Government 2.0 Portals and Collaboration

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Asia Pacific Executive WebSphere Portal
Agenda

- What trends are driving government priorities today?

- What types of innovative solutions are governments deploying?

- What types of capabilities does IBM offer in the government 2.0 portal and collaboration space?

- Where can I learn more?
Industry Analysis - Government

What Trends are Driving Government Priorities Today?
“Perpetual Collaboration” will be essential for government effectiveness in tomorrow’s world

- “by 2020, government interactions will require ‘perpetual collaboration’ across transnational agencies, societies, governments and constituencies.”

- Governments must simultaneously deal with the effects of six drivers that are reshaping our world, while building a foundation to promote the future prosperity of citizens.
  - Changing demographics
  - Accelerating globalization
  - Rising environmental concerns
  - Evolving societal relationships
  - Growing threats to social stability and order
  - Expanding impact of technology
The Current Environment for Governments

- **Current Situation**
  - Governments are being challenged to deliver **convenient online services** 24x7 even with **shrinking budgets**
  - **Citizens are Web savvy** and expect the same services and personalization from government entities as they receive from private sector retailers
  - There are new complex public policy issues like **security, privacy, and taxation** appearing on the Web

- **Governments Worldwide are Trying To**
  - **Improve citizen access** to critical knowledge through Web-based information delivery and **web2.0 participatory government**
  - Provide better, faster service with online forms tools that **lead citizens through complex government transactions**
  - Increase customer responsiveness by **providing constituents with a self-service model** for routine tasks, enabling employees to focus on critical issues
  - Improve their ability to provide **inter-agency collaboration**, especially in complex **emergency response situations**
Over 500 Government customers are leveraging WebSphere Portal to help meet these challenges

- **Delivering Exceptional User Experiences:**
  - Deliver innovative, personalized user experiences to their citizens, businesses, partners, employees, and administration with flexibility for change, based on open standards
  - Quickly **leverage existing investments**, through market-leading composite application tooling and robust framework
  - Create highly personalized applications that adapt to users’ context, community, role, actions, location, and preferences
  - Interact with information from the **user’s device of choice**
  - Deliver a front-end to SOA, enabling business flexibility and agility
  - **Speed time to value** with Prebuilt Portal snap-ons for specific business problems
WebSphere Portal is the undisputed leader in the enterprise portal market

- #1 in Marketshare according to IDC for the past 6+ years
- #1 in Marketshare according to Gartner Research
- “Leader of Leaders” In Gartner Research Magic Quadrant for the past 7+ Years

Source: Gartner (September 2008)
Industry Analysis - Government

What Types of Solutions are Governments Deploying?
“Citizen Services 2.0”: Centrelink delivers multi-channel government Human Services for the Australian Government

- **6.5 million customers** (1/3 of Australian population)
- Administers more than **140 different products** and services for **25 government agencies**
- **14+ million online transactions** in 2008

**Customer Portal**
- Access to 40+ Services, Advanced Search Engine
- Single Sign-On, Web Content Mgmt, Personalization, News, Re-use of SOA Applications/Services,

**Department of Human Services Portal**
- Federated Identity Mgmt, Centrelink Services, Medicare Services, CSA Services, Aggregated News via RSS

**National Emergency Call Centre Portal**
- Process-centric, Authenticated, AJAX Compliant, Rich Functionality. Performance, Scalability, Single Sign-On

**Business Services / Partner B2B Portal**

**Staff Portal**
- Employee Services Portal + Social Software
- Task Management / Business Process Management
“Reuse 2.0”: Centrelink uses repeatable “portal patterns” to speed the development of innovative sites and capabilities

- Base Portal Pattern
  - Common services
  - Security
  - Personalization
  - etc

- Reusable Business Patterns
  - Customer accessing Customer data
  - Staff accessing Customer data
  - Staff accessing non-Customer data
  - etc
Listen to the Centrelink government portal story in their own words

- Listen to the public webcast as Rob Doughty, National Manager, Applications Architecture, Centerlink and Larry Bowden, VP of IBM describe the value of Centrelink’s portal effort
  - Customer Portal
  - Emergency Call Center Portal
  - Human Services Portal
  - Employee Portal

Click the above image (in screenshow) or use the link below:

“Efficiency 2.0” High volume efficient government services: United States Department of Agriculture

