

Lotus knows.

IBM Lotus Symphony™

Exceptional Web Experience with Government Web Services

Simon Lee | Regional Manager – Portal Solutions

IBM Software Group ASEAN



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?**

Lotus knows.

Smarter software for a Smarter Planet.

Ü

What is an Exceptional Web Experience?

1

Lotus knows.

Smarter software for a Smarter Planet.

...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
- §




Lotus knows.

Smarter software for a Smarter Planet.

...is personalized to me.

Wednesday, April 8, 2009 English (change) | Contact Information | Help | Logout

 **h-dnet.com**
A BUSINESS TOOL FOR HARLEY-DAVIDSON AND BUELL DEALERS

Welcome Adam Acker
HDMC Internal Employee Dealer (2198)
Last logged in: 04/08/2009 12:08 PM

Search h-dnet.com ADVANCED SEARCH

HOME | DEPARTMENTS | GENERAL OPERATIONS | COMMUNICATIONS | MY LINKS | MY TOOLBOX

My Reminders

Date	Description
04/09/2009	Instructor Training Registration Ends for Elkridge, MD - May 9-12 Session
04/11/2009	Deadline to submit claims for Ride Free Offer #2
04/15/2009	Deadline to Order your limited-edition "2009 Celebrate Women's Riders T-shirts and Tanks
04/21/2009	Summer Dealer Meeting Registration Opens
04/28/2009	Warranty Coverage for Buell Product Program 0502 Expiration


[View All Reminders](#)

My Communications

Date	Description	Type
04/08/2009	New Big Book National Traffic-Driving Promotion Campaign (Promo #300) This letter is to inform you beginning April 10, 2009 through June 30, 2009, there will be a national advertising promotion driving traffic to dealerships for...	Dealer Letter
04/06/2009	Harley-Davidson, Inc. names Keith Wandell President and CEO. Matt Levatich to become Harley-Davidson Motor Company President; Jim McCaslin named Executive Vice President for Corporate Product Planning First things first. I want you to know how excited I am to be joining this legendary company. One thing I've admired over the years, while living here in Harley-Davidson's...	Dealer Letter
04/06/2009	New Motorcycle Competitive Comparison Tool on h-dnet.com! Purpose: We are excited to introduce a new resource, a one-stop competitive intelligence tool that will allow you to compare Harley-Davidson or Buell motorcycles...	Dealer Letter
04/06/2009	Registration for Summer Dealer Meeting begins Tuesday, April 21, 2009 at 10:00 a.m. (CDT) The 2009 Summer Dealer Meeting Registration will open on Tuesday, April 21, 2009 at 10:00 a.m. (CDT) and will close on Monday, June 15, 2009 at 5:00 p.m. (CDT)...	Dealer Letter
04/06/2009	Single Point of Contact (SPOC) Unavailable - Friday, April 10, 2009 The office of Harley-Davidson Sales Administration (SPOC) will be closed on Friday, April 10, 2009, in observance of Good Friday. Single Point of Contact service...	Dealer Letter

My Toolbox

- [HDU Online](#)
- [Vehicle Information](#)
- [Vehicle Locator](#)
- [H.O.G. Membership Verification](#)
- [Kit Inquiry](#)
- [List Availability Program](#)
- [Regulatory University](#)
- [SWR Entry](#)
- [Service Document Viewer](#)
- [Used Bikes](#)
- [Vehicle Sales Opportunities](#)
- [Vehicle Transfer](#)



Lotus knows.

Smarter software for a Smarter Planet.

...whenever, wherever

The image shows a desktop browser window displaying the Lotusphere 2010 website. The desktop version features a navigation menu with 'Home', 'demo', 'Getting Started', and 'Web 2.0 Introduction'. The main content area includes a 'Conference' section with a banner for 'Lotusphere 2010' at Walt Disney World, Orlando, Florida. Below the banner, it says 'Welcome to Lotusphere 2010!' and 'This site is powered by WebSphere Portal 6.1 with Mobile Portal Accelerator 6.1. You can view this site on a mobile device browser using the same URL.' It also includes a 'Daily Schedule of Events' section with buttons for 'Monday', 'Tuesday', and 'Wednesday'. Two mobile devices are shown in the foreground: an iPhone on the left and a BlackBerry on the right. Both devices display a mobile-optimized version of the Lotusphere 2010 website, which is more compact and easier to read on a small screen. The BlackBerry device also shows a 'World Edition' logo. The desktop browser window also shows a Mozilla Firefox window in the background displaying the same mobile-optimized site.

<http://lotus2010.com>

Lotus knows.

Smarter software for a Smarter Planet.

...More than just text and images

The screenshot displays the NetJets website interface. At the top center is the "NETJETS" logo. In the top right corner, there is a "LOG OUT" link. The main content area features a large video player on the left showing a close-up of an aircraft's wing and tail. To the right of the video player is a vertical "MORE VIDEOS" button. The main heading "SERVICE INITIATIVE" is prominently displayed in large white letters, with the subtitle "Redefining NetJets Service" below it. Underneath, a "What's New" section lists two items: "» Testing of Catering Enhancements Begins in Select Markets" and "» Watch the Town Hall Meeting: Redefining NetJets Service". At the bottom of the main content area, there are four smaller image thumbnails labeled "BRAND", "EMPLOYEES", "OWNERS", and "AIRCRAFT". The "BRAND" thumbnail shows the NetJets logo, "EMPLOYEES" shows a busy airport terminal, "OWNERS" shows two men in business attire talking, and "AIRCRAFT" shows a private jet on a runway. At the very bottom of the page, there is a copyright notice: "©2009 NETJETS INC. ALL RIGHTS RESERVED. [Website Guidelines](#)".

Lotus knows.

Smarter software for a Smarter Planet.

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

The screenshot shows the State Farm website's search interface for finding an agent. The top navigation bar includes 'Insurance', 'Mutual Funds', and 'State Farm Bank'. A search bar is present with a 'Google' logo. The main heading is 'Find an Agent Near You'. Below this, there are two tabs: 'Agents by Location' (selected) and 'Agents by Name'. A search form is displayed with a text input for 'Enter ZIP / Postal Code' and a 'Find' button. Below the form, there are options to search by full address or by city and state/province. A section titled 'Agent also offers' includes checkboxes for Bank, Mutual Funds, and Annuities. Another section titled 'Agent also speaks' includes radio buttons for Chinese, Spanish, Korean, Vietnamese, and Polish. A 'Reset' button is located to the right of the language options. A 'Find' button is at the bottom of the form. To the right of the search form, there is a section titled 'We're Here for You' with a list of bullet points: 'Getting advice from a trusted, licensed professional', 'Working with someone who knows your policy in and out', and 'Supporting your local community'. Below the list is a map showing several 'SF' markers. At the bottom of the page, there is a disclaimer: 'State Farm Bank®, Bloomington, Illinois, is a Member of the FDIC and an Equal Housing Lender. The other products, including State Farm Mutual Funds and Variable Products, offered by affiliate companies of State Farm Bank are not FDIC insured, not a State Farm Bank obligation or guaranteed by State Farm Bank, and subject to investment risk, including possible loss of principal.' and a 'Contact Us | Privacy Policy | Terms of Use' link.

The screenshot shows the search results for agents near ZIP code 61704. The top navigation bar is the same as in the previous screenshot. The main heading is '20 State Farm Agents near 61704'. Below this, there are two tabs: 'Agents by Location' (selected) and 'Agents by Name'. A search bar contains the ZIP code '61704' and a 'Find' button. To the right of the search bar is a 'More search options' link. Below the search bar, there is a list of five agents, each with a profile picture, name, title, address, and phone number. Each agent profile also includes 'Visit Site' and 'Email me' links. To the right of the list is a map showing the location of the agents near Bloomington, Illinois. The map is a MAPQUEST map with several blue markers indicating agent locations. At the bottom of the page, there is a disclaimer: 'State Farm Bank®, Bloomington, Illinois, is a Member of the FDIC and an Equal Housing Lender. The other products, including State Farm Mutual Funds and Variable Products, offered by affiliate companies of State Farm Bank are not FDIC insured, not a State Farm Bank obligation or guaranteed by State Farm Bank, and subject to investment risk, including possible loss of principal.' and a 'Contact Us | Privacy Policy | Terms of Use' link.

Lotus knows.

Smarter software for a Smarter Planet.

...protects my personal information.

BlueCross BlueShield of Florida
An Independent Licensee of the Blue Cross and Blue Shield Association
Serving Residents and Businesses of Florida.

MyBlueServiceSM
Thursday, October 01, 2009

Log Out | Contact Us

My Home | My Benefits | My Profile | BCBSF Products | Living Healthy with WebMD | Member Resources | Customer Service

I want to: Select a task...

Welcome Pat | Messages | My Account | Switch Contracts

Claims

Expense Summary | **View / Search Claims**

View / Search Claims Print

Family Members: Pat Walker Terry Walker Sally Walker Bobby Walker

Claim Type: Health Pharmacy

Date of Service: [] - []

Facility/Physician: View All

Family Member	Date of Service	Facility/Physician	Claim Charge	
Pat	03/02/09 - 03/02/09	Smith, Michael J	\$648.00	Details >
Pat	12/01/08 - 12/01/08	Baptist Medical Center	\$350.00	Details >
Pat	06/14/08 - 06/14/08	Publix Pharmacy 1099	\$3.97	Details >
Pat	05/13/08 - 05/13/08	Moore, James D	\$76.00	Details >
Pat	05/02/08 - 05/02/08	Walgreen Drug Store 4278	\$10.00	Details >
Pat	03/12/08 - 03/12/08	Walgreen Drug Store 4278	\$42.88	Details >
Pat	03/12/08 - 03/12/08	Moore, James D	\$76.00	Details >
Pat	01/18/08 - 01/18/08	Solantic Llc	\$125.00	Details >
Pat	01/18/08 - 01/18/08	Solantic Llc	\$125.00	Details >
Pat	01/11/08 - 01/11/08	Solantic Llc	\$125.00	Details >

1 2 3 4 5 | Next

BlueCross BlueShield of Florida
An Independent Licensee of the Blue Cross and Blue Shield Association
Serving Residents and Businesses of Florida.

MyBlueServiceSM
Thursday, October 01, 2009

Log Out | Contact Us

My Home | My Benefits | My Profile | BCBSF Products | Living Healthy with WebMD | Member Resources | Customer Service

I want to: Select a task...

Welcome Pat | Messages | My Account | Switch Contracts

Claims

Expense Summary | **View / Search Claims** | Claim Detail

Claim Activity for PAT WALKER (Member) Print

Member Number: H123456789 **Plan:** BlueOptions

Claim Number: Q12837697069879 **Provider:** Baptist Medical Center

Status: Processed on 12/20/2008 **Member Responsibility:** \$80.00

MEMBER RESPONSIBILITY								
Date of Service	Description of Service	Amount Billed	Amount Allowed	Amount Paid	Deductible Amount	Copayment Amount	Coinsurance Amount	Remarks *
12/01/2008	Office or Other	\$120.00	\$100.00	\$60.00	\$0.00	\$40.00	\$0.00	IPS
12/01/2008	Office or Other	\$230.00	\$150.00	\$150.00	\$0.00	\$40.00	\$0.00	
Totals:		\$350.00	\$250.00	\$210.00	\$0.00	\$80.00	\$0.00	

Ask a question about this claim

***Remarks**

Remark Code	Description
IPS	In-patient services

The information given in this Claim Record is the same as would appear on the Explanation of Benefits form.

Lotus knows.

Smarter software for a Smarter Planet.

