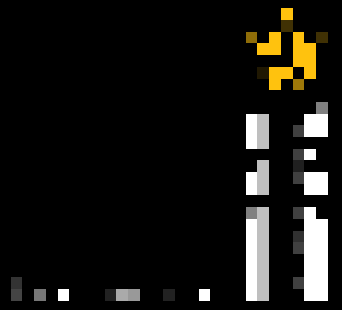
Lotus knows.

Exceptional Web Experience with Government Web Services

Simon Lee | Regional Manager – Portal Solutions
IBM Software Group ASEAN



CREATED WITH LOTUS® SYMPHONY™

Agenda

- What is an Exceptional Web Experience?
- What types of capabilities does IBM offer in the government 2.0 portal and collaboration space?
- What types of innovative solutions are governments deploying?

CREATED WITH LOTUS® SYMPHONY™

Ü

What is an Exceptional Web Experience?

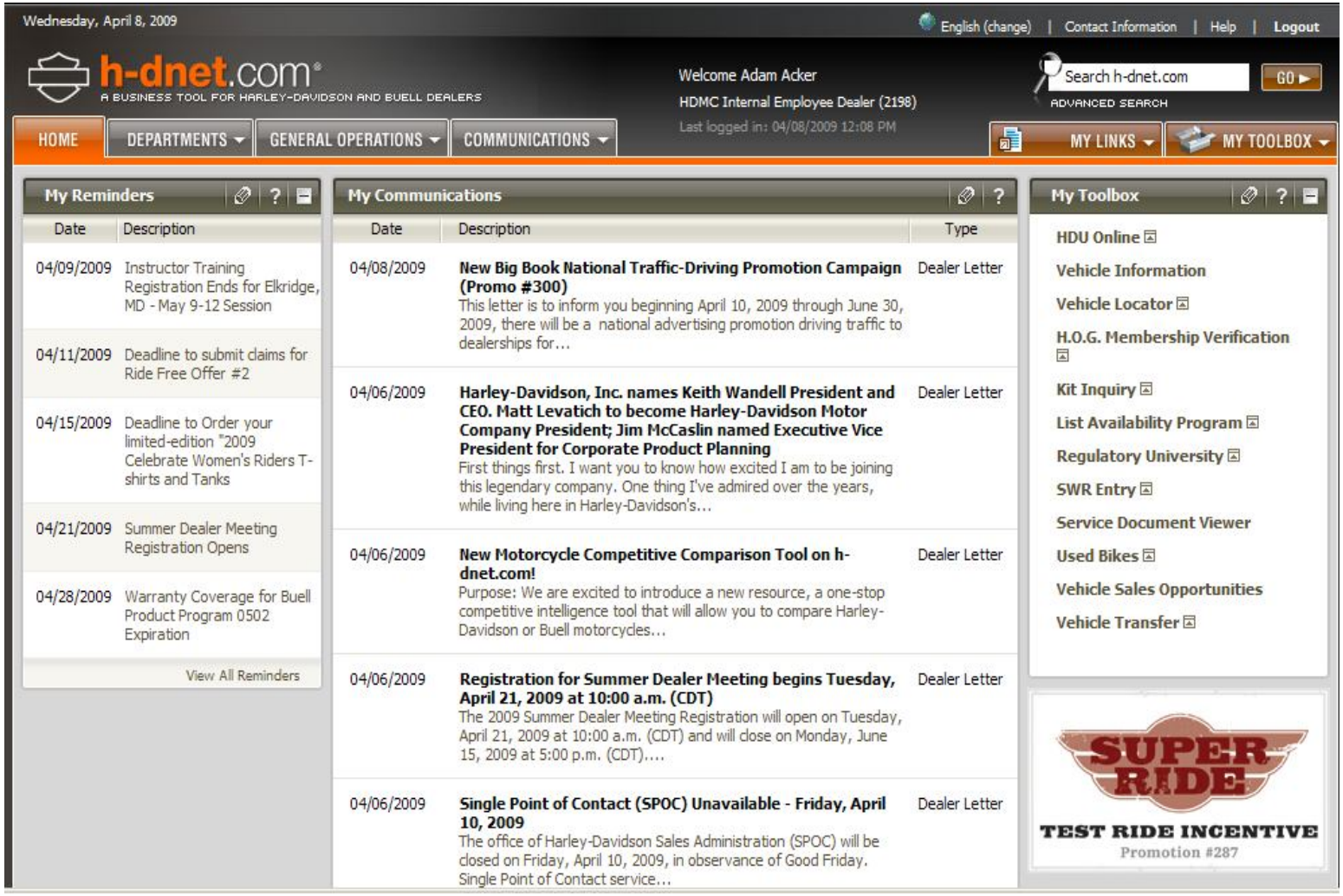
1

...everything I need to make decisions.

- Location, roles based access
- Personalization
- Real time data access
- Content and information
- Context managed integration of different applications
- Dashboards
- Portlet selection
- Independent portlet updates
- PDA Views
- Multi-vendor browser remote & local access
- .....

CREATED WITH LOTUS® SYMPHONY™
IBM

...is personalized to me.



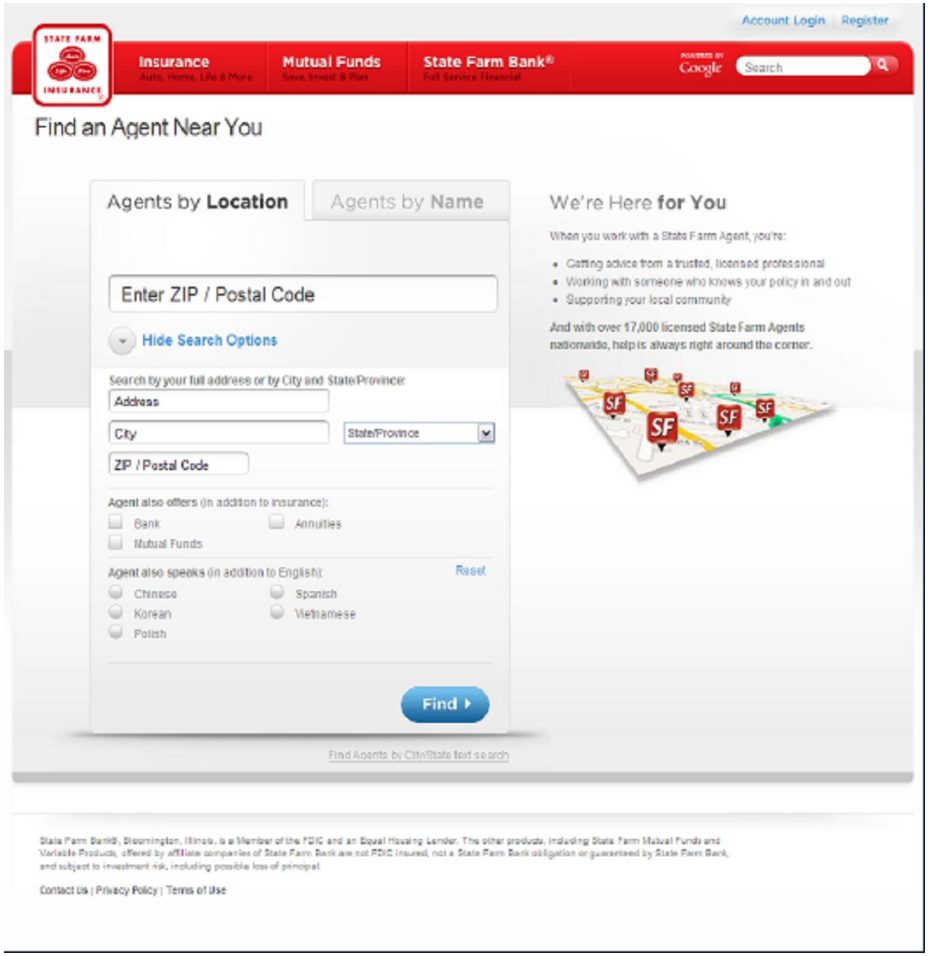
...whenever, wherever

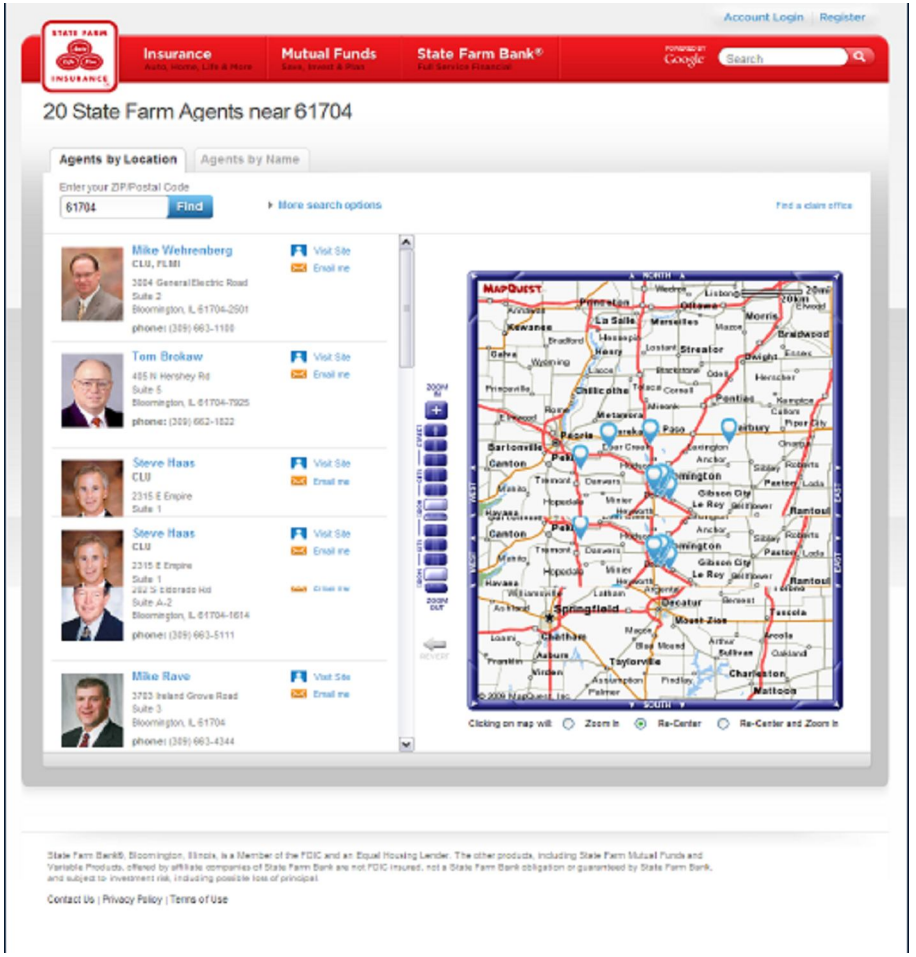
http://lotus2010.com

CREATED WITH LOTUS® SYMPHONY™

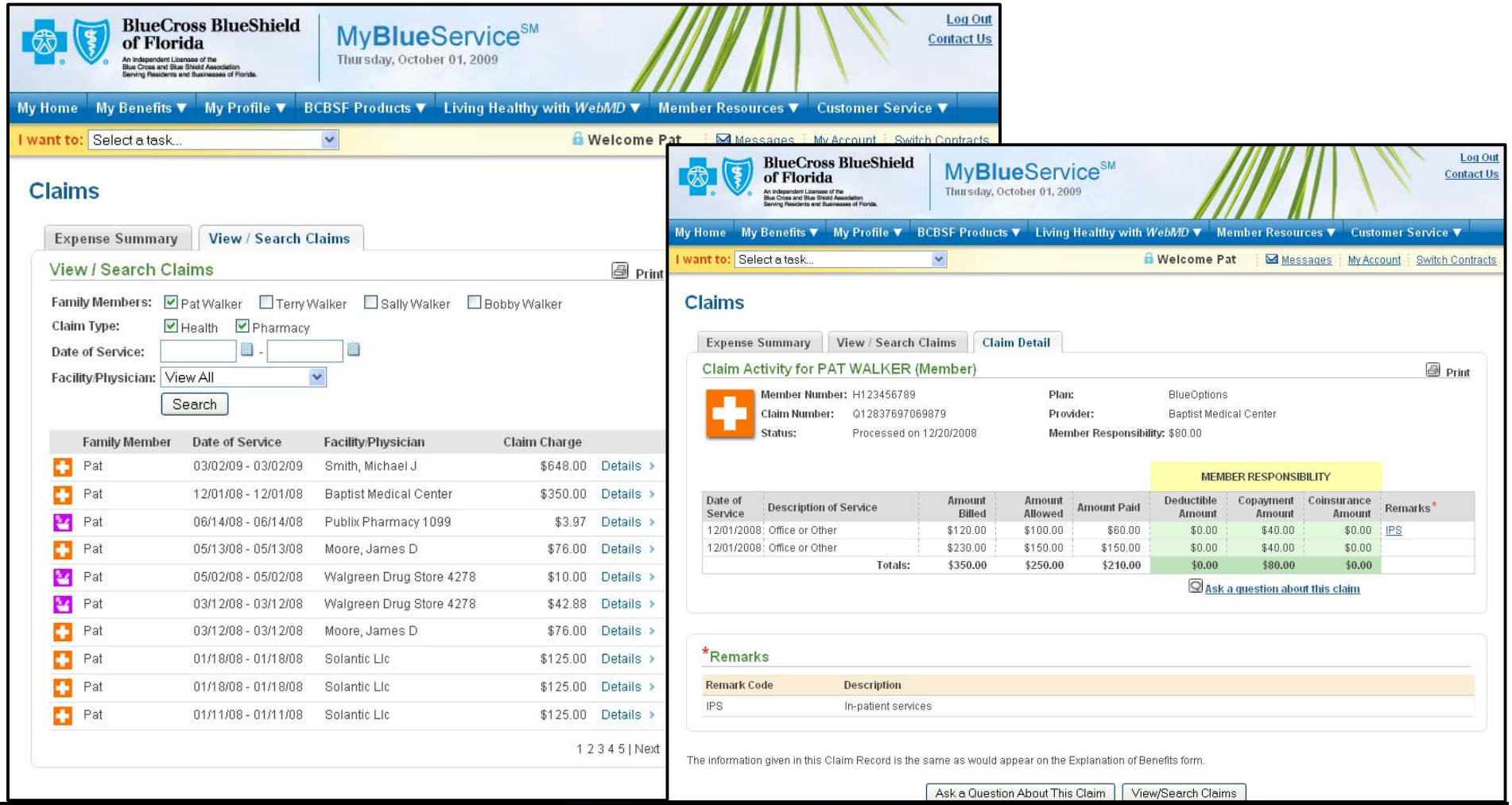
...More than just text and images

...makes it easy to find what I need.



