

# Lotus knows.

Smarter software for a Smarter Planet.

Exceptional Web Experience with Government Web Services

Gavin Tay | Portal and Collaboration Architect, IBM ASEAN

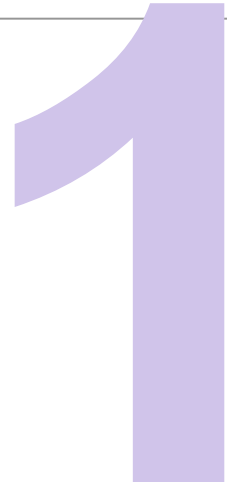


## Agenda

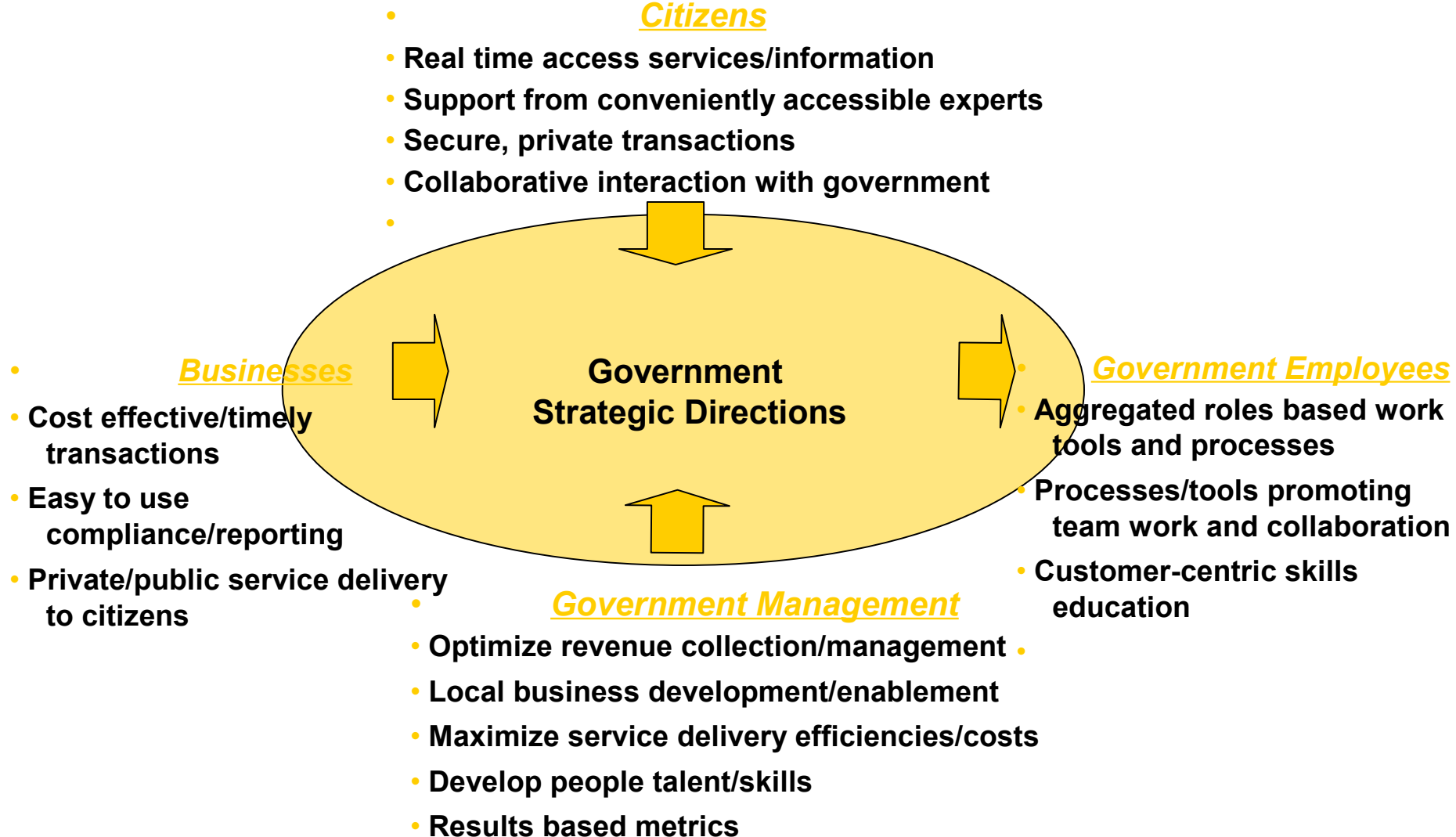
- **What trends are driving government priorities today?**
- 
- **What types of innovative solutions are governments deploying?**
- 
- **What types of capabilities does IBM offer in the government 2.0 portal and collaboration space?**
- 
- **Where can I learn more?**



Industry Analysis - Government  
**What Trends are Driving  
Government Priorities Today?**



## The Internet as a Driver in Government Transformation



## “Perpetual Collaboration” will be essential for government effectiveness in tomorrow’s world

- **“by 2020, government interactions will require ‘perpetual collaboration’ across transnational agencies, societies, governments and constituencies.”**
- Governments must simultaneously deal with the effects of six drivers that are reshaping our world, while building a foundation to promote the future prosperity of citizens.
  - Changing demographics
  - Accelerating globalization
  - Rising environmental concerns
  - Evolving societal relationships
  - Growing threats to social stability and order
  - Expanding impact of technology



**IBM Global Business Services**

**IBM Institute for Business Value quick read**

**Government**

### Government 2020 and the perpetual collaboration mandate

*Six worldwide drivers demand customized strategies*

*The future of societies around the world is being shaped by six drivers outside the realm of government control. Powerful changes related to demographics, globalization, environmental concerns, societal relationships, social stability and technology will affect virtually every government, demanding individualized responses suited to each nation, region or locality. These nearly universal drivers will require “perpetual collaboration” that starts with intensified, multi-directional communications, and shared operational and technical standards. Beyond those core essentials, effective strategies also hinge on government commitments to facilitate efforts involving multiple agencies (within and across borders), and improve partnering with transnational organizations.*

Unquestionably, many types of challenges are underway and governments must respond in a more comprehensive manner than ever before. In developing tailored responses, a new dimension of greatly enhanced collaboration is the ultimate capability governments need, as it will form the foundation of strategies necessary for coping with these drivers. More connectedness and cooperation is needed than ever before: across agencies, across societies, across governments, and with more constituencies. This paper offers an approach for government action to achieve this intensified, multilayered, multidirectional capability that we call perpetual collaboration.