...speaks my language.

The image displays three overlapping screenshots of the Bunge website, demonstrating its multilingual capabilities. The top screenshot is the English version, featuring a navigation menu with categories like 'COMPANIES' (BLTD, BAS, BEU, BFE, BNA, BAR) and 'COMMUNITIES' (OCOE, PQSE, Fundação, CRO (Risk), OnePath). The main content area includes a 'Welcome to Bunge Asia's new site' message and a 'Bunge Asia News' section with articles such as 'R&D project with Nanjing Agricultural University' and 'Trade and Logistics of Feed Materials' seminar in Vietnam. The middle screenshot is the Chinese version, titled '请阅读邦基亚洲中文新闻', and features a 'Fundação Bunge' header. The bottom screenshot is the Portuguese version, titled 'Bunge Fertilizantes', and features a 'Participe do concurso "Quem tem valor, dá o exemplo"' banner and a 'Notícias Bunge Fertilizantes' section with articles like 'Semana Florestal de Araxá' and 'Prêmio Fundação Bunge 2009'. The right sidebar of the Portuguese version includes 'Acesso Rápido' (Quick Access) icons for 'Help Desk IBM', 'Classificados', 'Lista de Aniversariantes', 'Cotações Agronegócio', 'Portal Interação', and 'Diretório de Fundacionários', along with a 'Bunge Blue Book' section.

Lotus knows.

Smarter software for a Smarter Planet.

...takes care of me.

The screenshot displays the 'Physician Web Portal' for the Visiting Nurse Service of New York. The top navigation bar includes 'admin', 'Edit My Profile', and 'Log Out'. The main navigation menu has tabs for 'Patients and Orders', 'Patient Details', 'Practice Details', 'Referrals', 'Worklists', and 'Physician Association'. The left sidebar contains links for 'Patient List', 'Order List', 'Order Details', 'Current POC', 'Create Order', 'Signature Cart', and 'Print Cart'. The main content area shows the 'Current Plan Of Care' for a patient named James, Saikavoussi, with details on patient address, clinician (Best, Tricia Nicole), case number (003007275), and team (MA03). Below this, there is a section for 'ORDERS FOR DISCIPLINES AND TREATMENTS' which includes instructions for diabetic care, insulin administration, and wound care for a pressure ulcer.

admin | Edit My Profile | Log Out

Physician Web Portal

Patients and Orders | Patient Details | Practice Details | Referrals | Worklists | Physician Association

Home / Patients and Orders / Current POC

Current Plan Of Care

CURRENT PLAN OF CARE	
Patient Name: James, Saikavoussi	VNSNY Clinician: Best, Tricia Nicole
Patient Address: 1250 Broadway 15ane New York Ny, 10010	VNSNY Case Number: 003007275 VNSNY Team: MA03

[Printable Copy](#)

	ORDERS FOR DISCIPLINES AND TREATMENTS
Diagnosis	
Medications	
- Medication History	
Mental Status	SN: 3 TO 4 X WK FOR 7 WK & PRN X 3
Allergies	
Prognosis	PRN PURPOSE(S): IV INSERTION
Orders and Treatments	PROVIDE & INSTRUCT DIABETIC CARE:FOOT/LEG CARE INSTRUCT DIABETIC CARE:INJURY/INFECTION PREVENTION INSTRUCT DIABETIC CARE:SIGNS & SYMPTOMS OF HYPO/HYPERGLYCEMIA PROVIDE & INSTRUCT INSULIN ADMINISTRATION PROVIDE & INSTRUCT INSULIN PREFILL - PREFILL Q 7 DAYS PROVIDE & INSTRUCT BLOOD GLUCOSE MONITORING
Nutritional Requirements	
Activities Permitted	
Functional Limitations	
Safety Measures	
Goals and Discharge Plans	*** WOUND CARE *** PROVIDE & INSTRUCT WOUND CARE: PRESSURE ULCER UNABLE TO STAGE WOUND TREATMENT:OBSERVATION ONLY LOCATION: LOWER EXTREM./FOOT/L/2ND TOE

Lotus knows.

Smarter software for a Smarter Planet.

Building Blocks of Exceptional Web Experiences

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

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.”



Lotus knows.

Smarter software for a Smarter Planet.

Portal Principles

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

Content **Applications**

skwvSchweilbank
Kontakt | Stamp
Die Bank | Anlagestrategie | Vermögensverwaltung | Financial Planning | Banking | Finanzinfo | Produkte
Metrikerbericht | Kursüberblick | Finanztools | Finanzrat | Online-Konto
Kurse | Suchen | Erweiterte Suche
Registrieren | DAX 100 Werte | Dealer Code: 41600

DAIMLERCHRYSLER DealerCONNECT
Home | Sales | Parts | Service | Brands | Financial
Extreme Dodge and Dodge Trucks | Welcome Mr. Wes Lutz! | Tuesday, September 04, 2001
Message Center | Favourites: | Automotive News | Chrysler Crossfire Concept to Become Reality: Continuing the Chrysler Group's industry-leading track record of taking breakthrough vehicle concepts to reality, DaimlerChrysler has announced its intention to build a production version of the Chrysler Crossfire.
May June Sales close Friday, June 1st | New Incentives Programs have been announced. | Epic Minivan Wins Rally. DaimlerChrysler's EPIC (Electric Powered Interurban Commuter) electric minivan won two categories in the recent American Tour de Sol. The EPIC took first place in the Minivan Category and, for the second consecutive year, first place in Customer Acceptability.

TransAlta
Our Business | Workplace | Leaders | Communities | Welcome, Thando Moyo | people directory | site map | help | search | feedback
New Software | My Shortcuts

Headlines
Click here for all the news...
May 25 Update from Steve Snyder
May 25, 2004
This week's update includes information about our Analyst meeting and safety.
Canadian employees - apply now for 2004-2005 school scholarships
May 25, 2004
Children of employees and retirees from our Canadian operations are invited to apply for scholarships for the 2004-2005 school year. Applications must be received no later than June 30.
May the best boiler vendor win!
May 25, 2004
The group in TransAlta are working together to out the biggest cost of our coal-fired plant maintenance: boiler work.

TransAlta Facts
TransAlta generates an average of 400 megawatts of electricity a day for Ontario customers - enough power for over 400,000 homes, or every residence in London, Kitchener and Kingston.

What's New in the Portal
New Bulletin Board now available to all employees
We have made it easier for you to buy or sell from any TransAlta site...check it out!
Update to the Travel section.
At your fingertips you can now find maps, travel tips and security alerts...come explore the world of Travel...
It's new... About You
myHR has a new look, a new feel and a new name...follow the link to find out more About You...

Alerts
Mainframe Maintenance this weekend
May 25, 2004
Mainframe maintenance is scheduled for server ogym02.
TransAlta Stock
TSX: 16.65 Jun 7 13:46 MDT
NYSE: 19.87 Jun 7 14:00 MDT
Data delayed at least 20 minutes.
Go to Investor Relations
Market Prices
Electricity Prices
Market Heavy Load Date
Pool 73.26 40.02 Jun 4
Cinergy 27.60 Jun 4
COB 56.26 33.75 Jun 4
MERC 39.68 37.98 Jun 4
Palo 59.83 30.95 Jun 4
Verde
Gas Price
Market Price Date
Henry Hub 6.430 Jun 4
* Data not available.

Lotus knows.

Smarter software for a Smarter Planet.

Ü

What Capabilities can IBM Offer in the Government 2.0 Space?

1

Lotus knows.

Smarter software for a Smarter Planet.

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.

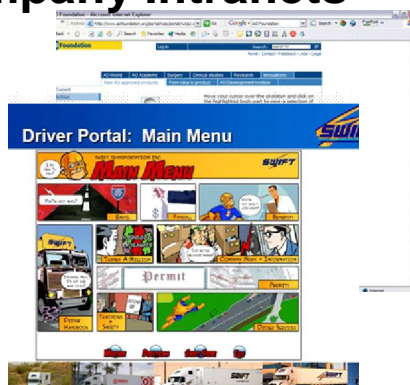


Partners

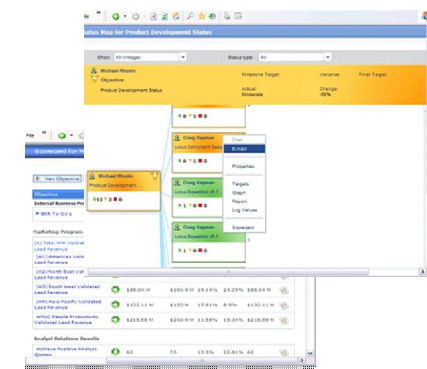
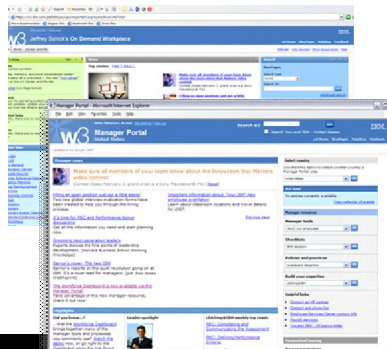


Customer Experience

Company Intranets



Employee and Manager Self Service



Performance Dashboards

Lotus knows.

Smarter software for a Smarter Planet.



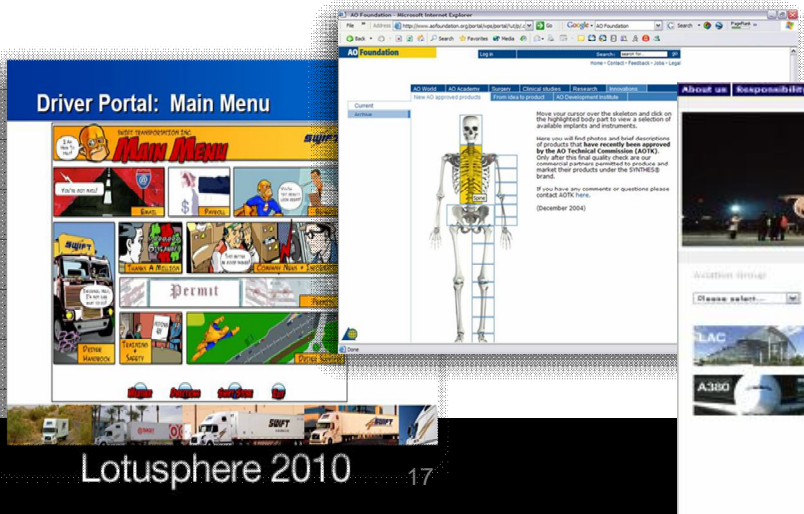
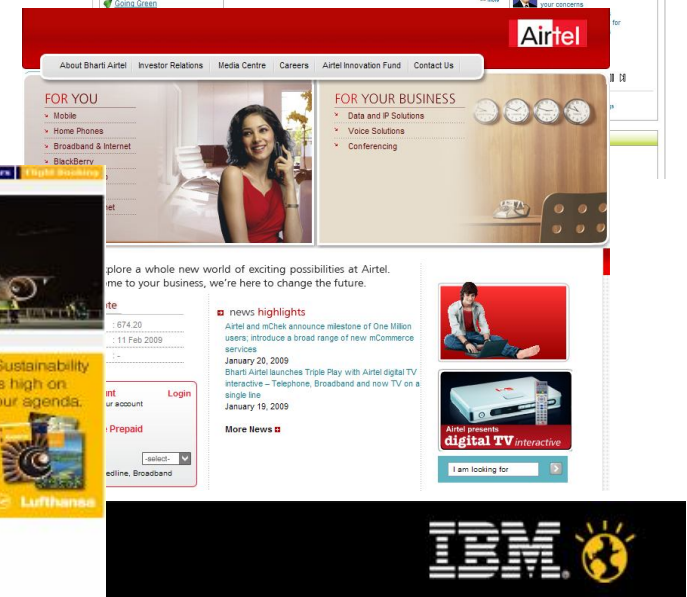
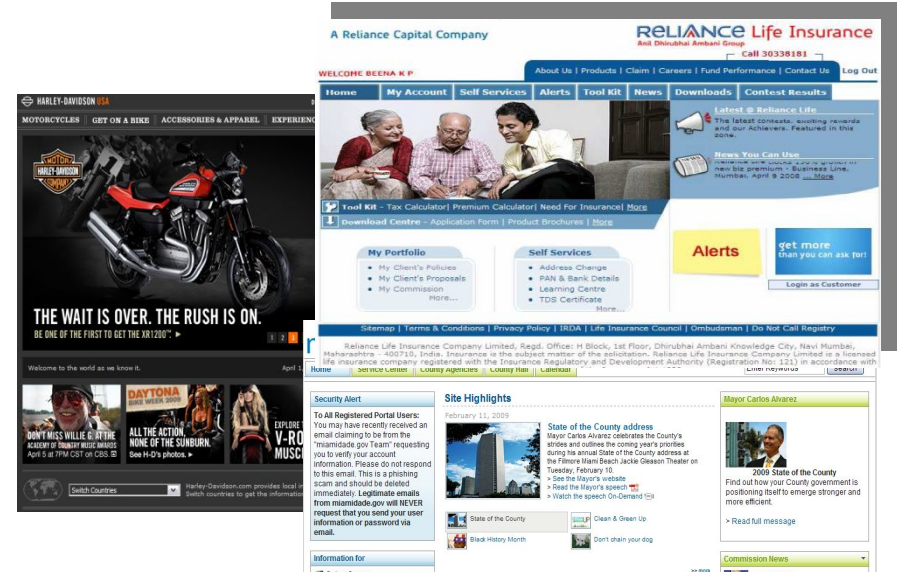
WebSphere Portal 6.1.5 Delivers