- Offers over 550 online services. While the site contains a massive amount of information and services, it is well organized and provides a number of features designed to help people find what they are looking for.
  - Finding forms and information is simple by using the “I want to...” box, and the site is customizable by registering with MyUSDA.
  - “Information For...” menu organizes information based on the user. Users can access image and video libraries, radio broadcasts and transcripts of speeches, and the site can be translated into Spanish.
- 3-5 Million hits a day. Spikes to 95-100 million hits a day during scares such as mad cow and e-coli tomatoes.

http://www.usda.gov
“Efficiency 2.0”: Not just “a portal”, but a reusable strategic government infrastructure…

- USDA's NITC (National IT Center) currently hosts 3 Portals on Linux operating system
  - **USDA.gov**: 3-5 Million hits a day. **Spikes to 95-100 million hits** a day during scares such as **mad cow and e-coli tomatoes**
  - **Forest Service Intranet**: Portal for 38,000 employees. 1,000-2,500 concurrent users with 300-500k hits per day.
  - **Forest Service Internet**: 8,500 concurrent users.

- USDA needed a portal strategy based on a single web standard.
  - There were over 10 competitors including BEA, Microsoft’s Sharepoint, Oracle and SAP

- The System z server was chosen to support the Portal because it provided the highest availability, security and value
“Revenue 2.0”: New York State Department of Taxation

Simplifying filing tax forms with the Business Process Accelerator

Business challenge

With traditional paper-driven processes increasing costs and slowing response times, the NY State Department of Taxation and Finance sought to modernize its tax filing system through the use of Lotus Forms. Because there are thousands of different types of forms to process and many fields are often left blank, the organization needed a consistent way to manage, input and share data while accommodating form and regulation changes.

Solution

To efficiently manage online forms, the agency uses Lotus Forms, WebSphere Process Server, and IBM DB2 capabilities within a SOA. This innovative use of XML enables staff to store forms as-is without having to perform complex data transformations. This has helped greatly reduce the complexity of database design and the time and labor needed to update tax policies and forms. Agency employees can now more easily access federal tax records and support online filing.

Benefits

- Reduces time and labor needed to update tax policies and forms with 2 million Web filings processed to date
- Projects 5 million more filings with addition of two more applications
- Decreases data management costs

“Through the use of XML data, we have more flexibility in defining new services and can more easily keep up with changing tax policies.”

-Jim Lieb, Director of Common Services, New York State Department of Taxation and Finance
“Revenue 2.0”: How a Business Portal can drive ROI for a government agency

- The State of Nevada completed an ROI analysis of the increased revenue they expect to achieve with a Business Portal solution
  - Increased revenue from online business licensing and registration
  - Increased revenue from late fees that are currently difficult to track and enforce

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<tr>
<th>Estimated Net Benefit</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
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<td>$1.0 - $4.4</td>
<td>$1.2 - $4.6</td>
<td>$2.8 - $6.2</td>
<td>$2.8 - $6.2</td>
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<tr>
<td>Cumulative Net Benefit</td>
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http://dintaud.state.nv.us/ExecutiveBranch/AuditReports/FY%202009/SOS%20Business%20Portal%20FINAL%2011-07-08.pdf
Miami-Dade County Portal: Best in Class Online Local Government Services

- **Exceptional User Experience**
  - Single point of contact
  - Community Access – (40 different departments)

- **Creating Value with Online Services**
  - Pay parking tickets,
  - Obtain Lic of businesses
  - Find Court Documents
  - View Property Taxes
  - On Line Golf reservations

- **Cost Avoidance**
  - Replaced entire departments with Portal Self Service
  - Reused employees for strategic value

- **Drive Revenue**
  - Increased revenue via Portal = **US $4 Million**
    - 5K Recycle Bins
    - 300,000 Books on Line
    - 60K On line transactions

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"Get Online not in line"

**Things You Can Pay Online**
- Utilities Bill
- Parking Tickets
- Vehicle Registration
- Driver’s License Renewal
- Hunting or Fishing License
- Local Business Tax Renewal
- Real Estate Property Tax
- Select a Property Tax
- Tangible Personal Property Tax
- Traffic Ticket
- US Inst Coins
- US Stamp Bonds

**Things You Can Do Online**
- Apply for County Jobs
- Apply for Library Card
- Add a Friend
- Build Your Tax Bill
- Buy Government Surplus
- Estimate Real Property Tax
- File Business Forms and Taxes
- File Unemployment Claims
- Get Water & Sewer Service
- Vehicle Search
- Order Recycled Bins
- Filing Information Search
- Public Works Permit Inspection
- Report

