IBM

what makes you✳ special?

A selection of success stories for Central and Local Government

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Provide a higher level of service to your citizens. Coordinate within and across agencies to drive efficiency and accuracy, particularly when dealing with emergencies. Respond quickly when demands change or when new administrators arrive. Oh, and could you do it all with a shrinking budget? These are the challenges facing today's government.

What makes you special? A successful government finds ways to innovate. It might use an online portal to deliver accurate, timely information to the public – and save the time of overburdened staff. Or it could deploy a federated database to synchronise data and eliminate unnecessarily redundant information stores. Or it might creatively recombine existing assets to reduce the time, complexity and cost of developing and delivering new services.

IBM has experience in helping governments around the globe solve these and many other problems. IBM design offerings to deliver best practices to your organisation, and offer services to help you customise solutions for your goals and requirements.

This brochure describes how government agencies like yours use IBM offerings to drive innovation, showing ways your agency can work with IBM to become more agile and responsive.

The following pages contain stories from three different government agencies that innovated to meet their objectives and generate substantial benefits.

Coordinate services to better serve the public

Cheshire County Council in the UK coordinated healthcare and social services for elderly citizens to meet national government mandates.

Drive employee productivity and responsiveness

Australia's Sutherland Shire Council implemented a document management system that helps employees spend less time looking for information and more time serving ratepayers.

Optimise software development

The State of Michigan has a long history of innovation with IBM, including a recent IT department project that helped the Department of Natural Resources generate more than US$20 million in revenue.

Promote societal welfare

Manage diverse information

Drive revenue and efficiency

Superior
service
delivery

"We're not only helping Cheshire to be at the leading edge in the way it provides services to its older citizens. With IBM's help and insight, we've also developed a whole new model of how local government can provide services to citizens in an innovative and joined-up way."

– Alan Allman, Senior IT Manager and Single Assessment Process Program Manager, Cheshire County Council

Cheshire County Council improved quality and continuity of care by using innovative health service management.

Delivering services to the public is obviously a core mission of government, but the complexity of coordinating all the organisations involved can frustrate both employees and the public. Creating a single view of each department and sharing it across agencies – while protecting the security of information – provides a good starting place, as well as a foundation for delivering services over the Web. An example of the potential benefits is shown in the story of IBM and IBM Business Partner Espirit Ltd where the council were helped to improve healthcare services to senior citizens.

Without a comprehensive view of a patient's care history, social service providers have difficulty following up and helping citizens optimise their courses of care, particularly for the elderly. To address this issue, the UK mandated that local government standardise and streamline disparate processes for collecting, managing and communicating case information.

IBM Global Business Services

IBM combined its flexible technology infrastructure with Esprit ShareCare, a prepackaged SAP offering. IBM Global Business Services Application Management Services designed a flexible, scalable architecture with Web, application and database layers. Using a shared-service model, IBM runs the applications centrally so the various government employees in the care community can obtain accurate information in a secured fashion.

Innovation results: Cheshire County Council consolidated approximately 20 unconnected assessment processes into one that concentrates on the needs of each client. By harmonising service delivery, the council expects to improve care quality and utilisation of precious resources.

By separating technology management from other activities, the council, affiliated agencies and providers can focus on business process transformation initiatives and core missions.

With a full range of application management services, IBM enhances, continuously improves and maintains your application portfolio according to contractually specified service level agreements. Additionally, IBM e-business Hosting Services allow you to leverage the dynamic scalability of a distributed network to become more responsive and support your public.

IBM WebSphere Application Server

The core software platform for the Cheshire County Council solution is IBM WebSphere Application Server, which reliably supports a broad range of functions.

Innovation results: A highly automated workflow keeps the care community up-to-date on required actions and clients' histories and status. Confirmation and alerting tools help agencies and providers keep clients from falling through the cracks. Additionally, the solution enables remote access by end users with portable devices.

