen
- Support one-stop government service
- Increase efficiency and reduce costs
- Integrate service delivery

Manage overall government performance

- Manage revenues and taxes
- Reduce operating costs
- Increase citizen satisfaction
- Reduce cost of maintaining multiple systems

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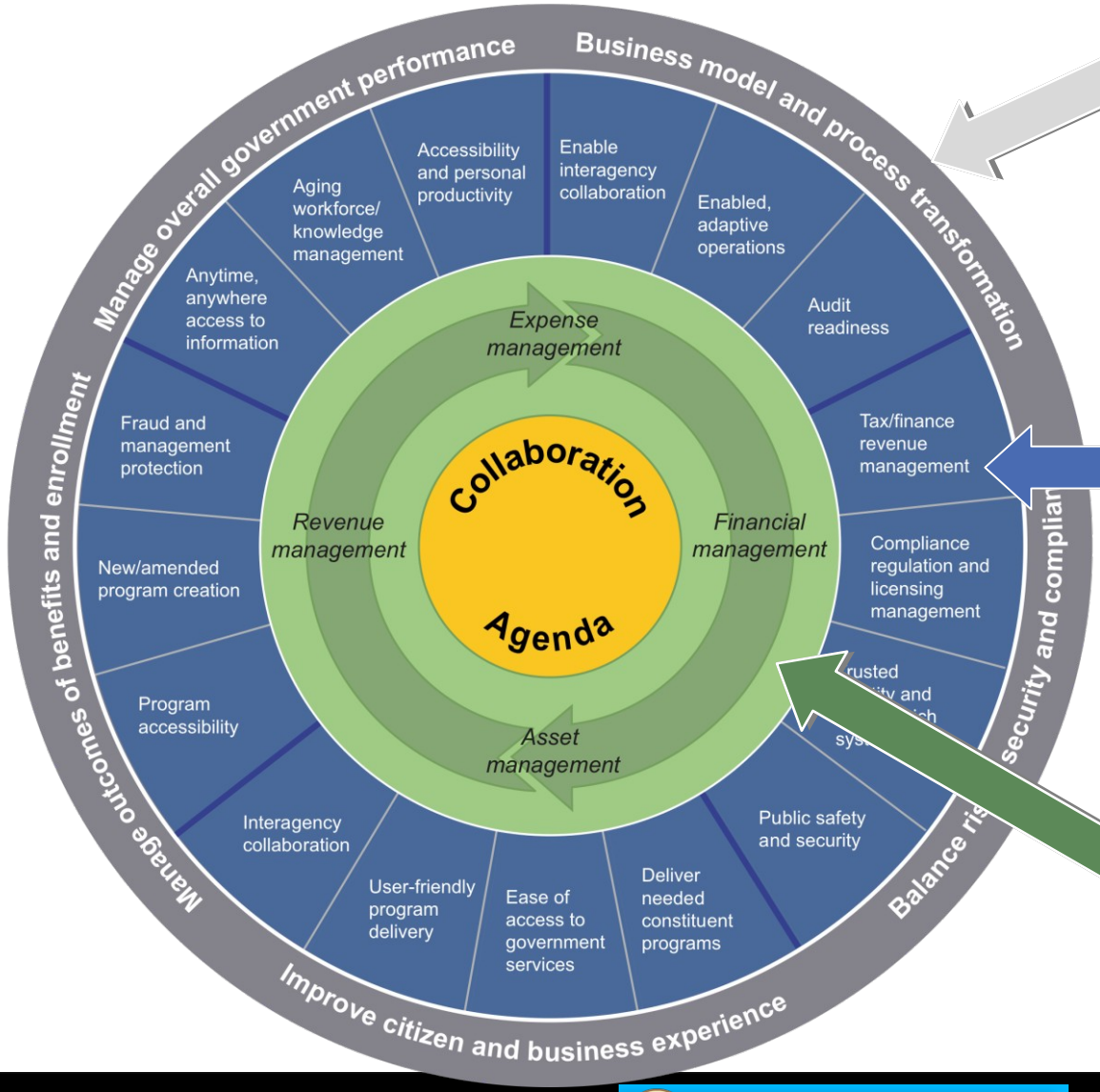
Government business outcomes map

Targets collaboration to the greatest value for individual organizations



Strategic imperatives

The key focus areas for a specific industry that are critical to improving overall business performance