**Top Reported Problems (online and by phone) this month:**
- 2433: Parks
- 1895: Tree Trimming
- 1124: Shady / Dog Leg
- 773: Junk & Trash / Overgrowth
- 460: Signs on the Right-of-Way
- 305: Dead Animal Pickup – MD
- 388: Illegal Dumping

**Services by Topic**
- Animals & Pets
- Arts & Culture
- Events
- Real Estate
- Recreational Activities
- Search

**1st Place “Best of the Web County Portal” 2004 Center for Digital Government Awards**

“Housing 2.0”: Miami-Dade Housing Central Portal: Winner of 2007 Digital Government Achievement Award

- “Opening Doors to Housing” with Online Services for
  - Section 8 Public Housing
  - Foreclosure Assistance
  - Real Estate Listings

- Miami-Dade Housing Central Portal won the 2007 Achievement Award for Government-to-Citizen Local Government Portal

http://miamidade.gov/wps/portal/housing

“City 2.0” : #1 rated Municipal Portal in Europe powered by WebSphere Portal and Content Accelerator

- Via the City of Helsinki portal, citizens can communicate and exchange information, access the city’s health service, reserve appointments, and fill out forms.
- The solution focused on usability, privacy/security, content, services and the opportunity for people to participate in the affairs of their government.

www.hel.fi

The City of Helsinki Portal was rated #1 in Europe (and #3 in the World) for Municipal websites according to 2007 United Nations Report

Robust content management is critical to providing a highly effective government portal

- Over 80% of the city’s residents use e-mail/Internet, so online services are expected from the city administration. This includes health services, digital educational material, and online electronic participation in the city’s affairs.

- The Content Accelerator platform is a **business critical tool** for communicating **timely information** to the citizens of the Helsinki region, providing general information services in **multiple languages** - Finnish, Swedish, and English.

- The city has 15000 employees, with more than 200 content authors and over 30 departments.
“Green 2.0”: Green government portal solution for Drinking Water Ontario

- The Canadian Ministry of the Environment is using WebSphere Portal to interface with the public, academic researchers, industry groups and non-governmental organizations
  - Public can access only aggregated information about their regulated drinking water supply and other area’s drinking water supplies for comparison or general interest purposes
  - Drinking Water Partners can access only their own detailed profile information for the purposes of ensuring it is current and providing periodic updates to the Ministry
  - Local Medical Officer of Health can access current test results for drinking water systems and communicate with Ministry inspectors on adverse water quality incidents
  - Ministry Emergency Officials can issue alerts and updates on spills and drinking water emergencies
- Users require accurate information to conduct inspections of drinking water systems and private laboratories, review submissions and issue approvals, record and monitor drinking water test results, respond to emergency situations and formulate policy and drinking water standards

http://www.ontario.ca/ONT/portal51/drinkingwater/
THE National Heritage Board, which launched its MyHeritage Portal on Saturday, July 12, has used Web2.0 technologies and collaborative social computing to improve the quality of services it offers to the public.

'We needed a more organic solution that would leverage on the new collaboration technologies available today, and enable us to deliver faster, more social and more personalised Web experience to the public,' said Mr Chua.

The portal is built using a combination of IBM WebSphere, IBM Lotus and IBM Information Management Software tools and applications.

'It comes from the people. It is a part of our past and present. With the IBM WebSphere technology and new social computing tools in place, we now have a two-way communication channel that lets the public tell us what heritage means to them.'

Within NHB, the new Portal technology has made things simpler for the staff, who also benefit from a single sign-on to access back-end applications.

http://www.h-portal.sg/wps/myportal
Web2.0 and constituent participation are the core of NHB’s Portal strategy

- A single point of access to resources both inside and outside the NHB
- Web 2.0 collaboration technologies that bring people together;
  - Forums
  - Blogs
  - Wikis
  - Instant Messaging
  - RSS
  - Podcasts
  - Widgets
- Personalized interaction with the portal services;
- Integration with other NHB applications and websites.
Qatar Government Portal : “Hukoomi”

- Hukoomi is home to all e-government services for Qatar
  - 275 services, including 56 e-services
  - 48 Government entities involved in development
- Citizens and Residents can pay traffic fees, find valuable government services and get information on police and fire safety
- Businesses benefit from the new e-services allowing them to register in Qatar and have access to information and services on work visas, and business operating laws

