

Drive government synergy and responsiveness.

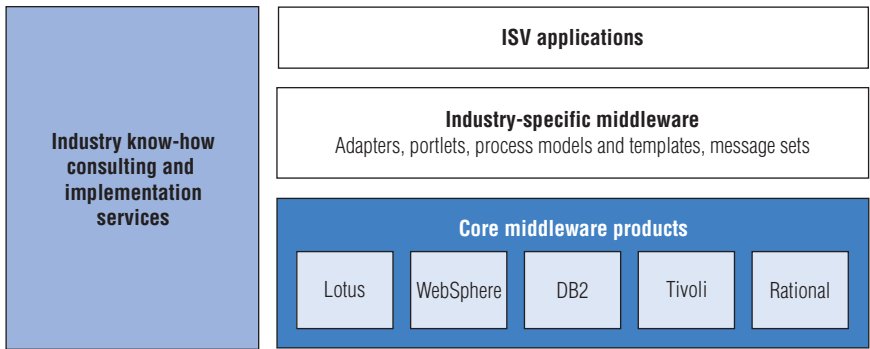


Highlights

- **Facilitate cross-agency communication and knowledge sharing**
- **Optimize service delivery and decision support**
- **Provide focused, fast and highly secure movement of data, processes and communications**
- **Coordinate resources and respond to events**
- **Create adaptable, flexible business processes**
- **Help minimize operating costs**
- **Search databases across multiple agencies**
- **Protect legacy system investments**
- **Drive operational efficiencies**

Collaboration is a key challenge to cross-government communication efforts

“One hand doesn’t know what the other hand is doing.” This common cliché is often used to describe government agency information systems. As in any other large organization, information and people can be difficult to find because resources are scattered across government departments. “Siloed” databases and inconsistent standards for data currency, completeness, formats and security often exist. Undefined policies for data access across agency boundaries frustrate users. IT departments rarely have the time or resources required to integrate and leverage legacy systems.



Overview of an IBM middleware solution

To improve organizational performance and enhance productivity within government, several goals must be achieved. Governments need to enhance the ways they communicate within and across agencies. They need to enable processes, structures and systems that drive employee productivity and responsiveness to changing circumstances. Legacy and back-end applications should be Web enabled so that their data and functionality can be offered as services to the entire enterprise. Streamlined processes must deliver improved service levels. All these goals must be achieved within strict budget constraints.

The ultimate aim: achieve cross-agency collaboration through a comprehensive, flexible service-oriented

architecture that integrates the flow of people, processes and information.

A collaboration solution designed specifically for governments

Governments can easily simplify and optimize internal IT infrastructures with the robust, user-friendly IBM Middleware Solution for Government Collaboration. Its collaboration and information-exchange capabilities enable rapid response to cross-departmental requests. New legislative requirements, administrative changes and changes due to unexpected events can be easily handled.

The solution helps government employees find information and leverage the expertise of their co-workers across the organization. Its simplified portal structure makes

system-wide resources easily accessible. As a result, you can:

- *Streamline processes.*
- *Optimize response time and quality.*
- *Maximize user productivity.*

The IBM Middleware Solution for Government Collaboration leverages IBM's knowledge and expertise in government-specific middleware. It delivers a world-class foundation for enhanced communication and integration across government agencies.

IBM Middleware Solutions are customized combinations of IBM core middleware and industry-specific middleware that, when combined with application software from IBM's network of independent software vendor partners and industry-specific services, enable customers to build an on demand operating environment.

The IBM Middleware Solution for Government Collaboration helps you:

- *Open up new, efficient communication avenues.*
- *Quickly access the right information for your needs.*
- *Minimize physical paperwork burdens.*

- *Facilitate rapid cross-government decision making.*
- *Respond quickly to critical events and potential threats.*
- *Provide extensive notification capabilities.*
- *Maximize the accuracy and integrity of multidepartmental processes.*
- *Deliver built-in self-help capabilities.*
- *Respond rapidly and flexibly to new requirements with open-standards-based architecture.*
- *Minimize costs and overhead across the board.*