Business objectives

The processes and activities that can be optimized through more effective use of collaboration in support of the strategic imperatives

Core management processes

The underlying processes that are prevalent across the company that must be managed for improved performance

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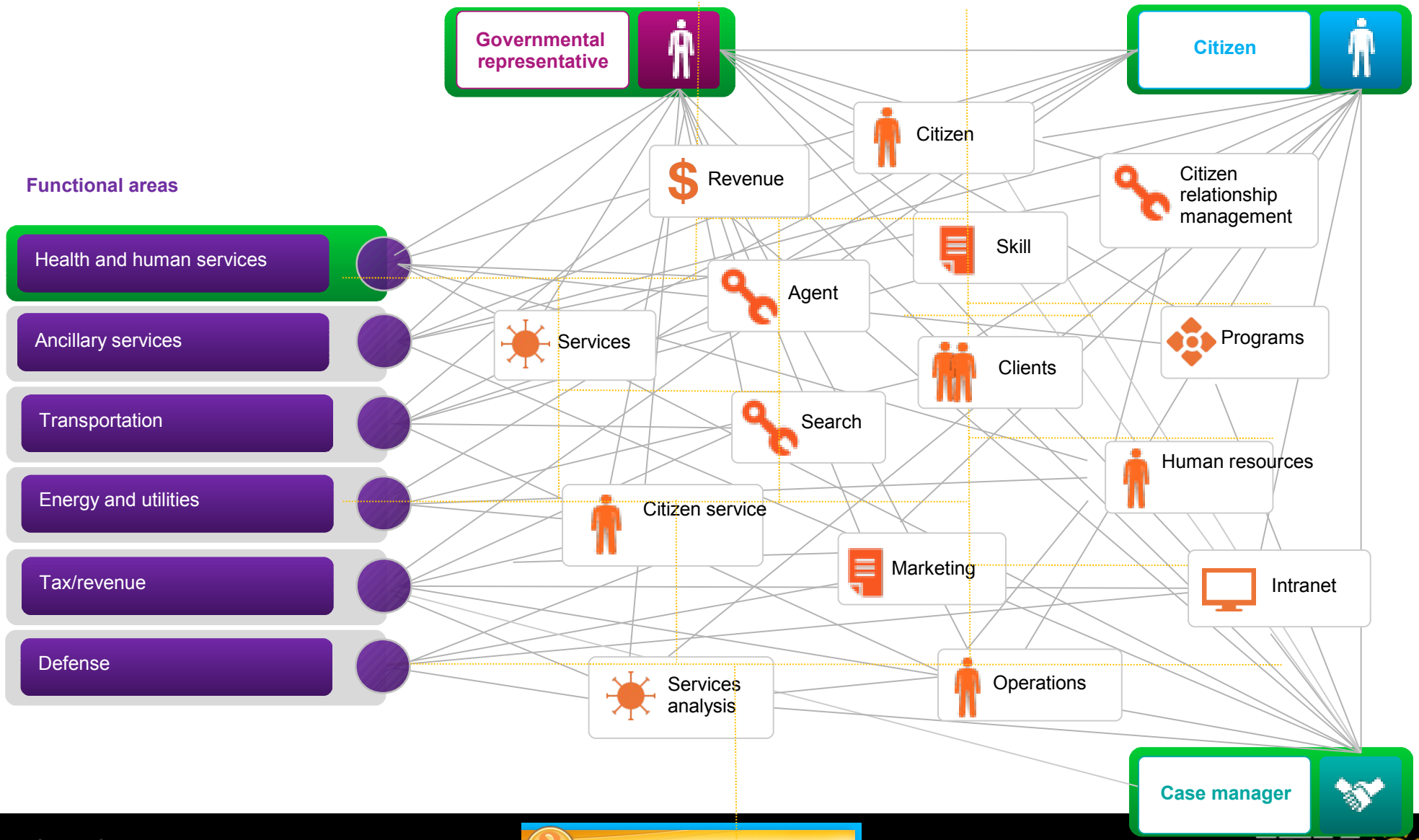
Communication barriers abound; information overload is rampant