§ 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



Lotus knows.

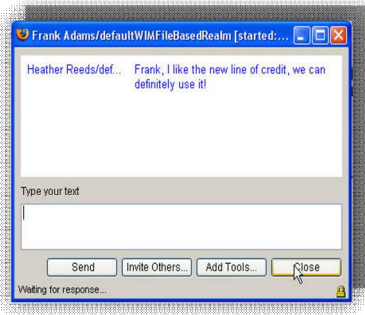
Smarter software for a Smarter Planet.



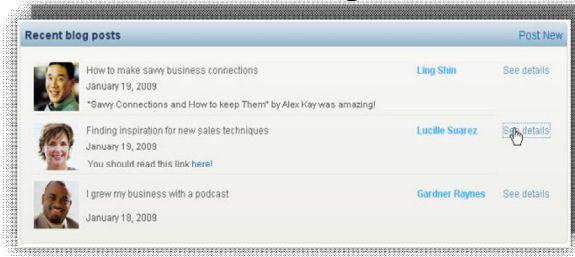
Users Expect Modern Online Experiences:

Web 2.0 + Collaboration + Social Tools + Mobile

Instant Messaging



Blogs



Social Bookmarks



Active Tags

2010 analyst_report
collaboration community
connections data domino
education ibm lotus
mobile notes oracle
oss_cop ovum portal
quicrk rational sametime
sap swg websphere wiki

New Business Workshop

03 Feb 2008, Noon-5pm
Town Hall Commons
Get in contact with and find valuable business resources.

[More Info](#)



Personal Advisor



Click-to-call me!
Message me
Want to meet?

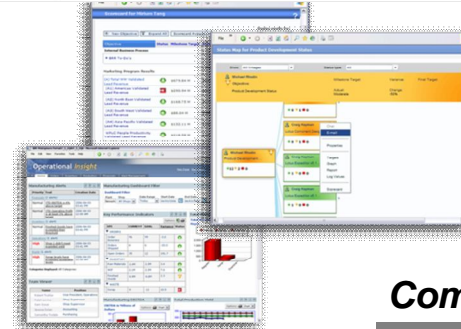
Contact me »

Experts

Rating: ★★★★★
Popularity: ★★★★★
Accesses: 217

User Ratings

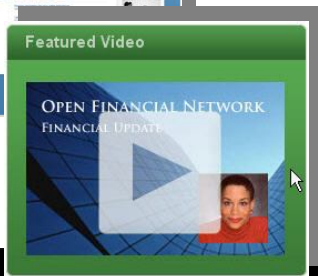
Dashboards



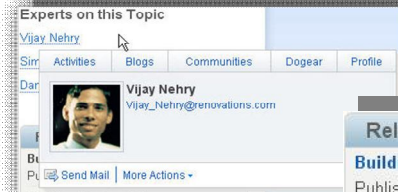
Education



Video



Social Networking



Personalized Content

Related Content

- Building the Best Team**
Published Mon Jan 08, 2008, 5:34PM
- Credit as Easy as 123**
Published Mon Jan 08, 2008, 5:34PM
- Developing your Inner Entrepreneur**
Published Mon Jan 08, 2008, 5:34PM
- OFN Technology helps you grow**
Published Mon Jan 08, 2008, 5:34PM
- 5 Steps to Success**
Published Mon Jan 08, 2008, 5:34PM



Communities



lotusknows.com

CREATED WITH LOTUS SYMPHONY™



Lotus knows.

Smarter software for a Smarter Planet.

Integration Excellence

Seamlessly Combine Internal & External Applications/Services

- Apps
- Content
- Cloud
- Collaboration
- Consumer



Role Based
Personalized
Contextual
Secure
Self Service
Dynamic

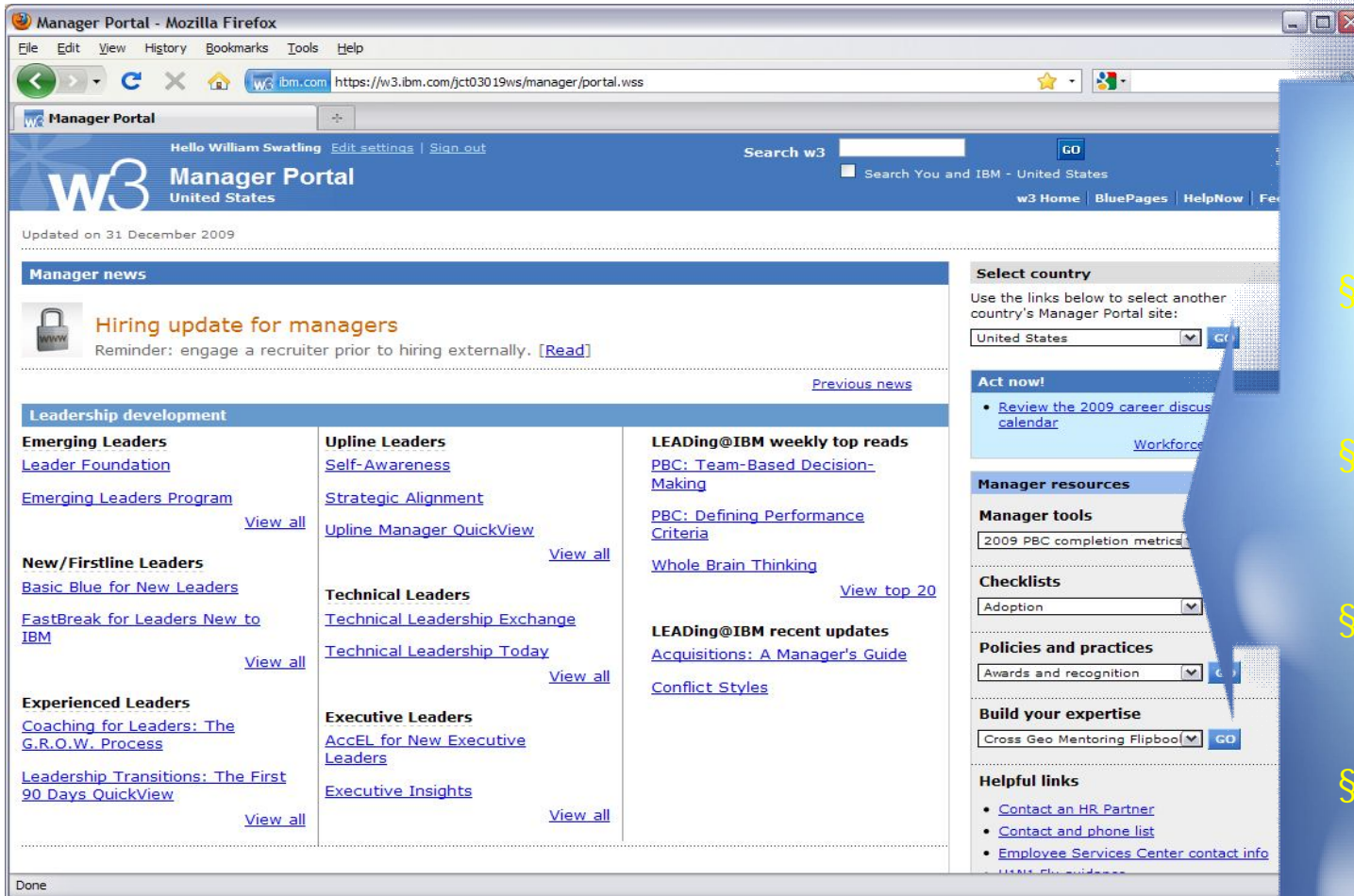
Business

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

Lotus knows.

Smarter software for a Smarter Planet.

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

Lotus knows.

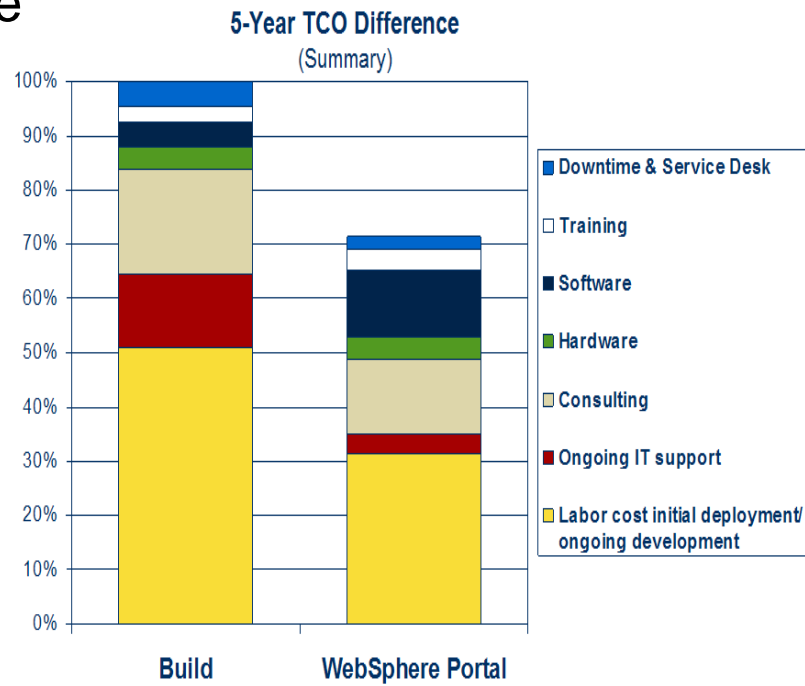
Smarter software for a Smarter Planet.