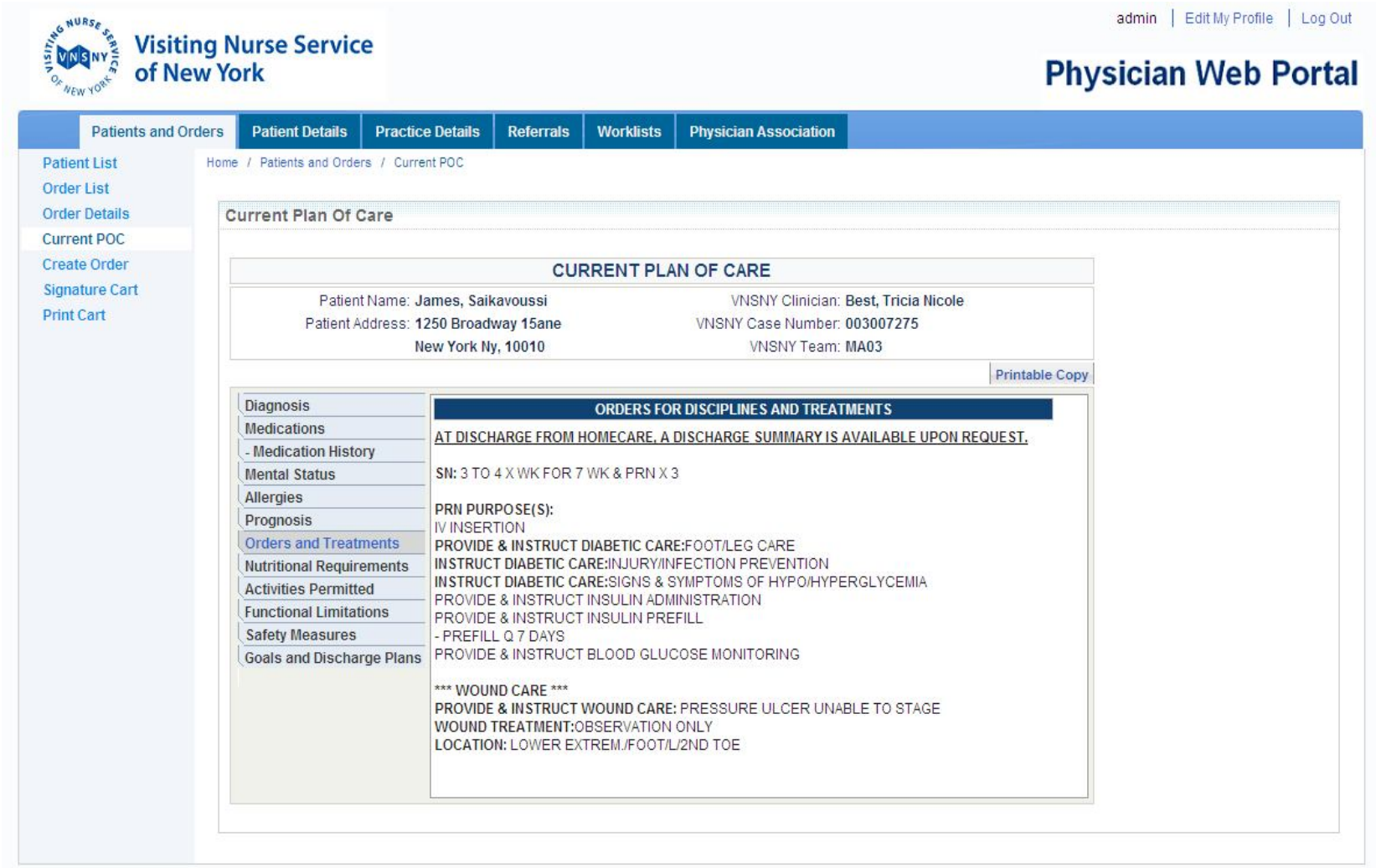


...protects my personal information.



...speaks my language.

...takes care of me.



Building Blocks of Exceptional Web Experiences

- Portal
- Web Content Management
- Social Software
- Mashups
- Collaboration
- Search
- Analytics
- Digital Media
- eCommerce
- Business Processes
- .....

CREATED WITH LOTUS® SYMPHONY™

What is a Portal?

- **"Access to and interaction with relevant information, people, applications and business processes, by select targeted audiences, in a highly personalized manner."**

Portal Principles

- **Aggregation:** Combines portlets (application user interfaces and/or content) together into one unified presentation
- **Personalization:** Delivers a highly personalized experience, considering role, personal settings, and device settings
- **Modularity:** Separates site design, site/page assembly/administration, from application design
- **Integration:** Provides services (single sign on, [illegible]ication, [illegible]egrated

CREATED WITH LOTUS® SYMPHONY™

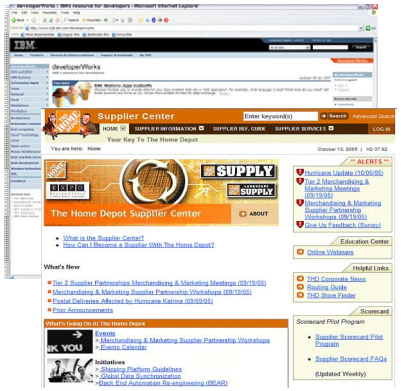
Ü

What Capabilities can IBM Offer in the Government 2.0 Space?

1

WebSphere Portal is Flexible

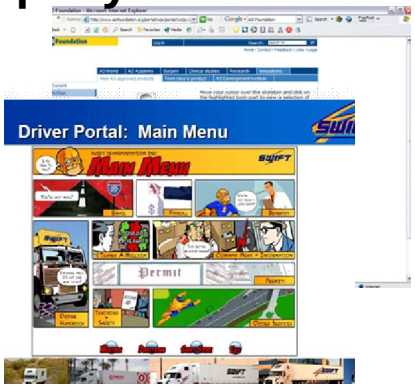
IBM is helping customers deliver the user experiences they choose to their partners, employees, customers, or citizens, with flexibility for change and based on open standards.



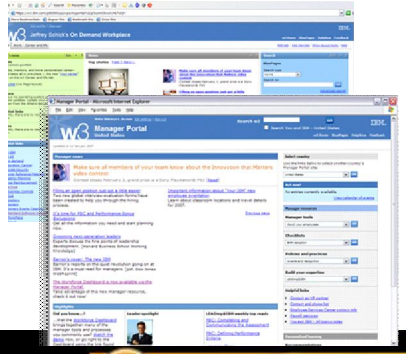
Partners

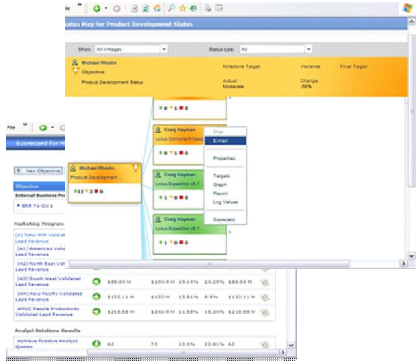
Customer Experience

Company Intranets



Employee and Manager Self Service





Performance Dashboards

CREATED WITH LOTUS® SYMPHONY™

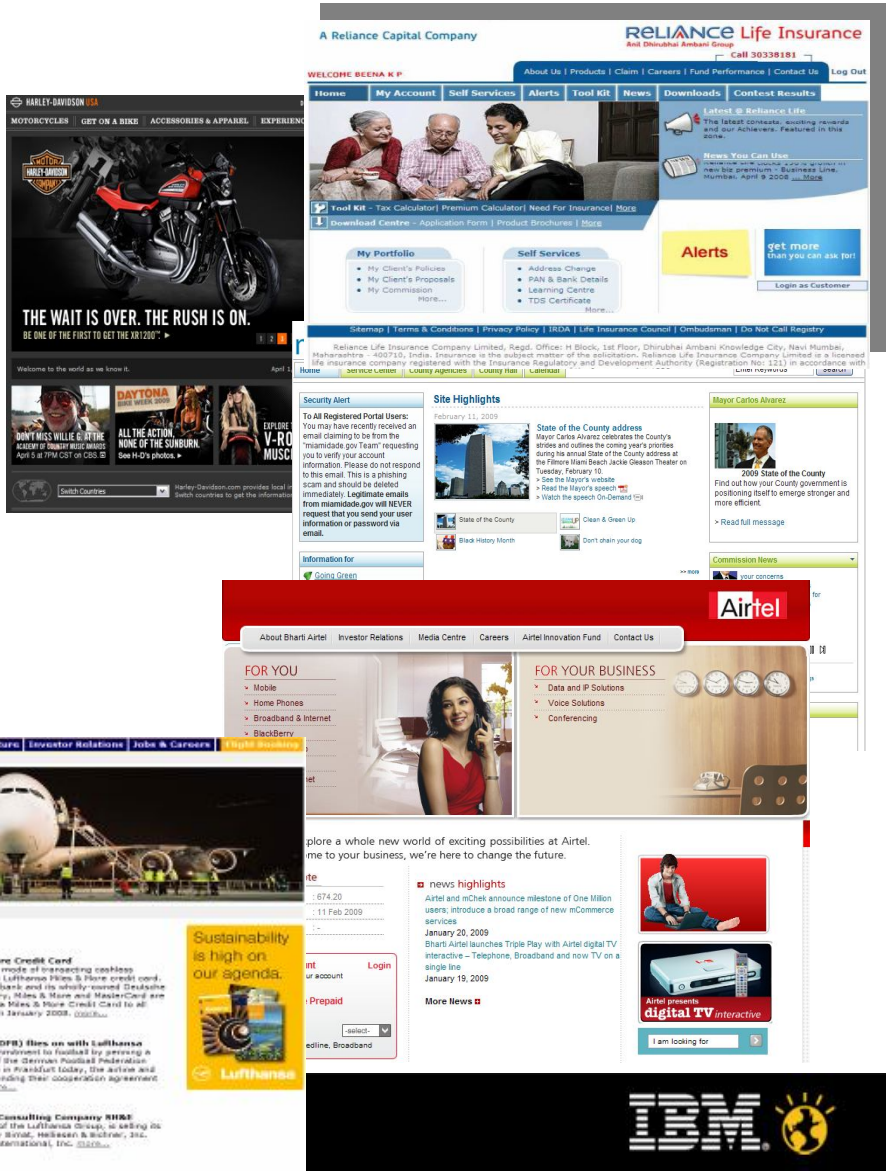
WebSphere Portal 6.1.5 Delivers

§ Exceptional Web Experiences

- § Differentiate your organization to your customers
- § Drive revenue and loyalty with your partners
- § Enable productive and efficient employee web interactions

§ Significantly Reduces Costs

- § Fastest time-to-market
- § Up to 50% in labor and other savings

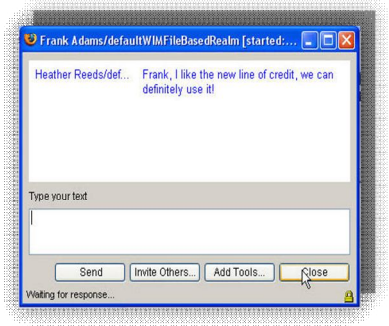


IBM

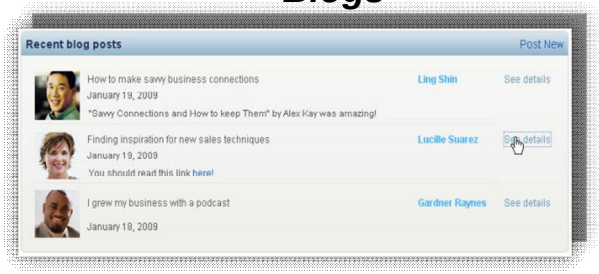
Users Expect Modern Online Experiences:

Web 2.0 + Collaboration + Social Tools + Mobile

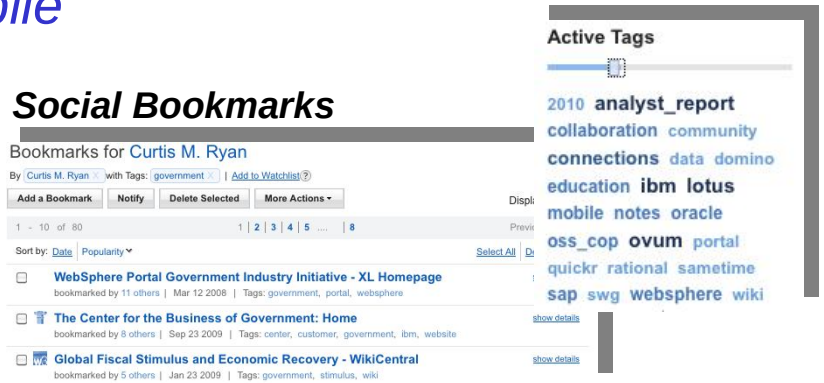
Instant Messaging



Blogs



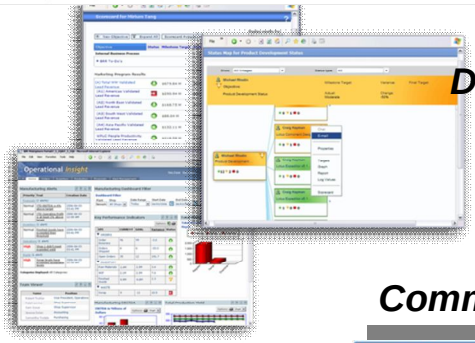
Social Bookmarks



Education

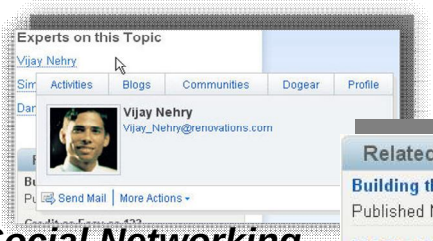
Experts

User Ratings



Dashboards

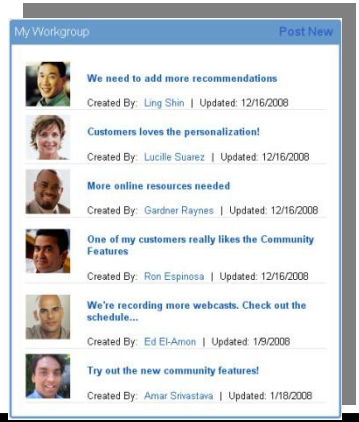
Video



Social Networking

Personalized Content

Communities



Lotus knows.