**Perpetual collaboration: What it will take**

How well governments can respond to the positive and negative effects of the six global drivers will greatly influence the ability of citizens to prosper in the coming years. Each nation must begin to tailor perpetual collaboration strategies that address the impacts of the six global drivers – all within the context of its own unique mix of aspirations and constraints.

Every approach to strategy design must be related to improved collaboration. This is because the issues involved require enhanced communication and

Six inescapable forces are simultaneously now underway, over which governments and societies have limited control. Because of their violent and simultaneous nature, we describe them here not just as forces, but as drivers. These six drivers share a striking commonality, in that each will touch virtually all nations in one way or another:

1. Changing demographics
2. Accelerating globalization
3. Rising environmental concerns
4. Evolving societal relationships
5. Growing threats to social stability and order
6. Expanding impact of technology

No two nations are the same and so, each driver will play itself out uniquely in any given society. There are wide variations among nations as far as historical experiences, social values, aspirations and constraints. Addressing the challenges ahead will require a shift from the traditional government approach of slow, measured actions in the face of change.

Instead, governments must first anticipate change by determining which drivers are most critical in light of their own unique set of circumstances. Second, based on those priorities, nations must be proactive, designing and then implementing customized strategies and solutions.

**Click image (in screenshot) or go to:**  
<http://www-03.ibm.com/industries/government/doc/content/landing/3785512109.html>

## The Current Environment for Governments

- **Current Situation**

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

- **Governments Worldwide are Trying To**

- **Improve citizen access** to critical knowledge through Web-based information delivery and **web2.0 participatory government**
- Provide better, faster service with online forms tools that **lead citizens through complex government transactions**
- Increase customer responsiveness by **providing constituents with a self-service model** for routine tasks, enabling employees to focus on critical issues
- Improve their ability to provide **inter-agency collaboration**, especially in complex **emergency response situations**



## Over 500 Government customers are leveraging WebSphere Portal to help meet these challenges

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



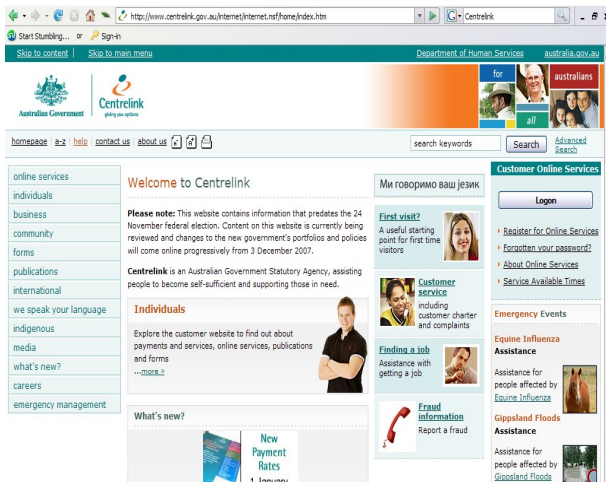


Industry Analysis - Government  
**What Types of Solutions are  
Governments Deploying?**

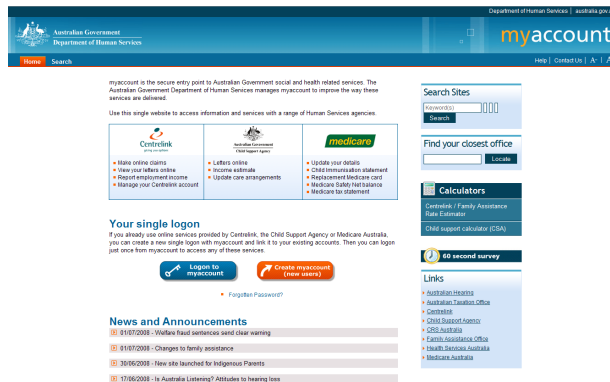
2



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



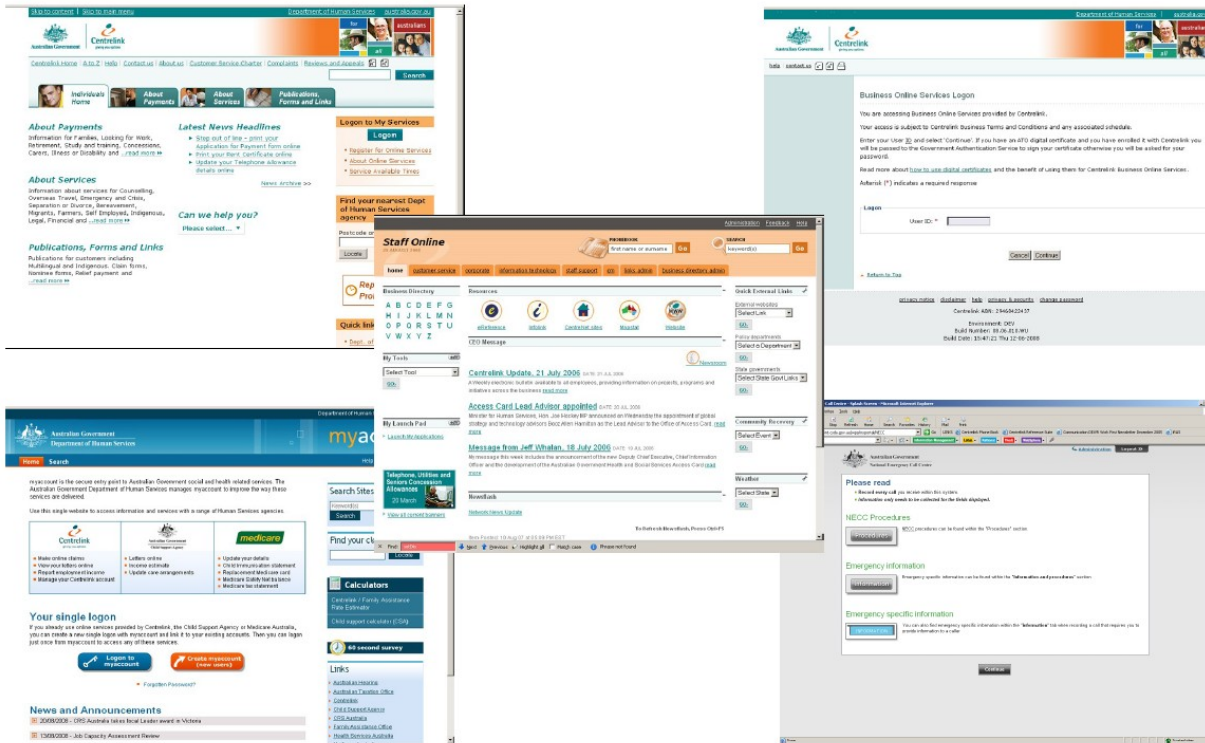
<http://myaccount.centrelink.gov.au>



<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 Management / Business Process Management