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

IDC
Analyze the Future

December 2007



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

**“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

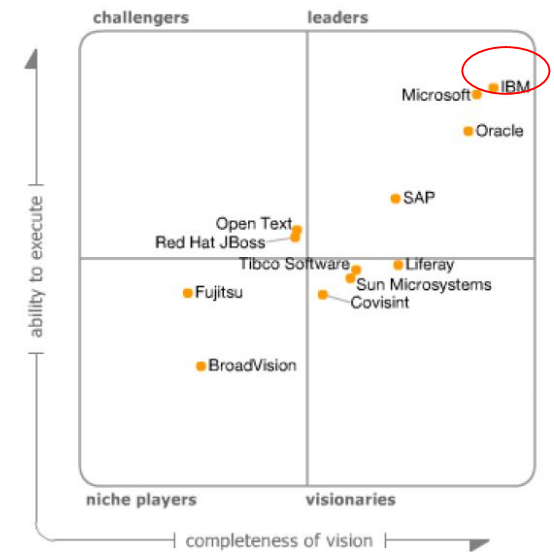
**8 out of the top 10
worldwide retailers**



**“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 Correia June 4,
2008

**30 hospitals, clinics
and health delivery
networks worldwide**



As of September 2009

Source: Gartner (September 2009)

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

**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



Lotus knows.

Smarter software for a Smarter Planet.

IBM WebSphere® Portal Ready for the Next 10 Years

100+ Worldwide
Technology Patents

by IBM Portal Development



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



Web Content
Management



V5.1

Virtual
Portals



XML Forms



Portlet Factory



V6.0

Drag
& Drop



Mashups



Accelerators

Mobile
Dashboards
Learning

Content
Bus Process
Collaboration



V6.1

Web 2.0
Support



V6.1.5

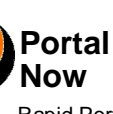
End-user & Portal
Optimization



Industry
Toolboxes

Government
Healthcare
Retail

Banking
Insurance
Telecom



Portal
Now

Rapid Portal Deployment

Lotus knows.

Smarter software for a Smarter Planet.

WebSphere Portal Awards

Market Share Leader: 2001-2008*

2006 SIA //CODiE// FINALIST

CRN BEST IN SHOW

JAVAPro READERS' CHOICE WINNER

WebSphere ADVISOR GOLD EDITORS' CHOICE 2003

DMReview

CRN

2006 JAVAPro READERS' CHOICE WINNER

2004 APEX for AWARDS Lotus e-PRO MAGAZINE WINNER

2005 intelligent READERS CHOICE AWARDS

2008 2007 2004 2006 2001 2009 2005 2002 2003

2010

SIA //CODiE// WINNER

Lotus ADVISOR AWARD EDITORS' CHOICE 2005

Yphise AWARD

WebSphere ADVISOR MAGAZINE

InfoWorld READERS CHOICE 2002

intelligent enterprise

Channel Champions 2003

JAVAPro 2003 READERS' CHOICE WINNER

2003 eWEEK Excellence Awards 4TH ANNUAL WINNER

intelligent enterprise Readers' Choice AWARD WINNER 2002

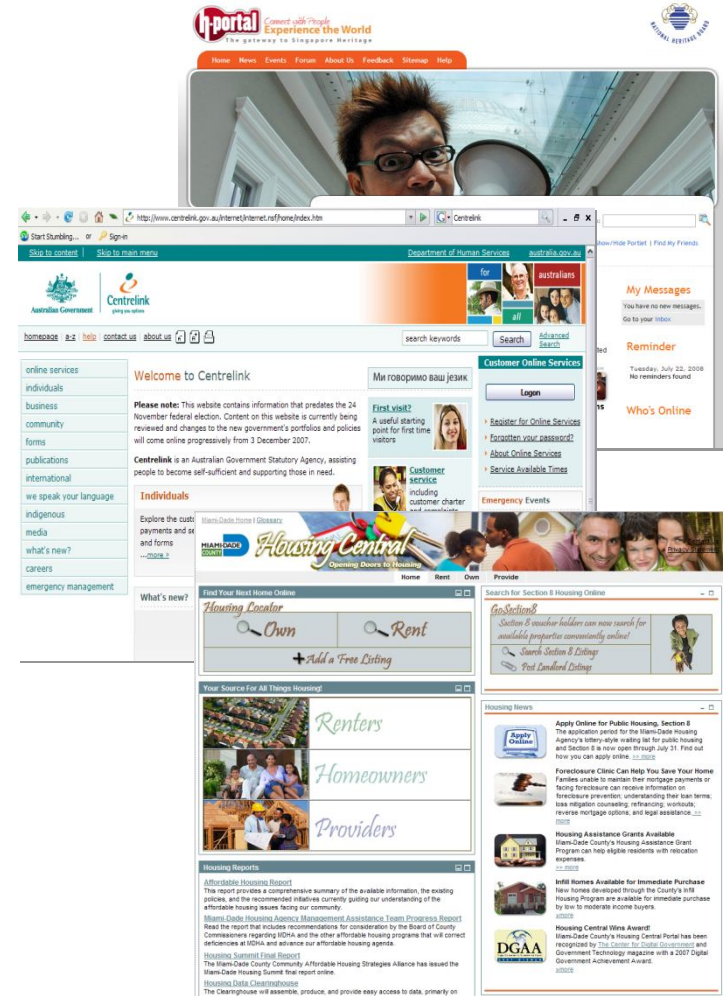
TRANSFORM READERS CHOICE 2003

Lotus knows.

Smarter software for a Smarter Planet.

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



Wave of New Possibilities

Last 100 Days

WebSphere Portal
Core Integration
Platform



Accelerators
Extend
Portal - Matching
Customer Needs

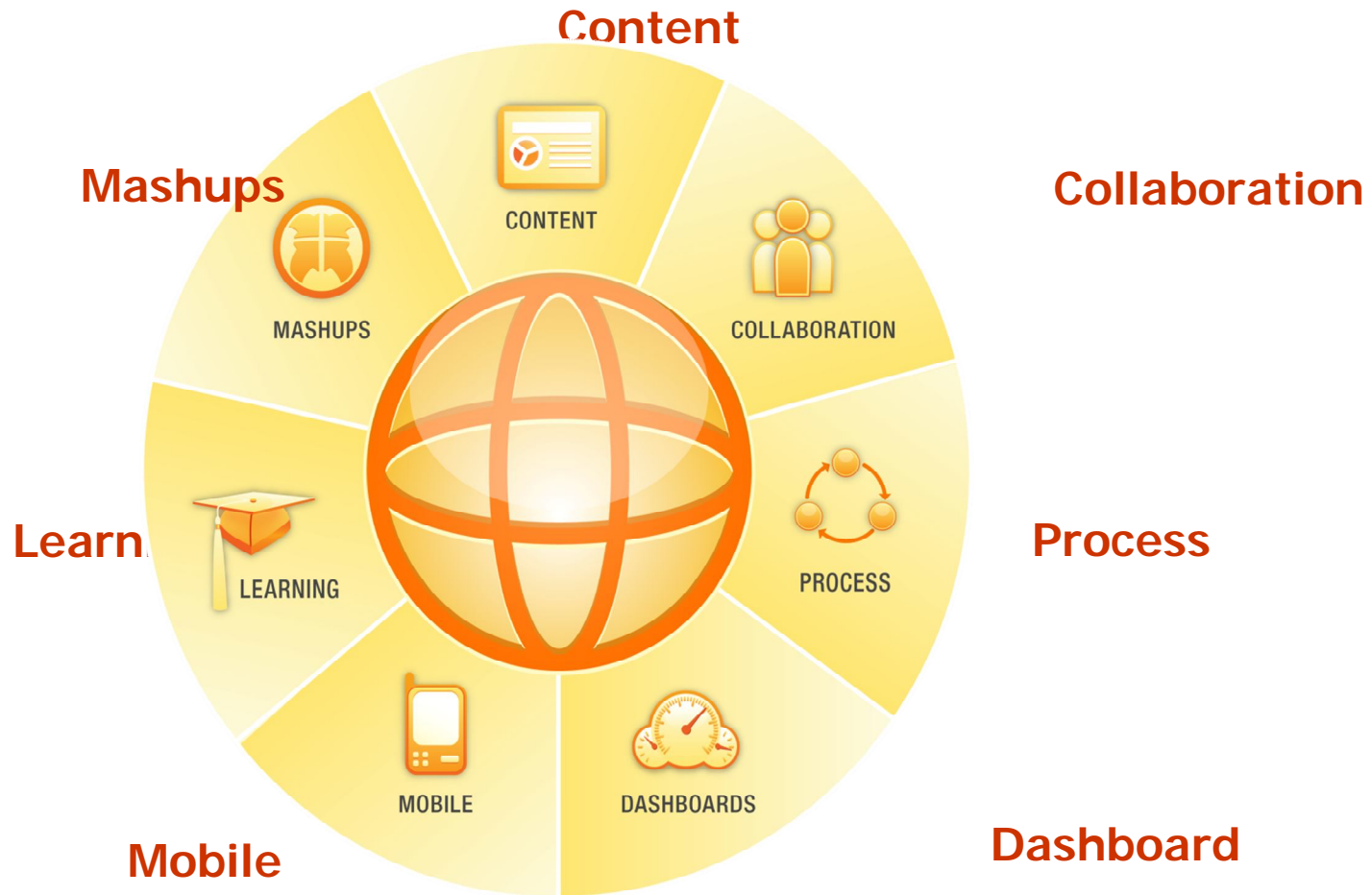
Industry Toolboxes
Offer
Industry Templates,
Assets & Best
Practices

- § 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

Lotus knows.

Smarter software for a Smarter Planet.

IBM Accelerators for WebSphere Portal



Lotus knows.

Smarter software for a Smarter Planet.

..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*

Title	Authors	Load	Edit	Content Type
DownloadableFile_large.gif	xyzadmin	↓	✎	image/gif
SOA Process Portal	xyzadmin	↓	✎	application/vnd.ms-powerpoint
Dept-1 General Guidelines.odt	xyzadmin	↓	✎	application/vnd.oasis.opendocument-text
ppt.jpg	xyzadmin	↓	✎	image/jpeg
processpic.jpg	xyzadmin	↓	✎	image/jpeg
feedback.gif	Dieter Buehler	↓	✎	image/gif
B07WebSphere_Portal_Security_TC_2008_db5.ppt	xyzadmin	↓	✎	application/vnd.ms-powerpoint
Some RTE file.ort	xyzadmin	↓	✎	application/vnd.lotus-odc
gear3.jpg	xyzadmin	↓	✎	image/jpeg

Lotus knows.

Smarter software for a Smarter Planet.

Web Content Management

The screenshot shows the Australian Open website interface. At the top, the logo reads "australian open" with a tennis player silhouette, followed by "The Grand Slam of Asia/Pacific". A large banner says "YOUR TICKET TO THE WORLD" with "Melbourne Park 18 - 31 January 2010" below it. A navigation menu includes "Home", "Scores", "Draws", "Schedule", "Players", "News & Photos", "Video", "Radio", "Event Guide", "Tickets", and "Shop". A search bar is on the right. Below the menu, a "FEATURED MATCHES" section displays "2009 COMPLETED" results for Men's and Women's Singles - Finals, including R. Nadal's score (7 3 7 3 6). To the right, there are buttons for "LATEST SCORES", "INTERACTIVE DRAWS", and "SCHEDULE OF PLAY". A Rolex clock shows "MELBOURNE 01:27" and "YOUR TIME 08:27". A "Radio" section is marked "OFF AIR". The bottom of the page features a video player and the "australian open" logo.