Smarter software for a Smarter Planet.

Integration Excellence

Seamlessly Combine Internal & External Applications/Services

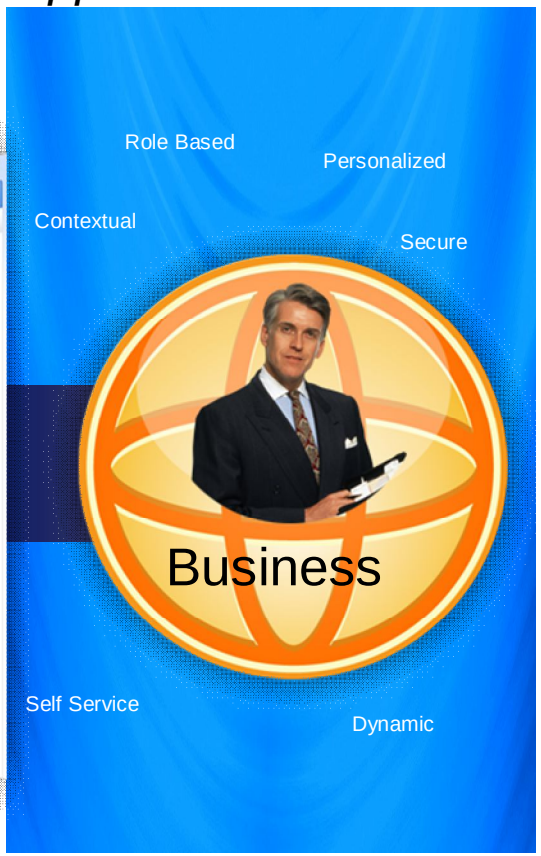
Apps

Content

Cloud

Collaboration

Consumer

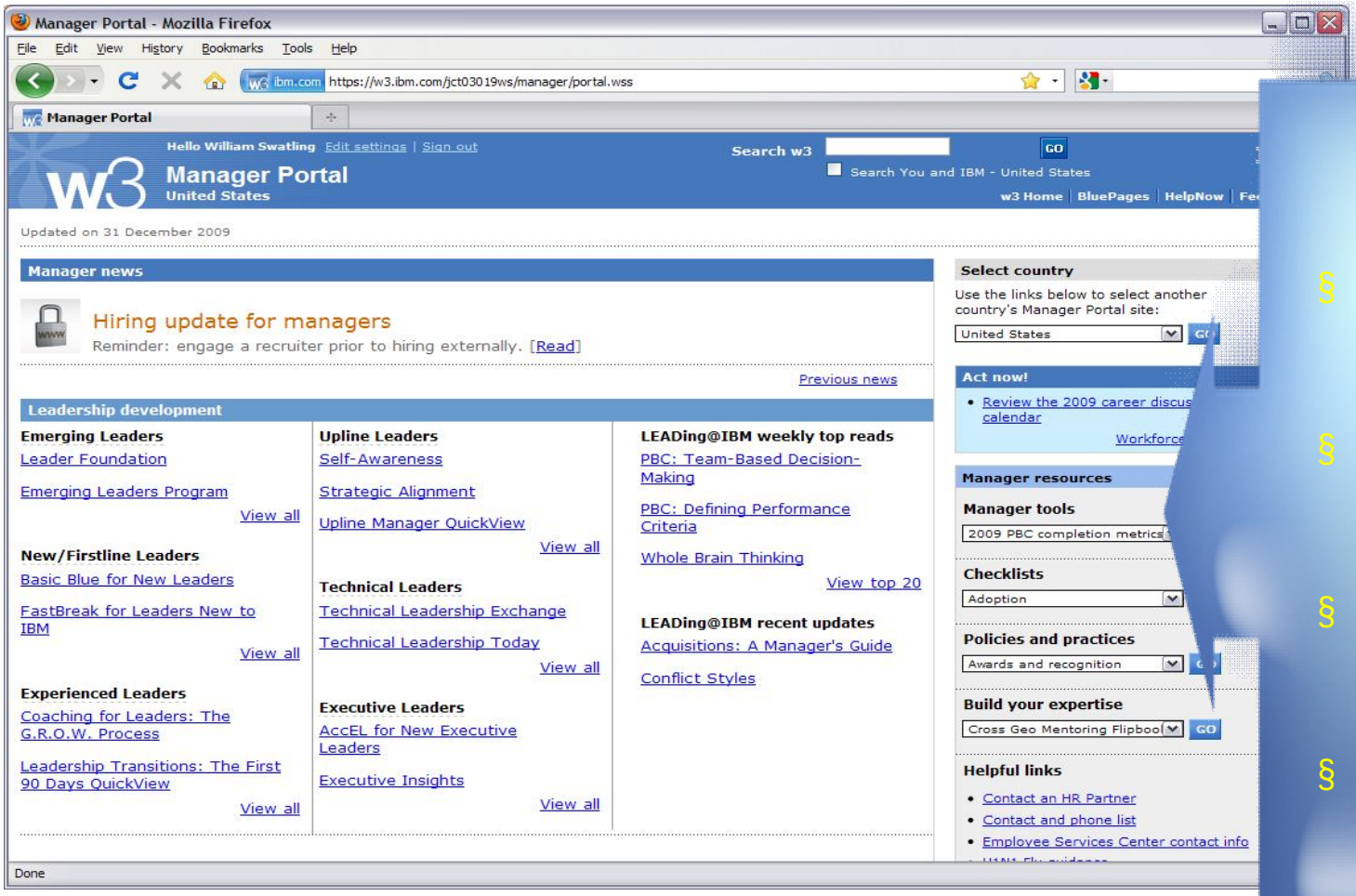


Combined with Web 2.0 & social capabilities, employee intranets & partner extranets help drive better business outcomes

CREATED WITH LOTUS® SYMPHONY™

IBM

WebSphere Portal Increases Employee Productivity



Impact

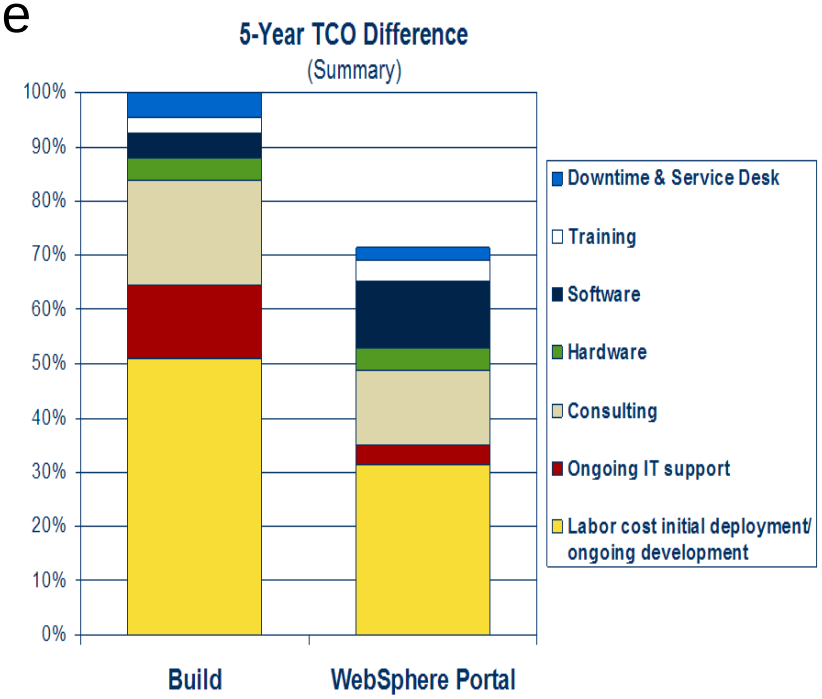
(2006 – 2008)

- **12 hours annual time saving per manager**
- **$571 annual savings per manager**
- **$16M total savings for all Mgrs**
- **$1.3M hard savings from website reductions**

WebSphere Portal Saves You Money

- 29% lower 5-year TCO compared to in-house developed portals
- 78% faster time to production for new applications
- 28% increase in server and application availability
- 25% user productivity increase
- 38% lower IT labor cost

December 2007



CREATED WITH LOTUS® SYMPHONY™

Lotus knows.

Smarter software for a Smarter Planet.

IBM WebSphere Portal

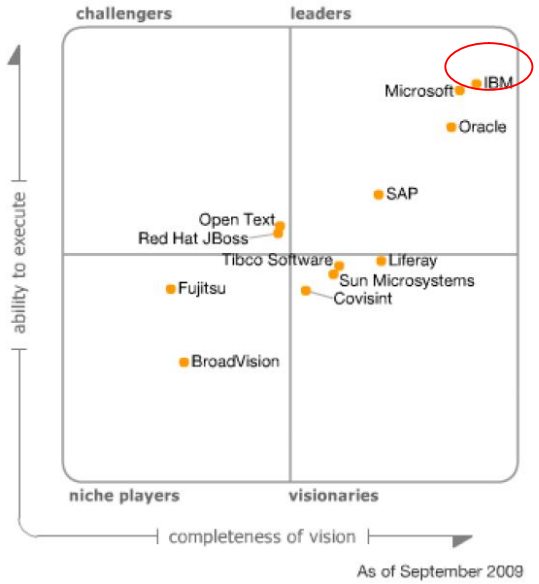
10 out of the top 10 global banks

4 out of the top 5 US health insurance companies

#1 Portal Market Presence

Horizontal Portal Magic Quadrant, 2009* leader for 8 consecutive years!

Figure 1. Magic Quadrant for Horizontal Portal Products



Source: Gartner (September 2009)

Magic Quadrant for Horizontal Portal Products, 2009
Gartner: September 17, 2009 by David Gootzit, Gene Phifer, Ray Valdes

"According to IDC, IBM leads the EPS market for the sixth consecutive year in 2007."

— IDC: "Worldwide Enterprise Portal Software 2008-2012 Forecast Update and 2007 Vendor Shares: A New Landscape", Doc #213165 July 2008

8 out of the top 10 worldwide retailers

30 hospitals, clinics and health delivery networks worldwide

"Gartner, Inc. has ranked IBM as the worldwide market share leader in Portal software based on revenues from 2002 through 2007."