## “Reuse 2.0”: Centrelink uses repeatable “portal patterns” to speed the development of innovative sites and capabilities



- Base Portal Pattern
  - Common services
  - Security
  - Personalization
  - etc
- Reusable Business Patterns
  - Customer accessing Customer data
  - Staff accessing Customer data
  - Staff accessing non-Customer data
  - etc

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

USDA United States Department of Agriculture

Home About USDA Newsroom Agencies & Offices Careers Help Contact Us En Español

You are here: Home

THREAT ADVISORY ■ ■ ■ elevated

**In the News** [More](#)

**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**  
This page contains links to Press Releases, Statements, Transcripts and Audio on USDA Food Safety Actions

**Colombia Tariff Ticker**  
Colombian exports enter U.S. free. A U.S.-Colombia FTA will remove tariffs on U.S. exports.

**Midwest Flood and California Fire Response, Recovery Assistance and Resources**

**Spotlights** [More](#)

**2008 Farm Bill**  
Get the latest info on the Farm Bill

**2007 Ag Census**  
Learn more and be counted

**Food and Fuel Briefing**  
Get informed

**Free Trade Agreements**  
Resources pertaining to FTA's.

Last Modified: 07/22/2008

USDA Home | Site Map | Policies and Links  
FOIA | Accessibility Statement | Privacy Policy | Non-Discrimination Statement | Information Quality | USA.gov | White House

- **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 Millior**
    - 5K Recycle Bins
    - 300,000 Books on Line
    - 60K On line transactions

The screenshot shows the Miami-Dade County Portal homepage. At the top, there is a navigation bar with links for Home, Service Center, County Agencies, County Hall, and Calendar. A search bar is located on the right. Below the navigation bar, there are several sections:

- Things You Can Pay Online:** A list of services including Your 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.
- servicesdirect:** A logo for the servicesdirect platform.
- Top Reported Problems (online and by phone) this month:** A table listing the most common issues reported by users.
- RED TAPE ESCAPE:** A section promoting a video about a cousin returning from Iraq.
- Watch It! On-Demand:** A section promoting various videos available on the portal.
- Research Tools & Maps:** A section with links to various research tools and maps.

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

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

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## “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 Reports

Affordable Housing Report

Miami-Dade Housing Agency Management Assistance Team Progress Report

Housing Summit Final Report

Housing Data Clearinghouse

Search for Section 8 Housing Online

Go Section 8

Section 8 voucher holders can now search for available properties conveniently online!

Search Section 8 Listings

Post Landlord Listings

Housing News

Apply Online for Public Housing, Section 8

Foreclosure Clinic Can Help You Save Your Home

Housing Assistance Grants Available

Infill Homes Available for Immediate Purchase

Housing Central Wins 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**

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 innovatio providing solutions and communication with citizens, businesses or educational communities.

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

[http://www.centerdigitalgov.com/surveys.php?survey=cdg\\_bow](http://www.centerdigitalgov.com/surveys.php?survey=cdg_bow)

lotusknows.com



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

The screenshot shows the Helsinki city portal interface. At the top, there is a search bar and navigation links for different languages: Svenska, English, Deutsch, français, and русский. Below this is a banner image of a city building. To the right of the banner is a search box with the text 'Haku kaupungin sivuilta:' and a 'HAE' button. Below the search box are links for 'Sivukartta', 'Helsingin palvelut A-O', and 'numerot.hel.fi'. A date '21.08.2008' is displayed. The main content area is divided into 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 events and news) with a list of recent news items; 'Asioi ja osallistu verkossa' (Matters and participate in the network) with links for 'Päätöksenteko', 'Virastot ja liikelaitokset', etc.; 'Matkailu' (Travel) with a 'Sää nyt +18°C' widget; and 'Helsinki palvelee kun' (Helsinki serves the community) with links for 'Olet nuori', 'Olet seniori', etc.

- 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, services** and the opportunity for **people to participate** in the affairs of their government.

[www.hel.fi](http://www.hel.fi)

The screenshot shows the United Nations Public Administration Network (UNPAN) website. The header includes 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 below the navigation menu. The main content area features a section titled 'Digital Governance in Municipalities Worldwide' with a '2007 Publication' link. Below this is a red book cover image and a 'Read more' link. The text below the book cover describes the report and expresses gratitude to the UN Division for Public Administration and Development Management (DPADM).

*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

Search: [ ] [ ] | På svenska | In English | Auf Deutsch | En français | По-русски

Helsingin kaupunki

Haku kaupungin sivuilta: [ ] HAE

Sivukartta  
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
- Kaavoitus ja rakentaminen
- Työ ja yrittäminen
- Koulutus ja opiskelu
- Terveyspalvelut
- Sosiaali- ja perhepalvelut
- Helsinki-tietoa ja linkkejä
- Päättökentekko ja hallinto
- Yhteystiedot ja palaute

**Ajankohtaista ja uutisia**

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

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

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

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

[Lisää uutisia...](#)

Helsingin juhlaiviot

**Asioi ja osallistu verkossa**

<a href="#">Päätöksenteko</a>	<a href="#">Virastot ja linkeilaitokset</a>	<a href="#">Asiointi</a>
<a href="#">Osallistuminen</a>	<a href="#">Hallinto ja talous</a>	<a href="#">Ilmoitukset</a>

[Katso lisää palveluita](#)

**Matkailu**

Sää nyt +10°C

**Avoimet työpaikat**

**Helsinki palvelee kun**

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

- 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**

English

Search: [ ] [ ] | Suomeksi | På svenska | Auf Deutsch | En français | По-русски

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**

<a href="#">Decision making</a>	<a href="#">City departments</a>	<a href="#">Transactions</a>
<a href="#">Participation</a>	<a href="#">Administration and finance</a>	

[More services](#)

**Tourism**

Weather +18°C

**Jobs**

**Helsinki services**

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

## “Green 2.0”: Green government portal solution for Drinking Water Ontario

The screenshot shows the Ontario Drinking Water Portal. At the top, it says "Ontario" and "MINISTÈRE DE L'ENVIRONNEMENT EAU POTABLE ONTARIO". Below that is a navigation bar with "MINISTÈRE DE L'ENVIRONNEMENT", "POUR NOUS JOINDRE", "FAQ", and "PERSONNALISEZ". The main heading is "Eau propre et salubre" with the subtext "L'eau potable de l'Ontario reste fiable et de très bonne qualité." Below this is a search bar and a "CATÉGORIE" dropdown menu. The "RESSOURCES" section lists various documents and reports, including "LE RAPPORT DE 2006-2007 DE L'INSPECTEUR EN CHEF DE L'EAU POTABLE DE L'ONTARIO" and "UNE AIDE FINANCIÈRE À L'APPUI DES EFFORTS DE PROTECTION DES SOURCES D'EAU EN MILIEU RURAL". There is also a "QUALITE D'EAU POTABLE" section with a map of Ontario.