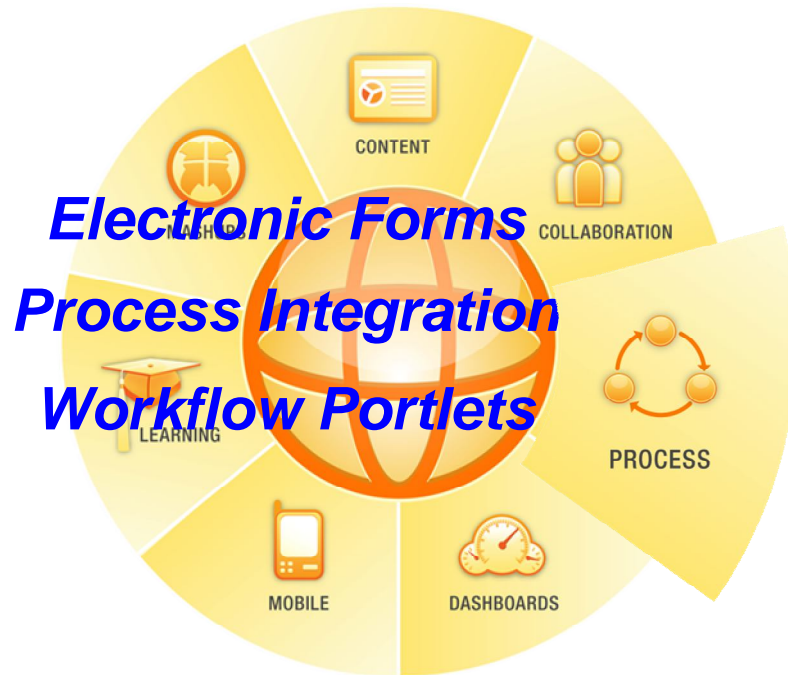
- Australian Open, Jan 18-31
- Olympics, Feb 12-28
- Master's Golf, Apr 5-11
- French Open, May 24 - June 6
- Tony Awards, June 13
- Wimbledon, June 21 - July 4
- US Open Tennis, Aug 30 - Sept 12

Lotus knows.

Smarter software for a Smarter Planet.

..forms start many processes

IBM Business Process Accelerator



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

Universal Task List

Refresh

Title	Modification date	Due date	Application
New Hire checklist	29-01-2009	3/17/09 12:00 AM	Checklist
Loss of a family member	19-02-2009	4/19/09 12:00 AM	Checklist
Life - Planning to retire	19-02-2009	4/20/09 12:00 AM	Checklist

Lotus Forms Turbo

Zero to eForms in 15

How can we help?

I'm interested in ...

Lotus Forms Turbo Lotus Forms Other IDM products

My Industry:

Size of Org:

Contact Info

My Name:

Company:

Contact me by:

Phone eMail

Phone Number:

eMail:

Please provide any background on the... Feel free to add any questions you m...

Please send this along so we can help

Turbo demos on YouTube

Lotus Forms Turbo can address many Lin... needs quickly without creating additional your IT team.

[Employee Leave Request process](#)

[Hotel Inspection process](#)

[Customer Retail Survey process](#)

Life - Planning to retire

Make sure that your benefit plans match up with important events that are occurring in your world. Use this form to keep track of all of the things you need to do as you prepare for retirement.

* -Required Activity

	Learn More	Proceed	Check/Uncheck	Complete
▼ Before you retire				
Review and/or request a retirement benefits estimate	?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Review retirement healthcare eligibility and costs, including Medicare	* ?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Review Social Security benefits	?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Review financial plan and determine retirement date	?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▼ At retirement				
Discuss planned retirement with supervisor/manager	?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Please ensure manager has submitted the appropriate information	?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Make applicable retirement benefit elections (healthcare, pension, savings, etc)	* ?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Apply for Social Security and/or Medicare, if applicable	?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Review/Change address, if applicable	?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Change your beneficiary designations, if applicable	?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Delete Done

Lotus knows.

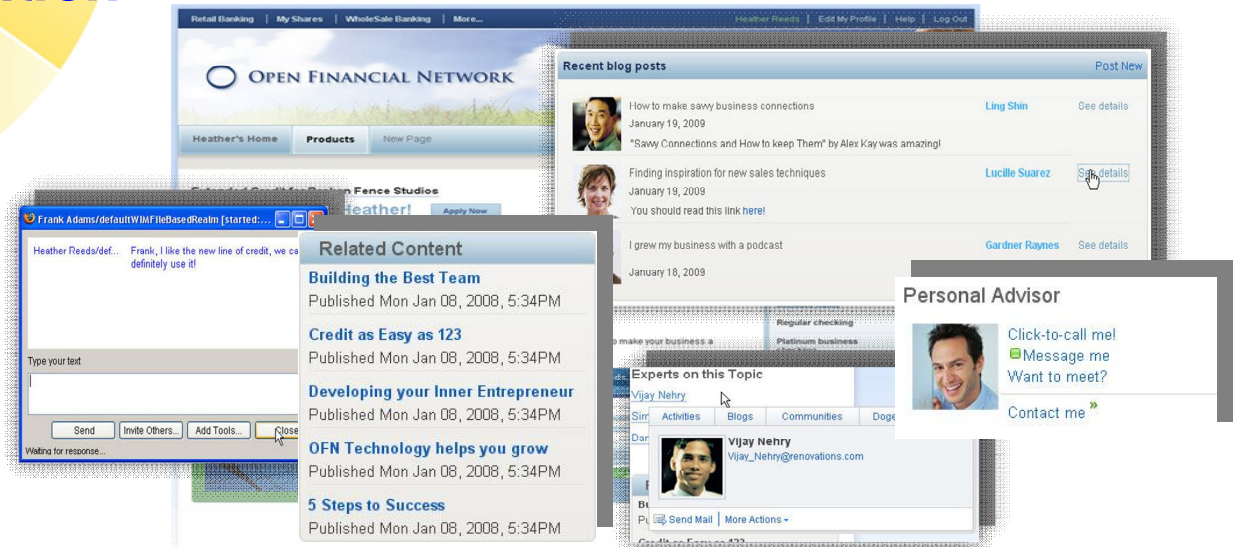
Smarter software for a Smarter Planet.

..people need other people

IBM Collaboration Accelerator



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

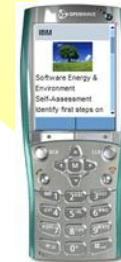
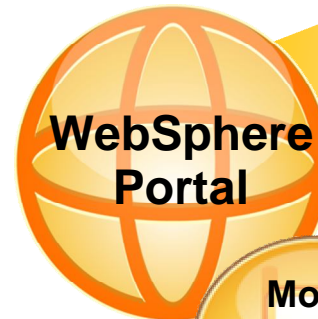
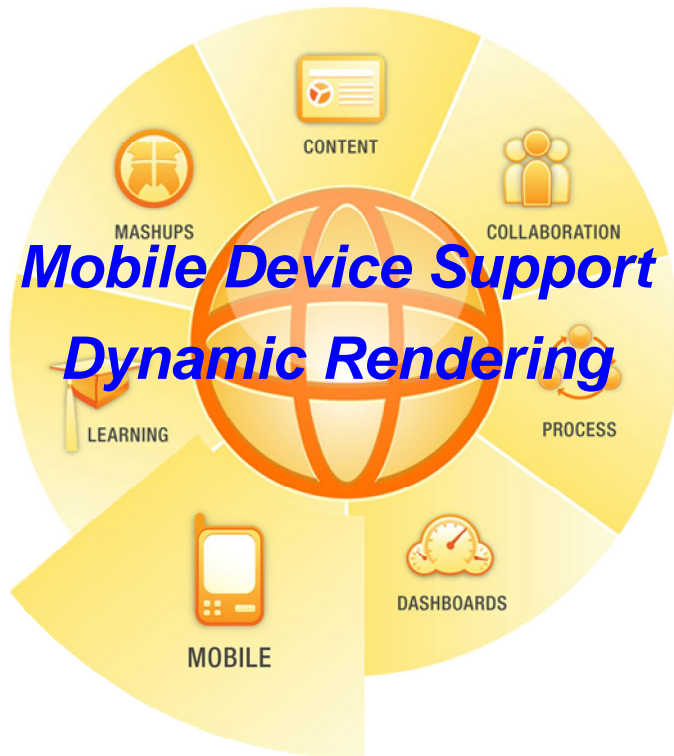


Lotus knows.

Smarter software for a Smarter Planet.

..the Web is everywhere

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

Lotus knows.

Smarter software for a Smarter Planet.

..information needs change

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

The screenshot displays a web application interface with a map and data tables. The map shows a location in Kent, England, with a callout box for 'Chatham Kent England ME4 4 QB'. Below the map is a table of GP (General Practitioner) data:

GP	Name	Address	Postcode	Phone	Service
Dr Agarwal V	The Medical Centre	Gun Lane Strood	Rochester ME2 4UW	01634 726555	Medway PCT
Dr Ahmed Q W	Sunmerhouse Medical Practice	Beaconsfield Road	Maypole Bexley DA5 2AE	01322 402210	WEST KENT PCT
Dr Aiyol A & Partners	100 Newington Road	Ramsgate	Kent CT12 6EW	01843 595951	EASTERN AND COASTAL KENT PCT
Dr Ali I M	The Halfway Surgery	68 New Road	Chatham ME4 4QR	01634 828665	Medway PCT

Below the table is a small table with columns: Length, Width, Surface type. The data row shows: 7010, 150, ASP.

On the right side of the screenshot, there is a 'Generic Map' showing a geographical area with various markers. Below the map is an 'Airport Details' table:

Airport Name	Location	ICAO	Latitude	Longitude	Elevation
LA GUARDIA	36	KLGA	40.777245	-73.872028	22

At the bottom right, there is a 'NOTAM Messages' table:

Source_id	Account_id	Area_description	Notam_id	Part
<	KL	KKL, CLEVELAND, OH, US, (734181N, 834622W) [CL] 1908	1/1	Thu
<	KL	KKL, CLEVELAND, OH, US, (812861N, 779758W) [CL] 30281	1/1	Thu

Lotus knows.

Smarter software for a Smarter Planet.



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.

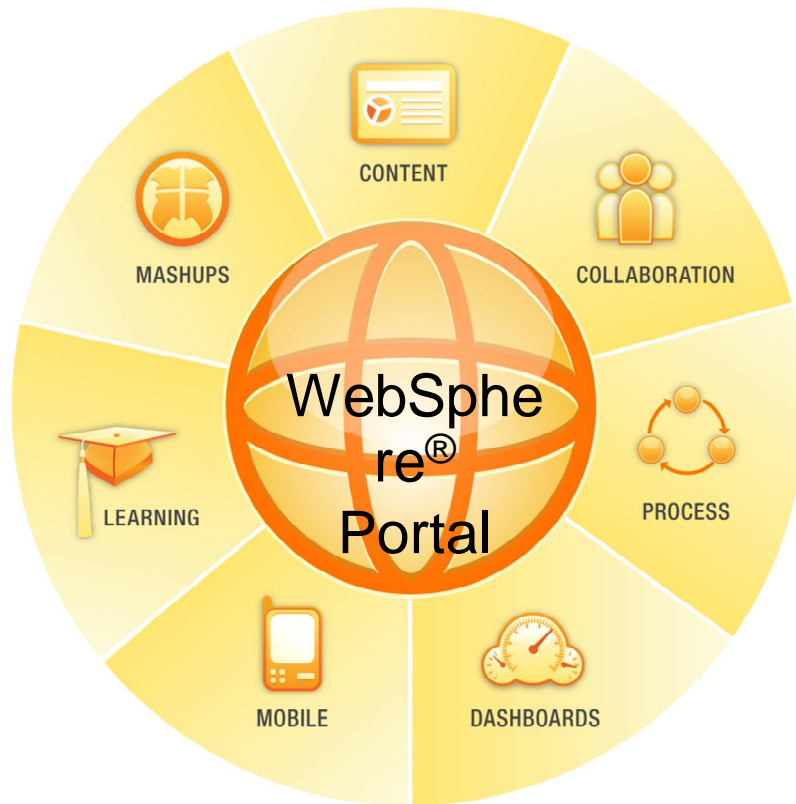
- § **Drive Alignment** around a common, visible set of goals
- § **Automate** manual or resource-intensive processes with personalized, graphical UI tailored to each job role
- § **Access** information wherever it resides with integrated, real-time views
- § **Take Action** through intuitive views that 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



Lotus knows.