— Gartner Inc. "Market Share: Application Infrastructure and Middleware Software, Worldwide, 2007" by Fabrizio Biscotti, Terese Jones, Asheesh Raini and Joanne Correla June 4, 2008

In May, 2009 Gartner ranked IBM as the worldwide market share leader in the Portal Products and User Interaction Tools segment
- Based on total worldwide software revenue for 2008

Every G8 Country

CREATED WITH LOTUS® SYMPHONY™

IBM

IBM WebSphere® Portal
Ready for the Next 10 Years

100+ Worldwide
Technology Patents
by IBM Portal Development

'01	'02	'03	'04	'05	'06	'07	'08	'09	'10

V1.1 & V2.1
IBM's Portal Platform Composite Model

V4.1
Introduced family of offerings Personalization Collaboration

V4.2 & V5.0
Deployment, Scale, Maintainability

aptrix
Web Content Management

V5.1
Virtual Portals

PureEdge
XML Forms

bowstreet
Portlet Factory

V6.0
Drag & Drop

Mashups

Accelerators
Mobile Dashboards Learning
Content Bus Process Collaboration

V6.1
Web 2.0 Support

Portal Now
Rapid Portal Deployment

V6.1.5
End-user & Portal Optimization

Industry Toolboxes
Government Healthcare Retail
Banking Insurance Telecom

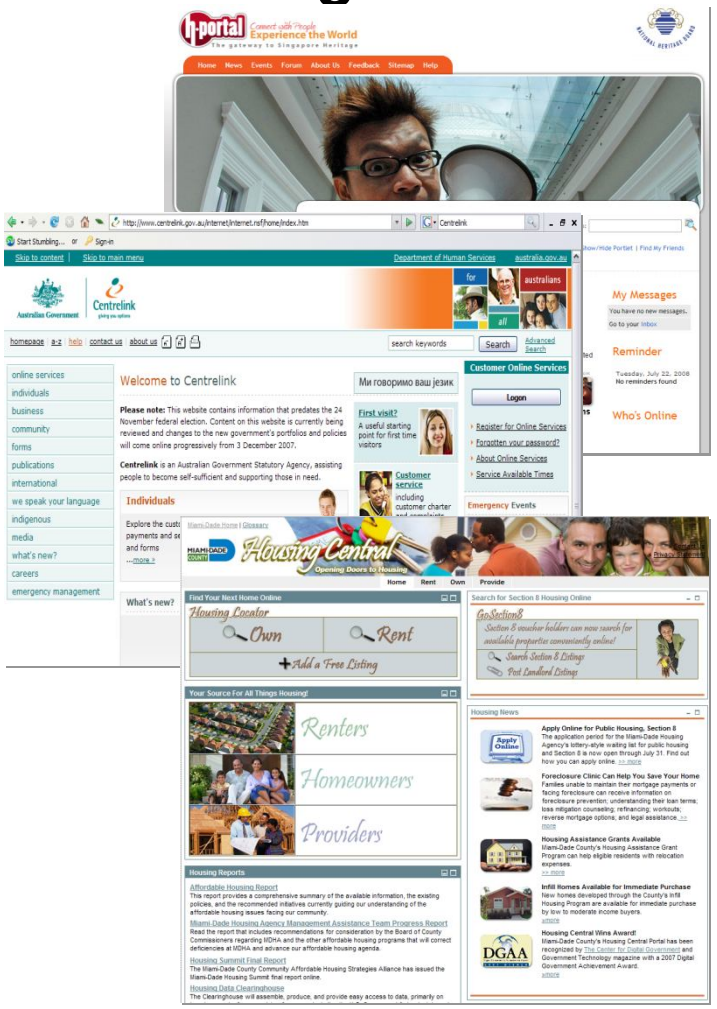
CREATED WITH LOTUS® SYMPHONY™

WebSphere Portal Awards

CREATED WITH LOTUS® SYMPHONY™

Over 700 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

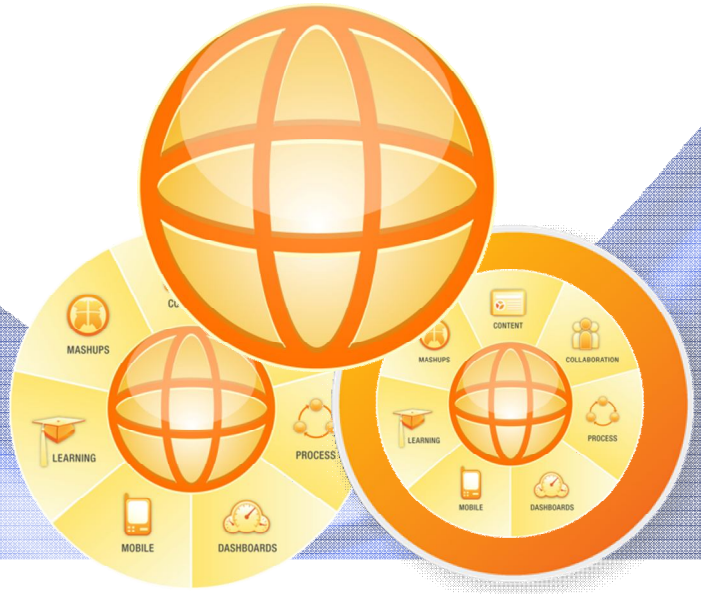


CREATED WITH LOTUS® SYMPHONY™

Wave of New Possibilities

Last 100 Days

WebSphere Portal
Core Integration
Platform

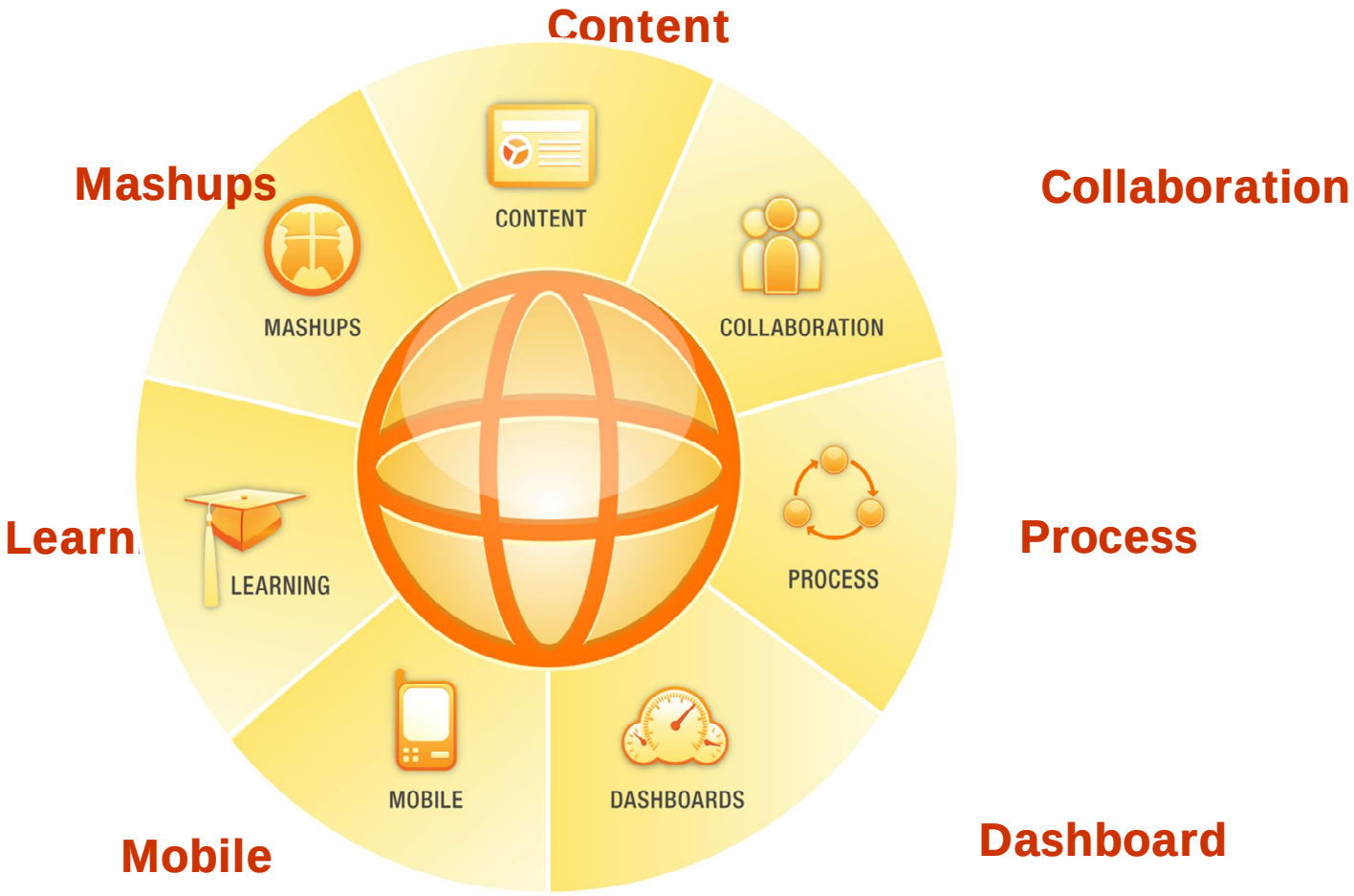


Accelerators
Extend
Portal - Matching
Customer Needs

Industry Tooboxes
Offer
Industry Templates,
Assets & Best
Practices

- WebSphere Portal (and zOS) v6.1.5
- WebSphere Portlet Factory v6.1.5
- IBM Content Accelerator
- IBM Collaboration Accelerator
- IBM Mashup Accelerator
- IBM Business Process Accelerator (zLinux)
- Lotus Forms Server: Unlimited Viewer Edition
- Government Industry Template
- IBM Portal NOW v2
- Portal / Mashups / Forms on Amazon Cloud
- Portal / Mashups on IBM Smart Business Development & Test Cloud BETA

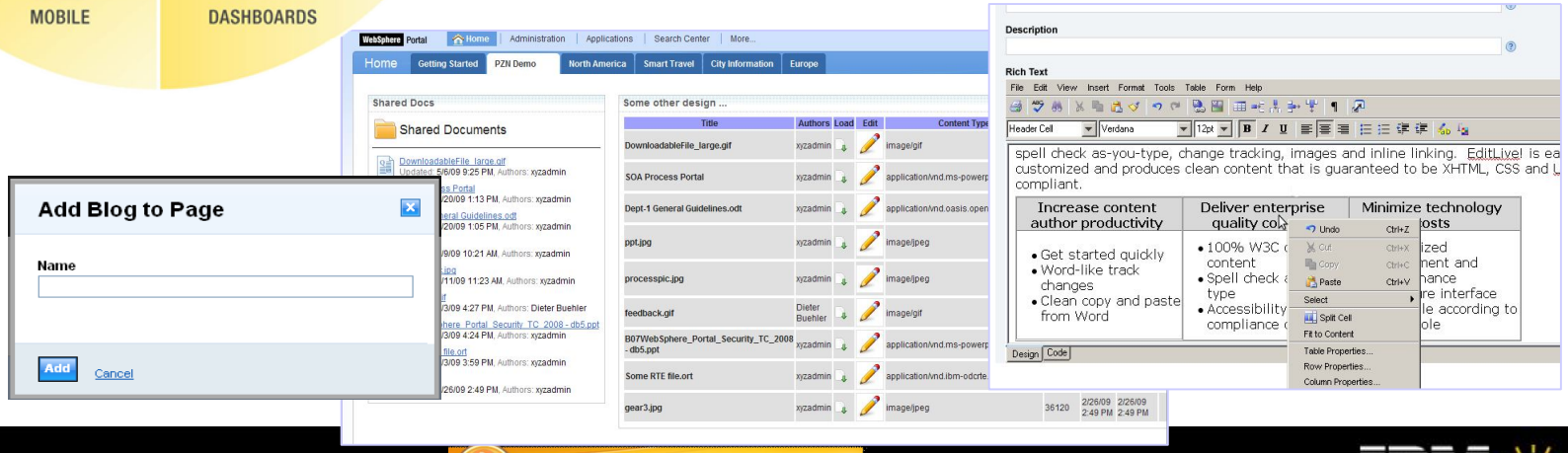
IBM Accelerators for WebSphere Portal



..content is still king

IBM Content Accelerator

- **Ephox® Rich Text Editor** *seamlessly embedded*
- **ECM Integration** *leverages existing content*
- **Blog & Wiki Templates** *speed delivery social tools*
- **Web Content Integrator** *expands spectrum of content sources*
- **WebDAV** *expands authoring & management community*
- **WCM (JSR 286) Rendering Portlet** *enhanced for improved content display in WebSphere Portal*
- **IBM WebSphere Portal Content Templates Catalog** provides a quick start for using WCM to build up your own web site
- **Syndication Reporting & Site Analytics** *improvements help optimize user experiences, identify issues and reduce costs*



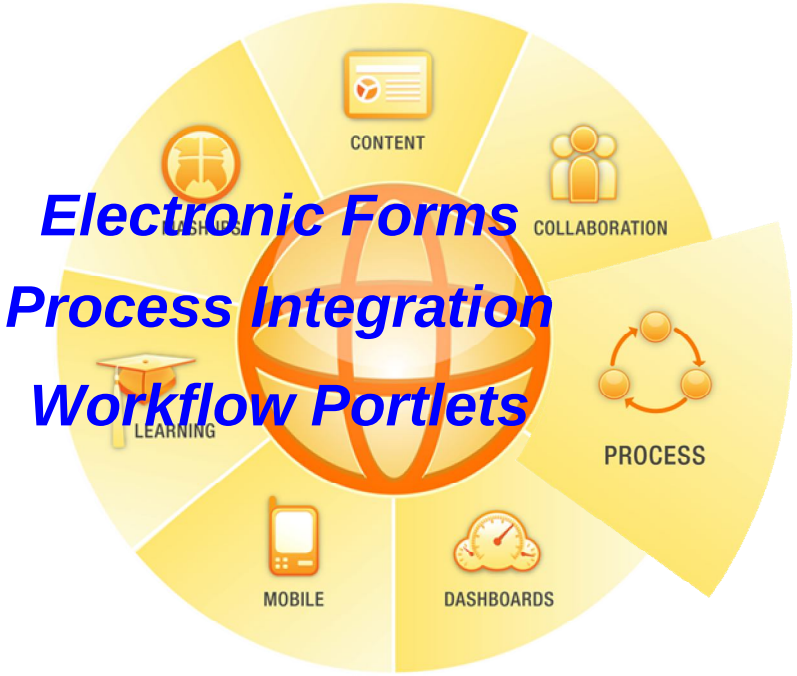
CREATED WITH LOTUS® SYMPHONY™

Web Content Management

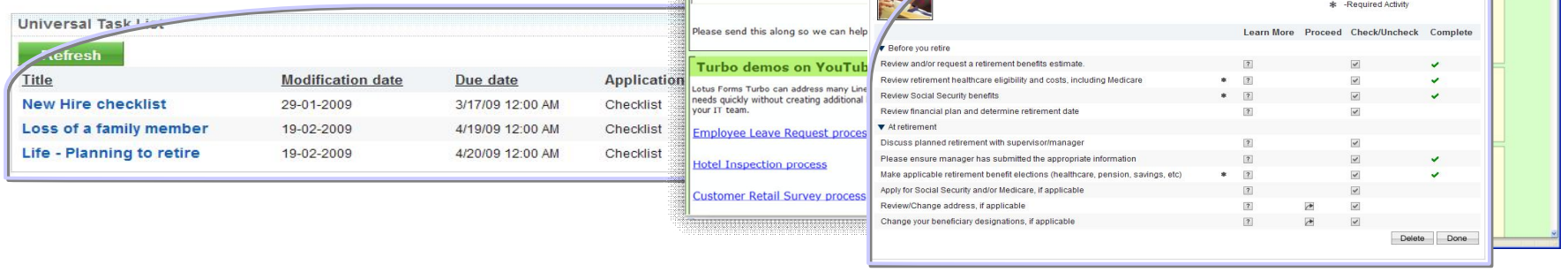
- Australian Open, Jan 18-31
- Olympics, Feb 12-28
- Master's Golf, Apr 5-11
- French Open, May 24 - June 6
- Tony Awards, June 13
- Wimbledon, June 21 – July 4
- US Open Tennis, Aug 30 – Sept 12

