

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



lotusknows.com



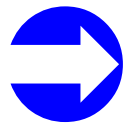
Agenda

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?

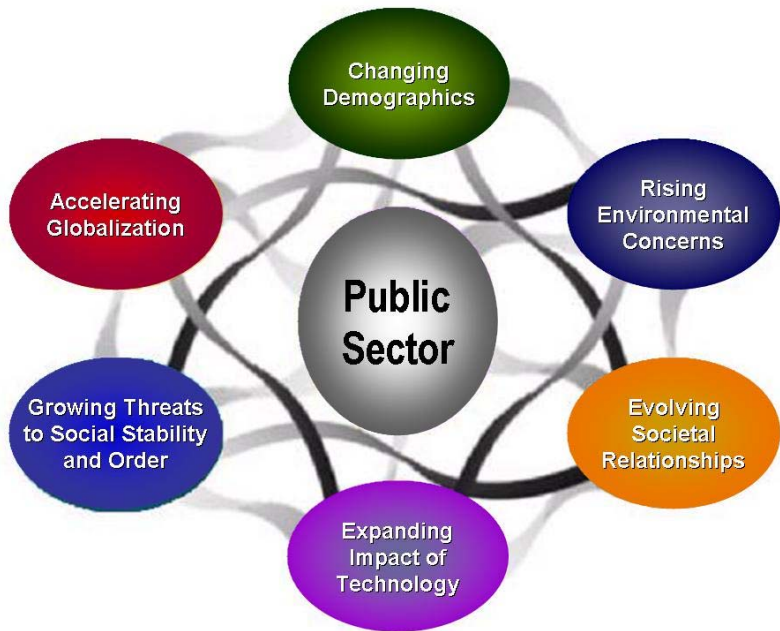
The Collaboration Agenda and Industry Framework for Government



What Trends are Driving Government Priorities Today?



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



“Perpetual collaboration” will be essential for government effectiveness in tomorrow’s world

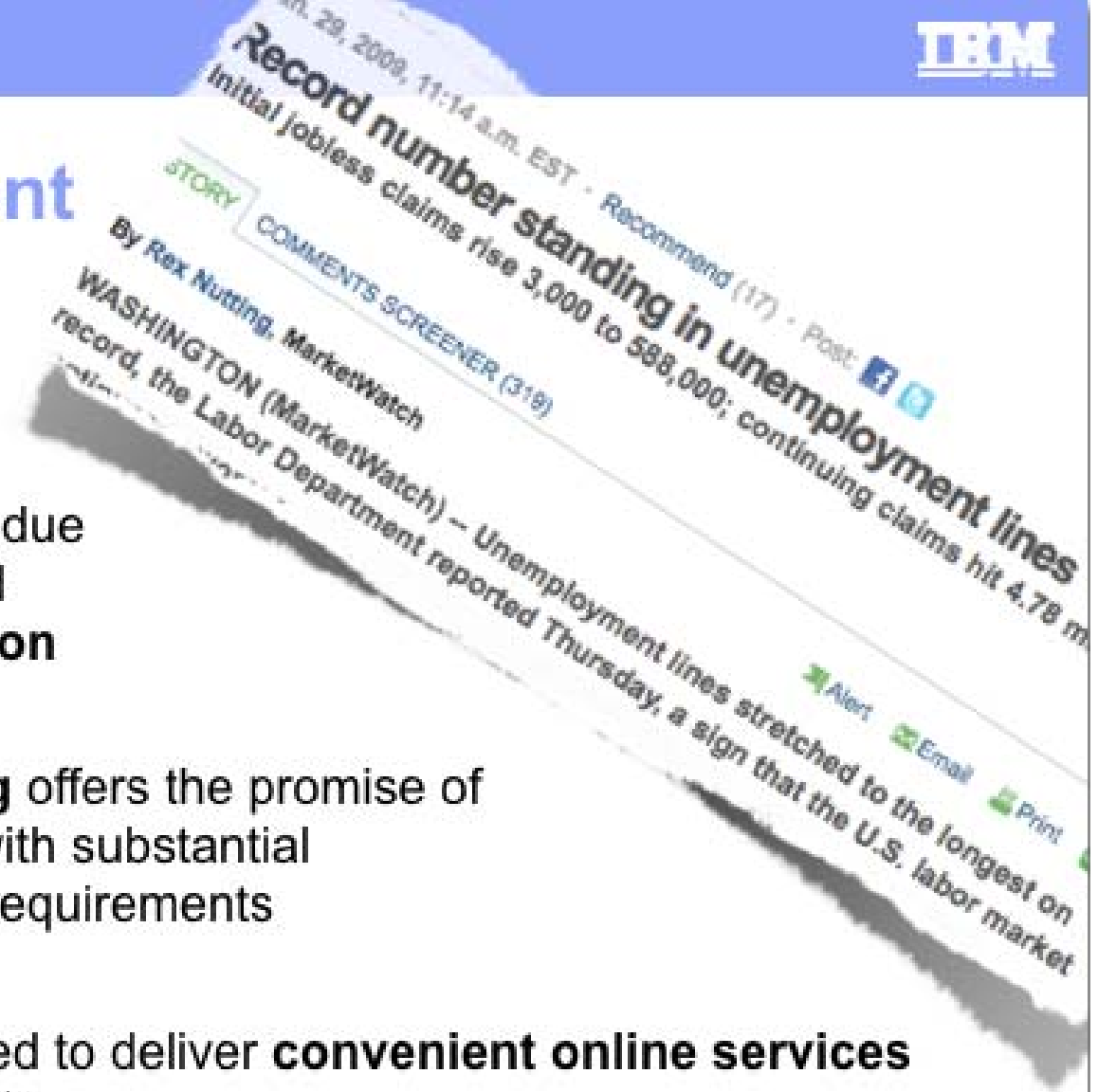
Source: *Government 2020 and the Perpetual Collaboration Mandate*, IBM Institute for Business Value study, 2008

- ✦ 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



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



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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

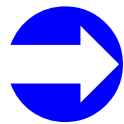


The social network and blogging audience is becoming more diverse in terms of age: *the biggest increase in visitors during 2008 to “Member Community” Web sites globally came from the 35-49 year old age group (+11.3 million)*¹