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

<http://www.ontario.ca/ONT/portal51/drinkingwater/>





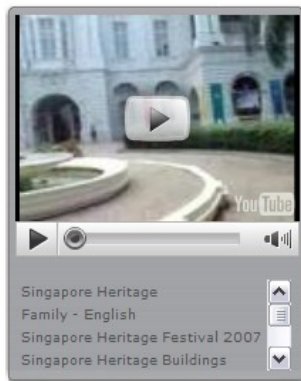
## Web2.0 and constituent participation are the core of NHB's Portal strategy

### 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.



## 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**

The screenshot shows a web application titled "Boeing Usable Airports Search". It features a search form on the left, a map in the center, and two data tables at the bottom. Callouts point to various parts of the interface:

- Select a location**: Points to the search form with fields for City, State, Radius (in miles), and Min Runway Length.
- View functioning airports**: Points to a table listing airports like KSLI and KLAX.
- View details for runway to assess fit with aircraft needs**: Points to a table with columns for Account\_id, Area\_description, and Notam\_id.
- Visually assess nearest airport for proximity**: Points to the map showing airport locations and flight paths.

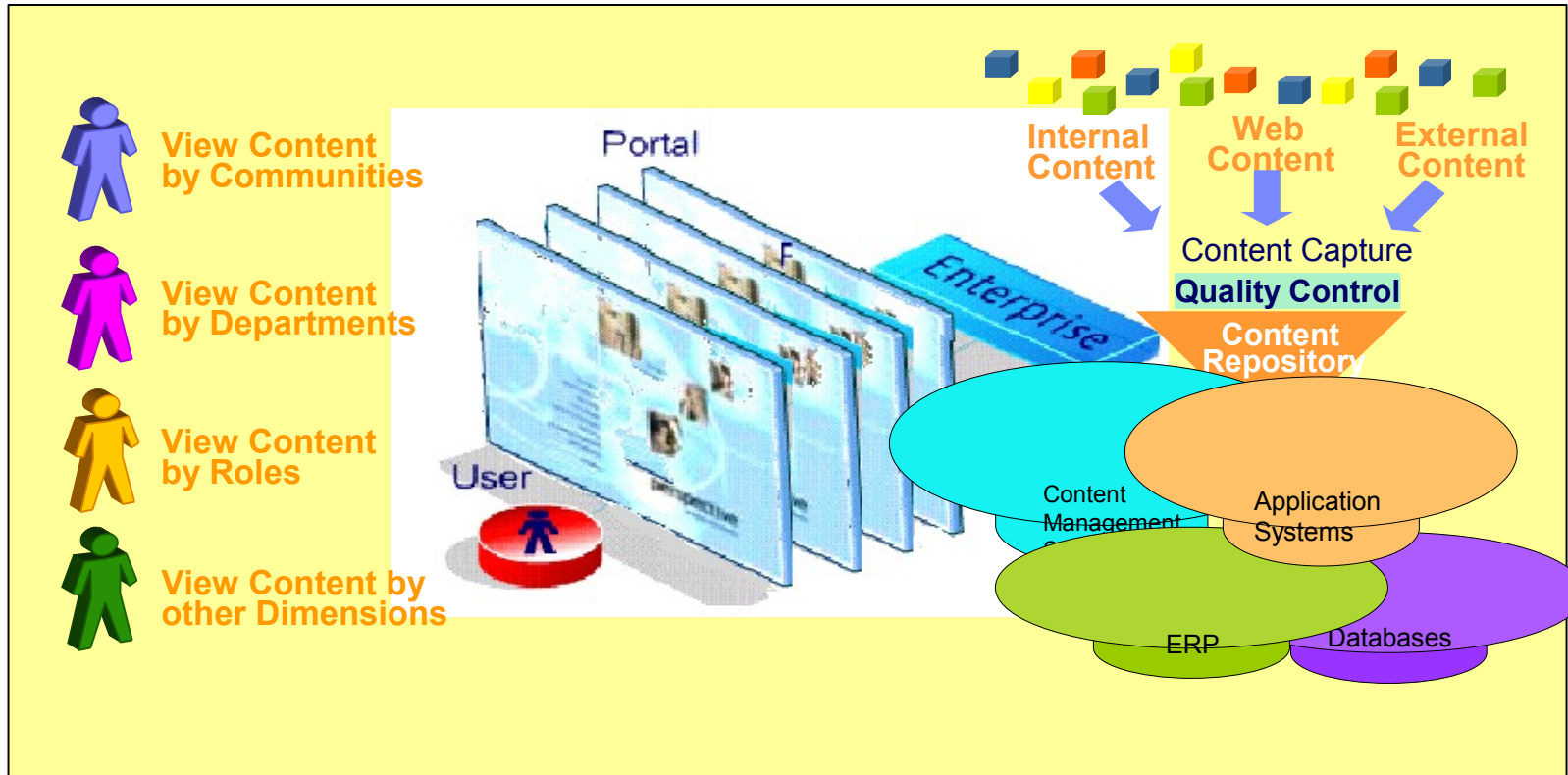
City	State	Radius (in miles)	Min Runway Length
		50	8000

Account_id	Area_description	Notam_id	Part
K	KXL CLEVELAND, OH, US, (224245N, 326383W) [CLE] 5/999		5/1
K	KXL CLEVELAND, OH, US, (409104N, 831007W) [CLE] 3/877		5/1

*"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



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## Freshmen Orientation

SINGAPORE POLYTECHNIC



MIKE

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

New Students > Freshmen Orientation >

### 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 Charity) Briefing by Mr Goh PH SK
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 Training
09/04/2008	09:00 - 12:00	Auditorium	Diploma Induction

**SPMap**

Map | Satellite | Hybrid | SP

Go to:  Please select location

Go to:  Please select location

- Food Court 1-6
- Bus stop
- Places to Chill
- Parking Lots

Go

United World College of Southeast Asia



SINGAPORE POLYTECHNIC



## 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.

### 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.





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



Industry Analysis - Government  
**What Capabilities can IBM Offer  
in the Government 2.0 Space?**





