

Imagine if



**Smarter State Government Processes in 2010**  
**Enabling Citizen-Centric Processes, Transforming Service**  
**Delivery and Reducing Costs with IBM WebSphere® ILOG**  
**Business Rule Management System (BRMS) Technology**



*Imagine smart government. Imagine if you could provide every citizen with the best access to quality services and protections, sustainably.*

According to a recent Gartner Industry Research, sixty percent of governments at all levels and in all geographies will be pressured to pursue IT modernization in the next five years. To turn strategy into practical reality, IT departments should (then) work on eliminating the reluctance to change.

**Smarter is...**

Smarter state government processes go beyond basic automation by adding intelligent decisioning capabilities for greater agility, flexibility and transparency. They are intelligent processes that can help you accomplish critical tasks, such as shortening service delivery; deploying interactive user-centric services based on self-screening; or simulating how new regulations will affect programs and agencies. Most important, they are dynamic processes that can help you respond and adapt to the widest range of contingencies or those things that “we didn’t see coming.”

**Why is change necessary now?**

**UNSUSTAINABLE PROCESSES AND PRACTICES**

Governments need to stabilize and revive economies, spur employment opportunities and prepare their nations for the 21st century. Trillions of government dollars are expected to flow into state and local projects in countries around the globe. They will be used to better serve citizens and address critical challenges such as: poor decision transparency and consistency within systems; difficulties in reacting quickly to changes in regulations and proving compliance; fragmented information and limited insight capacities due to

multiple legacy systems, data redundancy and paper-based reporting.

**Government Agencies Challenges**

- Reducing costs
- Gaining visibility into processes
- Streamlining tax collection
- Reducing fraud and abuses
- Sharing information
- Providing better services to citizens
- Complying with new regulations

Many of these challenges are linked to common IT challenges across all government agencies:

- Disjointed processes and multiple technologies with lots of manual practices resulting in process silos
- Legacy systems where business rules that govern these processes are either embedded as code or decentralized (residing in multiple locations). This makes it very difficult to cope with ongoing changes whether these pertain to eligibility assessment, application processing or management of changing regulatory and safety conditions
- Lengthy implementation times when introducing a new program, rolling out a new government initiatives or implementing any regulatory change – essentially, significant time to market constraints

*Government agencies and public service organizations*

**CASE STUDY**

**Veterans Health Administration Streamlined Enrollment Decisioning**

Imagine serving over 7.5 million enrolled participants, managing 900,000 new participants each year and serving 3.4 million unique individuals.

Prior to adopting a Business Rule Management System, the Department of Veterans Affairs was hard-coding rules. Visibility into the rules that were supporting application validation or compliance processes was virtually impossible. Enrollment decisions took six weeks to process.

Now, the VA has externalized rules using ILOG JRules to centralize and automate the enrollment process. By choosing to implement a BRMS, the VA moved existing hardcoded rules from their existing system layer into a well managed BRMS, obtaining greater visibility of the rules. Thus, change deployment is much faster. Additionally, by integrating a BRMS, the VA gained precision in their policy analysis activity, reducing the overall rule development and deployment life cycle for the long term. This centralized approach also improved collaboration with third parties such as hospitals, state employees, and clinical providers by letting them have access to the latest eligibility and benefit level information on all patients, in real-time and as it is being updated in the system.



## **Building Smarter Government Processes with WebSphere ILOG BRMS**

Government agencies and public service organizations rely on ILOG BRMS software to deliver dramatic improvements in operational efficiency across a wide range of processes, including:

### **Health and Human Services**

- Case management
- Benefit calculations
- Funds management and delivery
- Real-time fraud detection
- Regulation implementation and maintenance
- Services consolidation
- Legacy systems modernization

## **Homeland Security, Intelligence and Law Enforcement**

- Real-time screening and targeting
- Dynamic risk management
- Intelligence analysis
- Information dissemination
- Event and case management
- Legacy systems modernization

### **Tax and Revenue Management**

- Tax collection and regulations enforcement
- Easy-to-use online services for taxpayers
- Complex decisions automation
- Risk management and fraud detection
- Legacy systems modernization

## **CASE STUDY**

### **Container Transshipment Hub Screening Thousands of Vessels in Real Time**

Imagine smoothly linking shippers to an excellent network of 200 shipping lines with connections to 600 ports in 123 countries. Imagine successfully handling about one-fifth of the world's total container transshipment throughput, amounting to a total of 29.0 million twenty-foot equivalent units (TEUs) of containers.

This major port handles about one-fifth of the world's total container transshipment throughput, amounting to a total of 29.0 million twenty-foot equivalent units (TEUs) of containers in 2008. Before ILOG solutions, vessels berth daily to

discharge transshipment containers meant for other vessels and it was difficult to satisfy a stringent set of safety and operational conditions.

Now, by using an intelligent ship planning module, the port utilizes its resources much more efficiently. In less than 30 minutes, the port can define a stringent location planning meeting safety requirements while improving vessel turnaround and staff productivity.



### About WebSphere ILOG BRMS

By switching from manual or highly siloed processes to BRMS-enabled smart processes, government agencies are automating and adding decisioning capabilities across organizations, systems and programs. With ILOG BRMS, you can eliminate decision silos by externalizing business logic from your application code. It is the most flexible, easiest and safest way of creating, maintaining and implementing decision services – automated decision points within business systems—adding a must-have level of flexibility to BPM-enabled processes.