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



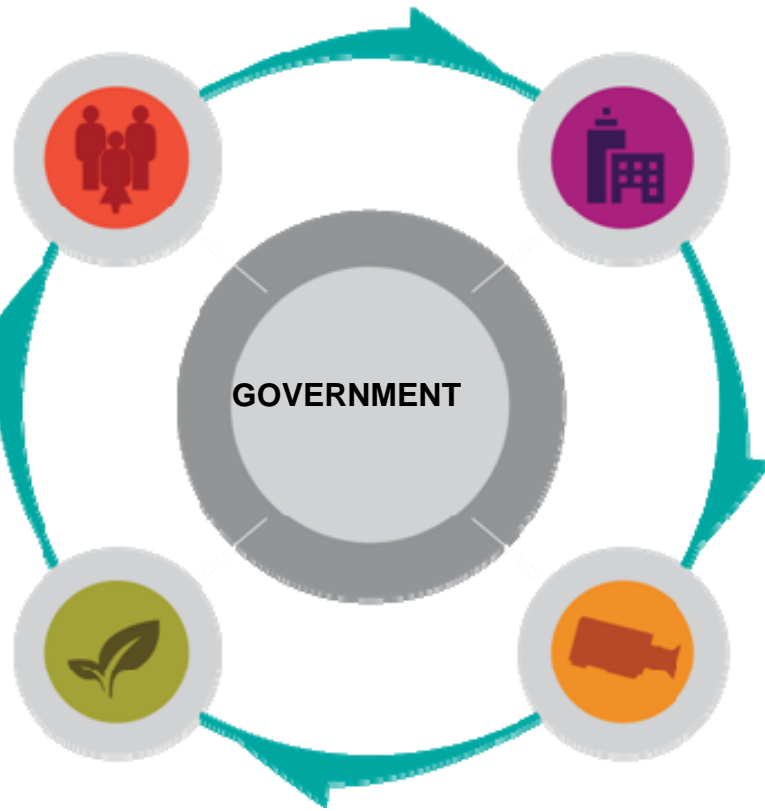
¹Source: Nielsen-Online http://www.nielsen-online.com/pr/pr_090309.pdf



What Types of Solutions are Governments Deploying?

2

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.

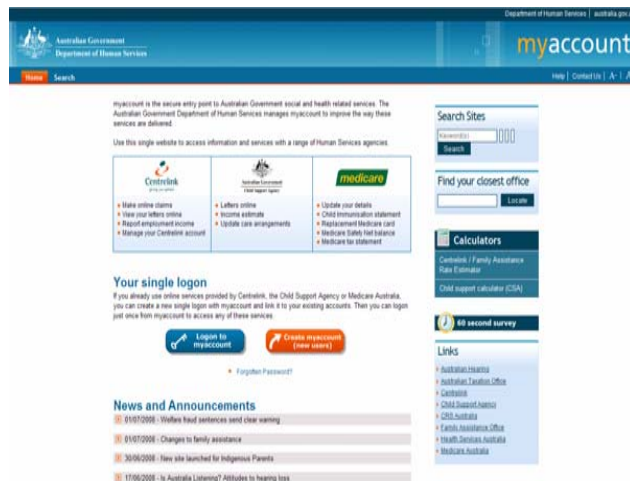
GREEN GOVERNMENT FOR A GREENER PLANET
Deploying environmentally responsible operations, from energy efficiency and conservation to transportation management and the pursuit of renewable resources.

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,

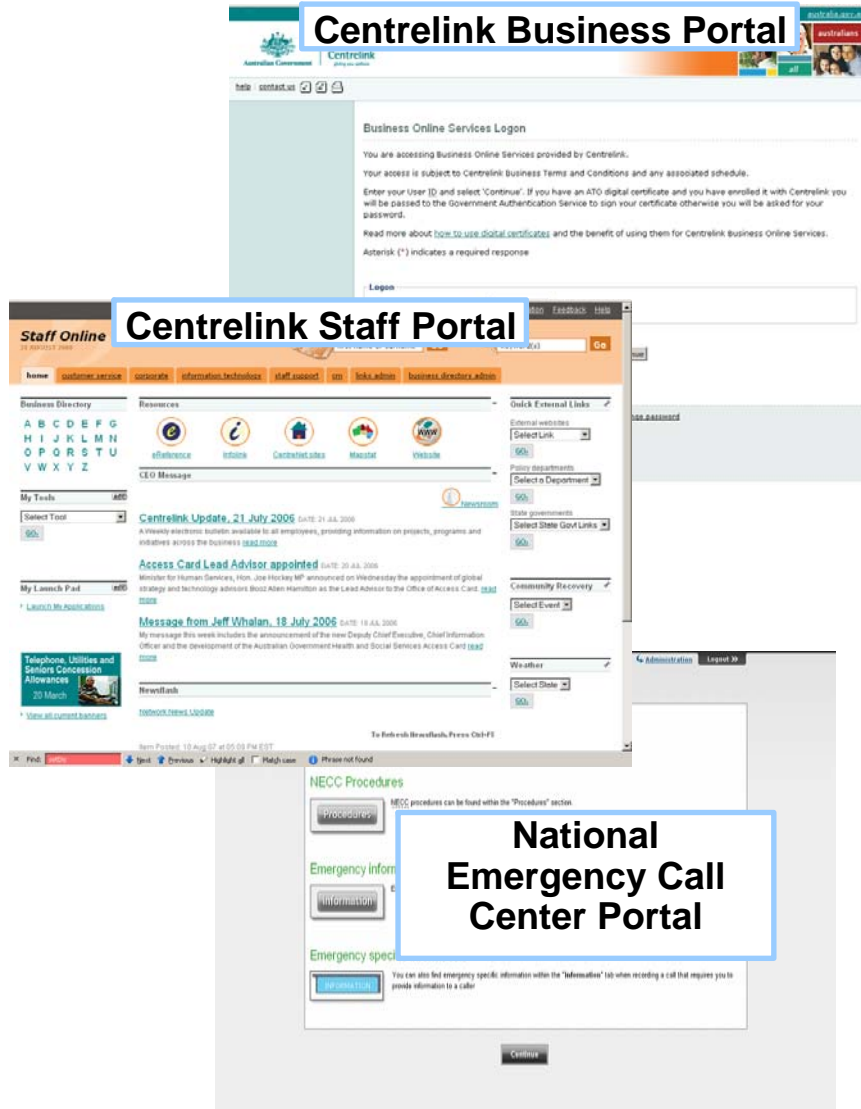
Department of Human Services Portal

Federated Identity Management between: Centrelink, Medicare and Child Support Services