## Introducing IBM WebSphere Portal V6.1: THE Web 2.0 Portal !

### *New Web 2.0 features for increasingly Web-savvy users*



- **Exceed user expectations** with latest Web 2.0 features for a richer, more responsive user interface
- **Respond quickly to new business opportunities** with faster, easier and more flexible reuse of Web-based assets and existing IT investments
- **Reduce deployment costs, complexity and maintenance** with more robust site and performance management capability

# Portals

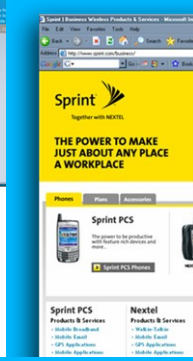
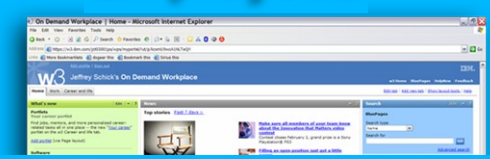
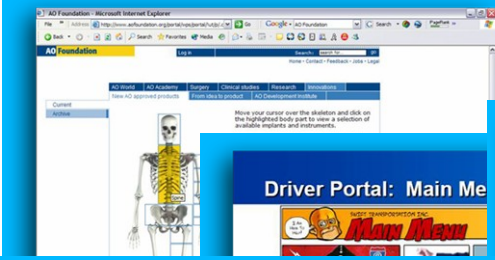
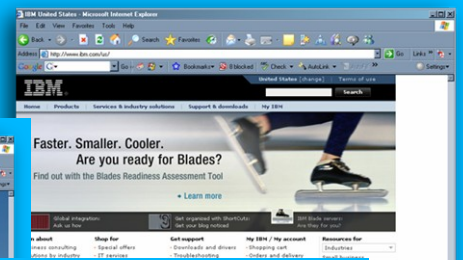
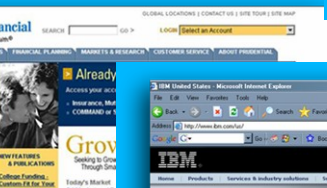
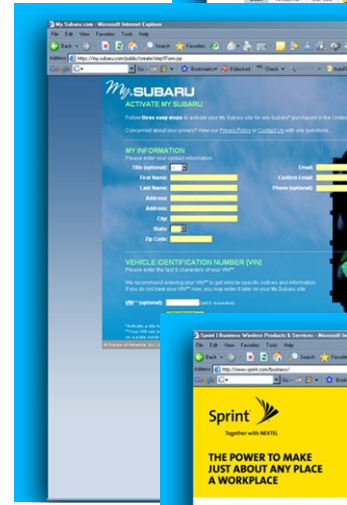
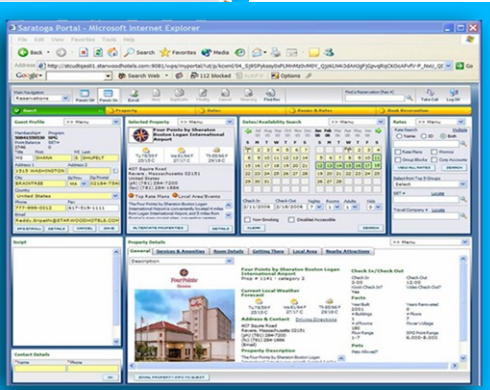
# Exceptional Web Experiences

## One Platform

## Many Different Business Needs

## Partners

## Customers



## Employees

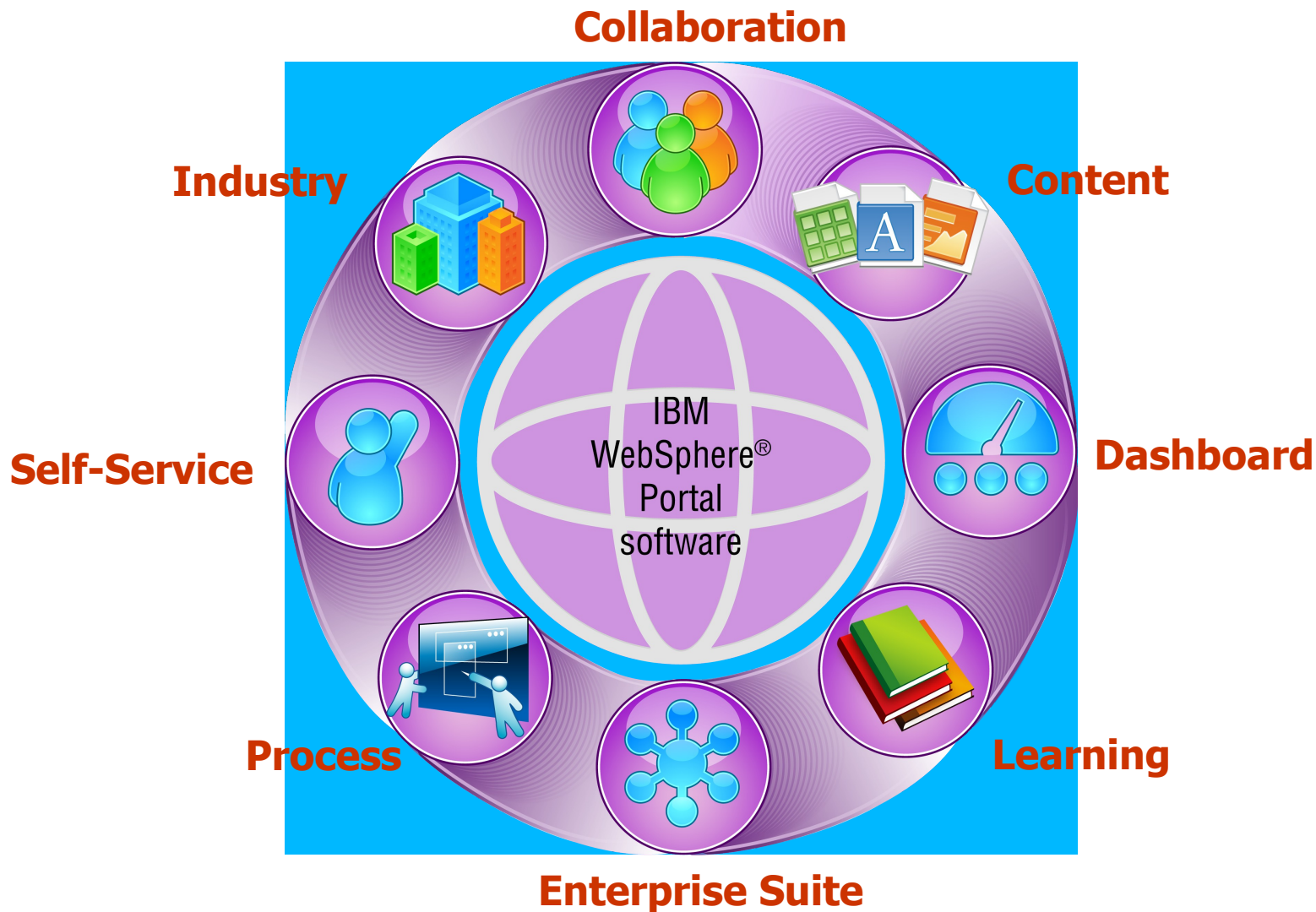
Driver Portal: Main Me



**Lotus knows.**

Smarter software for a Smarter Planet.