An industry-leading J2EE and Web services application server that builds, deploys and manages on demand business applications. Fully J2EE 1.4 certified, it delivers a high-performance and extremely scalable transaction engine for dynamic applications.

IBM Tivoli Access Manager for e-business

End users who access the Cheshire County Council healthcare system are authenticated by IBM Tivoli Access Manager software, which helps the council consistently protect sensitive information.

Innovation results: The various agencies and providers are no longer responsible for security management, freeing IT staff for high-value tasks. Users are highly productive as they can access the information and applications they need.

Policy-based access control solution. Controls both wired and wireless access to applications and data, and provides single sign-on for authorised users. Integrates with applications to deliver a security-rich, personalised experience.

This goal to create a Single Assessment Process (SAP), provided requirements and timelines for compliance, but left the details up to localities. Cheshire County Council saw an opportunity to establish a comprehensive, flexible and innovative foundation for future health and social care information sharing. It turned to IBM and IBM Business Partner Esprit Ltd. for help.

IBM System x servers

IBM System x servers were chosen because of their low cost and high manageability.

Innovation results: When agencies, providers and applications are added, the solution can scale efficiently. The council can simply add System x nodes or, if a higher-end server is required, expand to IBM System p servers.

System x helps you take back control and reduce complexity by simplifying systems management for industry-standard computing environments. System x servers provide innovative technology features – including exceptional availability, outstanding performance and revolutionary scalability – that deliver both time- and cost-saving benefits.

Consider these additional products to help innovate access to information:

IBM WebSphere Application Server – Express

Creates, tests, deploys and manages dynamic Web sites, applications and services for small and medium organisations. Wizards and application templates simplify building applications.
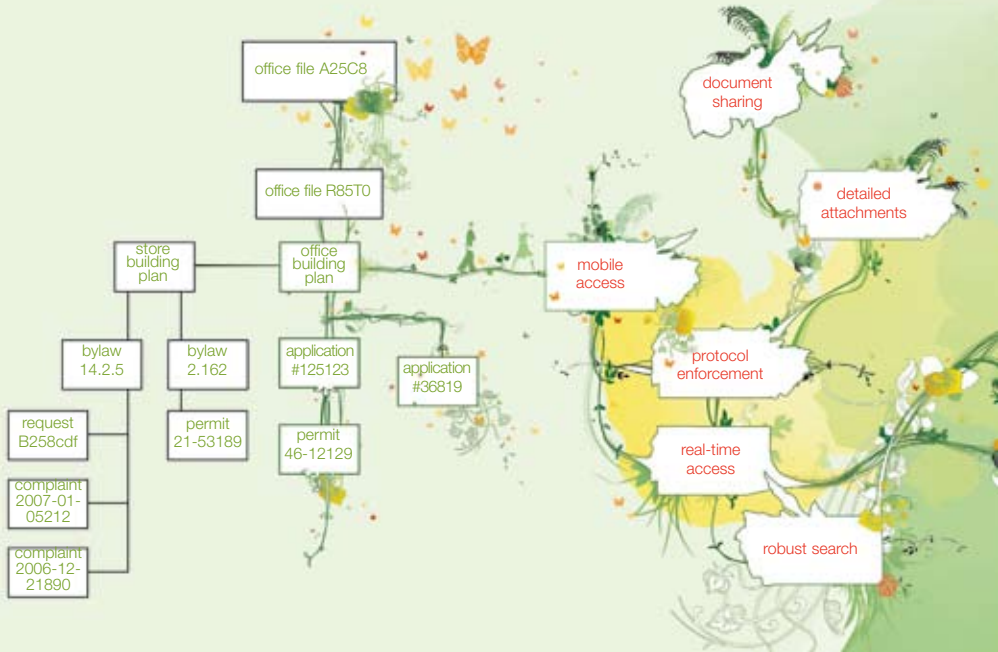
IBM WebSphere Portal Server

Provides core portal services that aggregate applications and content, and delivers them as role-based applications, with robust security, scalability and availability support. Includes enhancements for user experience, development and deployment, as well as advanced personalisation and policy-based administration features.