Federated Search across all site as well

Aggregated News via RSS

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

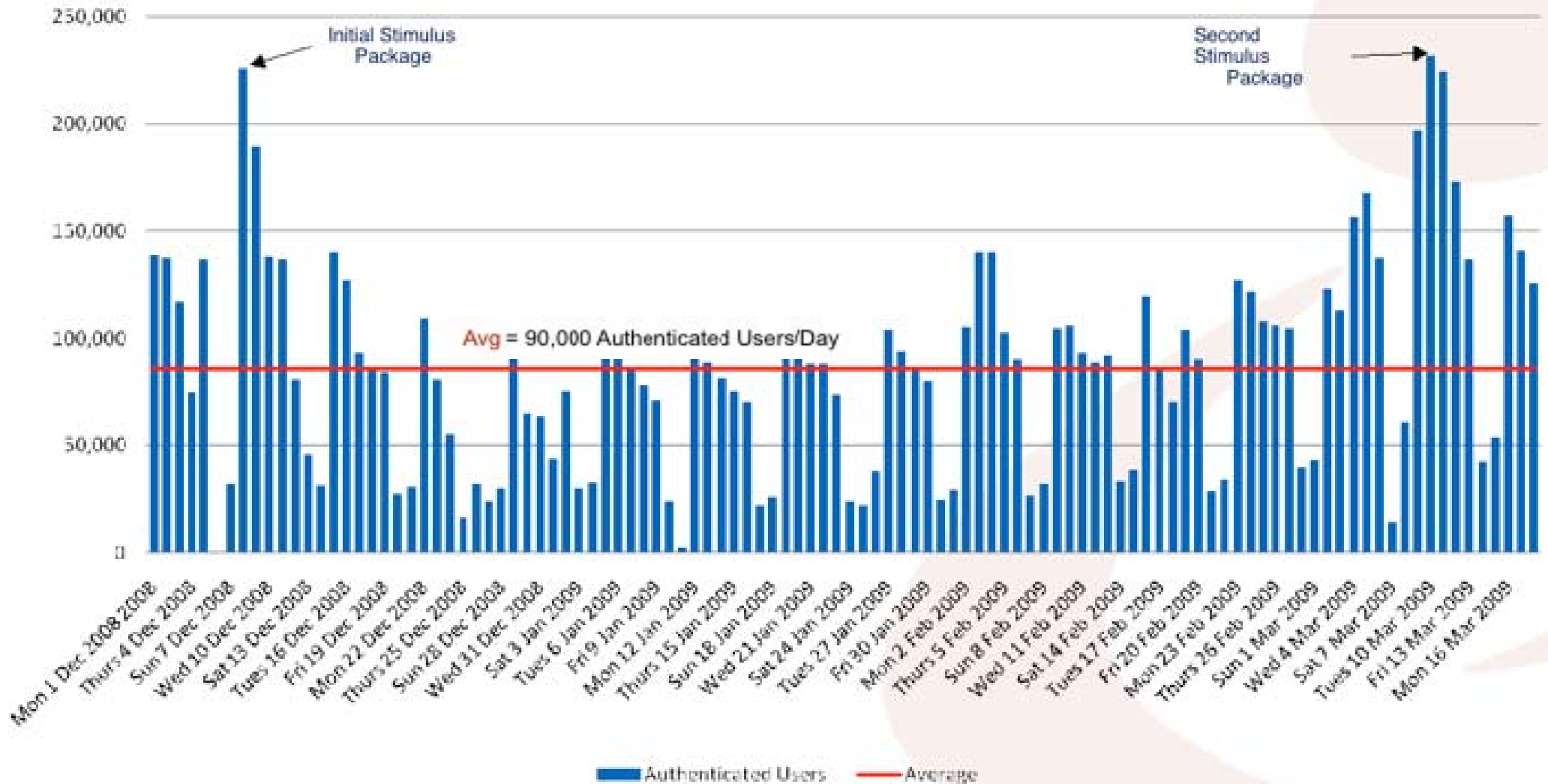
- Business Services / Partner B2B Portal

Emergency Response Portal

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



Centrelink Self Service Customers December 2008 - March 2009



Lotus knows.

Smarter software for a Smarter Planet.

“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

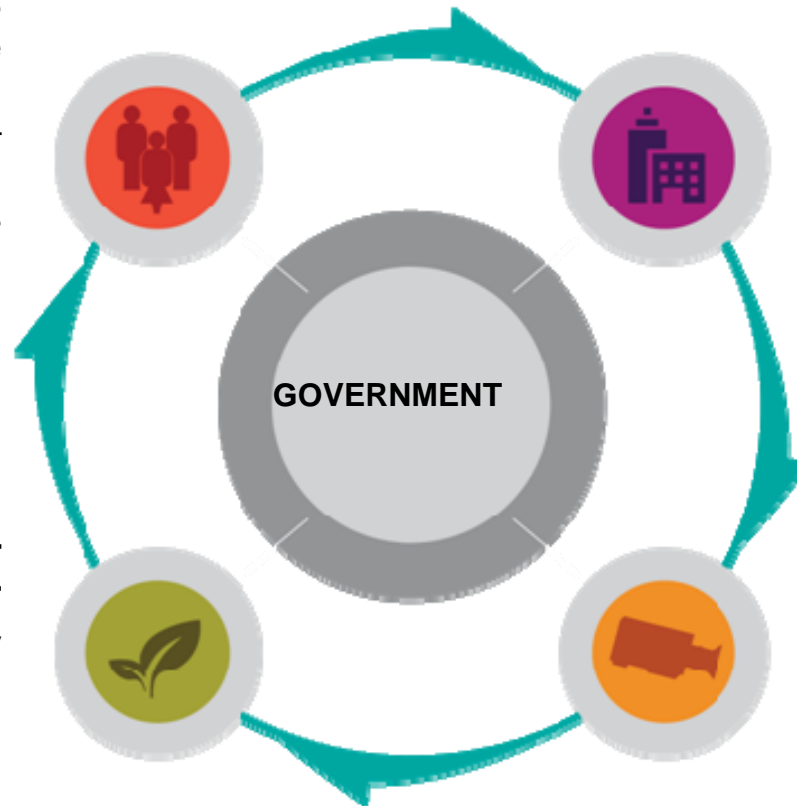
Social software is embedded into the business process to help employees connect faster, resolve issues, and reduce time to process Benefits, Eligibility, or Referrals

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“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 shou
states and local gove
more transparent, the
(NASCIO) contends

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

"State government ha
guidance on how to r
single state data por
NASCIO enterprise
statement.

By having data in or

available
it is certainly anticipated that the availability o

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.

Mashup

- 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 into a web page

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



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

GP Name	Address	Postcode	Phone Number	Practice Name
Dr Agarwal V	The Medical Centre, Gun Lane Strood, Rochester	ME2 4UW	01634 726555	Medway PCT
Dr Ahmed Q W	Summerhouse Medical Practice, Beaconsfield Road, Maypole Bexley	DAS 2AE	01322 402210	WEST KENT PCT
Dr Akyol A & Partners	100 Newington Road, Ramsgate, Kent	CT12 6EW	01843 595951	EASTERN AND COASTAL KENT PCT
Dr Ali I M	The Halfway Surgery, 68 New Road, Chatham	ME4 4QR	01634 828665	Medway PCT

"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

http://picandmix.org.uk/



Google

Yahoo! Mail (curt_ryan) Yahoo News Facebook Google Maps News (251) Popular Church

The following directory lists all the data feeds available from the Pic and Mix site. Click on a heading or 'more' link to see the rest of the data feeds for the category.

**Business**

- Kent County Council - Opportunities
- New Business Registrations
- Maidstone Borough Council - Opportunities
- Economically Active (2007)
- Workforce forecast

[more](#)**Community**

- National lottery grant allocation since 1995
- Place Survey 2008 - Headlines
- Place Survey 2008 - Public perception of their local area and services
- Planning applications received and decided - April to June 09
- Some of Kent's most haunted places

[more](#)**Crime**

- Population in custody June 2009
- Adults reoffending Apr 08 - Mar 09
- Drink drive accidents and casualties 1979 - 2008
- Crime Statistics by crime type and district
- Abandoned vehicles

[more](#)**Education**

- Pupil absence
- ICT in schools
- Funding per pupil
- Pupil / teacher ratio
- Number of teachers

[more](#)

Let us know what you're doing with Pic and Mix data or how you've personalized it and we could feature your mashup or usage on the site. Either leave a comment or email idadthis@picandmix.org.uk

Search

FEATURED DATA USES

View national and regional recycling information



Search planning applications by postcode and keyword



See Fix My Street citizen reports for Kent plotted on a map



Search all 500+ Pic and Mix data feeds by keyword and category

Pic and Mix

Today



Publish Road Closings to static web page

Street	Start Date	End Date	Reason
1st St	10/15/11	10/20/11	Water Main
2nd St	10/15/11	10/20/11	Water Main
3rd St	10/15/11	10/20/11	Water Main
4th St	10/15/11	10/20/11	Water Main
5th St	10/15/11	10/20/11	Water Main

