

IBM Government Solutions
To support your organization's objectives



The IBM Government Industry Framework: Accelerating solutions for smarter governments



Even as economies start to recover from the recent downturn, demand for citizen services increases. On national and international levels, we face ongoing terrorism and security threats. In communities, better response methods are needed for emergencies and crimes. And the mandate to “do more with less” continues.

With frenetic change as their predominant driver, leaders and managers in governments of all sizes are charged with balancing growing needs and shrinking resources with the burgeoning demands on—and complexity of—the systems that keep their worlds operating. No wonder they perceive a growing gap between concept and realization.



The good news? Necessity begets smarter ways to overcome obstacles. Public leaders and innovative businesses are teaming up to find better ways to increase efficiency and reduce costs in line with our more instrumented, interconnected, intelligent world. In particular, a way to capture needs and produce solutions within an adaptable framework that helps to define, clarify, and act successfully.

For example, when traffic overwhelmed transportation in the Australian city of Brisbane, the city adopted the framework's traffic-control elements. Implemented solutions include a free-flow, cashless tolling solution to replace tollbooths and a system that uses traffic demand management and business intelligence to bill drivers through transponder or license plate recognition. This system also provides a platform for future innovation such as intelligent route planning.

In another domain, a major U.S. city employed the framework to compile a single view of social services received by two million citizens across more than a dozen city organizations. The result: more effective use of city resources and case workers' time in the areas of hunger, education, corrections and health care.

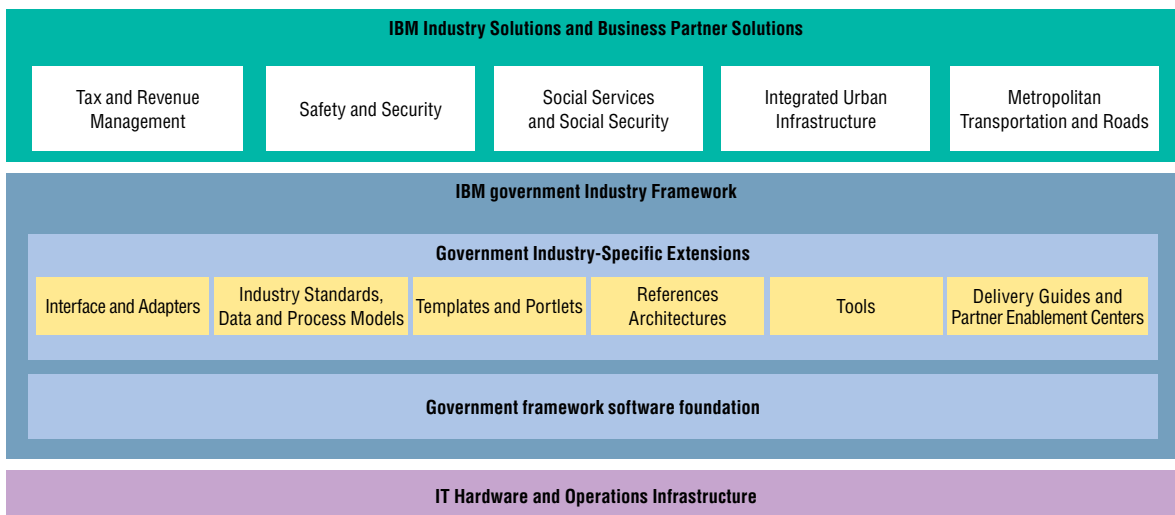
The IBM Government Industry Framework

IBM provides a unified framework approach to accelerate the deployment of smarter government solutions.

The IBM Government Industry Framework is a unified software platform for implementing comprehensive solutions focused on improving citizen services, increasing transparency, enhancing public safety and achieving a sustainable environment. This approach is superior to the two traditional practices: custom development, which is lengthy and expensive, and packaged applications that are inflexible, standalone, and requires heavy customization. The framework enables customers to choose from a variety of industry solutions that are pre-integrated on common middleware and industry-specific extensions. As a result, customers can deploy solutions in their current environment faster and at lower cost without compromising flexibility and choice.