IBM Managed Support Services

Designed to establish a single point of accountability and a simplified contract structure for multivendor hardware and software support throughout your data centers.

Timely information

office file A25C8

office file R85T0

document sharing

detailed attachments

store building plan

office building plan

mobile access

protocol enforcement

bylaw 14.2.5

bylaw 2.162

application #125123

application #36819

real-time access

request B258cdf

permit 21-53189

permit 46-12129

complaint 2007-01-05212

robust search

complaint 2006-12-21890

"With IBM Lotus Domino Document Manager and IBM DB2, we can better store, search and share documents – leading to better service and lower costs for ratepayers."

– Chris Fripp, Information Technology and Archives Manager, Sutherland Shire Council

Sutherland Shire Council, Australia improves employee productivity with innovative document management.

Nearly every government organisation has far more information than it knows what to do with. Looking for the particular document you need can be a time-wasting, frustrating process. And when it comes time to share information across departments or agencies, often you have to manually input the relevant information you receive because your systems are not closely linked with the sender's systems. Turn the page to learn how IBM and IBM Business Partner Cri-Tech Consulting helped one government agency overcome these challenges.

Sutherland Shire in Australia is the country's fourth-largest council area, with a population of 215,000. The Sutherland Shire Council's 47 business departments manage a wide variety of files and other documentation: building plans, bylaws, applications and more than 80,000 complaints and requests per year.

IBM Lotus Domino Document Manager

Cri-Tech studied how the council's documents moved and what procedures governed documents. It built a file-management system based on IBM Lotus Domino Document Manager to enforce the protocols.

Innovation results: The system fit the organisations habits for sharing and moving documents therefore staff quickly adopted the new system, which reduced the initial implementation time to three months. Now, staff easily share and contribute to documents. For example, after they respond to complaints from ratepayers effectively, they keep records with attachments that detail what actions were taken and when.

Lotus Domino Document Manager capitalises on the IBM Lotus Notes software the council already used for messaging, plus its customer request management system – extending the value of those investments.

As Lotus Domino Document Manager can be accessed through secured connections from outside the organisation, it helps mobile users be more efficient while in the field. More than 75 percent of the council's potential users now use the document management system.

Makes it easy for many levels of users to securely capture, store, manage and provide access to collaborative documents. Helps manage the complete life cycle of documents – from collaborative authoring to review, approval and archiving.

IBM DB2

Sutherland Shire Council uses IBM enterprise-class data management software to obtain real-time access to diverse information. IBM DB2 helps the council capture, order, integrate, transform, analyse and use information in ways that generate greater insight.

Innovation results: As staff spend much less time searching for documents and information, the council estimates that it may save as much as $700,000 per year in employee time – time that can be spent responding directly to ratepayer requests. Sutherland Shire Council is exploring ways to make searches even faster and more efficient, such as adding thumbnail images to facilitate quick browsing.

Leading-edge XML technology removes traditional boundaries of relational databases, allowing customers to significantly reduce the complexity and time spent creating information-rich applications. Optional data compression feature slashes storage requirements and total IT cost.

The council's ad hoc document management habits could not handle so much information. Managers spent up to an hour a day just retrieving information which reduced their responsiveness. Users in the field had no way to access documents using mobile devices. IBM and IBM Business Partner Cri-Tech Consulting helped Sutherland Shire Council deploy an easy-to-use document management system that drives productivity.

Consider these additional products and services to help innovate access to information:

IBM WebSphere Application Server Network Deployment

Expands on WebSphere Application Server to provide advanced Web services features and extended deployment services such as clustering and high availability. Provides a robust, security-rich infrastructure to help ensure 24x7 availability of business-critical Java™ applications.

IBM DB2 Document Manager

Provides a security-rich and robust platform to manage the complete life cycle of documents, including compound documents, renditions and official records.