‘Hukoomi brings government closer to the people it serves while demonstrating Qatar’s commitment to building a modern and responsive government,’

- Dr. Hessa Sultan al Jaber, Secretary General of ictQATAR


“Qatar launches new e-Government portal”

http://www.ameinfo.com/145928.html
Making local government accessible for immigrants: York Region Immigrant Portal

“York Region is committed to building ethno-cultural, inclusive and harmonious communities. This portal is a one-stop web service which provides information to prospective and landed newcomers in York Region.”

In partnership with immigrant service providers, human services agencies, and local municipalities, the York Region Immigrant Portal has three objectives:

- to develop information and tools that provide information and resources for immigrants
- to support integration of immigrants into all aspects of community lives, and
- to highlight York Region and its local communities as a destination of choice for newcomers.

http://www.yorkwelcome.ca
“Emergency 2.0”: State of Missouri Dept of Public Safety: Missouri Emergency Response Information System (MERIS)

- The State of Missouri has experienced 14 Presidential-declared disasters within the past 18 months; more than the preceding ten years. Most of the events were weather-related and affected many of the State’s 5.8 million residents.

- Virtual Operations Center (VOC) is a new Statewide Solution across 113 counties, for incident management, resource tracking, communications, and asset request processing during emergency or crisis situations.

- Enhances operational capabilities in the functional areas such as:
  - asset management,
  - situation reports, alerts and notifications,
  - critical infrastructure protection,
  - volunteer management and donations management,
  - credentialing and directory services including skill sets,
  - special needs tracking, damage assessment and document management.

- Provides a seamless tool for a unified approach for multiple jurisdictions conducting simultaneous operations during response and recovery to emergencies and disasters.

"MERIS gives me complete situational awareness and the ability to track the priorities and progress of life saving taskings. The planning applications in this suite of tools also help guide and insure consistency and quality in emergency planning no matter what the challenge."

- Mark James, the Director of the Department of Public Safety

CHALLENGE
In the event of a large-scale emergency, the Virtual Ops Center (VOC) Solution was installed in the new, state of the art Disaster Management Center to coordinate police, firefighters, emergency medical services and government agencies, across the South African Province of Gauteng, in the fastest and most effective response possible. The existing communication systems lacked collaborative capabilities, requiring personnel to make numerous phone calls to convey critical information.

SOLUTION
VOC Solution is positioned for more effective emergency response with a resilient communications network that people can count on even when power and phone lines are inoperative. Implemented by IBM, the fully integrated, wireless rapid response solution enables seamless interoperability and data exchange, allowing VOC to instantly deliver critical information to responders across the region.

BENEFITS
- 40-65% responder productivity increase expected during emergencies
- Greater public safety
- Multidisciplinary integration serves as a model nationwide

"This IBM portal software is absolutely critical because our on-line center is used to protect and save lives," - Colin Deiner of the Gauteng Disaster Management Center

“Emergency 2.0” Expanding the Portal with Radio Connect for Sametime Offering

Overview

- Business Challenge
  To better prepare for future natural and man-made disasters and give first responders the ability to provide the speed and quality of emergency services that the public has a right to expect, the State of Missouri Office of Homeland Security needed to provide a new level of access to existing information and disaster management tools and resources.

- Solution
  IBM Global Technology Services worked with the state to design and implement the Missouri Emergency Resource & Information System (MERIS), a solution that makes diverse incident management systems, information systems, resources, and databases accessible to first responders through an integrated, secure Web portal. MERIS also provides management and collaboration tools to enable disaster response better coordinated, faster and more effective.

Key Benefits

- Enables faster, better coordination of emergency response efforts
- Increases situational awareness
- Enhances emergency preparedness

“MERIS is going to help us deal with disasters much more effectively than we ever could before.”