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



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Smart Energy Mashup Example

Instead of Weekly



1 day

- Download DOE Spending xls



- Search for Smart Grid <No Data>



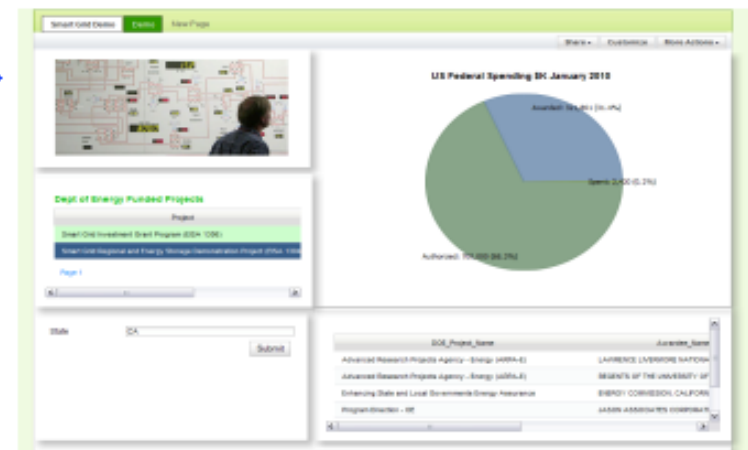
- Visit Dept Site
- Scan application
- Download xls



- 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
-



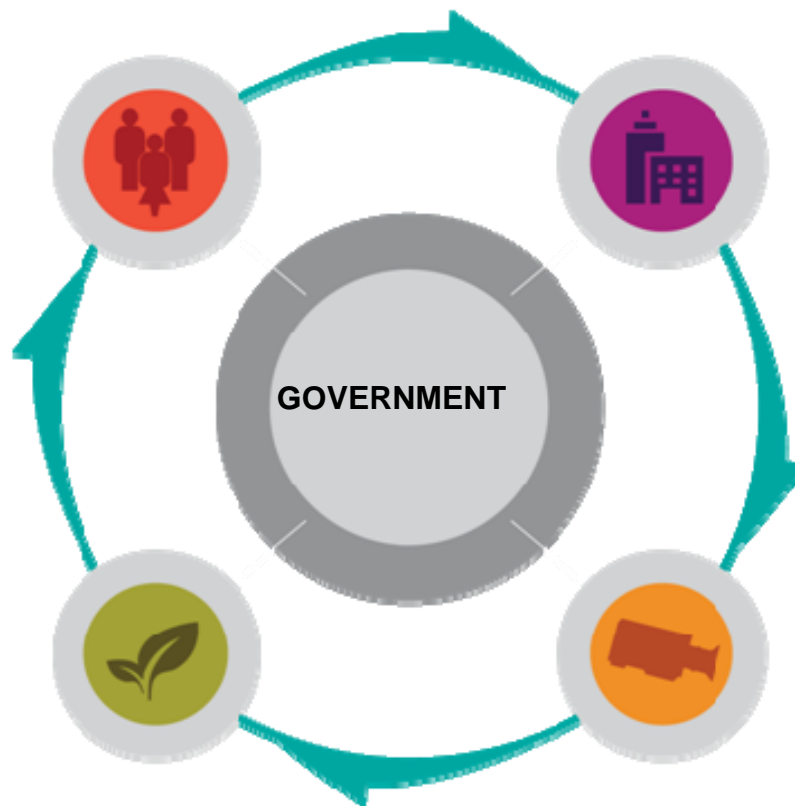
To ensure the economic health, welfare and security of their citizens, smart governments are working toward...

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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...”

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

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>

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

The screenshot shows a web application titled "Boeing Usable Airports Search". It features a search form on the left, a map of the Los Angeles area in the center, and several data tables at the bottom. Callouts point to specific features: "Select a location" points to the search form; "View functioning airports" points to a table of airport names; "View details for runway to assess fit with aircraft needs" points to a table of runway details; and "Visually assess nearest airport for proximity" points to the map.

Select a location

View functioning airports

View details for runway to assess fit with aircraft needs

Visually assess nearest airport for proximity

Length	Width	Surface type
10285	150	CON

Source_id	Account_id	Area_description	Notam_id	Part
K	KL	KGL, CLEVELAND, OH, US, (234243N, 326383W) [CLE] 5/999		1/1
K	KL	KGL, CLEVELAND, OH, US, (489104N, 831007W) [CLE] 3/677		1/1

"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.

*"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

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 efficiency Projected

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):

http://www-01.ibm.com/software/success/cssdb.nsf/CS/JKIN-7BMS8M?OpenDocument&Site=default&cty=en_us

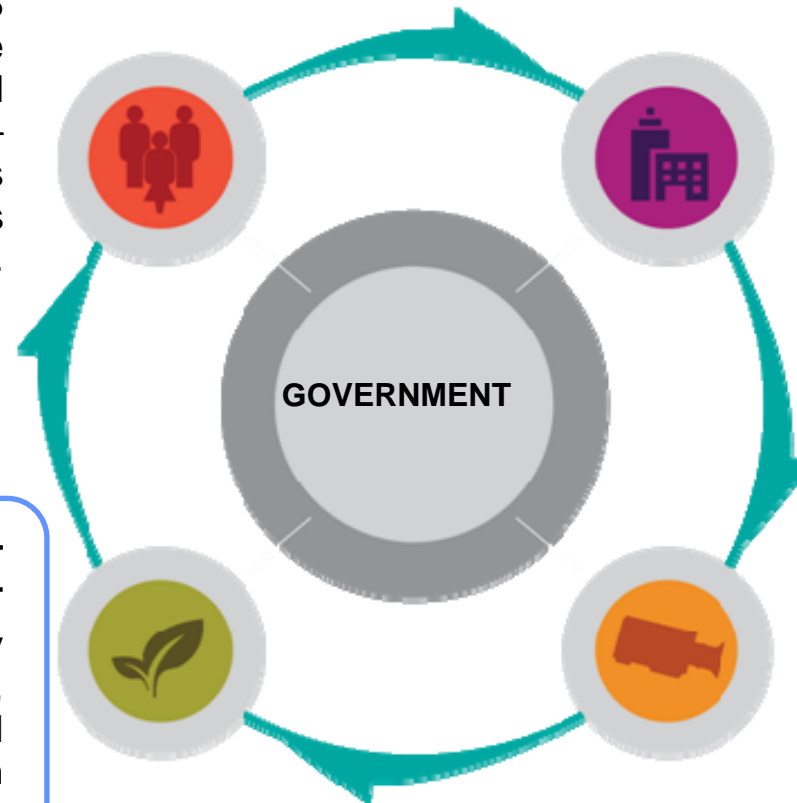
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State of Michigan District Courts

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

“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

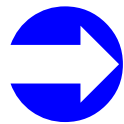
Public can access only aggregated information about their regulated drinking water supply and other area's drinking water supplies for general purposes

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**



What Capabilities can IBM Offer in the Government Space?



Lotus knows.

Smarter software for a Smarter Planet.