# IBM Accelerators for WebSphere Portal



# Lotus knows.

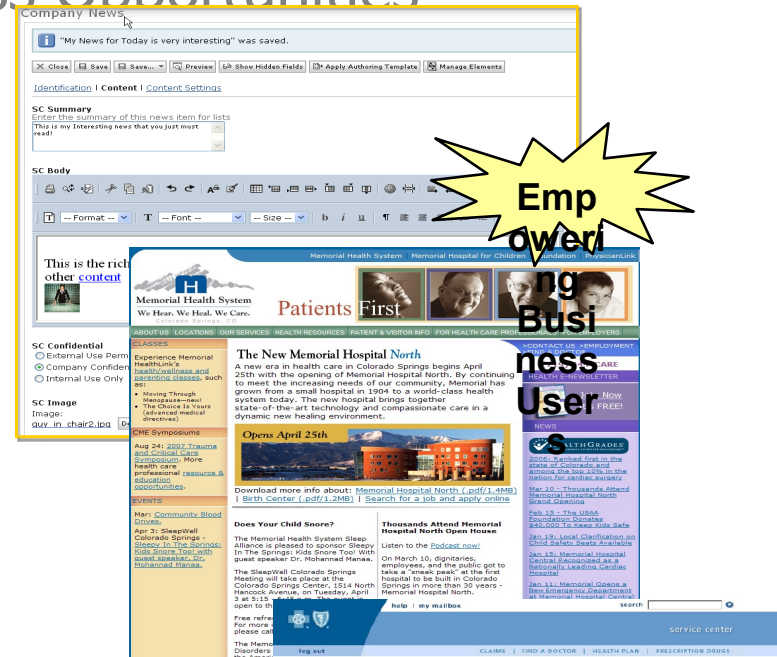
Smarter software for a Smarter Planet.



## IBM Content Accelerator V6.1 for WebSphere Portal Respond Quickly To New Business Opportunities

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

- **Better content authoring experience**
  - Richer inline editing enables users to easily create folders, sites or site areas.
- **Enhanced business user experience**
  - New improvements in authoring, security, and APIs
- **Enables organizations to more easily build portal-based websites**
  - Simplified authoring templates are very useful for creating "quick" content (i.e. blogs)



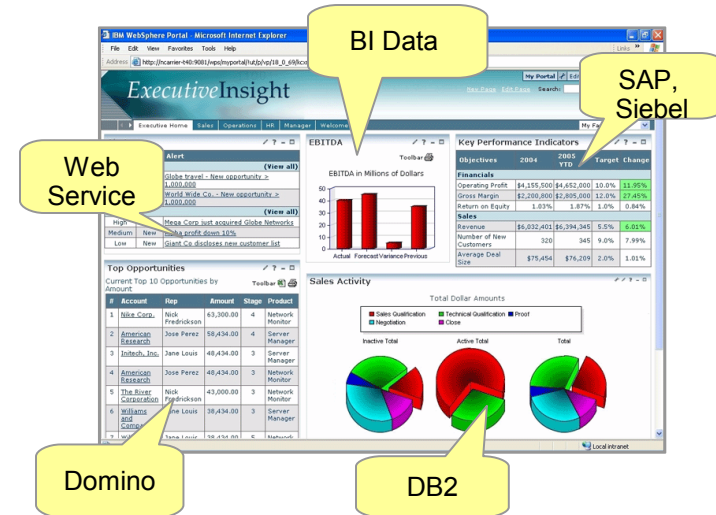
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## IBM Dashboard Accelerator 6.1

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

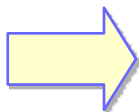
- **Drive Alignment** around a common, visible set of goals
- **Automate** manual or resource-intensive processes with personalized, graphical UI tailored to each job role
- **Access** information wherever it resides with integrated, real-time views
- **Take Action** through intuitive views that aid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



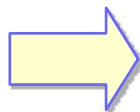
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## Portal is the Ideal Platform for Composite Applications

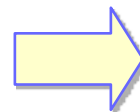
**Business Information**



**Portfolio of Reusable Services**



**Assemble Services**



**Role-based Composite Apps**

### Enterprise Apps

- ERP
- CRM
- SCM
- Custom

### Information

- OLAP / Cubes
- Warehouse / Mart
- Databases

### BPM

- Processes
- Monitors

### Collaboration

- Email
- Team rooms
- Instant Mess.

### Other

- Spreadsheets
- Documents

Services Layer (loose coupling to data services)

**Portlets**

Order	Element Name	Status
▲▼	Employee Id	Hide
▲▼	Form Of Address	Show
▲▼	First Name	Show
▲▼	Last Name	Show
▲▼	Maiden Name	Show