- David Fleck, assistant director of Homeland Security, State of Missouri

http://www.youtube.com/watch?v=Fcg-XYAXXMc
Boeing and the Federal Aviation Administration: using IBM Mashup Center to resolve emergencies

Enable government officials (FAA) to quickly identify the nearest airport that can safely handle an incoming aircraft for emergency response

"As an established innovator, Boeing believes in the power of Web 2.0 and embraces it not only for collaborative work, but also for the heavy lifting of enterprise planning and execution... IBM Mashup Center is playing a key role in our visionary approach to strategic asset management. It’s critical to know where your major assets are and how to use them at any given time, situation or condition." Paul Comitz, Boeing, IBM Press Release – 5 June 2008
Web 2.0 Student Portal

- What we want to achieve: Key information and knowledge is consolidated, stored and made accessible to stakeholders based on roles through personalised portal:
  - Student: To provide students with a seamless integration of learning and living e-Xperience
  - Alumni: To foster kinship among the alumni through greater connectivity
Please see below for Freshmen Orientation Programme of class

You can locate the building on the campus map when you click the venue of the programme.

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<tr>
<th>Date</th>
<th>Time</th>
<th>Venue</th>
<th>Description</th>
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<td>SPCC</td>
<td>Freshmen mingle with new classmates at SP Convention Centre</td>
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<tr>
<td>07/04/2008</td>
<td>09:25 -</td>
<td>SPCC</td>
<td>Freshmen to be seated</td>
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<td>SPCC</td>
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<td>Welcome speech by EEE Director</td>
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<tr>
<td>07/04/2008</td>
<td>10:00 -</td>
<td>SPCC</td>
<td>Library Presentation</td>
</tr>
<tr>
<td>07/04/2008</td>
<td>10:10 -</td>
<td>SPCC</td>
<td>Presentation from the Student Affairs</td>
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<td>09:55 -</td>
<td>SPCC</td>
<td>Welcome speech by EEE Director</td>
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<td>08/04/2008</td>
<td>09:00 -</td>
<td>Sports Hall</td>
<td>&quot;Glimpse of Life in EEE&quot; Workshop</td>
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<td>T1451</td>
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Good Evening, Chang-Tan Pek Kin - SAS Test a/c

You are strongly encouraged to join at least one or more of the student clubs or interest groups. Please browse through them to find out more details.

Electrical and Electronic Engineering Club

Club Information

Electrical & Electronic Engineering club, also known as the EEEC. We provide loaning services for games, sports equipment and technical equipment to the students and staff of EEE. By default, all students from the School of Electrical & Electronic Engineering are members of the EEE Club. We're located at the corner of SAC, where you can easily spot us cause we're a 24/7 club.

"United we stand, divided we fall" is our motto, and we live up to it. Guitars, carrom, risk, soccer, bball are our interests, never fails not doing that. We're also bunch of nonsensical person, fun to play with and leave with wondering memories.
Welcome Message from Dr. Dave Chong, Director, EEE

Congratulations!

I would like to extend to all of you a very warm welcome to the School of Electrical & Electronic Engineering.

Be inquisitive and develop a thirst for knowledge and your three years in SP will be a breeze. We have a multitude of programmes at your disposal, which will provide an enriching educational experience, both in, as well as outside of the classroom.

It is my wish that you use the Notebook as a learning tool to access the vast amount of data and software application contained in our servers to enable you to learn in a fun and interactive manner. With internet at your fingertips you will be able to source for interesting and relevant information beyond textbooks/magazines for your projects/assignments. I would like to stress through that the greater objective of your being here is not so much to complete your projects and assignments, rather, to be educated and to acquire a trained and inquisitive mind.
“University 2.0”: University of London Student Portal

- University portal for 40,000 students
- Web-based portal as the single point of entry to all systems
  - Online teaching using ISV Moodle
  - Email
  - Access to exam results, registrations etc
  - Collaboration tools
  - Services for students, tutors and academics
- Access control based on personalisation rules, static groups and dynamic groups
- Automated provisioning of student access to course materials
- Collaboration tools to form online learning communities
  - Augment online learning with interdisciplinary services
  - Allow students to find and contact each other

http://www.londonexternal.ac.uk/
Next generation web2.0 university environment: Cardiff University – Wales, UK

The business challenge?

- Create a Modern Working Environment by integrating the Portal with processes so that Faculty, students, and external collaborators could have a common yet personalized view
- Create a Lean Administration via a single secure point of access to all authorized services regardless of location

Sample Applications

- Paperless online enrollment
- Pay course fees online
- Pay residence fees online
- Change requests
- Sickness absence
- Library requisitions
- Timesheets
- Staff training requests
- Expenses

Benefits

- Only solution available that could satisfy the government mandated integration requirements in the timeframe imposed
- Improved efficiency from automating most manual processes, both internal and external supplier request processes
- SOA approach enabled existing backend processing to co-exist with new automated processing system
- Live within 6 months
- Now adding Social Software web2.0 capabilities using Lotus Connections
US Army to save $1.3 billion through the use of Portal-based online forms solution

Overview

The US Army had already converted the front end of the traditional paper-based authorization processes with computer-produced dynamic documents that helped soldiers locate, download and fill out forms. However, the form still needed to be printed, signed and routed through traditional approval processes.