The Lotus Business Platform



Universal Access



Messaging



Communicating



Connecting



Integrating

Lotus

Open Standards Architecture

Business Applications



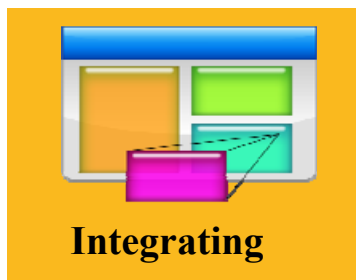
Information Management



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Solution Delivery Strategy



Cloud / Online



**On Premise /
Appliance**



Constituents & Employees Expect Modern Online Experiences:

Web 2.0 + Collaboration + Social Tools + Mobile

Instant Messaging



Blogs



Social Bookmarks



Active Tags

- 2010 analyst_report
- collaboration community
- connections data domino
- education ibm lotus
- mobile notes oracle
- oss_cop ovum portal
- quicker rational sametime
- sap swg websphere wiki

Tagging

New Business Workshop

03 Feb 2008, Noon-5pm
Town Hall Commons
Get in contact with and find valuable business resources.

[More Info](#)

Education

Personal Advisor

Click-to-call me!
Message me
Want to meet?
Contact me

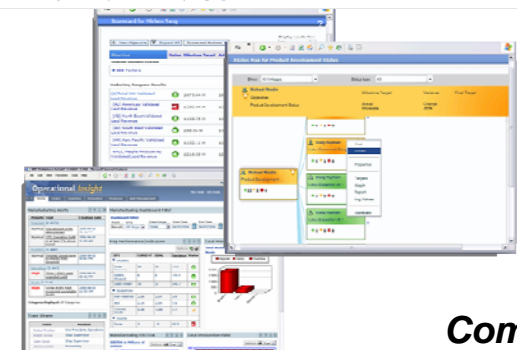
Experts

Rating: ★★★★★

Popularity: ★★★★★

Accesses: 217

User Ratings



Dashboards

Communities

My Workgroup

- We need to add more recommendations
Created By: Ling Shin | Updated: 12/16/2008
- Customers loves the personalization!
Created By: Lucille Suarez | Updated: 12/16/2008
- More online resources needed
Created By: Gardner Raynes | Updated: 12/16/2008
- One of my customers really likes the Community Features
Created By: Ron Espinosa | Updated: 12/16/2008
- We're recording more webcasts. Check out the schedule...
Created By: Ed El-Amron | Updated: 1/9/2008
- Try out the new community features!
Created By: Amar Silvastava | Updated: 1/18/2008

Experts on this Topic

Vijay Nehry

Activities Blogs Communities Dagear Profile

Vijay Nehry
Vijay_Nehry@renovations.com

Send Mail More Actions

Social Networking

Related Content

- Building the Best Team**
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Personalized Content



Open Financial Network Recommends...

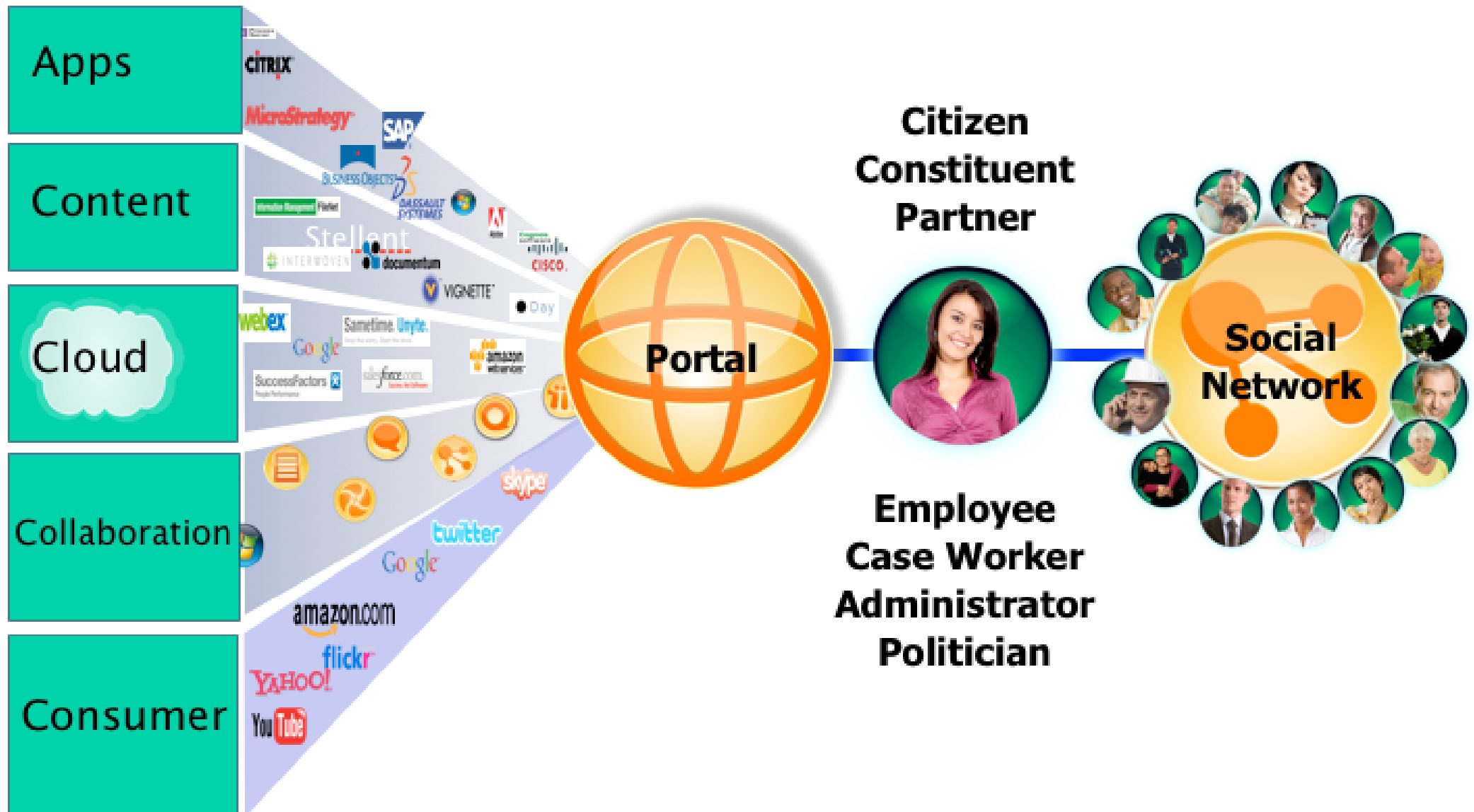
Featured Video

OPEN FINANCIAL NETWORK
FINANCIAL UPDATE

Video

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.

