



Tapping the power of Web portals to efficiently deliver improved government services to constituents.



Contents

- 2 Give people what they want—information and services, on demand**
- 2 Web portals—the new gateway to government services**
- 4 Creating a portal with IBM software—quickly, simply and securely**
- 7 The building blocks of your e-citizen portal**
- 12 Why is IBM the right choice to help governments implement e-citizen portals?**

Give people what they want—information and services, on demand

Government agencies are constantly searching for ways to better serve the needs of citizens more effectively and responsively. Citizens and business users are now used to getting their information and completing transactions online. They expect this level of service from government, and they want it on demand, 24 hours a day, 7 days a week. Agencies feel the pressure to provide higher-quality services to more constituents through more effective implementations.

Government bodies face competing challenges to provide enhanced service to constituents. Budget constraints mean fewer resources to upgrade government services. Disparate IT infrastructures and siloed information hinder communication and interoperability among agencies. Large volumes of paper information often go back decades and require cumbersome manual processing. All sensitive information must be protected from internal and external threats. And compliance issues dictate that agencies meet certain specifications to protect data and manage it appropriately. How can government agencies address these challenges and still improve service and increase efficiency for citizens, businesses and their own employees?

Web portals—the new gateway to government services

In this environment of expanding expectations and shrinking funds, doing more with less takes innovative thinking. That's why many forward-looking agencies are finding ways to help constituents and employees help themselves.

Self-service Web portals enable governments to help citizens obtain information, apply for services and complete transactions more quickly than ever before. These portals streamline formerly cumbersome tasks and make it easier to navigate and access large volumes of information. Imagine if in minutes— from their home, office or mobile computer—your constituents could:

- *File tax returns.*
- *Pay for parking permits.*
- *Gain access to social services information and applications.*
- *Search for information from various government agencies from one site.*
- *Apply for passports, car registration, business licenses and other services using built-in electronic forms.*

These are just a few examples of the power of e-citizen portals. Information becomes more accessible, and processes become more efficient for citizens, businesses and government employees.

The ingredients of a successful e-citizen Web portal

What features of an e-citizen Web portal will truly make the lives of your government agency's constituents and employees easier? An effective e-citizen self-service portal must help agencies to:

- *Provide citizens and business constituents with browser-based, streamlined applications and search processes that enable them to more effectively and efficiently make decisions and complete transactions.*
 - *Enable fast access to a massive volume of information, often going back decades, and enable fast and useful answers to constituent questions.*
 - *Incorporate secure access to multiple back ends while maintaining a personalized and user-friendly interface based on Web 2.0 technologies.*
 - *Deploy and maintain services that provide quick time to value and are easy to operate—across different IT systems and organizations within the government.*
 - *Facilitate interoperability with legacy systems to protect existing investments and ensure efficient data integration with existing systems.*
 - *Provide a secure, role-based framework that facilitates secure and private interactions with constituents and businesses.*
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Creating a portal with IBM software—quickly, simply and securely

IBM offers an open, flexible self-service portal solution comprising several award-winning products that can enable your government agency to efficiently implement, customize and realize business value from an e-citizen self-service portal. By using IBM WebSphere® Portal software and integrating IBM Lotus® Forms software, IBM OmniFind™ Enterprise Edition software and other portlets and IBM applications, you can enable citizens and business constituents to efficiently find and access more information and complete transactions more effectively, resulting in higher productivity and lower costs to your organization.