..forms start many proces

IBM Business Process Accelerator

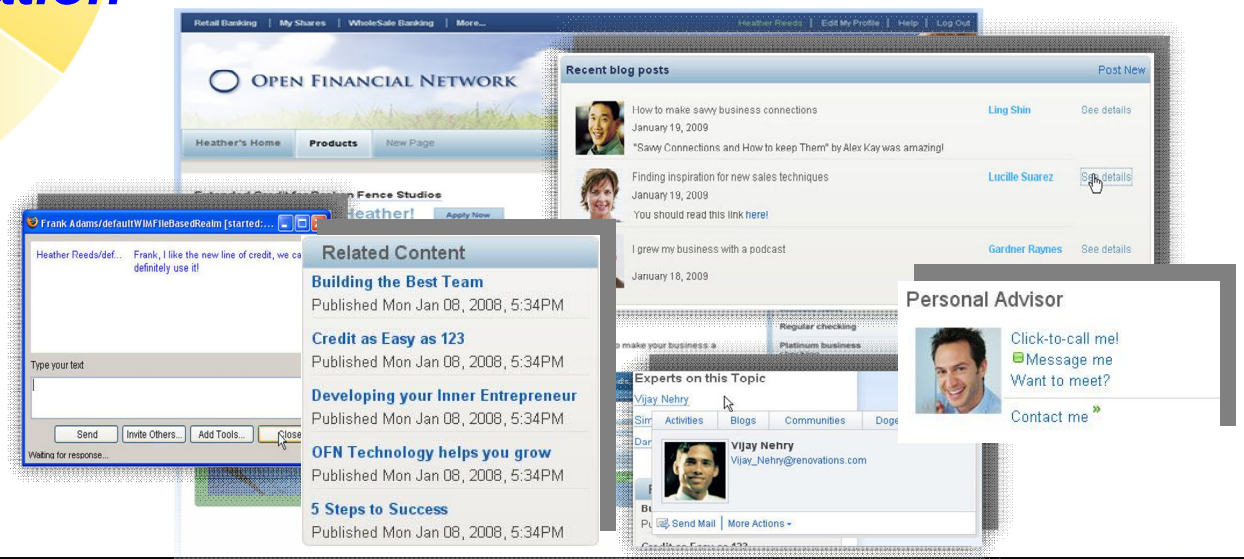


- Pixel-perfect eForms
- Rich sample forms catalog
- Digital signatures
- Zero footprint Web 2.0 solution – Lotus Forms Turbo

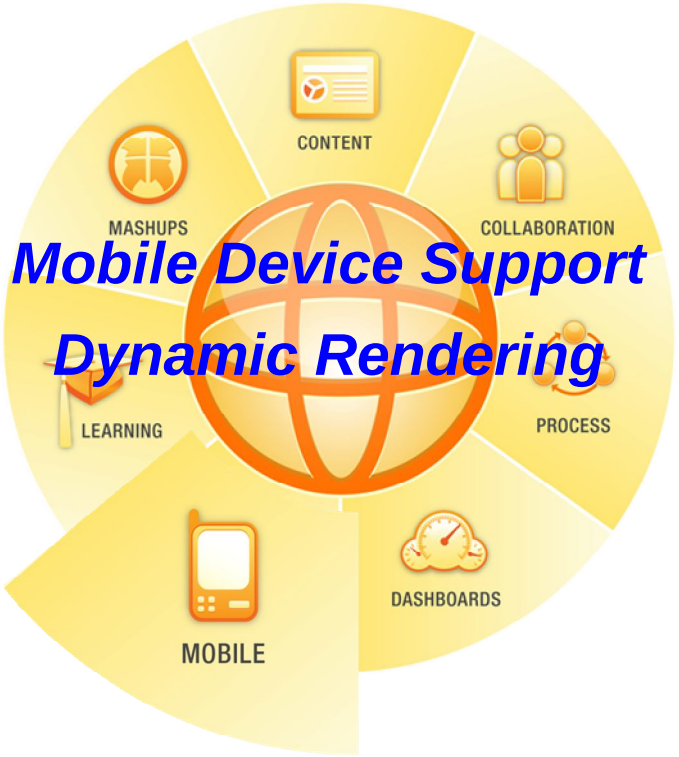


IBM Collaboration Accelerator

- Seamless Web 2.0 social & collaboration capabilities
- Lotus Connections, Lotus Quickr & Lotus Sametime integration/Portlets



IBM Mobile Portal Accelerator



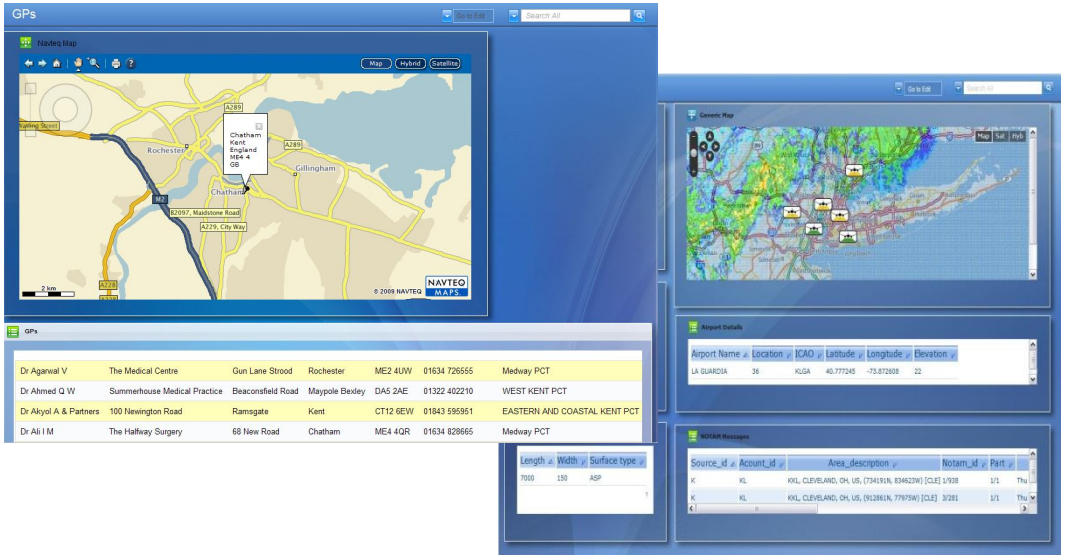
- **WebSphere Portal Extension** that *extends portal navigation* to mobile devices
- **Mobile Portal Toolkit** *eases development* of device-independent portlets
- **Mobile Device Update Service** *simplifies process of supporting* growing market of mobile web devices

IBM Mashup Accelerator

Business User Mashup Creation

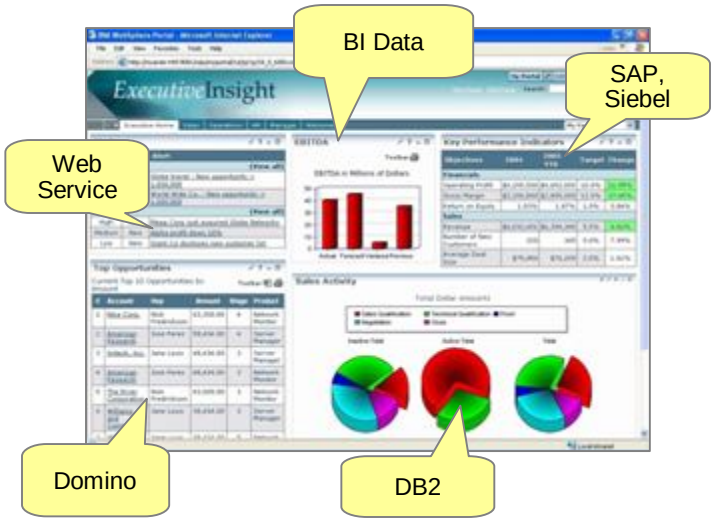
iWidget Development

- Assemble mashups in minutes in WebSphere Portal
- Unlock desktop, departmental, enterprise and web sources into easily accessible feeds
- Search and discover feeds, widgets, mashups from inside WebSphere Portal
- Enterprise Security and Feed Control for IT Governance and Management