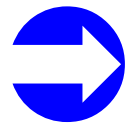
Demonstrations

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/>



The Collaboration Agenda and Industry Solution Framework for Government



SWG Industry Framework and Solutions Alignment

Focus Areas

Government 2020



Financial Crisis Impact



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



Investment Optimization



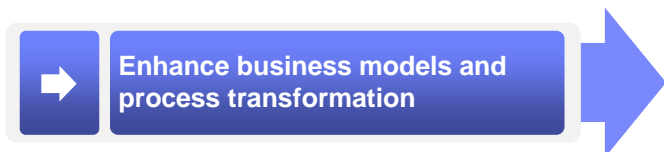
Government's temporary business role



Economic Recovery and Altered Priorities



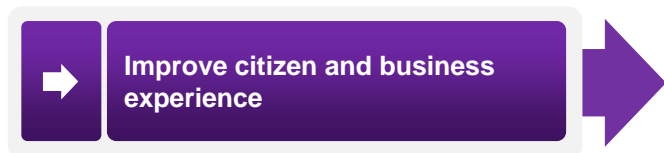
The Imperatives Drive Business Objectives



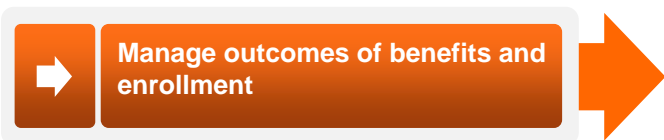
- Enable adaptive operations
- Reduce costs to citizens
- Support collaboration and relationships



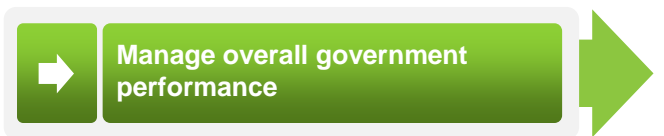
- Increase security, decrease risk
- Enable defense and law enforcement organizations to achieve situational awareness
- Increase speed of command and combat superiority



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



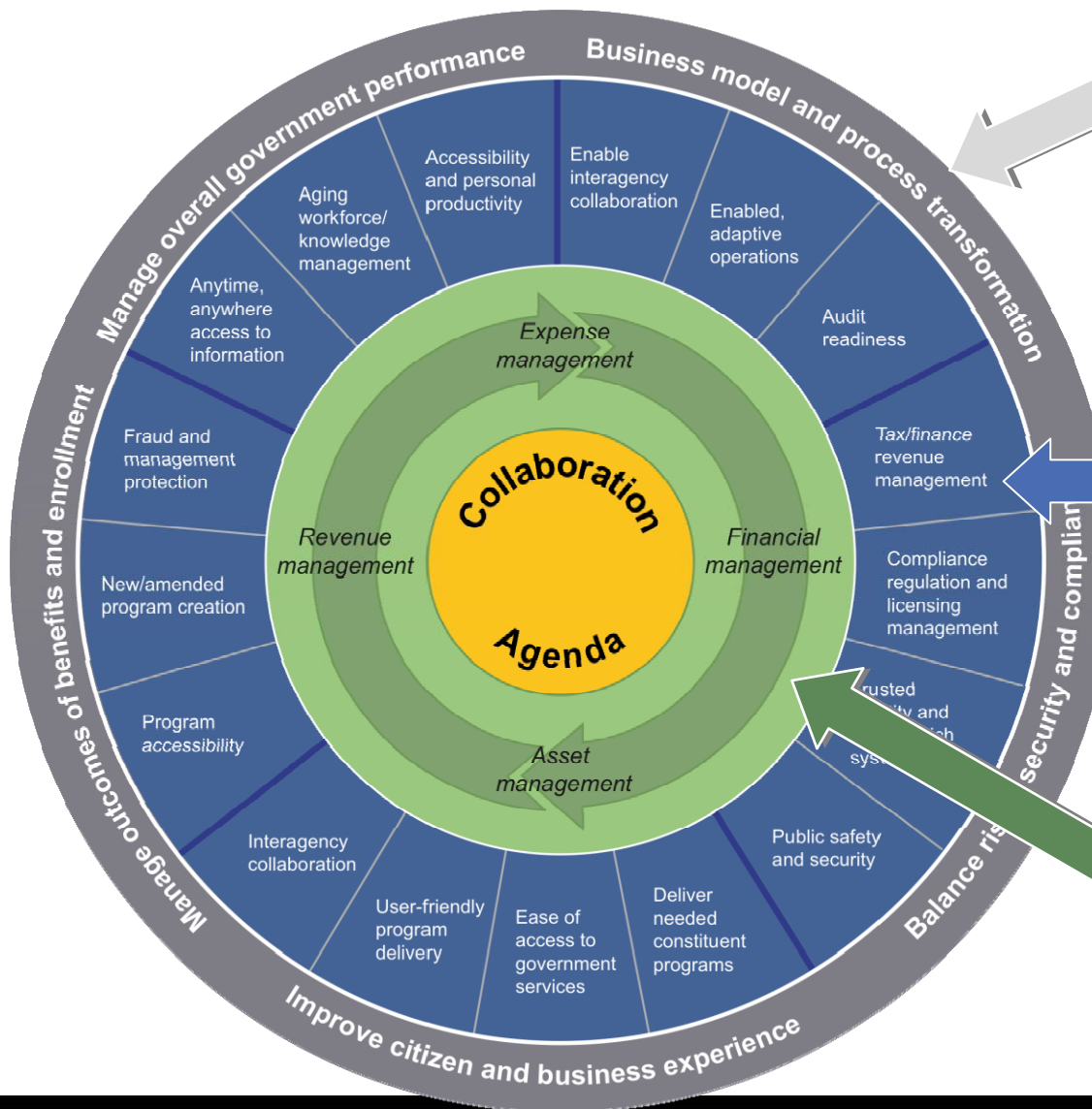
- Focus on the citizen
- Support one-stop government service
- Increase efficiency and reduce costs
- Integrate service delivery