IBM DB2 Content Manager Standard Edition

An entry-level content management solution for small and medium organisations that provides a single, open, comprehensive and consistent framework to manage, share, reuse and archive all types of digitised content.

IBM Onsite Training

Train your team affordably and in a customised fashion – at your facility or ours. Our private training options include planning and design, course materials and equipment, optional instructor mentoring and training for small or large groups of students.

ibm.com/training/uk

IBM Global Business Services

Many of today's toughest business challenges also affect government establishments. IBM uses its unique knowledge of the government sector to help governments around the world find success by transforming the way they do business. Services include implementation and installation, plus internal communication and promotion.

IT efficiency
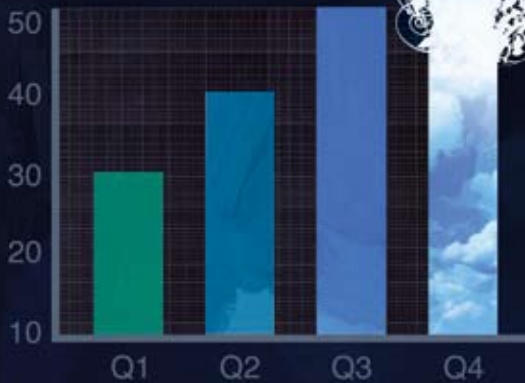
"We have seen an increase in time efficiency of 20%.
We saved time by shifting resources from manual
regression testing to other tasks, because we were doing
automated testing with IBM Rational automated
software quality solutions."

**– Sam Roberts, Vegetative Management System Project Manager,
Department of Information Technology, State of Michigan**

State of Michigan (U.S.) optimises software development to help optimise timber revenues.

Sometimes, IT represents the barrier that must be overcome for government to break through to new levels of efficiency – and to tap new sources of revenue. In an era when budgets are tighter than ever, investments that produce significant innovations in cost savings and revenue generation are critical. On the following pages, read how one government agency extended its long relationship with IBM to make itself more efficient and help a fellow agency collect new income.

For more than a decade, the State of Michigan Department of Natural Resources had used stand-alone PCs in more than 40 offices around the state to track timber sales contracts, enforce administrative constraints and collect revenue from sales. The complex workflow and outdated system hampered the state's ability to collect revenue and enforce regulations.

IBM Rational Method Composer

As it previously used manual testing and tracking, the Department of IT often did not find out about some application defects until the applications were in production. Additionally, it usually did not identify and address risks until late in development. Finally, it needed a better way to define and track requirements to make sure the final applications fully met user needs.

The Department of IT selected the iterative IBM Rational Unified Process – available in IBM Rational Method Composer – then customised it to integrate with the department's existing project management methodology.

Innovation results: When the department chose Rational Unified Process, it established a foundation for helping the Department of Natural Resources. The new Vegetative Management System (VMS) remained in 'green status' – everything worked properly – from the outset.

Additionally, the Department of IT used Rational Unified Process to standardise its methodology and improve documentation, including requirements and use case diagrams. Now, the department captures programmers' insights as they go, building a knowledge base other developers can learn from.

Rational Unified Process is available as process guidance content that is included in the Rational Method Composer framework. It delivers proven best practices in a configurable architecture.

IBM Rational ClearQuest

While developing VMS, the Department of IT used tools from IBM Rational Software Development Platform to manage requirements, configure software, perform visual modeling, automate testing and more.

A big success was the use of IBM Rational ClearQuest for defect and change tracking.
The software helps the department automate and enforce development workflows.

Innovation results: When bugs are identified, project managers and coordinators consistently meet to establish change timelines and priority levels. Subsequently, Rational ClearQuest helps the department evaluate enhancement requests based on priorities, budgets and schedules.

As a result of using Rational Software Development Platform tools, the Department of IT increased time efficiency by 20 percent. It has shifted its time savings to high-value tasks.