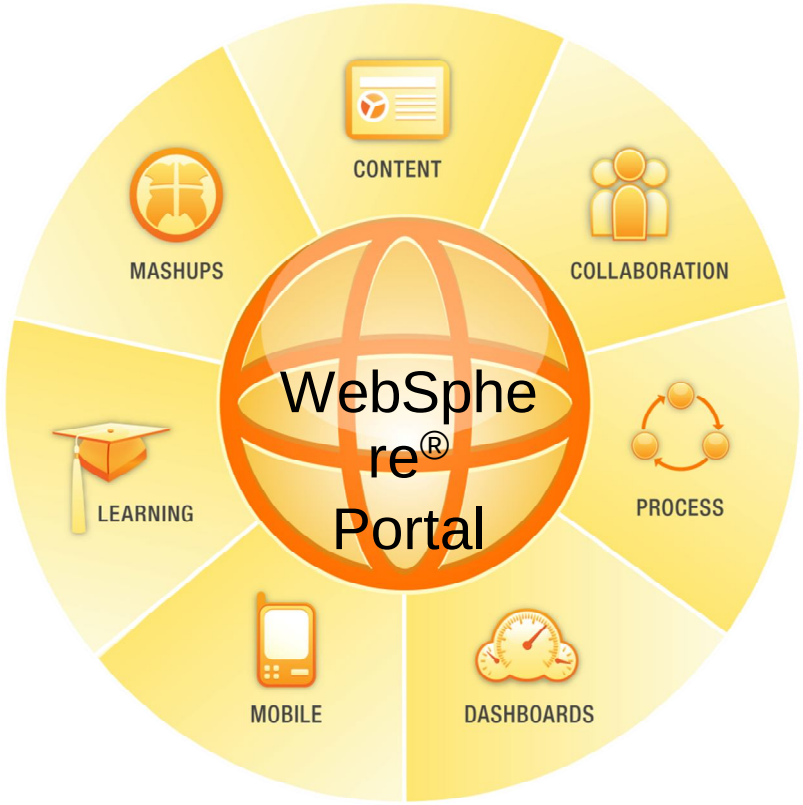
IBM Dashboard Accelerator

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

Industry Emphasis for WebSphere Portal

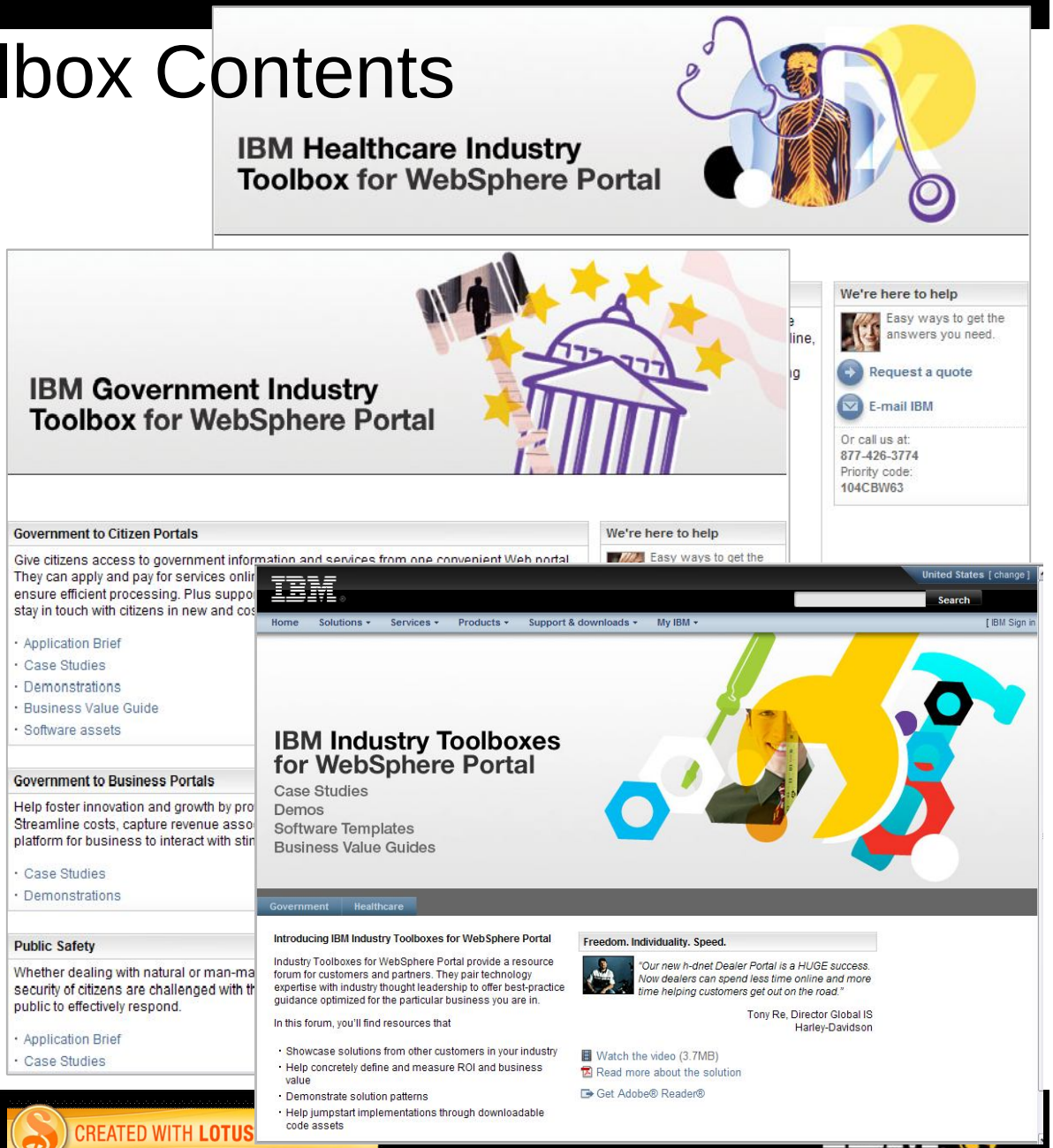


Government
Banking
Healthcare
Retail
Insurance
Telco
Other

Needs of the Business

Government Toolbox Contents

- **Application Briefs**
  describing solution scenarios.
- **Business Value Guides**
  describing the value enabled by the WebSphere Portal and Accelerators, and help illustrate best-practice process and information flow.
- **Templates**
  which can be used on top of WebSphere Portal to help jumpstart design and assembly of end solutions.
- **Demonstrations**
  and recordings of example solutions design that illustrate how end solutions can look like.
- **Other Code Assets**
  include sample Forms, Dashboards, or other Portlets which can help expedite the assembly of a solution.

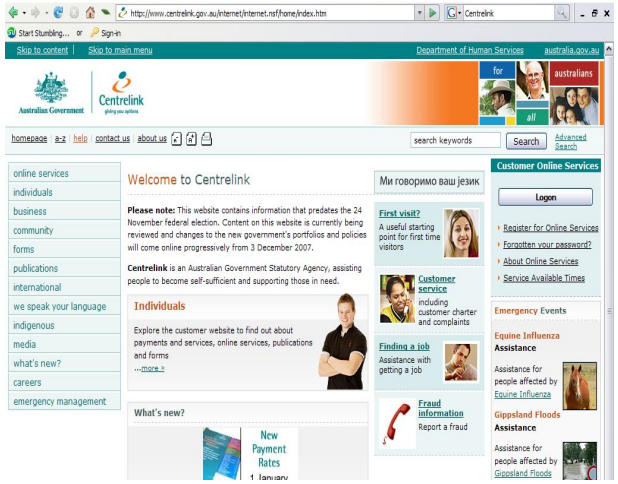


Ü

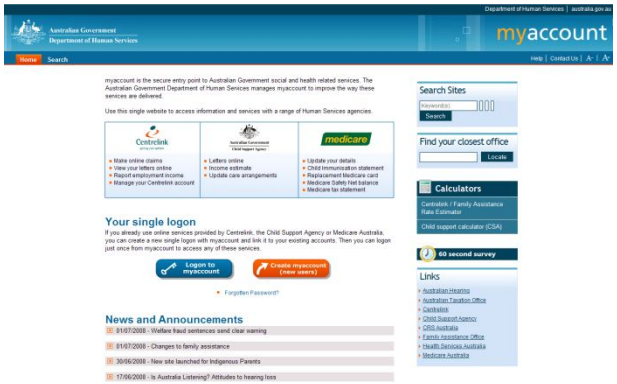
What Types of Solutions are Governments Deploying?

3

"Citizen Services 2.0": Centrelink delivers multi-channel government services for the Australian Government



http://myaccount.centrelink.gov.au

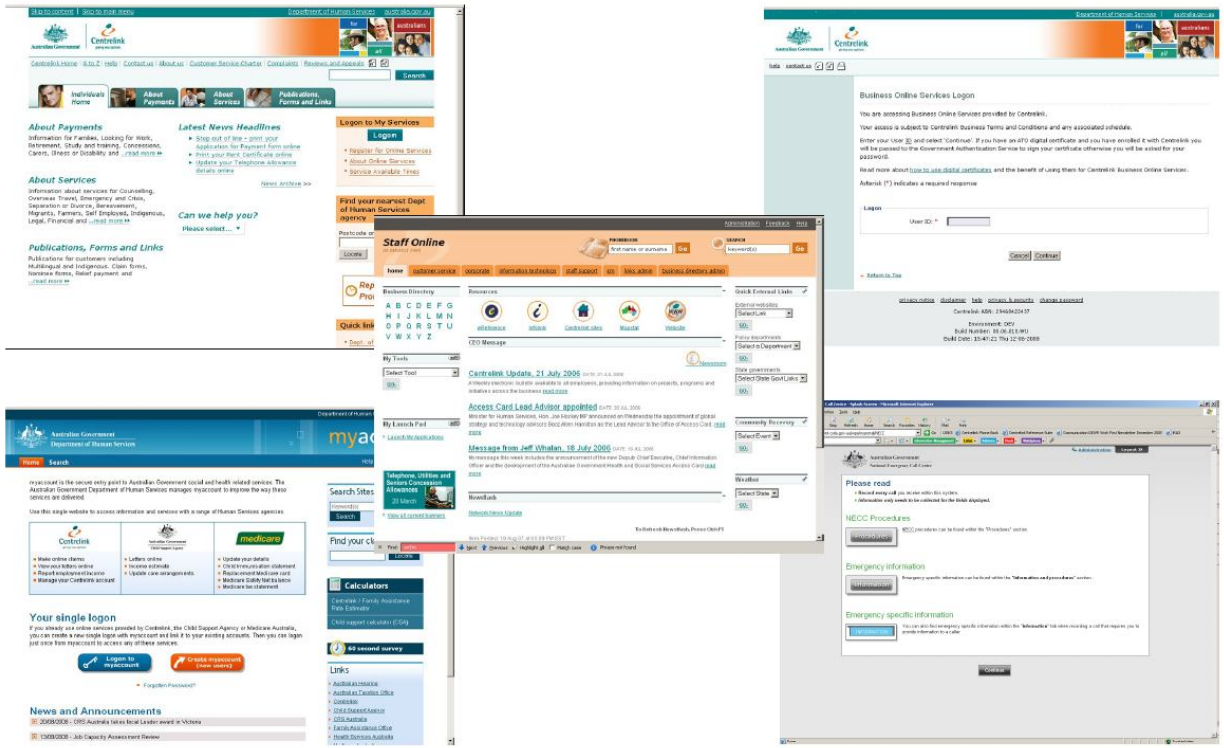


http://myaccount.humanservices.gov.au

- **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 Mana

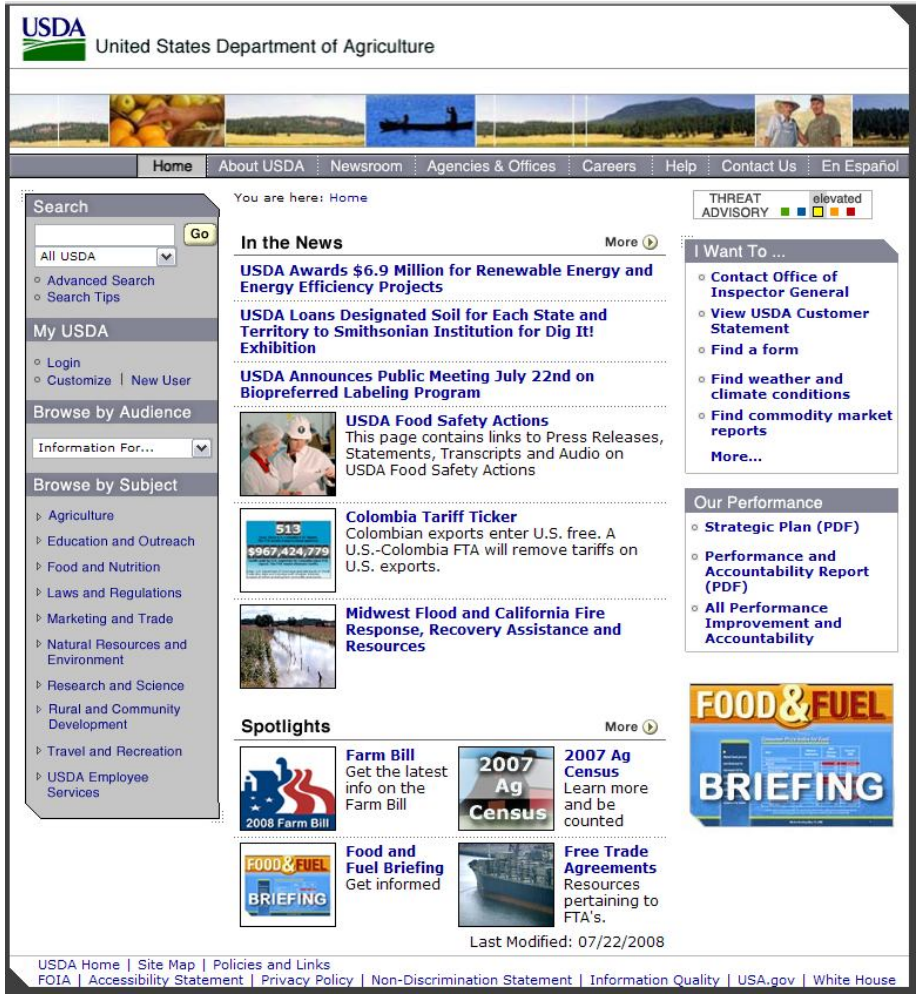
CREATED WITH LOTUS SYMPHONY

“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

"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

Miami-Dade County Portal: Best in Class Online Local Government Services

"Get Online not in line"

- **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

1st Place "Best of the Web County Portal"
2004 Center for Digital Government Awards

http://www.centerdigitalgov.com/surveys.php?tid=4&survey=cdg_bow&loc=2004

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

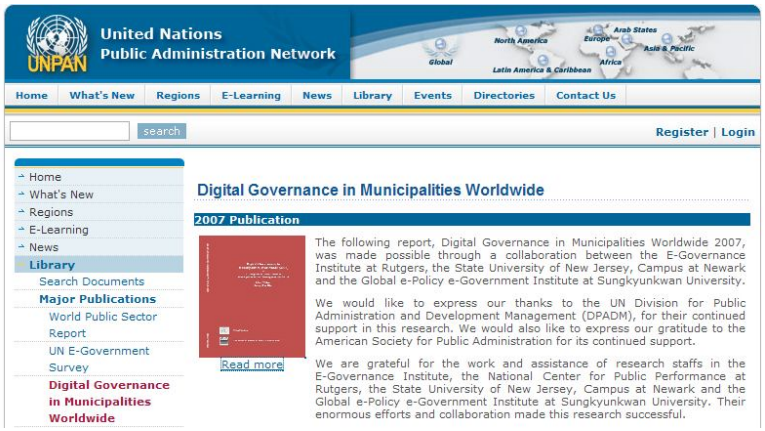
- *"Opening Doors to Housing"* with Online Services for
  - Section 8 Public Housing
  - Foreclosure Assistance
  - Real Estate Listings
- Miami-Dade Housing Central Portal won the ***2007 Achievement Award for Government-to-Citizen Local Government Portal***

http://www.centerdigitalgov.com/surveys.php?survey=cdg_bow

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

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

www.hel.fi



- 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.