The IBM Government Industry Framework delivers:

- **Speed:** *Incorporates proven software foundation, government industry-specific extensions, pre-built solution accelerators and implementation patterns for faster deployment at lower risk.*
- **Flexibility:** *Provides a roadmap that enables customers to build capabilities over time on their existing environment.*
- **Choice:** *Leverages an ecosystem of industry ISVs and IBM solutions that are built on industry standards and pre-integrated into the framework.*
- **Interoperability:** *Increases transparency across government entities for more efficient information sharing, service coordination and record keeping.*



Unified framework approach for government



4.2 billion lost hours
2.9 billion gallons of gas
Annual impact of congested roadways in the U.S alone.¹

Framework domains

Framework projects in five domains provide the technology capabilities to address government issues and concerns:

- **Tax and Revenue Management:** *Promote better insight, performance, visibility and control through business intelligence.*
- **Safety and Security:** *Advance border security, public safety and emergency response through intelligence and collaboration.*
- **Social Services and Social Security:** *Optimize citizen-centered experiences, reduce waste and connect people to programs based on individual needs.*
- **Integrated Urban Infrastructure:** *Create smarter cities that are operationally efficient and sustainable with effective management of resources.*
- **Metropolitan Transportation and Roads:** *Help build multi-modal transportation systems to collectively optimize capacity, reduce congestion and improve convenience*

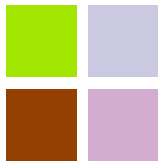
The difference for one city government

As the size of a system increases because of growing demands for assistance, more services are serving a greater number of people. There are more data to be analyzed, more complex business processes and workflow. More collaboration is needed.

In one large U.S. city, a client-centric approach was needed to improve delivery of services and data-sharing capabilities. Overlap among various agencies meant unnecessary duplication of business processes that could be streamlined and automated for more efficient operations.

Using the Government Industry Framework, IBM and its partners worked together to create an online portal to offer applications and pre-screening, connecting 10 agencies and 35 programs. Client data were consolidated into a holistic view to give a more comprehensive big picture of available information. And an online system was deployed to promote a faster, more orchestrated process and data transmission across six criminal justice entities.

The framework process helped maximize access to service for two million people with a wide range of needs, and reduce waiting time for service from months to days. With more information available to administrators and case workers more quickly, the quality of customer interactions improved. Process efficiency increased while cost per transaction declined.



Social Security Number

17 Million
in monthly social security benefits
erroneously paid to more than 20,000
deceased individuals.²

with Area Code



Governments around the world have achieved dramatic results with framework solutions:

- **The Australian Treasury** alleviates regulatory reporting burden on businesses with a Standard Business Reporting initiative that will save Australian businesses around AU\$800 million a year when fully implemented.
- **The New York Police Department's** Real Time Crime Center gives officers mobile access to more than 120 million criminal complaints, arrests and 911 records.
- **California Alameda County Social Services** Integrated Reporting System enables the agency to deliver the right services to the right families, reduces wait time from months to days, and produces an estimated US\$11 million in annual benefits.
- **Singapore Land Transport Authority** uses historical data and real-time input to predict traffic flows, increasing customer satisfaction and the use of public transit, with 20 million fare transactions per day.

IBM understands your challenges

In its 100-year history of serving governments, IBM has formed long-term relationships with national, regional and local governments in all regions of the world, resulting in a long list of references. IBM has a proven track record, with a dedicated focus on our clients' most critical needs, delivering lasting transformative solutions involving the integration of processes, people and systems. IBM has the stability and longevity to help government leaders succeed in moving into the age of a globally integrated and intelligent economy and society.

For more information

To learn more about the IBM Government Industry Framework, contact your IBM representative or visit:

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¹ The Texas Transportation Institute

² U.S. Social Security Administration Office of the Inspector General Audit Report, June 2008