Create the portal that you and your constituents need

Solutions and services from IBM and IBM Business Partners enable you to give constituents and employees a portal with just the right services to meet their needs. A flexible, open portal environment allows your IT department to quickly and cost-effectively integrate the applications and features your users need into your e-citizen portal, without being limited to costly proprietary solutions. For example, you can:

- *Quickly deliver mashups and composite applications with WebSphere Portal software.*
- *Create exact electronic replicas of government-approved paper forms to help adhere to regulations and compliance standards by using Lotus Forms software.*
- *Enable users to search unstructured information in wikis, blogs, records, claims and more by using text analysis and customized metrics made available with OmniFind Enterprise Edition search software.*
- *Help ensure that users access only those pages they're entitled to by using native document-level security to screen out unauthorized users.*

Plug government services into your portal

Add more than 100 government-specific portlets to your e-citizen portal from the WebSphere Portal catalog, including:

- Defense and national security
- Environment
- Transportation and public works
- Public safety and justice
- Social services

Get your portal up and running quickly

How soon can you design and implement an e-citizen portal? How soon do you need it? IBM offers capabilities that enable self-service solutions for government agencies that are easy for IT to deploy, support and update. Out-of-the-box solutions, reusable components, prebuilt templates and Web 2.0 capabilities in IBM software mean your IT department spends less time writing complicated code, and your agency can implement services more quickly.

A transportation agency delivers realtime updates over the Web

Technická správa komunikací (TSK), the roads and infrastructure management service for Prague in the Czech Republic, needed a cost-effective way to deliver transportation updates to citizens, tourists and business constituents. Using IBM WebSphere Portal and IBM Workplace™ Web Content Management™ software, the agency created a dynamic information portal. Prebuilt templates enable easy deployment and update.

Protect your existing IT investments and preserve your favorite applications

With support for Microsoft®, SAP, Oracle and other widely used technologies, WebSphere Portal and Lotus Forms software enable your business to leverage data that has already been collected. As a result, your agency saves money while allowing employees to work with the applications they're accustomed to using every day.

Establish the perfect portal for any business, no matter how big or small

Based on open standards, IBM self-service solutions can scale to meet the needs of any size agency, from a county tax office, to state and provincial bodies, to a large federal organization. This scalability also enables rapidly growing and changing agencies to deliver up-to-date information and services to citizens.

WebSphere Portal and Lotus Forms software can fit all sizes

Small

Washington County, Virginia, used WebSphere Portal and Lotus Forms software to implement a Web portal that serves 50,000 citizens. The new portal delivers vital information and automates processes.

Medium

The Land and Property Programs, Corporate Registries of Service Nova Scotia used Lotus Forms software to develop online electronic transaction forms that were prepopulated with basic property data. By switching to these electronic forms from manual and paper transactions, the agency reduced transaction time from seven days to just one business day, and also reduced manual errors.

Large

The U.S. Army has the world's largest electronic forms implementation. Using Lotus Forms software, the Army automated its forms processes for more than 1.3 million personnel. The eForms save time and money, and they help enhance the safety of soldiers in combat areas by eliminating the need to physically transport forms for authorization.

Protect sensitive citizen and business data while opening up better access to information
IBM portal solutions can help government agencies keep private information safe at all times. Users see a personal interface that gives them easy access to the information, applications and processes they need. But behind that simple user interface, sensitive information is protected with security-rich, digitally signed electronic forms that integrate with your existing security infrastructure.



Figure 1. IBM WebSphere Portal software provides best-in-class portal, content management, collaboration, business integration and security technology to help you improve employee productivity and increase citizen satisfaction.

As an example, the U.S. Securities and Exchange Commission (SEC) processes thousands of filings each year, many of which include highly sensitive information. When the SEC updated its electronic filing system, it used Lotus Forms software to create XML templates for all 397 SEC forms. These electronic forms can be completed, validated, digitally signed and securely submitted to the SEC. In addition to providing increased security, Lotus Forms software enables the SEC to save taxpayers approximately US\$150,000 per month in maintenance costs.

The building blocks of your e-citizen portal

IBM provides a range of solutions that can help your agency quickly develop and deploy extranet and intranet portals that give your constituents and employees access to the data, content and processes they need to make decisions and complete transactions. A number of IBM software applications support the creation of effective e-citizen portals.