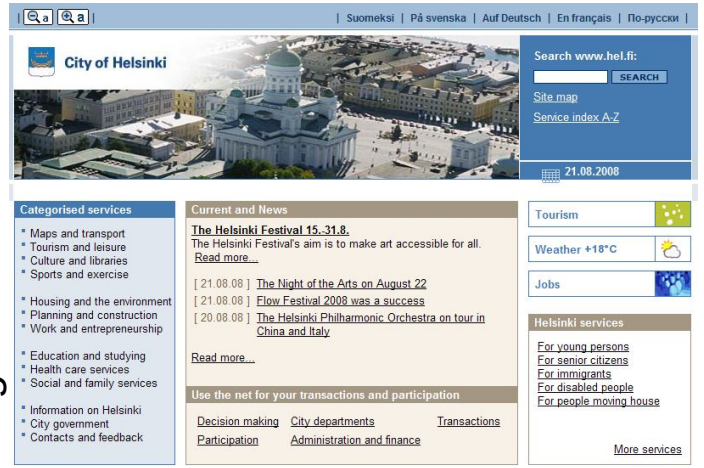
*The **City of Helsinki Portal** was rated **#1 in Europe (and #3 in the World)** for Municipal websites according to 2007 United Nations Report*

http://www.unpan.org/Library/MajorPublications/DigitalGovernanceinMunicipalitiesWorldwide/tabid/804/Default.aspx

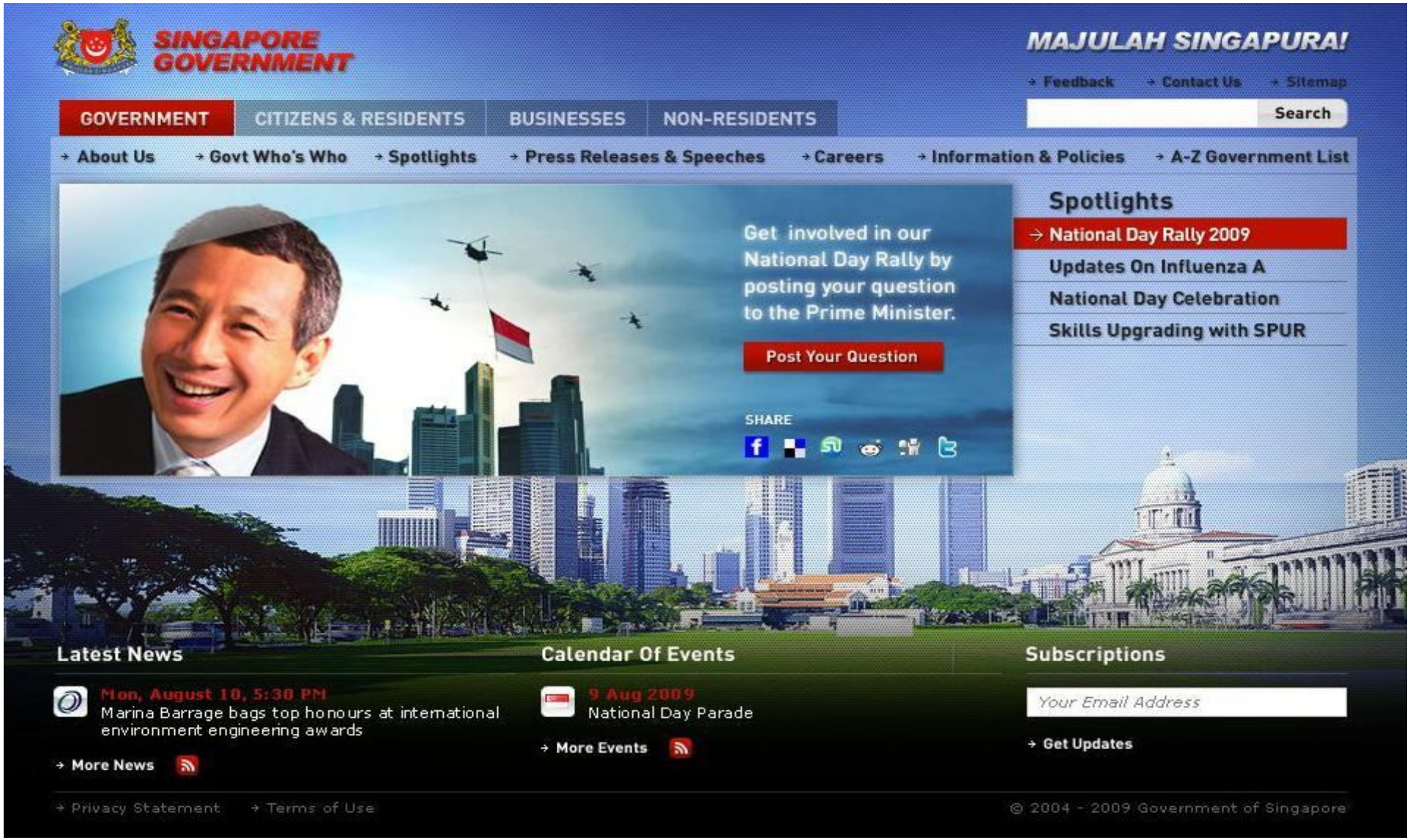
Robust content management is critical to providing a highly effective government portal

Finnish

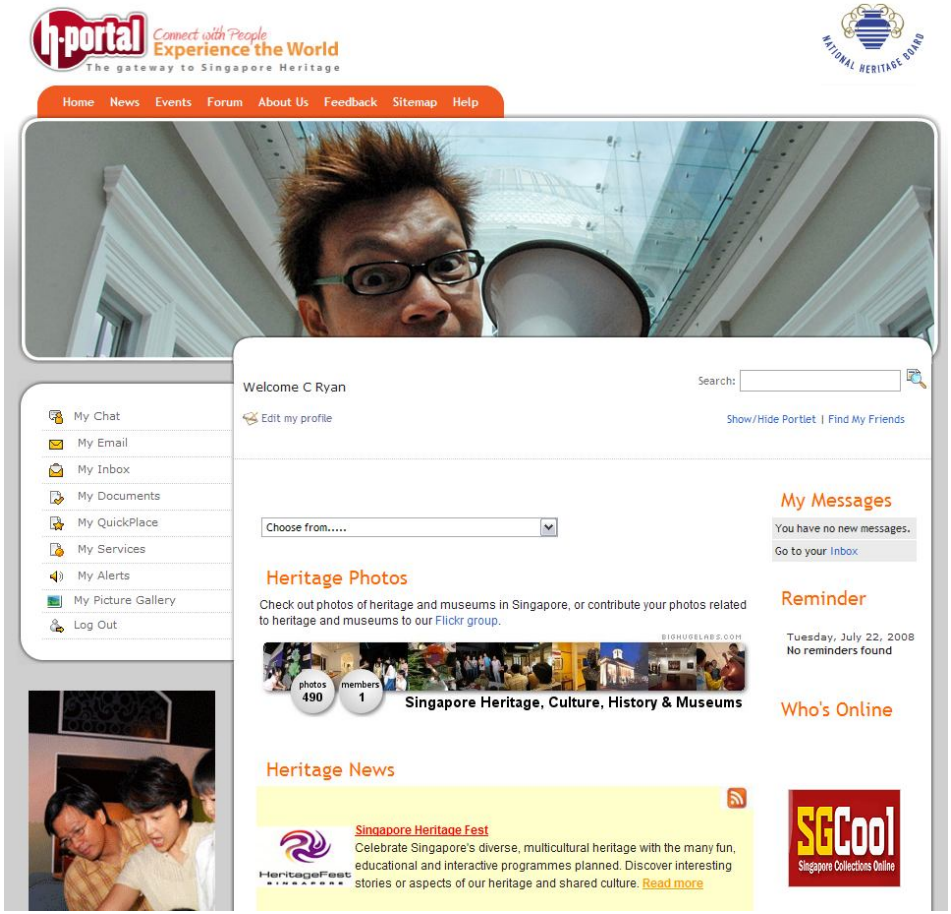
English



- 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**


SINGAPORE GOVERNMENT
MAJULAH SINGAPURA!
Feedback
Contact Us
Sitemap
Search
GOVERNMENT
CITIZENS & RESIDENTS
BUSINESSES
NON-RESIDENTS
About Us
Govt Who's Who
Spotlights
Press Releases & Speeches
Careers
Information & Policies
A-Z Government List
Get involved in our National Day Rally by posting your question to the Prime Minister.
Post Your Question
SHARE
Spotlights
National Day Rally 2009
Updates On Influenza A
National Day Celebration
Skills Upgrading with SPUR
Latest News
Mon, August 10, 5:30 PM
Marina Barrage bags top honours at international environment engineering awards
More News
Calendar Of Events
9 Aug 2009
National Day Parade
More Events
Subscriptions
Your Email Address
Get Updates
Privacy Statement
Terms of Use
© 2004 - 2009 Government of Singapore

MyHeritage Portal : Singapore National Heritage Board



http://www.h-portal.sg/wps/myportal

THE BUSINESS TIMES
SINGAPORE

NHB's MyHeritage Portal uses Web2.0 to be more user friendly

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.

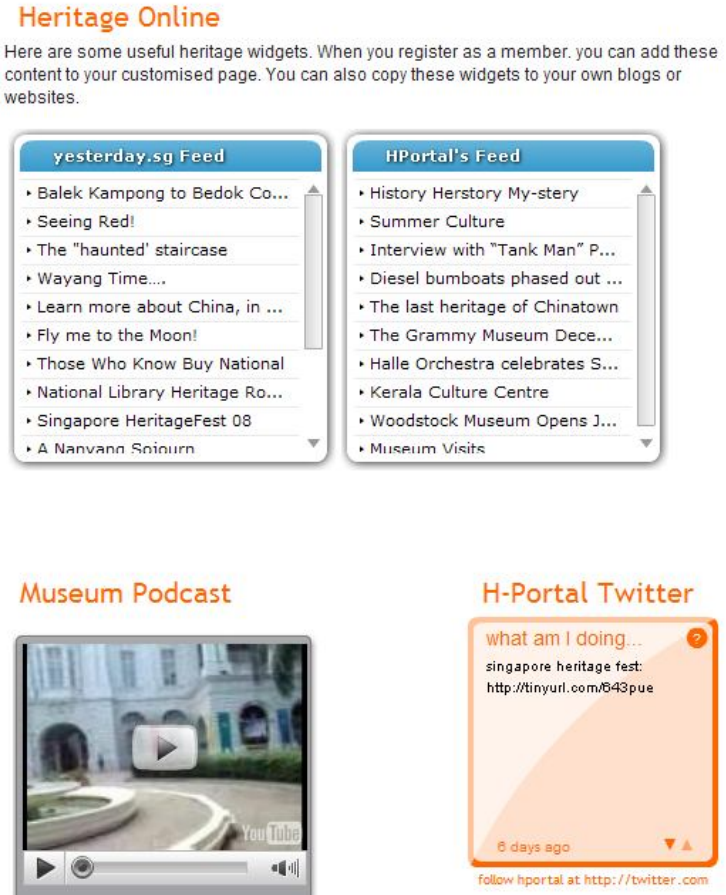
The portal is built using a combination of IBM WebSphere, IBM Lotus and IBM Information Management Software tools and applications.

'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://integrate.factiva.com/search/showarticle.asp?AN=STBT000020080713e47e0000e&vfrom=sch&vfrom=sch&MODAUTOLOG=S000WJj2sryMpFyMTAvNTMsMTMuMdmm5DBXSceo2tFBQUFBQUFBQUFBQUFBQUFBQUFBQUFBQUFBQUFBQUFB&LWS=1

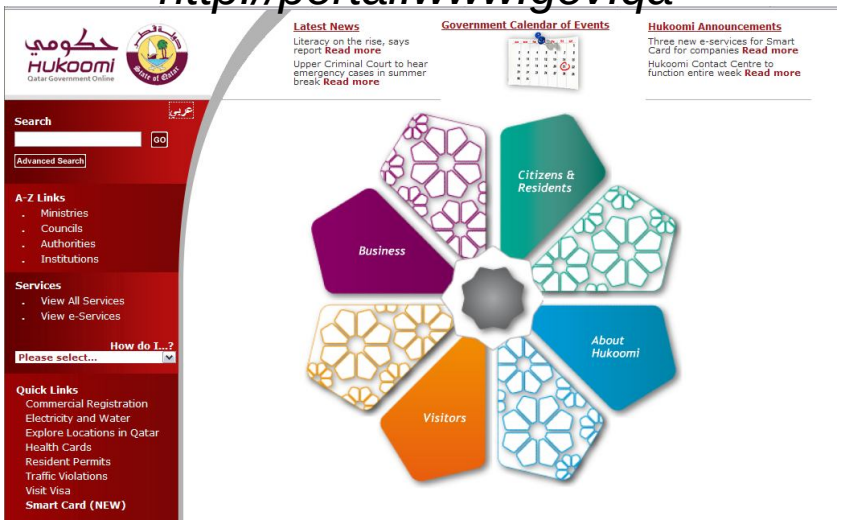
Web2.0 and constituent participation are the core of NHB's Portal strategy



- 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”

http://portal.www.gov.qa



- 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

2010 World Cup Futbol Games – Gauteng Province, South Africa

- **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* http://www.03.ibm.com/press/us/en/pressrelease/24507.wss