Whether working or serving, building the right relationships can be challenging



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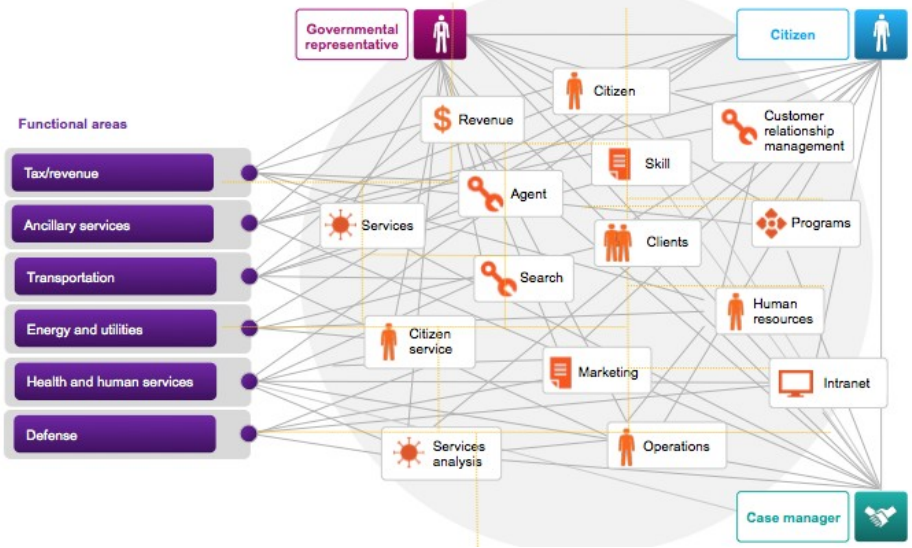
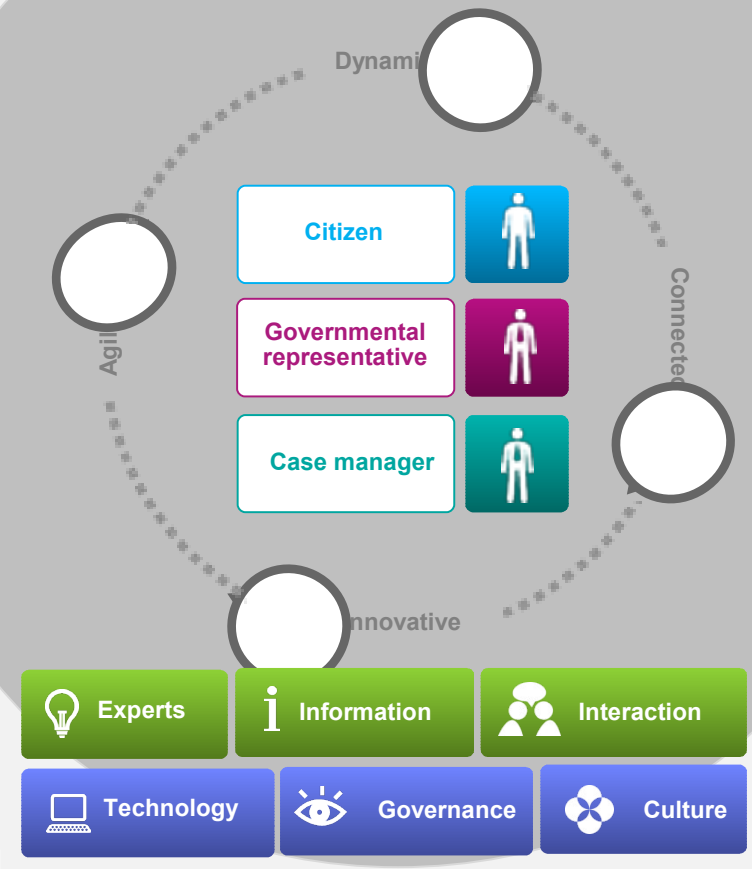
How can you help people find experts, collab