**User customizable**

**Drag and drop**

**In context to role**

**Cross-portlet comm.**

**Employee Self Service**

**Dashboards**

**Partner/Customer Self-Service**

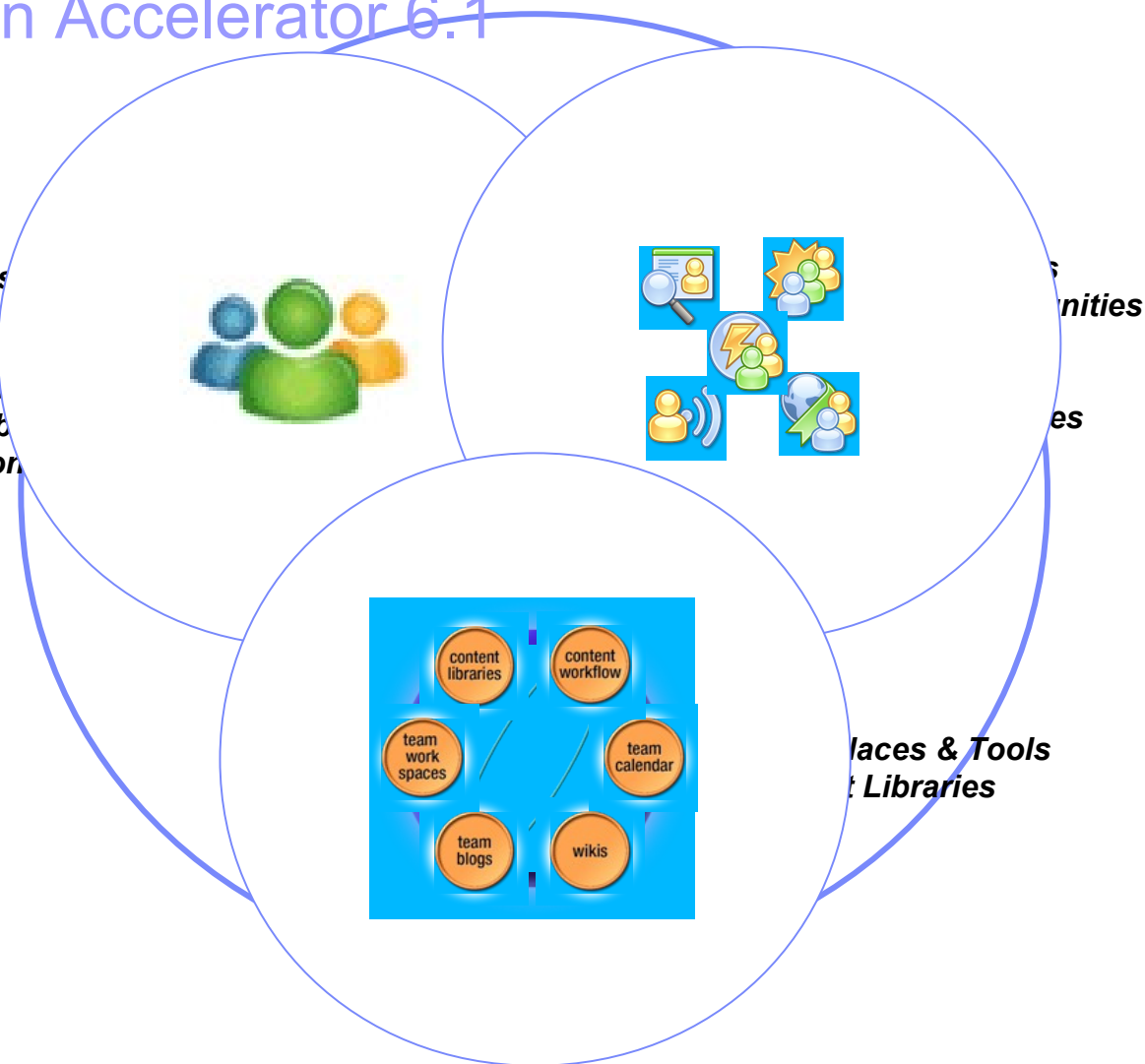




## IBM Collaboration Accelerator 6.1

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

- Pres
- Av
- Inst
- M
- Web
- con



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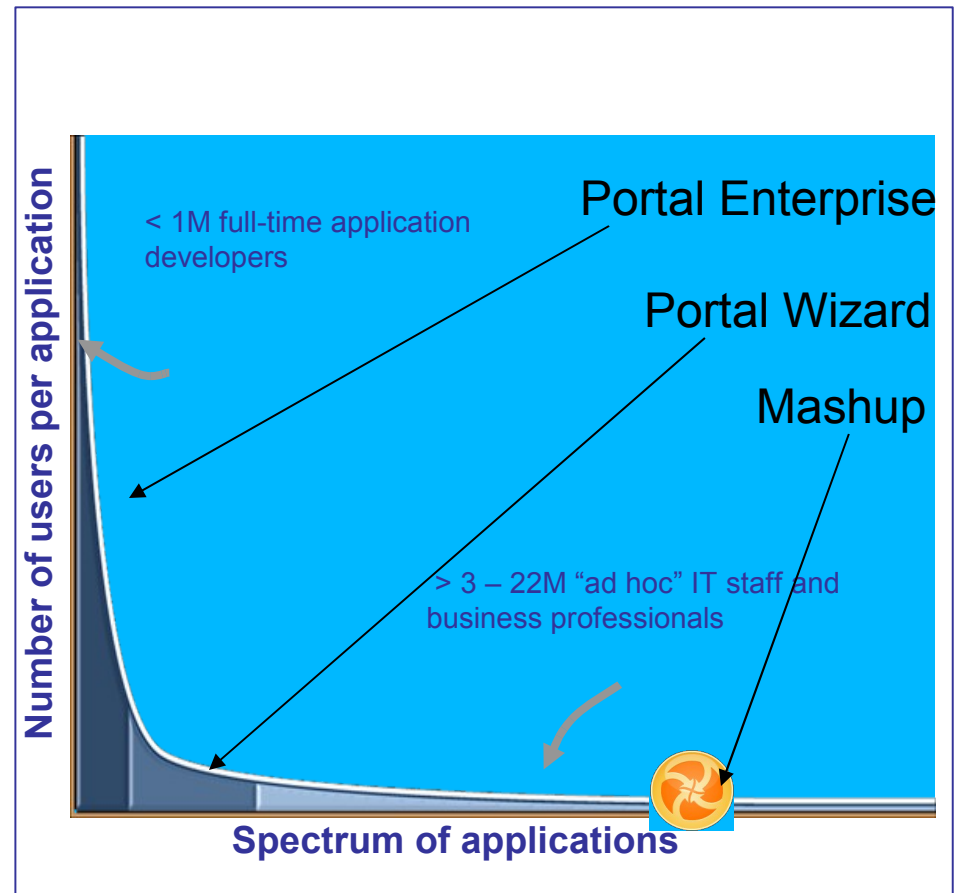
## Mashups Can Solve Pent-up Demand for Applications

### • Situational Applications

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

### • Why Companies want Mashups:

- **Foster innovation** by unlocking and remixing information in ways not originally planned for
- **Quickly uncover new business insights** by easily assembling information from multiple sources on the glass
- **Increase agility** by supporting dynamic assembly and configuration of applications
- **Speed development and reduce development costs** through lightweight integration, reuse and sharing



## Prosumer-Created Applications

Assemble and View mashups  
on the web and mobile

- **Challenge:** Support assembly of personalized applications
- 
- **Examples:**
  - Custom online Government
  - Custom Taxation Application
  - Custom Social Interaction
  -
- **Benefits of Mashups:**
  - Increase “stickiness” of external website
  - Improve customer satisfaction and loyalty
  - Gain a competitive advantage
  - Appeal to younger demographics with more appealing, “Web 2.0.” interface