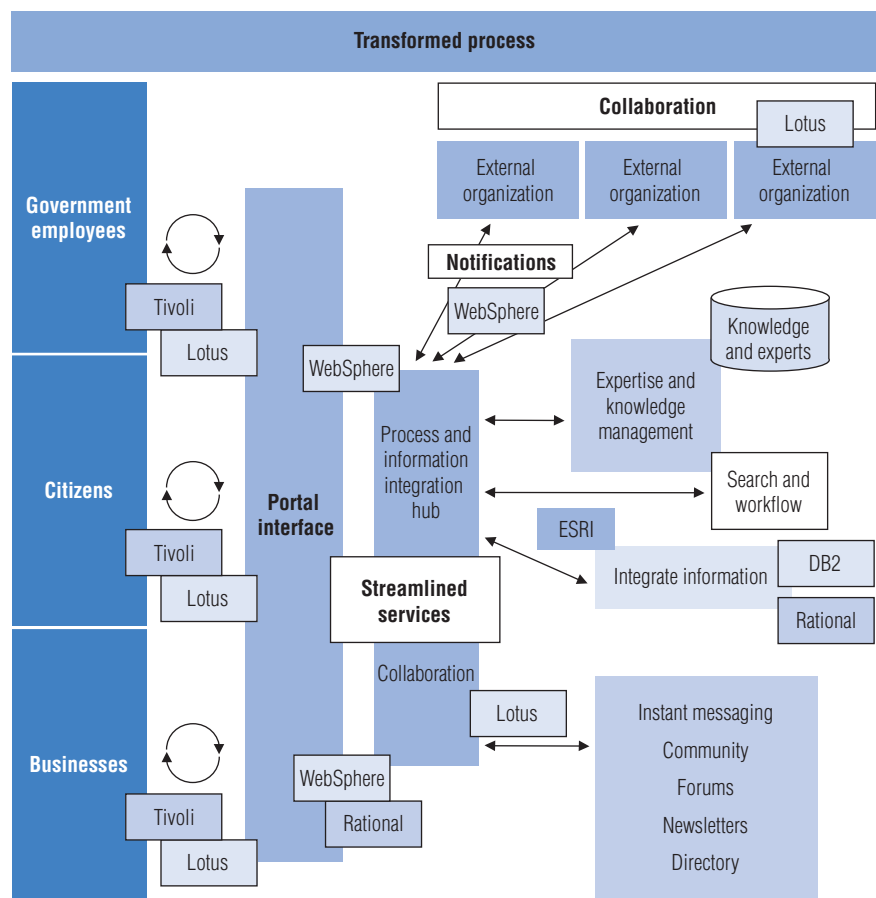
Government collaboration in action

The IBM Middleware Solution for Government Collaboration helps you achieve horizontal process integration across multiple lines of business by integrating government processes, disparate back-end applications, enterprise software packages, legacy systems and data. The result — a seamless, enterprise-wide collaboration environment. The solution leverages IBM's prolific domain expertise and experience with cross-agency collaboration. By Web-enabling applications with the solution, you can integrate heterogeneous systems and free up information and people.

Use the IBM Middleware Solution for Government Collaboration to create a highly secure, real-time collaboration environment where users can safely share applications and information while efficiently processing information requests from beyond their departments. You can also support the needs of government agencies to maintain data security and user privacy.

This reliable, scalable, proven framework facilitates your interorganization and cross-agency coordination initiatives. Its comprehensive toolset easily helps governments create collaboration environments within and across government boundaries and with the private sector.

The IBM Middleware Solution for Government Collaboration supports



Conceptual architecture of the IBM Middleware Solution for Government Collaboration

Technical benefits:

- | |
|--|
| ✓ Plan, build, execute and manage changes to the enterprise architecture |
| ✓ Leverage IT assets and integrate processes that span government entities |
| ✓ Provide highly secure, real-time collaboration |
| ✓ Launch new government services with the solution's flexible enterprise architecture |
| ✓ Protect existing hardware and software investments |
| ✓ Phase in new capabilities without "ripping and replacing" systems due to the solution's evolutionary approach to integration |
| ✓ Maintain flexibility and interoperability with evolving transaction and security standards using open-standards-based J2EE™ and Web services from IBM WebSphere software |
| ✓ Provide security, scalability and reliability with proven IBM middleware for mission-critical environments |

government requirements to gather critical information from various sources and formats across an organization (including mobile devices and legacy equipment) and distribute information to people quickly and in a highly secure manner. The architecture allows governments to fully integrate disparate sensors, applications and data from a wide range of sources — and to present information that supports the end user.

Throughout government, hundreds of different applications can take advantage of this solution. Agencies that deal with customs and ports, for instance, can now integrate shipping information with electronic cargo

manifests, docking permits and personnel data. In the social services setting, processing the intake and allocation of services can become more streamlined and productive.

Solid backbone of core middleware components

The following IBM middleware products comprise the backbone of the IBM Middleware Solution for Government Collaboration.

- IBM WebSphere® Portal – *provides the foundation for Web services.*
- IBM WebSphere Business Integrator – *integrates horizontal business processes.*

- IBM Lotus® Workplace Messaging™ and IBM Lotus Team Collaboration – *help optimize people collaboration capabilities.*
- IBM DB2® Information Integrator – *accesses information across disparate, heterogeneous data sets.*
- IBM Tivoli® Access Manager product offerings and IBM Tivoli Monitoring – *help secure access and monitor availability.*

IBM Business Partner solutions for government complement the solution

The IBM Middleware Solution for Government Collaboration provides a world-class foundation for your collaboration solution, with extended services and solutions from IBM

*IBM is the prime contractor for the \$1.3B US Customs Cross-Agency Collaboration & Modernization Program for Customs & Border Protection.**

consulting services, IBM's extensive network of Business Partners and other industry-focused ISVs. Business Partners provide industry-specific business applications that run on IBM middleware platforms and complement IBM's middleware solutions. Examples include DB2 adapters and middleware-specific applications for geospatial data and enterprise resource planning (ERP) adapters. IBM delivers a comprehensive end-to-end solution comprised of effective and proven technology components.

For more information

For middleware solutions that help you effectively manage government resources, count on IBM. To learn more about the IBM Middleware Solution for Government Collaboration and other solutions for government, including case studies and more detailed information about solution components, call your sales representative or visit ibm.com/software/industries/govt



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*Customs Reporter, Fall 2001, www.farrow.com/crfall2001-2.htm; Washington Technology, September 30, 2001, www.washingtontechnology.com/news/16_9/federal/16908-1.html