By adopting a smarter, more integrated collaboration appr





CURRENT STATE DESIRED STATE

Industry: Government
Client: Miami-Dade County

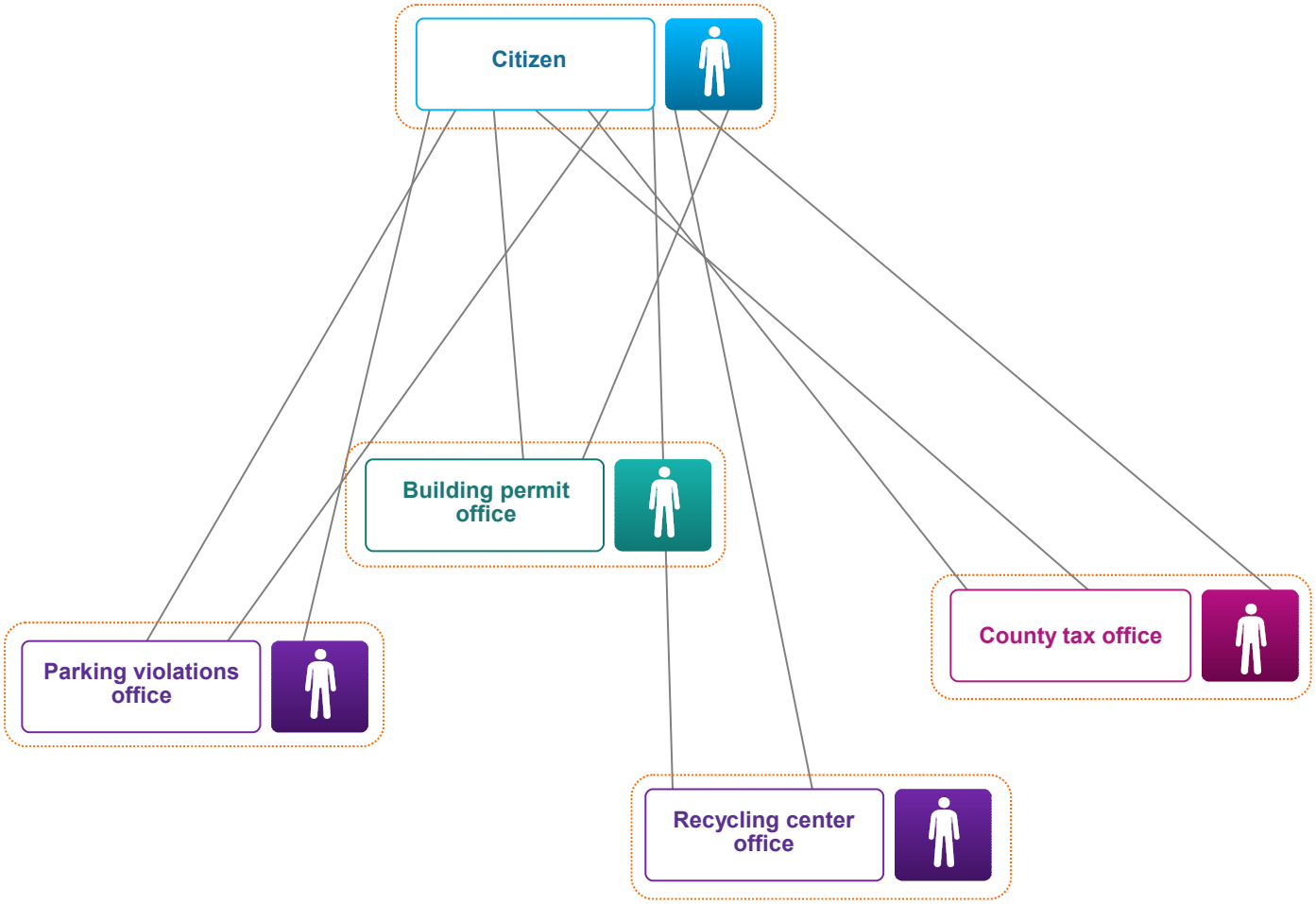
The most populous county in Florida and the ninth most populous county in the United States, Miami-Dade County serves a population of more than 2.4 million people. Home to 35 incorporated cities and many more unincorporated areas, Miami-Dade County makes up approximately 1,950 square miles in southern Florida.