Improve government service with WebSphere Portal software

Built on a standards-based platform, WebSphere Portal software is an industry-leading portal product that can accommodate thousands of portlets and gadgets to provide aggregated, personalized information to citizens. The core portal platform, with a service-oriented architecture (SOA) and rich support for Web 2.0 technologies, can help you shorten development time, improve performance and develop highly interactive, desktop-like composite applications. Flexible, solution-specific business accelerators dramatically speed time to deployment and provide quick time to value for your agency and your constituents.

Consider an example. In Miami-Dade County, Florida, citizens demanded a more responsive, seamless way to do government business. With the help of WebSphere Portal solutions, Miami-Dade rolled out an e-government system based entirely on open standards that integrates, streamlines and personalizes department processes. The number of overall visitors increased 50 percent in one year to more than 10 million, and the system was able to process more than US\$4 million worth of electronic payments.

Tapping the power of Web portals to efficiently deliver improved government services to constituents.

Page 8

“Our citizens are truly thrilled with the level of service we’ve been able to provide through the portal. We’re just as satisfied with the expertise, technology and support IBM has provided to make it happen.”

—Judi Zito, chief information officer, Miami-Dade County

Increase efficiency with IBM Lotus Forms software

IBM Lotus Forms software integrates with WebSphere Portal software to enable you to automate processes, increase efficiency, reduce paper usage and leverage existing IT investments. Easy-to-use, wizard-guided electronic forms help you simplify and extend the form completion process outside the firewall. With electronic forms, your agency can:

- Enable citizens to access forms via a Web browser to fill, sign and submit from anywhere.
- Cut data entry time, reduce errors and lower operational costs within your agency.
- Create forms in 28 languages, on a broad range of platforms and operating systems.

The image displays two screenshots of the IBM Lotus Forms software interface. The left screenshot shows a 'Contact Information' form for the Bureau of Wildlife Preservation, with a vertical navigation bar on the left numbered 1 through 6. The right screenshot shows a 'Management Approval' form, also for the Bureau of Wildlife Preservation, featuring a 'Management Approval' section with fields for 'Print Name', 'Employee Signature', and 'Manager Signature', along with a 'Click to Sign' button and a 'Click to Sign' button.

Figure 2. Wizard-style pages, prepopulation of fields and intelligent, dynamic interfaces help ensure forms are completed quickly and accurately. Plus, support for digital signatures helps agencies address security concerns and comply with regulatory requirements.

A city council in England provides an example of how Lotus Forms software can transform government agencies. Social care practitioners needed to track client data through numerous agencies and applications, requiring extra time to retype information on paper forms. With IBM Lotus Forms electronic forms, the care workers integrated many types of data dispersed among agencies. The city council expects to save £300,000 per year by using electronic forms instead of paper.

Provide easy access to valuable information with IBM OmniFind Enterprise Edition software

IBM OmniFind Enterprise Edition software is a world-class search solution, designed to smoothly integrate with WebSphere Portal software. It enables your IT staff to deliver sophisticated capabilities that help users make better decisions faster through Web search engines, including:

- *Highly relevant and refined search results and linguistic processes in more than 50 languages.*
- *Prebuilt integrations for a variety of data sources, including file shares, databases, content management software, blogs and wikis.*
- *Support for multiple server platforms, including IBM Lotus Domino®, IBM FileNet®, Microsoft Windows® SharePoint Services, Documentum and Microsoft Exchange.*
- *Scalability to millions of documents and thousands of users.*
- *Native document-level security with single sign-on and a custom interface.*
- *Open architecture to facilitate text analytics and semantic search.*

Tapping the power of Web portals to efficiently deliver improved government services to constituents.