At the same time, it has collaborated closely with business users and generated high satisfaction levels. Of 110 respondents to a survey, 103 agreed or strongly agreed that VMS met their needs – and the remainder held a neutral position. Since VMS replaced the prior system, revenues from the sale of timber from state-managed land increased **from approximately $25 million to nearly $50 million per year.**

The Department of Information Technology, needed better ways to meet quality standards, manage risk and track requirements if it was going to tackle such a big challenge. The Department of IT turned to a provider the State of Michigan has relied on for years: IBM.

Provides change management across the software life cycle. Process automation helps create repeatable, enforceable and predictable processes. Defect and change tracking helps document and manage issues to completion. Integration with requirements, development, build, test and deployment tools enables full life-cycle traceability.

IBM Global Business Services

Success with IBM is nothing new for the State of Michigan. Previously, the state engaged IBM Global Business Services to create an e-government portal that provides citizens with better access to government information.

Innovation results: Within a state-set 90-day deadline, IBM Global Business Services created a portal architecture that could unify the state's Web resources across more than 100 different Web sites. The resulting solution not only created a more consistent, user-friendly interface for citizens – it brought all information, services and transactions to within three clicks of the user's mouse.

IBM Global Technology Services e-business Hosting Services

IBM also provides ongoing hosting for the portal infrastructure and application.

Innovation results: The site has achieved near 100-percent availability, even as the daily volume of traffic to www.michigan.gov increased more than tenfold. As more citizens and businesses find the information they need quickly through the portal – rather than by mail or over the telephone – the state saves money through reduced employee productivity and reduced mailings.

IBM Rational Services

In the early stages of the VMS project, the Department of IT engaged IBM Rational Services to train staff in Rational Unified Process and Rational development tools.

Innovation results: The department was up and running quickly and could therefore focus on the requirements of the Department of Natural resources early on.

Lays the foundation for continuous improvement in software development speed and quality to help your organisation achieve lasting competitive advantage. Offerings include a variety of structured learning content, custom implementation and maintenance consultants, and technical support.

Additional Resources – IBM Software

For further information on IBM Software solutions please visit:

ibm.com/software

ibm.com/easyaccess/publicsector

Everything you need from A to System z

The range of distributed software in this brochure can help you tackle specific government challenges. Additionally, you can access an online repository of IBM software for System z. For information about IBM System z software – robust online business tools and software for the leading System z mainframe platform – please visit **ibm.com**/software/systemz

IBM Newsletter – Viewpoint

When you subscribe to the customised viewpoint Newsletter, each month you receive insights that fuel innovation and help you remain competitive. Independent advice and analysis courtesy of our very own expert on all things technological.

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Additional Resources – IBM

IBM IT financing

Leasing your acquisition through IBM Global Financing is a simple, smart way to manage your IT strategy. As part of your overall IT management strategy, financing can also help keep your technologies current, reduce costs, minimise risk and preserve your ability to make flexible equipment decisions throughout the entire technology life cycle. When you choose IBM Global Financing, you get a strategic resource for managing all aspects of your IT.

To learn more about financing with IBM, visit **ibm.com**/financing/uk

IBM Systems

IBM Systems can provide building blocks of simpler, more integrated infrastructures that can power innovation while helping you protect your current investments and dramatically improve the economics of IT. IBM Systems are being designed around the core principles of collaboration, openness and virtualisation to help your agency transcend standard organisational boundaries and change the way people interact with each other and with the IT environment that supports them.

Read more about the advantages of IBM Systems at **ibm.com**/systems

IBM software
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Take advantage of financing options especially for government

IBM Global Finance's ability to bring all the components of a technology solution into one, single package is one of the main reasons customers choose to finance with us.

They want a one-stop shop which covers all their software, including operating systems, databases, network management, application development tools, or the most advanced package that will help transform their business into an on demand organisation.

Much of the hardware, software and services described in this brochure is eligible for these offers. For more information about these programs and about how IBM offers a single-source IT financing solution for your agency:

Please contact your IBM Global Financing representative or visit the IBM Global Financing Web site at **ibm.com**/financing/uk