Business need:

The paper-based forms system the U.S. Army utilized could no longer handle the speed and flexibility required in the field.

Solution:

The Army chose to re-engineer its processes with IBM Lotus Forms™ and other IBM middleware, hardware and software, plus the program and technical analysis provided by Enterprise Information Management.

Benefits:

Estimated total savings of US$1.3 billion annually in administrative processing costs • Anticipated improvements in Army field efficiency Projected one-third less time required to fill out forms

"The Forms Content Management Program will not only provide fillable forms… using digital signatures, the program will also provide the US Army the means to develop one single enterprise solution for automating functional business processes for the Army's use."

- Jeanne Harman, chief of the Army Publishing Division, Alexandria, Virginia

Read more in the case study on ibm.com:

There are 100s of other governments leveraging IBM Portal capabilities to deliver the latest online services and web2.0 collaboration to their citizens, employees, partners, immigrants, councils, constituents, militaries, emergency personnel, first responders, intelligence agencies.....

Doubleclick on the list to the right for just a small selection of 100+ external public government portal sites running on WebSphere Portal
Industry Analysis - Government

What Capabilities can IBM Offer in the Government 2.0 Space?
Introducing IBM WebSphere Portal V6.1: THE Web 2.0 Portal!

New Web 2.0 features for increasingly Web-savvy users

- **Exceed user expectations** with latest Web 2.0 features for a richer, more responsive user interface
- **Respond quickly to new business opportunities** with faster, easier and more flexible reuse of Web-based assets and existing IT investments
- **Reduce deployment costs, complexity and maintenance** with more robust site and performance management capability
Portals
Exceptional Web Experiences
One Platform
Many Different Business Needs
IBM Accelerators for WebSphere Portal

- Collaboration
- Industry
- Content
- Self-Service
- Dashboard
- Process
- Learning
- Enterprise Suite

IBM WebSphere® Portal software
Industry Accelerators - Government

- **Business themes and initiatives**
  - Improved citizen and business services at a lower cost per interaction
  - Case Management and Compliance in government high area of customer interest
  - Results oriented programs driving more accountability
  - Budgets are growing in all government segments (highest in state and local) to drive eGovernment initiatives – IDC and Gartner reports

- **Technical themes**
  - Generic solutions are commonly used but industry specific is preferred
  - SOA based thinking and asset reuse are big drivers
  - Web 2.0 concepts such as blogs and wikis are readily accepted and used.
  - Social networking is of interest to thought leaders in the space

- **Leverage IBM Leadership and Assets**
  - Every G8 Nation has invested in WebSphere Portal
  - 22 out of 50 States have WebSphere Portal today
IBM Content Accelerator V6.1 for WebSphere Portal
Respond Quickly To New Business Opportunities

Helps customers keep websites up-to-date, accurate and in control. This solution delivers faster time-to-value, lowers operational costs, and improves the way in which companies do business through the web.

- Better content authoring experience
  - Richer inline editing enables users to easily create folders, sites or site areas.

- Enhanced business user experience
  - New improvements in authoring, security, and APIs

- Enables organizations to more easily build portal-based websites
  - Simplified authoring templates are very useful for creating "quick" content (i.e. blogs)

* Product release dates and/or capabilities referenced in these materials may change at any time at IBM's sole discretion based on market opportunities or other factors, and are not intended to be a commitment to future product or feature availability in any way.
IBM Business Process Accelerator 6.1

- Empowers business users to take action in business processes
  - User-friendly form interface to business processes in context of information, content and data to enhance decision-making

- Accelerates processes automation efforts
  - Starter set of sample forms, portlets and business processes

- Rapidly integrates with existing infrastructure, applications and data
  - New integrations for Lotus Forms 3.0.1:
    - WebSphere Process Server
    - WebSphere Integration Developer
    - WebSphere Business Modeler
    - FileNet Business Process Manager

*Product release dates and/or capabilities referenced in these materials may change at any time at IBM’s sole discretion based on market opportunities or other factors, and are not intended to be a commitment to future product or feature availability in any way.
IBM Dashboard Accelerator 6.1

Helps organizations reach performance data wherever it resides, delivering it as real-time key performance indicators via personalized, portal-based dashboards. It also provides alerts and tools to help users take action at the greatest point of impact - before issues become critical.