Page 10

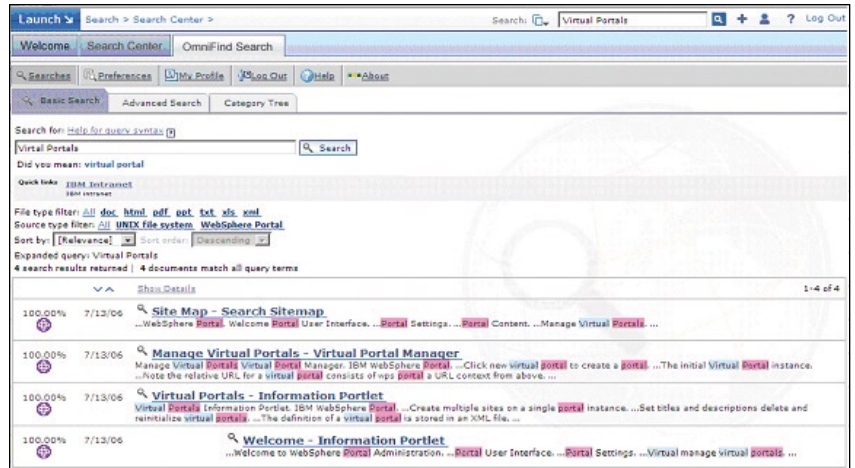


Figure 3. With the advanced search capabilities of OmniFind Enterprise Edition software, users can find the relevant information they need quickly and easily.

“OmniFind Enterprise Edition makes it possible to search for information regardless of organizational changes and data sources.”

—Robert Lundin, communications strategy consultant, VGR

Consider an example. Region Västra Götaland (VGR), the second-largest region in Sweden, needed to streamline information access to enable citizens and employees to find quick answers to questions. OmniFind Enterprise Edition software provides the region with a single search architecture across its portal and document archives. The solution has helped VGR reduce calls to the agency's service center, cut costs and save time for agency employees.

Promote interoperability with other offices and agencies with IBM software applications. Governments can improve efficiencies by using portals to collaborate with one another, with businesses and with citizens to improve safety and security in everyday life, as well as during natural disasters, events of terrorism and other threats. With an open environment and support for common platforms and legacy systems, WebSphere Portal software and other IBM offerings enable you to connect your constituents to other government networks and databases.

“It took some robust technology to make it happen, but it’s a great example of how technology can be used to help us save lives.”

—Monroe Yancie, chief paramedic, St. Louis Fire Department

“The NYPD’s innovative policing strategies depend on our ability to gather, share and act on information. IBM—its people, partners and technology—have helped us redefine how information can be used to fight crime.”

—James Onalfo, chief architect and CIO, NYPD

Be ready for anything

Several city agencies have employed IBM solutions, including WebSphere Portal software, to develop effective emergency response networks between agencies.

St. Louis Area Regional Response System

After the events of September 11, the city of St. Louis, Missouri, wanted to create a more effective emergency response system. Using several IBM solutions, including WebSphere Portal software, the city launched St. Louis Area Regional Response System (STARRS), which connects first responders, experts and other stakeholders across government agencies so they can more quickly react in the event of an emergency. STARRS has helped the city reduce its average emergency response time from 72 hours to approximately 1 hour.

New York Police Department

The New York Police Department (NYPD) needed to combine siloed crime data systems to give employees better access to information and enable them to act more rapidly. With the help of IBM WebSphere Portal software, the NYPD made a realtime crime information warehouse accessible through a single, portal-based interface.



Why is IBM the right choice to help governments implement e-citizen portals?

As a leading provider of government solutions, IBM has a proven track record helping agencies like yours tackle tough challenges. The company has strong, trusted relationships with a number of government clients, from national entities like the U.S. Army to regional, city and county agencies. IBM supports open software platforms and industry standards and has made a long-term, multimillion-dollar commitment to developing award-winning portal solutions. With government portal customers worldwide, we have established thought leadership in advancing portal technology. Your agency can benefit from access to insights that IBM has gained through its extensive experience in implementing self-service solutions and developing best practices and processes.

For more information

To learn more about IBM WebSphere Portal software and other portal solutions, please contact your local IBM representative or IBM Business Partner, or visit:

ibm.com/websphere/portal

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IBM Software Group
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Cambridge, MA 02142
U.S.A.

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