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

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

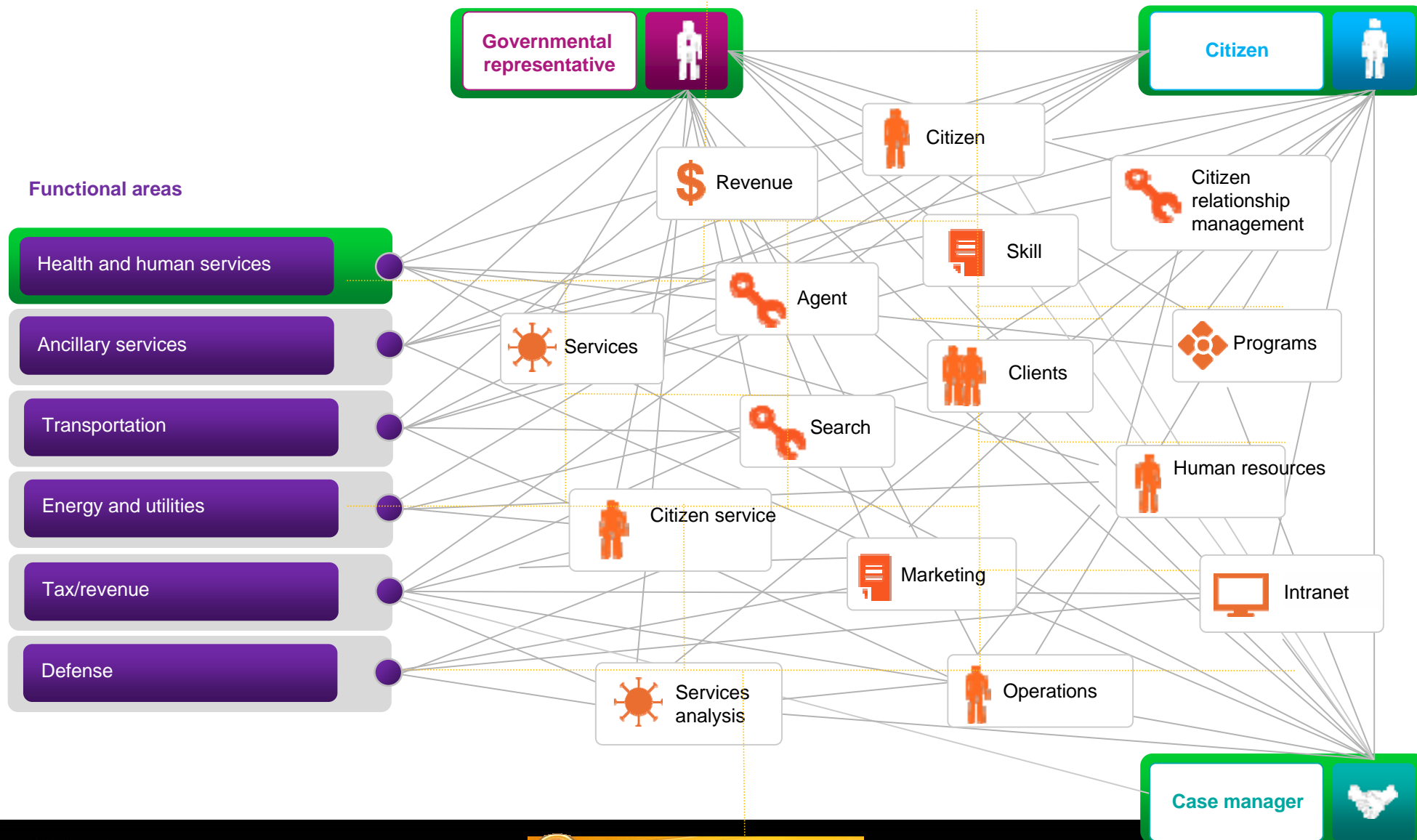
Business objectives

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

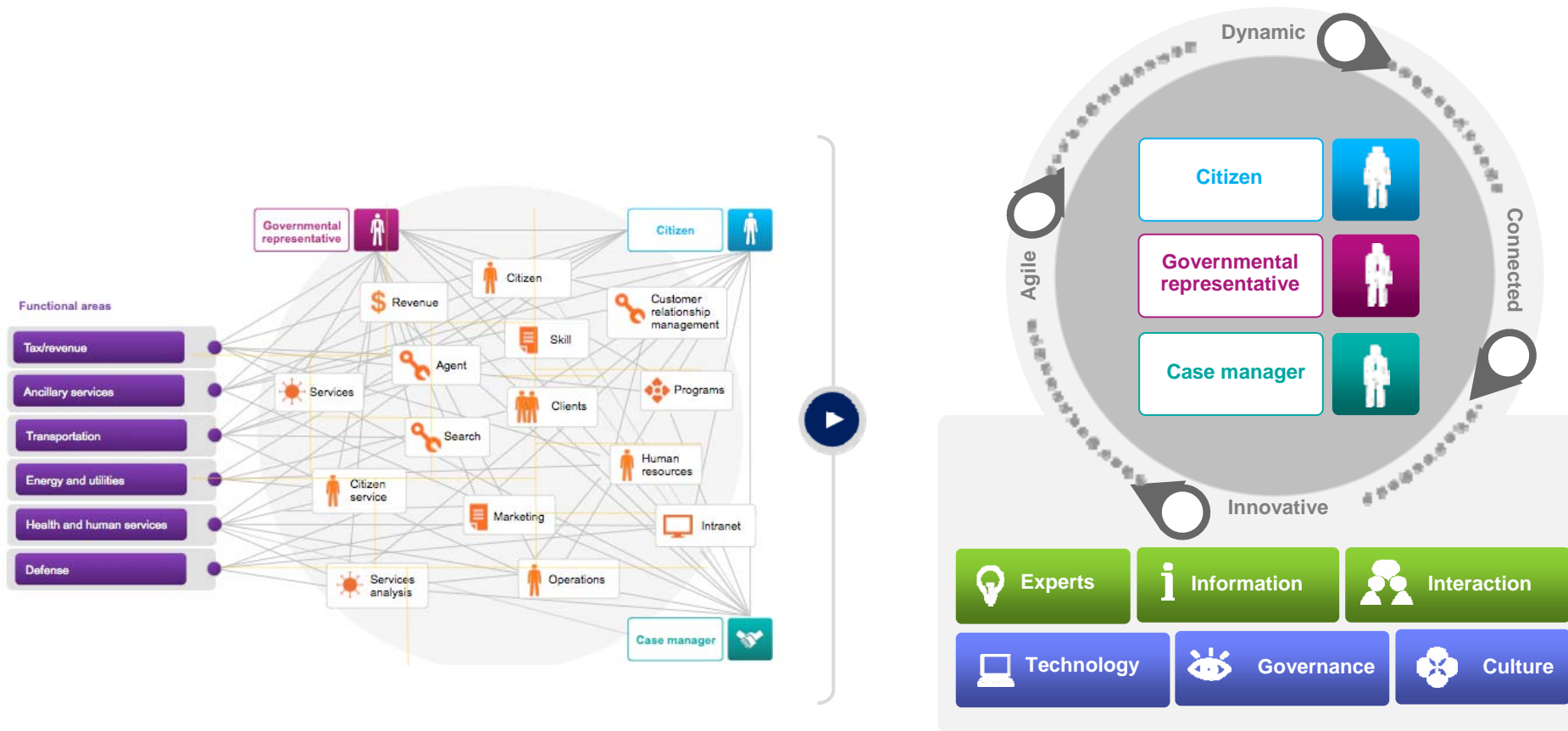
Core management processes

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

Communication barriers abound; information overload is rampant Whether working or serving, building the right relationships can be challenging



How can you help people find experts, collaborators and information?
By adopting a smarter, more integrated collaboration approach



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.



