

IBM Government Solutions: Intelligent Front Office – Citizens' Portal



Highlights:

- Automates the provision of citizen services to the citizen
 - Provides integrated service delivery across multiple government agencies
 - Provides low cost flexible and configurable provisioning of citizen services
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Save time and cost for citizens and government agencies by delivering services on-line

Government agencies are facing increasing demands from citizens for services to be more accessible, delivered more quickly and with less effort. Citizens also expect government agencies to be more accountable for service performance. To deliver on these expectations, citizen services need to meet the following challenges:

- They need to be accessible from any location with internet connection 24 hours, 7 days a week. Services should not be restricted to the work time of the government agency providing the service.
- They must eliminate the costs incurred by citizens to physically access the services. This includes transport costs and cost of time spent.
- They must be faster and error-free. Service wait time for submitting service requests should be eliminated. Citizens should no longer have to wait for availability of the service provider in order to submit a service request.
- All personal data relating to a citizen should be available to execute the service request. This requires service integration and open access to citizen data.
- Services need to be personalized to the citizen. This requires an integrated service delivery process that automates or removes manual activities, provides a common look and feel for all government services and is orchestrated to meet how citizens wish to consume services, not how governments wish to deliver them.

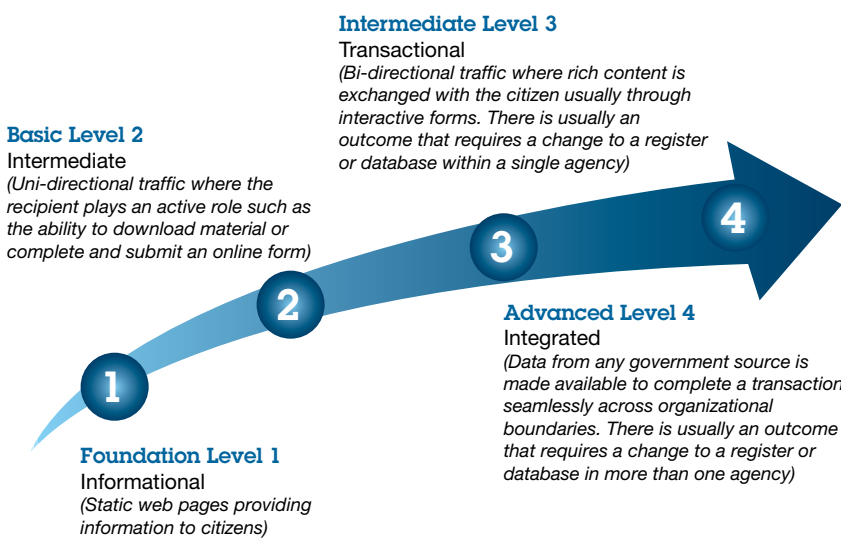
The Intelligent Front Office – Citizens' Portal provides a portal framework, process library and web service directory that allows citizen services to be configured and deployed quickly across multiple government agencies. These citizen services are integrated electronic services made available through a single web channel using the internet that are available 24x7 in any location and on any device, be it a PC, tablet or smartphone.





The Intelligent Front Office – Citizens’ Portal allows for the following:

- **Flexibility:** Our portal framework and the process and services libraries enable change to be implemented quickly by re-using the process and services components for multiple citizen services.
- **Scalability:** The solution is browser-based and can be deployed on a cloud platform to deliver rapid increases or decreases in the platform as requirements change.
- **Extensibility:** Our solution is based on proven service oriented architectural principles and uses the latest business process management approach to process automation and improvement. This enables processes to be extended across government agencies with ease.
- **Accessibility:** Our solution provides a web channel for multiple government agencies that is available 24x7 by using integration technologies that avoid any changes to legacy transaction systems.
- **Maturity:** Our solution is designed to support the government agencies involved to move forward in the e-government maturity model from information services through interactive services, transactional services and finally to integrated services (refer to the following diagram).



How can IBM help you?

By teaming with IBM, you can benefit from our experience in developing and delivering government industry-specific offerings and leverage the consulting expertise of IBM Global Business Services and the software capabilities of IBM Software Group Services. We can also offer comprehensive support through skilled IBM professionals to deliver a unique, end-to-end solution that is tailored to your specific needs.

For more information, please contact your local IBM representative. You can also visit IBM’s Government website: ibm.com/government for information on how to contact us.

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