The challenge: Get the right information and capabilities to citizens

State of collaboration prior to solution implementation

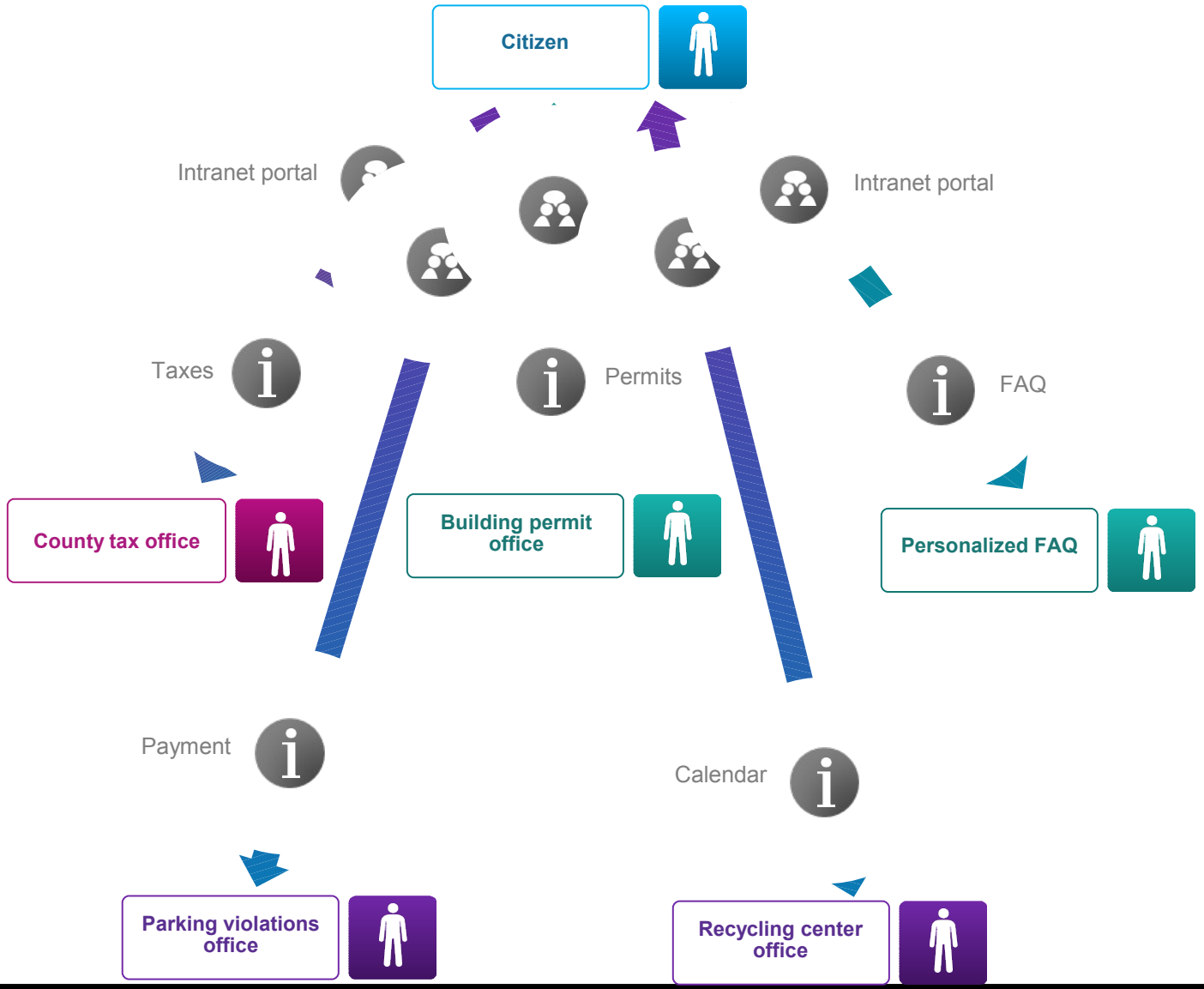
Citizen and government interaction very inefficient

- Extensive paperwork and legwork required to perform simple tasks, such as paying a ticket
- Dispersed and difficult-to-find information
- Physical involvement by a county employee needed for every interaction with a citizen
- Citizens required to visit office in person for many simple transactions
- Some latency related to these activities, resulting from difficulty in making payments and inefficiency
- No central access point for agency and office contact information that is specific to the location of citizens



The solution: An easy-to-use centralized access point

State of collaboration after implementation of the Lotus solution



Citizens provided with a consolidated set of county functions via the intranet portal

- Gives users access to multiple county offices from one convenient, centralized location
- Eliminates the need for citizens to go into an office to complete some transactions
- Encourages discipline in activities such as recycling and paying tickets
- Minimizes the need for involvement of county employees in transactions

Easy access to personalized information

- Provides customized calendar and county contact information based on the addresses of users
- Increases the relevance of portal data to users

The county is now able to provide new levels of access to relevant information to the citizens of Miami-Dade