Smarter software for a Smarter Planet.

Industry Emphasis for WebSphere Portal



- Government →
- Banking →
- Healthcare →
- Retail →
- Insurance →
- Telco →
- Other →



Needs of the Business

Lotus knows.

Smarter software for a Smarter Planet.

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.

IBM Healthcare Industry Toolbox for WebSphere Portal



IBM Government Industry Toolbox for WebSphere Portal



Government to Citizen Portals

Give citizens access to government information and services from one convenient Web portal. They can apply and pay for services online, ensure efficient processing. Plus support stay in touch with citizens in new and cost-effective ways.

- Application Brief
- Case Studies
- Demonstrations
- Business Value Guide
- Software assets

Government to Business Portals

Help foster innovation and growth by providing a platform for business to interact with government. Streamline costs, capture revenue associated with government services.

- Case Studies
- Demonstrations

Public Safety

Whether dealing with natural or man-made disasters, the security of citizens are challenged with the need to effectively respond.

- Application Brief
- Case Studies



IBM Industry Toolboxes for WebSphere Portal

- Case Studies
- Demos
- Software Templates
- Business Value Guides



Introducing IBM Industry Toolboxes for WebSphere Portal

Industry Toolboxes for WebSphere Portal provide a resource forum for customers and partners. They pair technology expertise with industry thought leadership to offer best-practice guidance optimized for the particular business you are in.

In this forum, you'll find resources that

- Showcase solutions from other customers in your industry
- Help concretely define and measure ROI and business value
- Demonstrate solution patterns
- Help jumpstart implementations through downloadable code assets

Freedom. Individuality. Speed.



"Our new h-dnet Dealer Portal is a HUGE success. Now dealers can spend less time online and more time helping customers get out on the road."

Tony Re, Director Global IS
Harley-Davidson

Watch the video (3.7MB)

Read more about the solution

Get Adobe® Reader®

Lotus knows.

Smarter software for a Smarter Planet.

Ü

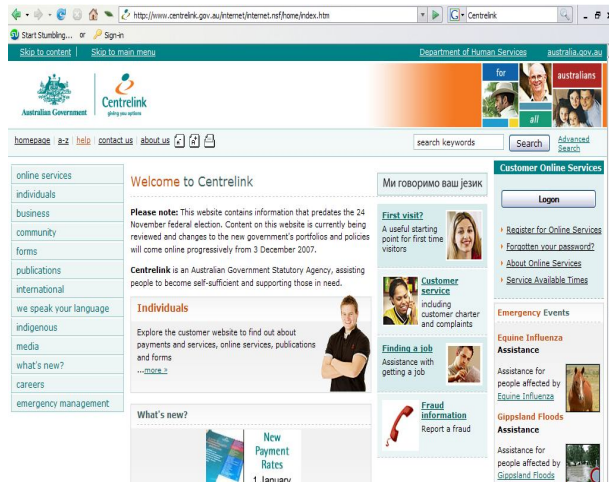
What Types of Solutions are Governments Deploying?

3

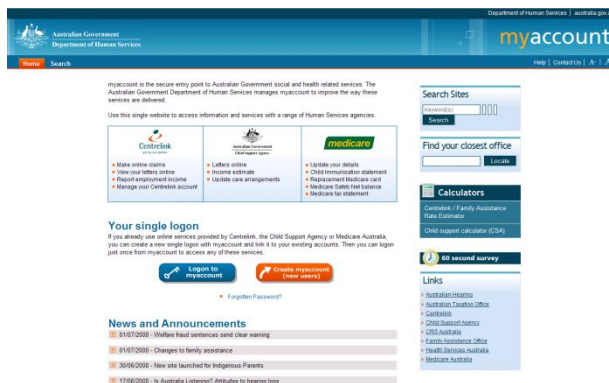
Lotus knows.

Smarter software for a Smarter Planet.

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



<http://myaccount.centrelink.gov.au>



<http://myaccount.humanservices.gov.au>

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

lotusknows.com

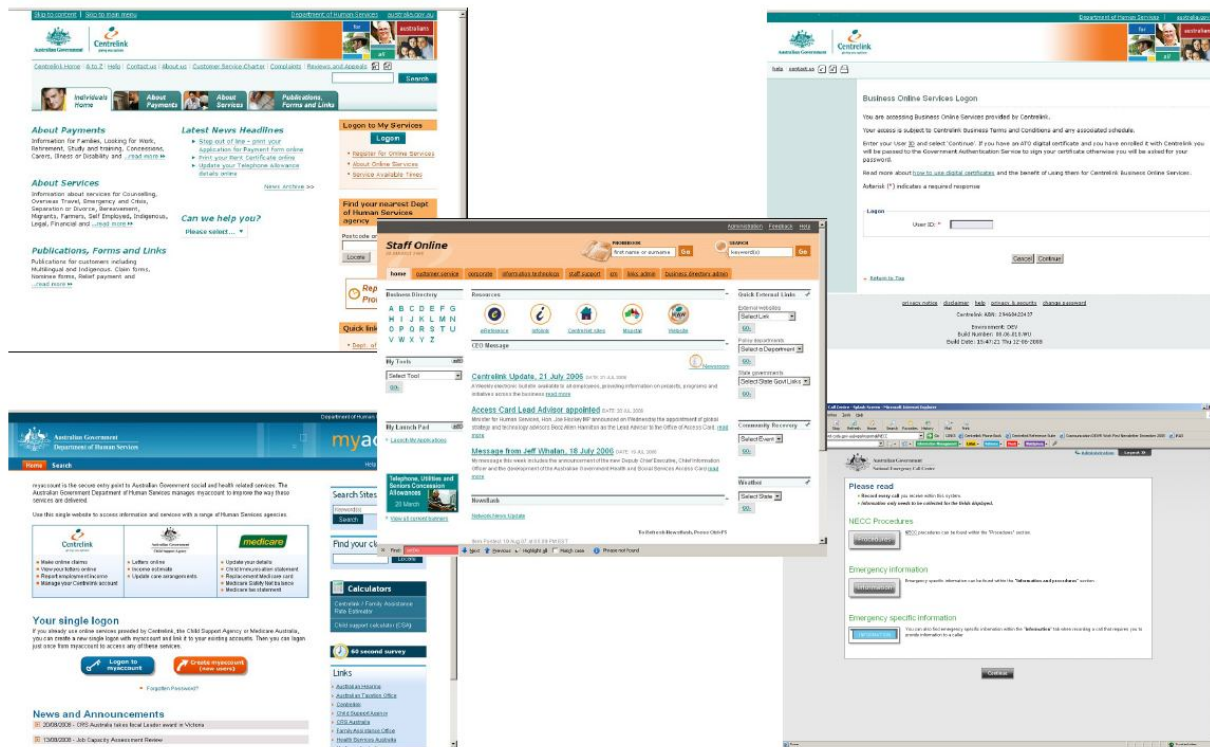
ask mana
CREATED WITH LOTUS SYMPHONY

IBM

Lotus knows.

Smarter software for a Smarter Planet.

“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

Lotus knows.

Smarter software for a Smarter Planet.

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

The screenshot shows the USDA website homepage. At the top left is the USDA logo and the text "United States Department of Agriculture". Below this is a navigation bar with links: Home, About USDA, Newsroom, Agencies & Offices, Careers, Help, Contact Us, and En Español. A search box is located on the left side, with a "Go" button and a dropdown menu for "All USDA". Below the search box are sections for "My USDA" (Login, Customize, New User) and "Browse by Audience" (Information For...). A "Browse by Subject" menu is also present, listing categories like Agriculture, Education and Outreach, Food and Nutrition, Laws and Regulations, Marketing and Trade, Natural Resources and Environment, Research and Science, Rural and Community Development, Travel and Recreation, and USDA Employee Services. The main content area features a "You are here: Home" breadcrumb, a "THREAT ADVISORY" indicator, and a "More" link. The "In the News" section includes headlines such as "USDA Awards \$6.9 Million for Renewable Energy and Energy Efficiency Projects", "USDA Loans Designated Soil for Each State and Territory to Smithsonian Institution for Dig It! Exhibition", "USDA Announces Public Meeting July 22nd on Biopreferred Labeling Program", "USDA Food Safety Actions", "Colombia Tariff Ticker", and "Midwest Flood and California Fire Response, Recovery Assistance and Resources". A "Spotlights" section highlights the "2008 Farm Bill", "2007 Ag Census", "Food and Fuel Briefing", and "Free Trade Agreements". A "I Want To ..." box offers links to "Contact Office of Inspector General", "View USDA Customer Statement", "Find a form", "Find weather and climate conditions", and "Find commodity market reports". A "Our Performance" section lists "Strategic Plan (PDF)", "Performance and Accountability Report (PDF)", and "All Performance Improvement and Accountability". A "FOOD & FUEL BRIEFING" banner is also visible. The footer contains links for "USDA Home", "Site Map", "Policies and Links", "FOIA", "Accessibility Statement", "Privacy Policy", "Non-Discrimination Statement", "Information Quality", "USA.gov", and "White House". The page is dated "Last Modified: 07/22/2008".

- **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

Lotus knows.

Smarter software for a Smarter Planet.

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

The screenshot shows the Miami-Dade County Portal website. The header includes the logo 'miamidade.GOV' and navigation links for Home, Service Center, County Agencies, County Hall, and Calendar. A search bar is also present. The main content area is divided into several sections:

- Things You Can Pay Online:** A list of services including Water Bill, Metropass, Parking Ticket(s), Vehicle Renewal, Driver's License Renewal, Hunting or Fishing License, Local Business Tax Receipt, Real Estate Property Tax, Seaport Gate Passes, Tangible Personal Property Tax, Traffic Ticket, US Mint Coins, and US Savings Bonds.
- Things You Can Do Online:** A list of services including Apply for County Jobs, Apply for Library Card, Ask-a-Librarian, Book Your Tee Time, Buy Government Surplus, Estimate Real Property Tax, File Business Forms and Taxes, File Unemployment Claims, Get Water & Sewer Service, Inmate Search, Order Recycling Bins, Platting Information Search, Public Works Permit Inspection Request, and Register to Vote.
- Service Direct:** A section for reporting problems, featuring a 'Report a Problem Online' button.
- Top Reported Problems (online and by phone) this month:** A table listing the most common issues:

2435	Pothole
1805	Tree Trimming
1124	Stray / Dog-at-Large
779	Junk and Trash / Overgrowth
460	Signs on the Right-of-Way
395	Dead Animal Pickup - MD
388	Illegal Dumping
- RED TAPE ESCAPE:** A section with a red tape graphic and a text-based puzzle: 'My cousin is coming back from Iraq and I want to put together a Welcome Home block party for him. Do I need to get a permit? Find your answer in the latest Red Tape Escape.'
- Watch It! On-Demand:** A section for watching videos in your Windows Media Player, with links to Miami-Dade Now, Mosquito Patrol, and Noted Artist.
- Research Tools & Maps:** A section with links to various tools like Artificial Reef Locator, Business Locations, Business Sites, Child Care, Code Citations, Code Violations on Properties, Contaminated Sites, Contract Award Recommendations, Contractors, County Jobs Search, County Services Near You, County-Approved Building Products, and Court Case Search.