- **Drive Alignment** around a common, visible set of goals
- **Automate** manual or resource-intensive processes with personalized, graphical UI tailored to each job role
- **Access** information wherever it resides with integrated, real-time views
- **Take Action** through intuitive views that aid proactive response to issues via Portal collaboration and workflow integration
- **Cut Costs** using rapid assembly tools that cut the time, cost, and skills required to build dashboards

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IBM Collaboration Accelerator 6.1

Helps deliver an interactive Web-based platform, providing people with more effective and cost-efficient ways of accessing information, sharing ideas, communicating and working together – in the context of their role, processes and activities via a personalized composite portal…empowers people to take action!

• Presence Awareness
• Instant Messaging
• Web conferencing

Instant Communication

• Profiles
• Communities
• Blogs
• Dogear
• Activities

Social Networking

IBM WebSphere® Portal software

Team Collaboration

• Team Places & Tools
• Content Libraries

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Mashups and Portals

- Mashups deemed valuable for a larger audience could be pushed out to portal for additional management and IT control, such as role-based security, rich personalization services, etc.
- Portals can also consume feeds and widgets generated by lightweight mashup environments.

IBM Mashup Center
Mashups Can Solve Pent-up Demand for Applications

Situational Applications
1. Rapidly created to address an immediate need of an individual or community
2. Typically, but not necessarily, short-lived (a just-in-time solution)
3. Good enough
4. Built by domain experts (knowledge workers) to solve their own problems

Why Companies want Mashups:
- **Foster innovation** by unlocking and remixing information in ways not originally planned for
- **Quickly uncover new business insights** by easily assembling information from multiple sources on the glass
- **Increase agility** by supporting dynamic assembly and configuration of applications
- **Speed development and reduce development costs** through lightweight integration, reuse and sharing
Building solutions with WebSphere Portal has significant cost advantages over “build your own”

- WebSphere Portal based solutions had on average a 29% lower 5-Year TCO compared to in-house developed portals
- 38% lower IT labor cost
- 45% faster time to market for initial portal deployment and 78% faster for applications
- 28% increase in server and application availability
- User productivity increase of 25%

Industry Analysis - Government

Summary
Summary

- **IBM leads the market** in Portal and Collaboration capabilities
- **Government customers worldwide** are using IBM Portal and Collaboration tools to deliver innovative services to their constituents
- IBM will continue to extend our leadership through *industry accelerators* to address specific industry business problems
- IBM software provides robust, secure, manageable solutions to deliver the latest Web 2.0, easy, fast, flexible technologies to your users
- IBM Portal solutions offer faster time-to-market and higher ROI than building custom solutions
Industry Analysis - Government

Where can I learn more?
Government 2.0 Portal Demo and Executive Brief

“Accelerating Web2.0 for Government: Green County” self playing online demo

Click image above (in screenshow) or go to: http://demos.dfw.ibm.com/on_demand/Demo/IBM_Demo_Accelerating_Web_2_0_for_Government-Mar08.html

“Tapping the power of web portals to efficiently deliver improved government services to constituents” executive brief

Click image above (in screenshow) or go to: ftp://ftp.software.ibm.com/software/bigplays/EPE14000-USEN-00.pdf
### Additional Portal Government Links and Information

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<th>Artifact</th>
<th>Explanation</th>
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<td>Government Customer Success Stories</td>
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WebSphere Portal Excellence Conference – Macau 2009!

WebSphere Portal Excellence Conference
• July 8th (Evening), 9th & 10th
• Four Season’s Hotel, Macau
• Business and Technical Content
• Event web site: http://www-304.ibm.com/jct03001c/services/learning/ites.wss?pageType=page&c=E609283P77934B75

Learn from the industry experts at the largest annual event dedicated to WebSphere Portal business solutions and technical strategies.

Meet with global product developers and explore the innovations delivered with latest IBM WebSphere Portal and IBM Accelerator releases.

Gain insight into key business issues and emerging technologies, including customer case studies.