•Role interaction	•Enabling capability	•Improved convenience to citizens	•Increased citizen discipline	•Improved operational efficiency	•Central location for important information
Citizens ↔ Multiple county offices	▪ Personalization ▪ Document Mgmt ▪ Calendaring ▪ Single Sign-On	HIGH	HIGH		HIGH
Citizens ↔ County information	▪ Personalization ▪ Document Mgmt ▪ Calendaring ▪ Single Sign-On	HIGH	MEDIUM	MEDIUM	HIGH
County offices ↔ County offices	▪ Personalization ▪ Document Mgmt ▪ Calendaring ▪ Single Sign-On	MEDIUM		MEDIUM	HIGH

"This portal has greatly increased our employee efficiency and also made many processes much more convenient for our citizens."

—Miami-Dade County

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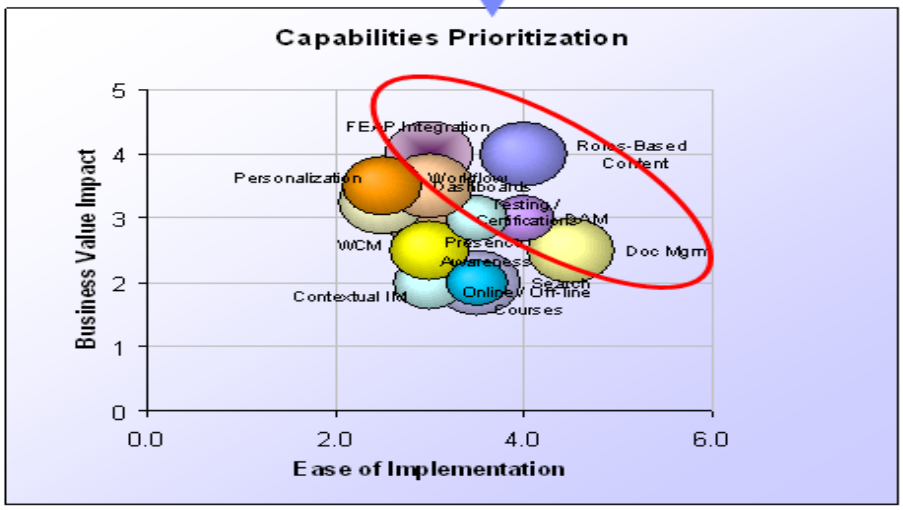
Building a Time to Business Value Roadmap

Aligning the Business Value Impact to Ease of Implementation – Prioritizing Capabilities

Business Objectives	Barriers to Meeting Objectives	Potential Portal Capabilities	Workshop Notes / Feedback
	Operational / 1st Level Decisionmaking		
Improve Operational Effectiveness Through Improved Decisionmaking	In CORPMkt users/analysts has to go into 6-8 different systems; DORPS, ABMD, CIMS, CLAS, Star, have another 12+ apps throughout FRB that analysts may have to go into	Portal/Portlet access to applications and databases providing the functions needed based on role (business process).	Confirmation/Notes: Single users going into various apps AND single users pinging various apps within compilation complete value transaction/workflow de Open New Acct. How Portal Helps: Personalised portlet aggregating app info for faster decisions, transfer to app power users, faster learning for new app users
	Up to 3 different people may have to be involved in a process for a particular deposit by institution.	Portal accessible secure teamrooms for sharing, collaborating and managing Account, projects, documents and related materials	Confirmation/Notes: Discount window lending supported does involve several FRB professionals (entering, reviewing, approving) working in sequence, cutting across districts (bank merger processing, sub-acct support), often involves staff functions (legal). Broader system failure
	Users do not have detailed knowledge of all applications to know where key data/information is located.	Portal can present applications and information filtered to the users role and organized by the business processes needed by each role (persona).	Confirmation/Notes: Senior execs need only "dashboards", easily, on their own. Should except on "basis one-off requests". CIMS app has only 6 "power users - approp portlets could widen app use How Portal Helps: Roles based portlets could drive wider use of bigger/richer apps. A professional monitoring key portlet info can enable timely, effective action (alert based portlets).
	Designed RMMS with specific end users in mind. Has deep processes. Now other users trained other views of information. Never really got to reporting capabilities	Portal-accessible reporting tools enabling query access to backend data sources; Performance reporting dashboard	Confirmation/Notes: When evaluating a bank want ability to query/report from raw data . . ad hoc. Today limited to power users. Go outside to mgmt professionals



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THANK YOU

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