**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

Lotus knows.

Smarter software for a Smarter Planet.

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

Miami-Dade Home | Glossary

MIAMI-DADE COUNTY **Housing Central**
Opening Doors to Housing

Home Rent Own Provide

Find Your Next Home Online

Housing Locator

Own Rent

+ Add a Free Listing

Your Source For All Things Housing!

Renters Homeowners Providers

Housing News

Apply Online for Public Housing, Section 8
The application period for the Miami-Dade Housing Agency's lottery-style waiting list for public housing and Section 8 is now open through July 31. Find out how you can apply online. >> [more](#)

Foreclosure Clinic Can Help You Save Your Home
Families unable to maintain their mortgage payments or facing foreclosure can receive information on foreclosure prevention; understanding their loan terms; loss mitigation counseling; refinancing; workouts; reverse mortgage options; and legal assistance. >> [more](#)

Housing Assistance Grants Available
Miami-Dade County's Housing Assistance Grant Program can help eligible residents with relocation expenses. >> [more](#)

Infill Homes Available for Immediate Purchase
New homes developed through the County's Infill Housing Program are available for immediate purchase by low to moderate income buyers. >> [more](#)

Housing Central Wins Award!
Miami-Dade County's Housing Central Portal has been recognized by *The Center for Digital Government* and *Government Technology* magazine with a 2007 Digital Government Achievement Award. >> [more](#)

Housing Reports

Affordable Housing Report
This report provides a comprehensive summary of the available information, the existing policies, and the recommended initiatives currently guiding our understanding of the affordable housing issues facing our community.

Miami-Dade Housing Agency Management Assistance Team Progress Report
Read the report that includes recommendations for consideration by the Board of County Commissioners regarding MDHA and the other affordable housing programs that will correct deficiencies at MDHA and advance our affordable housing agenda.

Housing Summit Final Report
The Miami-Dade County Community Affordable Housing Strategies Alliance has issued the Miami-Dade Housing Summit final report online.

Housing Data Clearinghouse
The Clearinghouse will assemble, produce, and provide easy access to data, primarily on

- “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**

CENTER FOR DIGITAL GOVERNMENT

A national research and advisory institute on information technology policies and best practices in state and local government.

Home Contact Us

Center for Digital Government

Publications Surveys People Products Search

Surveys and Awards News

BEST OF THE WEB **Best of the Web and Digital Government Achievement Awards**

For more than a decade, the leading edge of service delivery has been at the portal where governmental and ed presented a single face to their respective publics. The Best of the Web (BOW) has been there to recognize and celebrate the innovators providing solutions and communication with citizens, businesses or educational communities.

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

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

lotusknows.com



Lotus knows.

Smarter software for a Smarter Planet.

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

The screenshot shows the Helsinki city portal. At the top, there is a search bar and language options (På svenska, In English, Auf Deutsch, En français, По-русски). Below this is a banner image of the Helsinki city hall. To the right of the banner is a search box for the city's pages, with a 'HAE' button. Below the banner are several sections: 'Palvelut aiheittain' (Services by topic) with a list of categories like 'Kartat ja liikenne', 'Matkailu ja vapaa-aika', etc.; 'Ajankohtaista ja uutisia' (Current news) with a section for 'Ilmoittautuminen työväenopistoon alkaa' (Registration for workers' school starts); 'Matkailu' (Travel) with a 'Sää nyt +18°C' (Weather now +18°C) widget; and 'Helsinki palvelee kun' (Helsinki serves the community) with a list of services like 'Olet nuori', 'Olet seniori', etc. At the bottom, there is a 'Asioi ja osallistu verkossa' (Apply and participate online) section with links for 'Päätöksenteko', 'Virastot ja liikelaitokset', 'Asiointi', 'Osallistuminen', 'Hallinto ja talous', and 'Ilmoitukset'.

www.hel.fi

The screenshot shows the United Nations Public Administration Network (UNPAN) website. The header features the UN logo and the text 'United Nations Public Administration Network'. Below the header is a navigation menu with links for 'Home', 'What's New', 'Regions', 'E-Learning', 'News', 'Library', 'Events', 'Directories', and 'Contact Us'. A search bar is located in the top right corner. The main content area is titled 'Digital Governance in Municipalities Worldwide' and features a '2007 Publication' section. The publication is titled 'Digital Governance in Municipalities Worldwide' and is described as a report made possible through a collaboration between the E-Governance Institute at Rutgers, the State University of New Jersey, Campus at Newark and the Global e-Policy e-Government Institute at Sungkyunkwan University. The report is available for reading more.

• 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>

Lotus knows.

Smarter software for a Smarter Planet.

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

Finnish

Search: [] [] | På svenska | In English | Auf Deutsch | En français | Ilo-pyccot

Helsingin kaupunki

Haku kaupungin sivuilta: [] HAE

Sivukarta
Helsingin palvelut A-O
numerot.hel.fi

21.08.2008

Palvelut aiheittain

- Kartat ja liikenne
- Matkailu ja vapaa-aika
- Kulttuuri ja kirjastot
- Liikunta ja ulkoilu
- Asuminen ja ympäristö
- Kaavotus ja rakentaminen
- Työ ja yrittäminen
- Koulutus ja opiskelu
- Terveyspalvelut
- Sosiaali- ja perhepalvelut
- Helsinki-tietoa ja linkkejä
- Päättökenteko ja hallinto
- Yhteystiedot ja palaute

Ajankohtaista ja uutisia

Ilmoittautuminen työväenopistoon alkaa
Ilmoittautuminen 18.8. klo 11 alkaen. [Lisää ajankohtaisia...](#)

[21.08.08] [Opetusvirasto ja HFLMI-liiketalousopisto yhteistyöhön](#)

[21.08.08] [Helsingin seudulle muuttovoittoa vuoden alkupuoliskolla](#)

[21.08.08] [Helsingin uimarannoilla vähän sinilevää](#)

[Lisää uutisia...](#)

Helsingin juhlatikot

Asioi ja osallistu verkossa

[Päättökseteko](#) [Virastot ja liikelaitokset](#) [Asiointi](#)
[Osallistuminen](#) [Hallinto ja talous](#) [Ilmoitukset](#)

[Katso lisää palveluita](#)

Matkailu

Sää nyt +18°C

Avoimet työpaikat

Helsinki palvelee kun

- Olet nuori
- Olet seniori
- Olet maahanmuuttaja
- Etsit vammaispalveluita
- Rakennat pientalon
- Perustat yritystä

English

Search: [] [] | Suomeksi | På svenska | Auf Deutsch | En français | Ilo-pyccot

City of Helsinki

Search www.hel.fi: [] SEARCH

Site map
Service index A-Z

21.08.2008

Categorised services

- Maps and transport
- Tourism and leisure
- Culture and libraries
- Sports and exercise
- Housing and the environment
- Planning and construction
- Work and entrepreneurship
- Education and studying
- Health care services
- Social and family services
- Information on Helsinki
- City government
- Contacts and feedback

Current and News

[The Helsinki Festival 15.-31.8.](#)
The Helsinki Festival's aim is to make art accessible for all.
[Read more...](#)

[21.08.08] [The Night of the Arts on August 22](#)

[21.08.08] [Flow Festival 2008 was a success](#)

[20.08.08] [The Helsinki Philharmonic Orchestra on tour in China and Italy](#)

[Read more...](#)

Use the net for your transactions and participation

[Decision making](#) [City departments](#) [Transactions](#)
[Participation](#) [Administration and finance](#)

Tourism

Weather +18°C

Jobs

Helsinki services

- For young persons
- For senior citizens
- For immigrants
- For disabled people
- For people moving house

[More services](#)

- 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**

Lotus knows.

Smarter software for a Smarter Planet.

SINGAPORE GOVERNMENT

MAJULAH SINGAPURA!

→ Feedback → Contact Us → Sitemap

GOVERNMENT CITIZENS & RESIDENTS BUSINESSES NON-RESIDENTS

→ About Us → Govt Who's Who → Spotlights → Press Releases & Speeches → Careers → Information & Policies → A-Z Government List

Spotlights

- National Day Rally 2009
- Updates On Influenza A
- National Day Celebration
- Skills Upgrading with SPUR

Get involved in our National Day Rally by posting your question to the Prime Minister.

Post Your Question

SHARE

f [Social Media Icons]

Latest News

Mon, August 10, 5:30 PM
Marina Barrage bags top honours at international environment engineering awards

→ More News [RSS]

Calendar Of Events

9 Aug 2009
National Day Parade

→ More Events [RSS]

Subscriptions

Your Email Address

→ Get Updates

→ Privacy Statement → Terms of Use

© 2004 - 2009 Government of Singapore

Lotus knows.

Smarter software for a Smarter Planet.

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

Heritage Online

Here are some useful heritage widgets. When you register as a member, you can add these content to your customised page. You can also copy these widgets to your own blogs or websites.



Museum Podcast



H-Portal Twitter



- 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.

Lotus knows.

Smarter software for a Smarter Planet.

Qatar Government Portal : "Hukoomi"

أخبار حكومي
تعلن 3 خدمات التوثيق للبلدية
تتحدث على حكومي اقرأ المزيد
تقرر تحديد أيام العمل بمرکز خدمة عملاء
حكومي اقرأ المزيد

جدول التقاعبات الحكومية

آخر الأخبار
البلدية تشهد مرور اللجنة التوجيهية لقراره خلال
أسابيع اقرأ المزيد
الاستعداد من أجل الموجهين في المدارس
المستقبل اقرأ المزيد

حكومة دولة قطر
Hukoomi
English

بحث
ابدا
بحث متقدم

قائمة أ-ي
الوزارات
المجالس
الهيئات
المؤسسات

الخدمات
عرض جميع الخدمات
عرض الخدمات الإلكترونية

كيف يمكننا؟
من فضلك اختر...

روابط سريعة
إبكتكف الموقع في قطر
البطاقة الصحية
السجل التجاري
خدمات الإقامة
خدمات الكفالة
خدمات الكفلاء والمداء
خدمات مخالقات المرور
البطاقة الذكية (جديدة)

<http://portal.www.gov.qa>

حكومة دولة قطر
Hukoomi
Qatar Government Online

English

Search
Advanced Search

A-Z Links
Ministries
Councils
Authorities
Institutions

Services
View All Services
View e-Services

How do I...?
Please select...

Quick Links
Commercial Registration
Electricity and Water
Explore Locations in Qatar
Health Cards
Resident Permits
Traffic Violations
Visit Visa
Smart Card (NEW)

Latest News
Literacy on the rise, says report [Read more](#)
Upper Criminal Court to hear emergency cases in summer break [Read more](#)

Government Calendar of Events

Hukoomi Announcements
Three new e-services for Smart Card for companies [Read more](#)
Hukoomi Contact Centre to function entire week [Read more](#)

Citizens & Residents
Business
Visitors
About Hukoomi
Services
News

- 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>

Lotus knows.

Smarter software for a Smarter Planet.