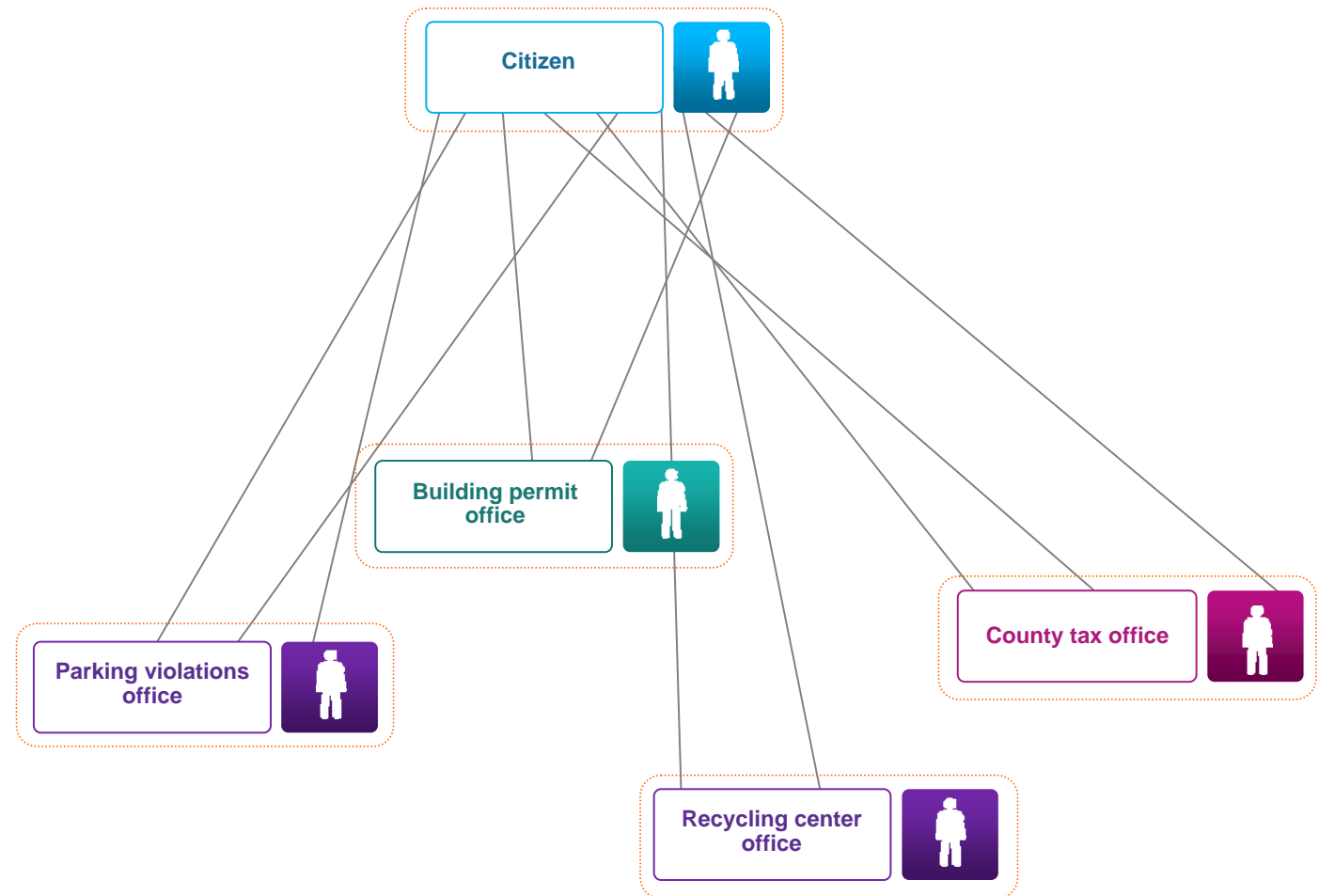


The challenge: Get the right information and capabilities to citizens

State of collaboration prior to solution implementation

Citizen and government interaction very inefficient

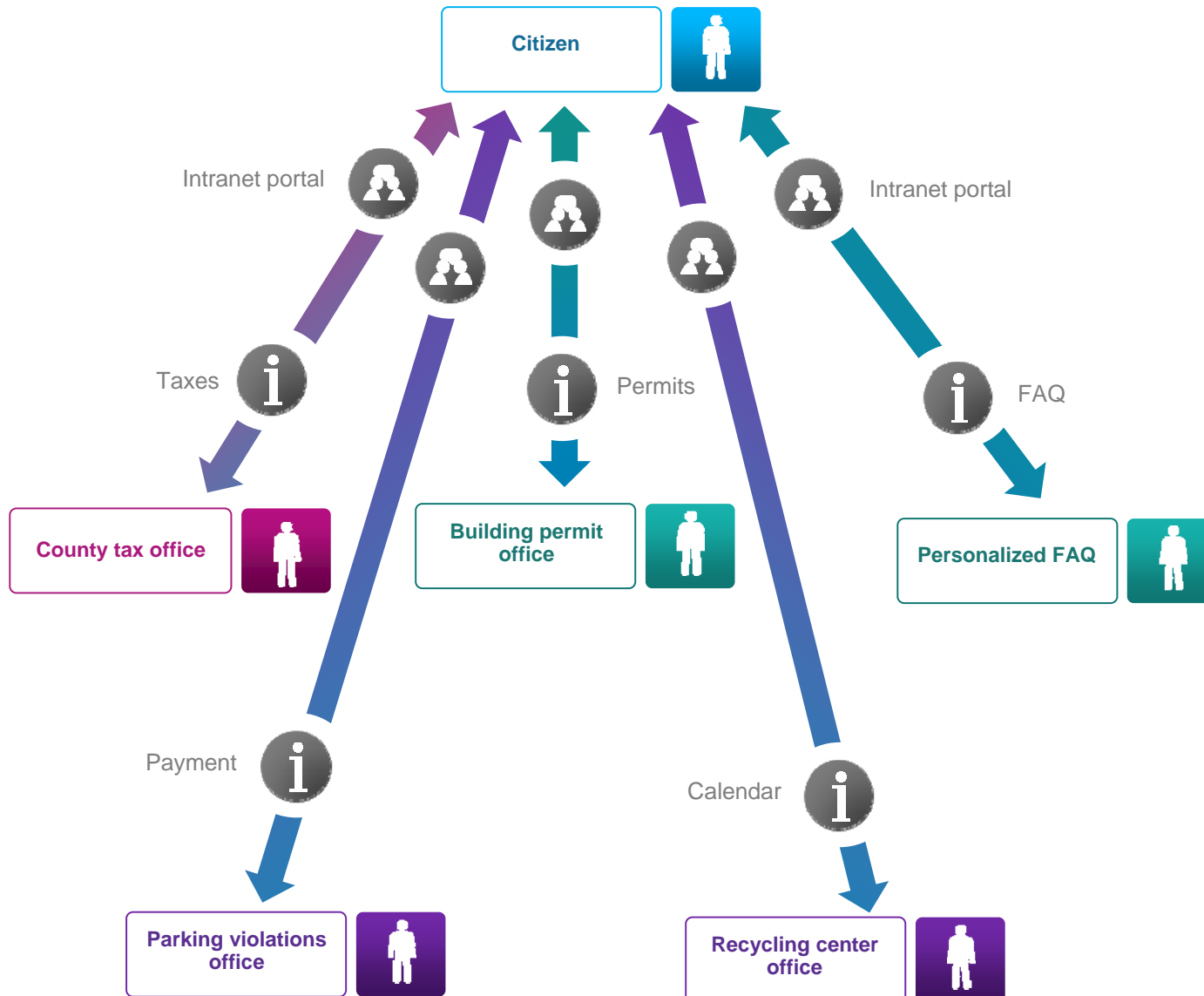
- Extensive paperwork and legwork required to perform simple tasks, such as paying a ticket
- Dispersed and difficult-to-find information
- Physical involvement by a county employee needed for every interaction with a citizen
- Citizens required to visit office in person for many simple transactions
- 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	<ul style="list-style-type: none"> Personalization Document Mgmt Calendaring Single Sign-On 	HIGH	HIGH		HIGH
Citizens ↔ County information	<ul style="list-style-type: none"> Personalization Document Mgmt Calendaring Single Sign-On 	HIGH	MEDIUM	MEDIUM	HIGH
County offices ↔ County offices	<ul style="list-style-type: none"> 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

Lotus knows.

Smarter software for a Smarter Planet.

THANK YOU



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