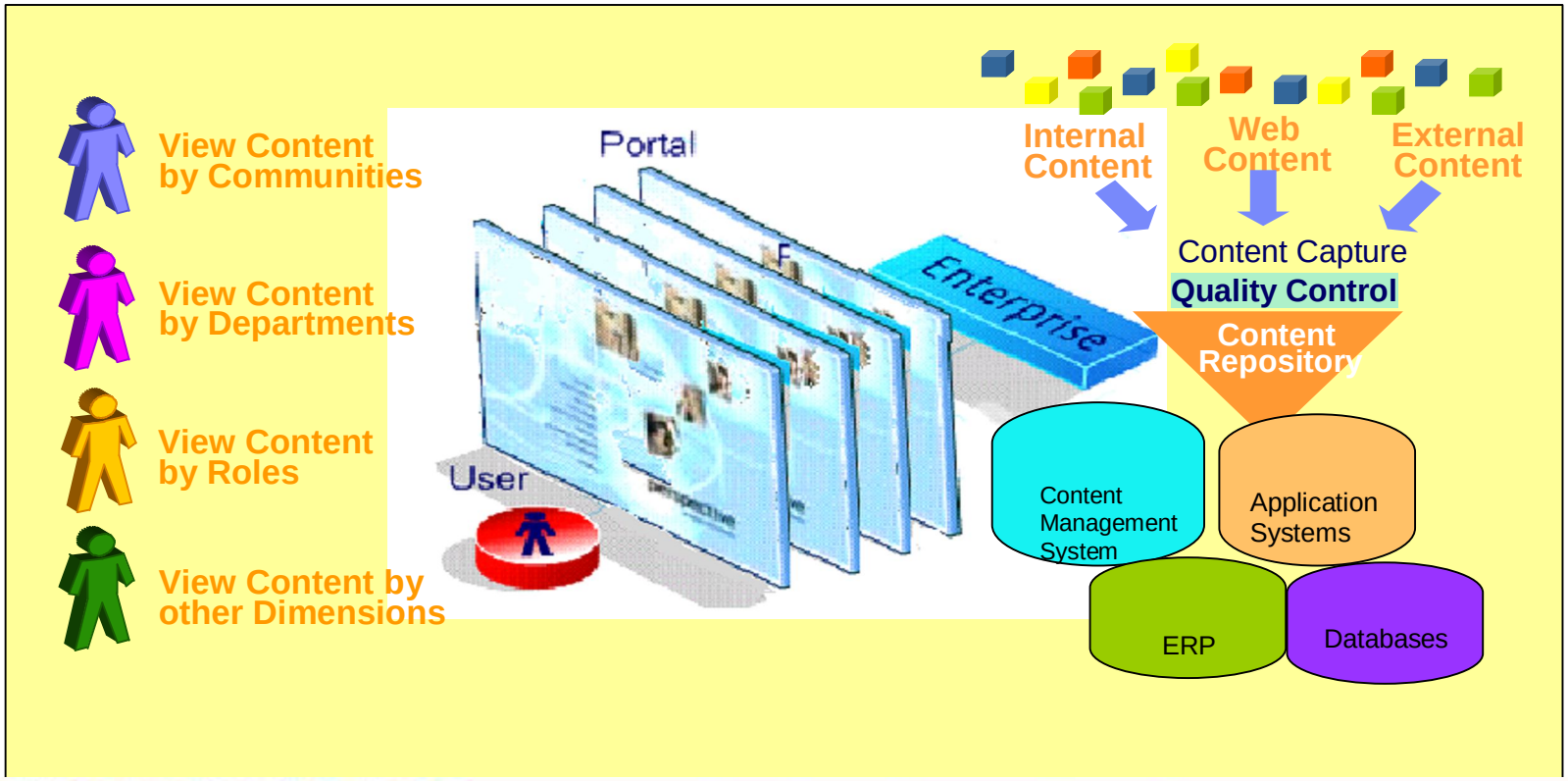
Boeing and the Federal Aviation Administration: using IBM Mashup Center to resolve emergencies

- ***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

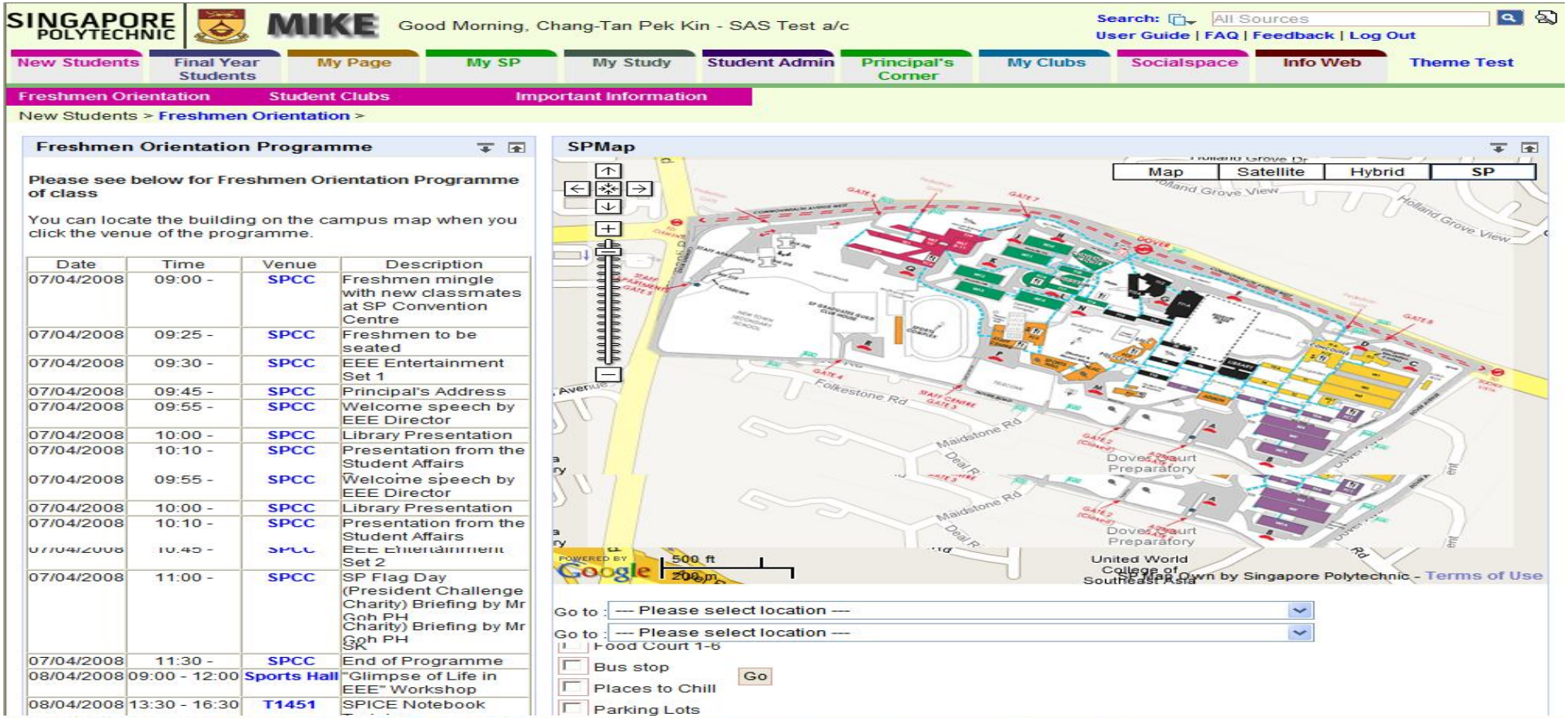
Web 2.0 Student Portal

- **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



Lotus knows.
Smarter software for a Smarter Planet.

Freshmen Orientation



SINGAPORE POLYTECHNIC

Lotus knows.
Smarter software for a Smarter Planet.

Student Clubs

SINGAPORE POLYTECHNIC | MIKE | Good Evening, Chang-Tan Pek Kin - SAS Test a/c

Search: All Sources
User Guide | FAQ | Feedback | Log Out

New Students | Final Year Students | My Page | My SP | My Study | Student Admin | Principal's Corner | My Clubs | Social space | Info Web

Freshmen Orientation | Student Clubs | Important Information

New Students > Student Clubs >

Browse a Club

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.

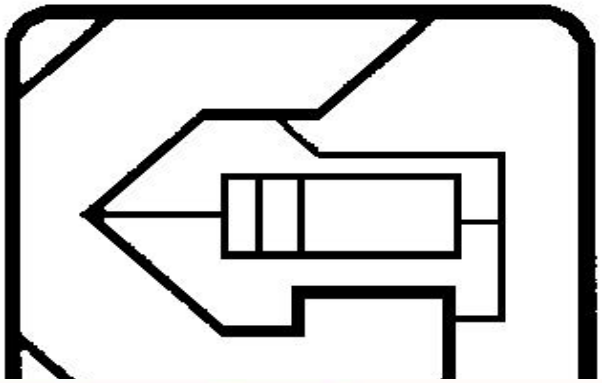
Electrical and Electronic Engineering Club

Club Video

Club Information

club-eee

Electrical & Electronic Engineering club , also known as the E.E.E.C. We provides 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 wonderous memories.



SINGAPORE POLYTECHNIC

US Army to save $1.3billion 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

Read more in the case study on ibm.com:
http://www-01.ibm.com/software/success/cssdb.nsf/CS/JKIN-7BMS8M?OpenDocument&Site=default&cty=en_us

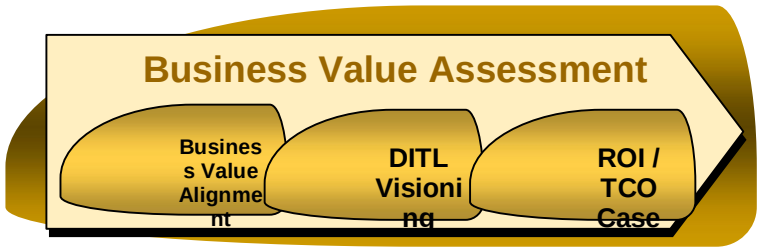
*"The Forms Content Management Program will not only provide **fillable forms**… using **digital signatures**, the program will also provide the US Army the means to develop **one single enterprise solution for automating functional business processes for the Army's use**."*
- Jeanne Harman, chief of the Army Publishing Division, Alexandria, Virginia

Introducing WebSphere Portal NOW

- A complete, ready to use business solution
- Reusable, extensible software templates for WebSphere Portal that solve 90% of your needs immediately
- Services from ISSL or Partners to have your site up and running in less than a month

CREATED WITH LOTUS® SYMPHONY™

IBM uses a proven and structured approach to identify and assess business value opportunities for a portal solution



BVA Components

Value Alignment — *"What could we or should we do with a portal?"*

DITL Visualization — *"What might the portal experience be for us?"*

Business Case — *"How can we financially justify our portal investment?"*

WebSphere Portal…
A strategic product for your strategic applications

7000+ WW customers w intranets, B2B apps, & customer-facing internet apps

47% of customers are SMB

Smallest customer has 11 employees

Largest customer has 1.8M+ employees

#1 market share for 8 years running

Globally…
10 of top 10 banks
8 of top 10 retailers
12 of the largest telcos
50 major health providers
500 gov’ts + every G8 nation

Over 300 million named users in our top 15 customers alone!!
1 in 6 people worldwide with internet access is a named user in a WebSphere Portal application

CREATED WITH LOTUS® SYMPHONY™

Legal Disclaimer

•© IBM Corporation 2009. All Rights Reserved.

•The information contained in this publication is provided for informational purposes only. While efforts were made to verify the completeness and accuracy of the information contained in this publication, it is provided AS IS without warranty of any kind, express or implied. In addition, this information is based on IBM's current product plans and strategy, which are subject to change by IBM without notice. IBM shall not be responsible for any damages arising out of the use of, or otherwise related to, this publication or any other materials. Nothing contained in this publication is intended to, nor shall have the effect of, creating any warranties or representations from IBM or its suppliers or licensors, or altering the terms and conditions of the applicable license agreement governing the use of IBM software.

•References in this presentation to IBM products, programs, or services do not imply that they will be available in all countries in which IBM operates. Product release dates and/or capabilities referenced in this presentation 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. Nothing contained in these materials is intended to, nor shall have the effect of, stating or implying that any activities undertaken by you will result in any specific sales, revenue growth or other results.

•If the text contains performance statistics or references to benchmarks, insert the following language; otherwise delete:
Performance is based on measurements and projections using standard IBM benchmarks in a controlled environment. The actual throughput or performance that any user will experience will vary depending upon many factors, including considerations such as the amount of multiprogramming in the user's job stream, the I/O configuration, the storage configuration, and the workload processed. Therefore, no assurance can be given that an individual user will achieve results similar to those stated here.

•If the text includes any customer examples, please confirm we have prior written approval from such customer and insert the following language; otherwise delete:
All customer examples described are presented as illustrations of how those customers have used IBM products and the results they may have achieved. Actual environmental costs and performance characteristics may vary by customer.

•Please review text for proper trademark attribution of IBM products. At first use, each product name must be the full name and include appropriate trademark symbols (e.g., IBM Lotus® Sametime® Unyte™). Subsequent references can drop "IBM" but should include the proper branding (e.g., Lotus Sametime Gateway, or WebSphere Application Server). Please refer to http://www.ibm.com/legal/copytrade.shtml for guidance on which trademarks require the ® or ™ symbol. Do not use abbreviations for IBM product names in your presentation. All product names must be used as adjectives rather than nouns. Please list all of the trademarks that you use in your presentation as follows; delete any not included in your presentation.
IBM, the IBM logo, Lotus, Lotus Notes, Notes, Domino, Quickr, Sametime, WebSphere, UC2, PartnerWorld and Lotusphere are trademarks of International Business Machines Corporation in the United States, other countries, or both. Unyte is a trademark of WebDialogs, Inc., in the United States, other countries, or both.

•If you reference Adobe® in the text, please mark the first use and include the following; otherwise delete:
Adobe, the Adobe logo, PostScript, and the PostScript logo are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States, and/or other countries.

•If you reference Java™ in the text, please mark the first use and include the following; otherwise delete:
Java and all Java-based trademarks are trademarks of Sun Microsystems, Inc. in the United States, other countries, or both.

•If you reference Microsoft® and/or Windows® in the text, please mark the first use and include the following, as applicable; otherwise delete:
Microsoft and Windows are trademarks of Microsoft Corporation in the United States, other countries, or both.

•If you reference Intel® and/or any of the following Intel products in the text, please mark the first use and include those that you use as follows; otherwise delete:
Intel, Intel Centrino, Celeron, Intel Xeon, Intel SpeedStep, Itanium, and Pentium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

•If you reference UNIX® in the text, please mark the first use and include the following; otherwise delete:
UNIX is a registered trademark of The Open Group in the United States and other countries.

•If you reference Linux® in your presentation, please mark the first use and include the following; otherwise delete:

•Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.

•Other company, product, or service names may be trademarks or service marks of others.

•If the text/graphics include screenshots, no actual IBM employee names may be used (even your own), if your screenshots include fictitious company names (e.g., Renovations, Zeta Bank, Acme) please update and insert the following; otherwise delete:
All references to [insert fictitious company name] refer to a fictitious company and are used for illustration purposes only.

CREATED WITH LOTUS® SYMPHONY™