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>

Lotus knows.

Smarter software for a Smarter Planet.

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**

The screenshot displays the 'Boeing Usable Airports Search' application. It features a search form on the left with fields for 'City' (Los Angeles), 'State' (CA), 'Radius (in miles)' (50), and 'Min. Runway Length' (8000). A 'Search' button is present. Below the search form are three data tables:

- Open Airports:** A table with columns for 'Airport Name', 'ICAO', and 'Runway'. It lists 'LOS ALAMITOS AAF' (KSLI) and 'LOS ANGELES INTL' (KLAX).
- Airport Details:** A table with columns for 'Airport Name', 'Location', 'ICAO', 'Latitude', 'Longitude', and 'Elevation'. It shows details for 'LOS ANGELES INTL' (KLAX) with coordinates 33.942536, -118.408075 and an elevation of 126.
- Runway Details:** A table with columns for 'Length', 'Width', and 'Surface type'. It shows a runway with a length of 10285, width of 150, and surface type of CON.

On the right side of the interface is a 'Current Map' showing a geographical map of the Los Angeles area with various airports and flight paths marked. Below the map is a 'NOTAM Messages' table with columns for 'Source_id', 'Account_id', 'Area_description', 'Notam_id', and 'Part'. It lists two NOTAM messages for KLAX, including details like 'KXL CLEVELAND, OH, US, (224245N, 326383W) [CLE] 5/999' and 'KXL CLEVELAND, OH, US, (489104N, 831007W) [CLE] 3/877'.

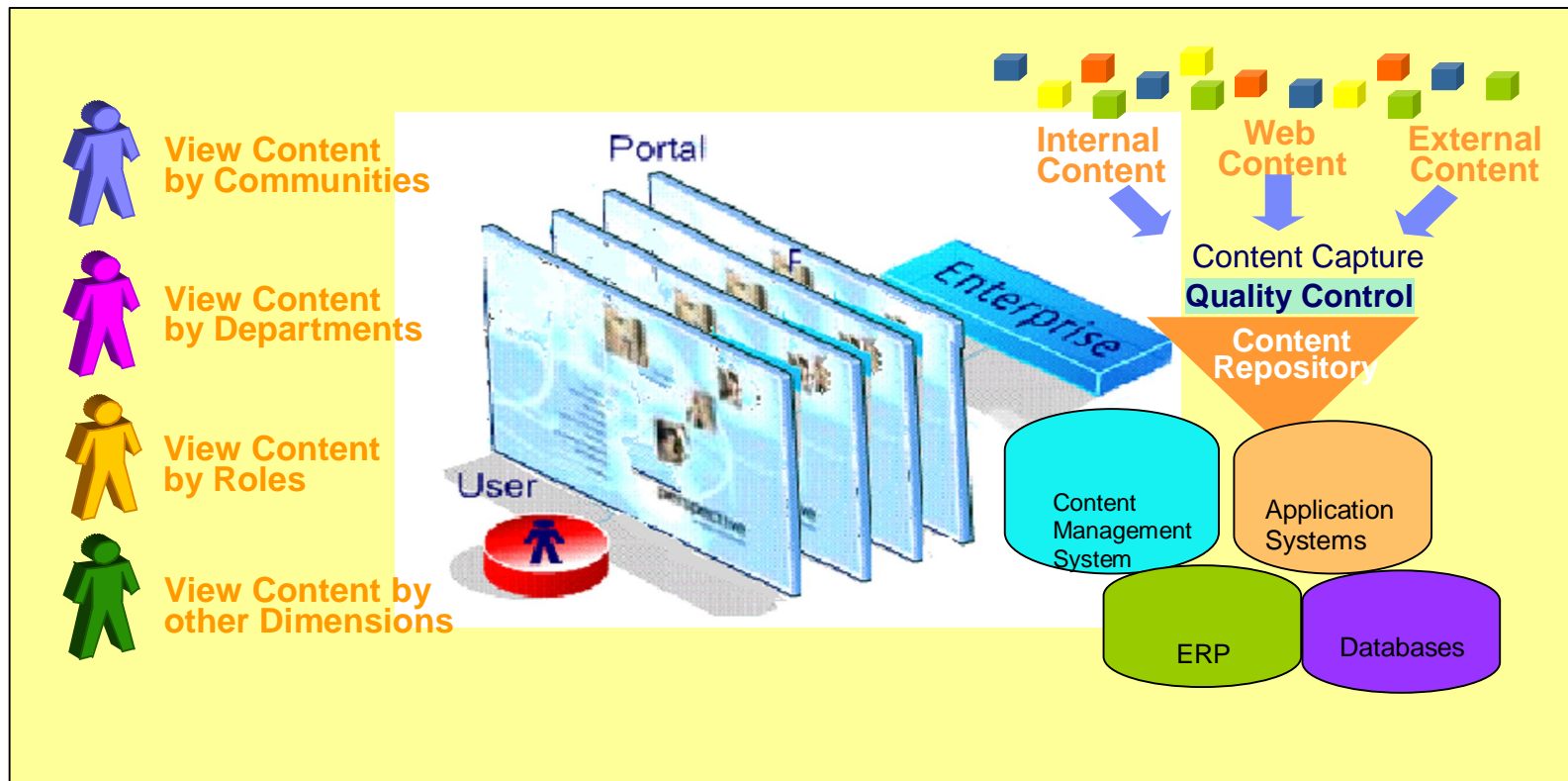
"As an established innovator, Boeing believes in the power of Web 2.0 and embraces it not only for collaborative work, but also for the heavy lifting of enterprise planning and execution... IBM Mashup Center is playing a key role in our visionary approach to strategic asset management. It's critical 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

Lotus knows.

Smarter software for a Smarter Planet.

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





SINGAPORE
POLYTECHNIC



Lotus knows.

Smarter software for a Smarter Planet.

Freshmen Orientation



Good Morning, 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
Socialspace
Info Web
Theme Test

Freshmen Orientation
Student Clubs
Important Information


Freshmen Orientation Programme

Please see below for Freshmen Orientation Programme of class

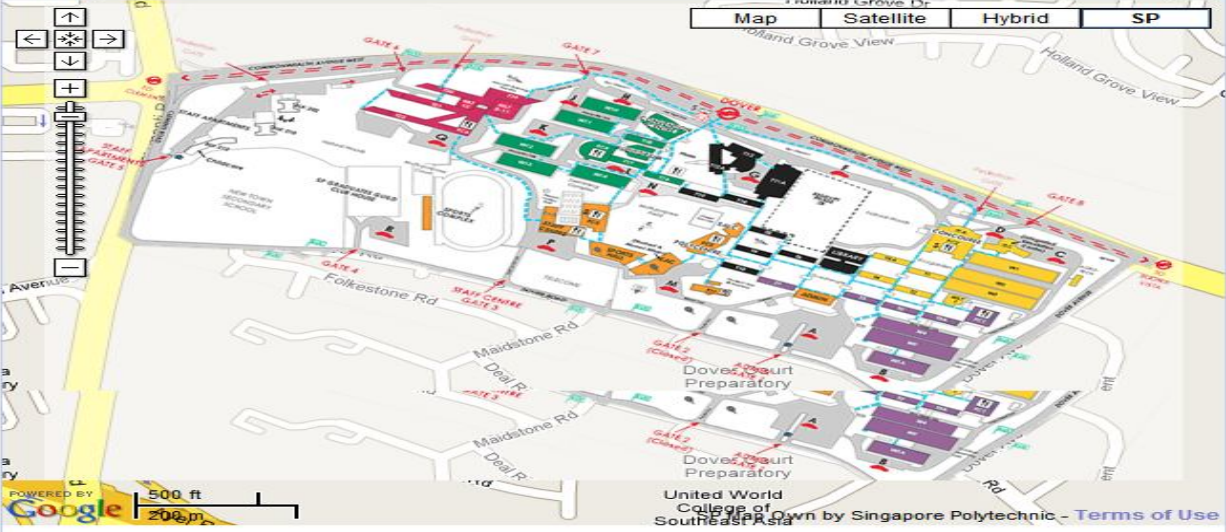
You can locate the building on the campus map when you click the venue of the programme.

Date	Time	Venue	Description
07/04/2008	09:00 -	SPCC	Freshmen mingle with new classmates at SP Convention Centre
07/04/2008	09:25 -	SPCC	Freshmen to be seated
07/04/2008	09:30 -	SPCC	EEE Entertainment Set 1
07/04/2008	09:45 -	SPCC	Principal's Address
07/04/2008	09:55 -	SPCC	Welcome speech by EEE Director
07/04/2008	10:00 -	SPCC	Library Presentation
07/04/2008	10:10 -	SPCC	Presentation from the Student Affairs
07/04/2008	09:55 -	SPCC	Welcome speech by EEE Director
07/04/2008	10:00 -	SPCC	Library Presentation
07/04/2008	10:10 -	SPCC	Presentation from the Student Affairs
07/04/2008	10:45 -	SPCC	EEE Entertainment Set 2
07/04/2008	11:00 -	SPCC	SP Flag Day (President Challenge Charity) Briefing by Mr Goh PH
07/04/2008	11:00 -	SPCC	SP Flag Day (President Challenge Charity) Briefing by Mr Goh PH
07/04/2008	11:30 -	SPCC	End of Programme
08/04/2008	09:00 - 12:00	Sports Hall	"Glimpse of Life in EEE" Workshop
08/04/2008	13:30 - 16:30	T1451	SPICE Notebook

SPMap



Map | Satellite | Hybrid | SP



United World College of Southeast Asia

Go to:

Go to:

Food Court 1-6

Bus stop

Places to Chill

Parking Lots









Lotus knows.

Smarter software for a Smarter Planet.

Student Clubs

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

Search: [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

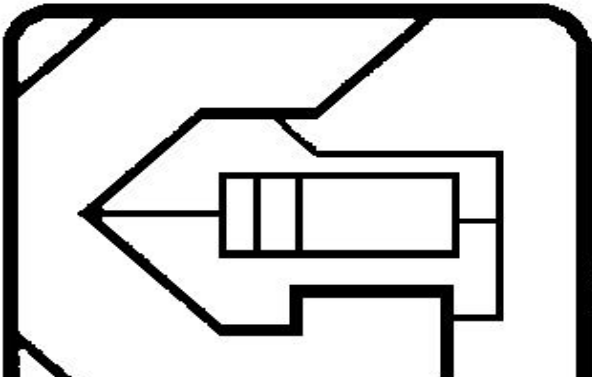


00:16 / 01:29

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

*"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](http://www.ibm.com):

http://www-01.ibm.com/software/success/cssdb.nsf/CS/JKIN-7BMS8M?OpenDocument&Site=default&cty=en_us

Lotus knows.

Smarter software for a Smarter Planet.

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

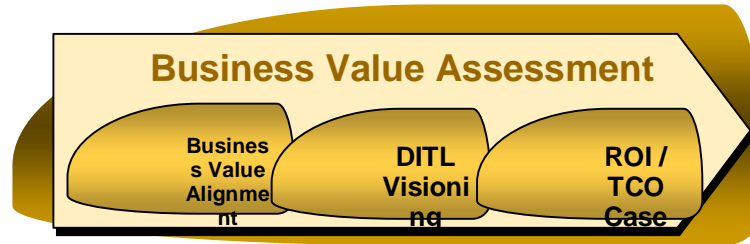
Services from ISSL or Partners to have your site up and running in less than a month



Lotus knows.

Smarter software for a Smarter Planet.

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?”

Lotus knows.

Smarter software for a Smarter Planet.

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***

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.