#### Key benefits:

- Streamlines and stabilizes processes by externalizing decision logic
- Increases agility by allowing business users to manage decision logic
- Enables re-use of decisions across different processes, applications and systems
- Provides an effective means to manage large and evolving sets of rules
- Enables automation of complex, highly variable decisions

### The Value for Government Agencies

- Reduce processing times, streamline application processes
- Leverage “what if” scenarios, rule testing & simulation for improved decision consistency, maximized resource allocation and increased visibility into processes
- Enable interaction with legacy systems & the rest of their IT infrastructure thanks to rules deployment as decision services
- Lower application development & maintenance costs
- Consolidate programs and services for simplified access
- Integrate systems and develop communication between agencies for improved information sharing and reduced costs
- Ensure data consistency and security
- Comply with new regulations

### The Value for Citizens

- Interactive, automated, multi-channel and easy-to-use citizen-centric services
- Better and faster service through self-screening
- Improved quality of citizens data

## About WebSphere ILOG Business Rule Management Systems

### CASE STUDY

#### SAT Mexico

##### Agile tax management

Imagine an annual cost savings of 10% accompanied by a 12% increase in income tax collection. Imagine increasing your number of taxpayers by 35%+ in less than a year. Imagine reducing your paperwork by 93%.

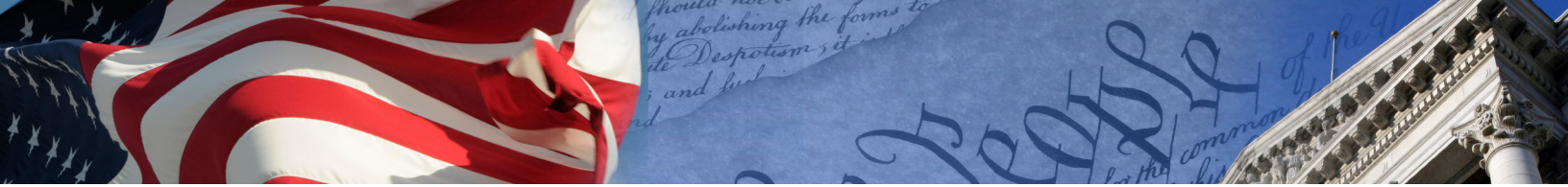
Prior to using rules for tax management, SAT had one of the lowest tax collection rates in the world and was facing high collection costs (0.0115 peso for each collected peso). Taxpayers' experience was confusing.

By leveraging ILOG BRMS to automate tax collection, SAT now is able to easily determine taxpayer credit worthiness;

implement advanced workload assignment policies; personalize tax questionnaires; determine tax consequences of exceptional events. The result: a 10% improvement, with tax collection costs dropping from 0.0105 to 0.0095 pesos for each collected peso—and taxpayers' experience was greatly improved.

*“In a single year...the added value of tax collection grew by 3.4%..., the largest growth in ten years.”*

**Roberto Pazarán, Architectural leader, Taxation Administration Service of Mexico**



## Next Steps

### Request a custom demo

Our interactive demonstrations are performed either online or on site and are scheduled at your convenience (depending on the availability of our product experts). We will be happy to travel to your site for groups of five or more.

### Request a Discovery Workshop

Two day, complimentary workshop designed to help business and IT teams work through their project questions together, ensuring that BRMS is the right solution to the right problems before making a BRMS investment.

### Start small with a quick win pilot

Imagine if you could deploy working business rules in 9 weeks. With a quick win pilot, you start small, applying business rule management to a particular application. This pragmatic and incremental approach is designed to deliver faster ROI.

### Talk to a live person

These specialists are available to assist you in your ILOG BRMS solution identification and research. You can email or phone them directly.

### Contact us

We will respond within 2 business days.

For general questions:

1-800-FOR-ILOG

[ilogcc@us.ibm.com](mailto:ilogcc@us.ibm.com)

## CASE STUDY

### Government of the District of Columbia

#### Modernizing key legacy applications

Imagine being able to smoothly manage over forty medical benefits programs and complex regulations. Imagine the following outcomes:

- Improved & simplified service to citizens through one-stop service
- 99.5% accuracy, real time eligibility determination for over 40 programs
- Extended services to non-profits & hospitals
- Equal access in English, Spanish & other languages

Prior to the ILOG JRules implementation, the “Interview for Benefits” application process was performed manually and required several weeks. Citizens were funneled in the wrong programs, costing millions of dollars to the District of Columbia.

Now, as a result of the Human Services Modernization Program, the District enabled the integration and sharing of information between the D.C. Superior Court and the

District’s health & human services agencies. Accurate eligibility decisions and policy changes deployment and upgrades are possible with minimal software development.

District policy makers can effectively maintain District & Federal policies and procedures. The business rules can be shared across applications and departments, allowing changes to be deployed instantly and new District-wide policies to be identified and acted upon in a matter of minutes.

As a result, the District is able to channel clients to the proper medical benefits program and generates significant cost savings. The overall time to process a client’s application is dramatically reduced and new programs, as well as regulatory changes can be implemented quickly. Last but not least, the quality of service to citizens dramatically improved, since they are now able to pre-screen themselves online in a matter of minutes.



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09-09  
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