Select an account

View account history



## Industry Analysis - Government **Summary**



## Summary

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





Industry Analysis - Government  
**Where can I learn more?**

5

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

Name	Public URL
Angolan Development Group	<a href="https://www.sonangol.co.ao/wps/portal/cmd/cs/ce/155/s/585/s.155">https://www.sonangol.co.ao/wps/portal/cmd/cs/ce/155/s/585/s.155</a>
Bahrain e-Government Portal	<a href="https://www.e.gov.bh/pub/wps/portal">https://www.e.gov.bh/pub/wps/portal</a>
Bavarian Government	<a href="https://bayern.bayem.de">https://bayern.bayem.de</a>
Borsa Lavoro	<a href="http://www.borsalavoro.it/wps/portal/ut/pf.cmd/cs/ce/7_0_A/s/7_0_4">http://www.borsalavoro.it/wps/portal/ut/pf.cmd/cs/ce/7_0_A/s/7_0_4</a>
Brazil Ministry of Justice	<a href="http://portal.tj.sp.gov.br/wps/portal">http://portal.tj.sp.gov.br/wps/portal</a>
Brunei Ministry of Industry	<a href="http://www.industry.gov.bn/wps/portal">http://www.industry.gov.bn/wps/portal</a>
Brunei Prime Ministers Office	<a href="http://www.pmo.gov.bn/online/wps/portal">http://www.pmo.gov.bn/online/wps/portal</a>
Budapest District XIII	<a href="http://www.bp13.hu/wps/portal/english">http://www.bp13.hu/wps/portal/english</a>
Can Tho	<a href="http://www.cantho.gov.vn/wps/portal/en">http://www.cantho.gov.vn/wps/portal/en</a>
Canadian Wheat Board	<a href="https://www.cwb.ca/portal/public_scr/Login">https://www.cwb.ca/portal/public_scr/Login</a>
Centrelink (Australian Government)	<a href="http://www.centrelink.gov.au/">http://www.centrelink.gov.au/</a>
Chilean Ministry of Education	<a href="http://www.ayudasesudiantiles.cl/WCM/connect/AES/Inicio?CACHE=E&amp;CONNECTORCACHE=NONE">http://www.ayudasesudiantiles.cl/WCM/connect/AES/Inicio?CACHE=E&amp;CONNECTORCACHE=NONE</a>
City of Helsinki	<a href="http://www.hel.fi/wps/portal/Helsinki?WCM_GLOBAL_CONTEXT=fi/H">http://www.hel.fi/wps/portal/Helsinki?WCM_GLOBAL_CONTEXT=fi/H</a>
City Of Munich	<a href="http://www.muenchen.de/home/60093/Homepage.html">http://www.muenchen.de/home/60093/Homepage.html</a>
Colombian Ministry of Education	<a href="http://www.colombiaaprende.edu.co/1592/channel.html">http://www.colombiaaprende.edu.co/1592/channel.html</a>
Columbia Department of State	<a href="http://www.minrelext.gov.co/wps/portal">http://www.minrelext.gov.co/wps/portal</a>
Columbia Dept of External Affairs	<a href="http://www.cancilleria.gov.co/wps/portal">http://www.cancilleria.gov.co/wps/portal</a>
Commune Di Milano	<a href="http://www.comunemilano.it/portale/wps/portal/ut/p/c/1/04">http://www.comunemilano.it/portale/wps/portal/ut/p/c/1/04</a>
Comune di Roma	<a href="http://www.comune.roma.it/was/wps/portal/ut/p/">http://www.comune.roma.it/was/wps/portal/ut/p/</a>
Cosenza Province - Italy	<a href="http://lavoro.provincia.cs.it/wps/portal">http://lavoro.provincia.cs.it/wps/portal</a>
Cyprus Ministry of Tourism	<a href="http://beta.visitcyprus.com/wps/portal">http://beta.visitcyprus.com/wps/portal</a>
Czech Republic Public Administration Portal	<a href="http://portal.gov.cz/wps/portal/s.155/19005">http://portal.gov.cz/wps/portal/s.155/19005</a>
Danovej Spravy Portal	<a href="http://www.dirs.sk/wps/portal/english">http://www.dirs.sk/wps/portal/english</a>
Dong Thrap <Province in Vietnam>	<a href="http://www.dongthap.gov.vn/wps/portal/ut/p/c/1/04">http://www.dongthap.gov.vn/wps/portal/ut/p/c/1/04</a>
Dubai Municipality	<a href="http://www.dm.gov.ae/wps/portal/ut/p/c/1">http://www.dm.gov.ae/wps/portal/ut/p/c/1</a>
FEMA (Mgmt Information Portal)	<a href="https://hazards.fema.gov/femaportal/wps/portal">https://hazards.fema.gov/femaportal/wps/portal</a>
Ferrovie Dello Stato	<a href="http://www.ferservizi.it/was/wps/portal">http://www.ferservizi.it/was/wps/portal</a>
Fundacao CESP	<a href="http://www.preveesp.com.br/wps/portal">http://www.preveesp.com.br/wps/portal</a>
GeoData.Gov	<a href="http://gos2.geodata.gov/wps/portal/gos">http://gos2.geodata.gov/wps/portal/gos</a>
Government of Pakistan	<a href="http://www.pakistan.gov.pk/">http://www.pakistan.gov.pk/</a>
GZWater	<a href="http://www.gzwater.gov.cn/wps/portal">http://www.gzwater.gov.cn/wps/portal</a>
Hawaiian Telecom	<a href="http://www.hawaiiantel.net/wps/portal/help1">http://www.hawaiiantel.net/wps/portal/help1</a>
Hungarian Agriculture Office	<a href="http://www.mvh.gov.hu">http://www.mvh.gov.hu</a>
Idaho Power	<a href="https://www2.idahopower.com/ipca/wps/portal/CCRegister">https://www2.idahopower.com/ipca/wps/portal/CCRegister</a>
Indian Government - Ministry of Human Resources	<a href="http://portal.sakshat.gov.in/wps/portal/ut/p/kcxm/04">http://portal.sakshat.gov.in/wps/portal/ut/p/kcxm/04</a>
Indian Government Portal	<a href="http://npidemo.nic.in/wps/portal">http://npidemo.nic.in/wps/portal</a>
International Enterprise - Singapore	<a href="http://www.iesingapore.com/wps/portal/HubInSingapore">http://www.iesingapore.com/wps/portal/HubInSingapore</a>
Israeli Ministry of Transportation	<a href="http://www.mot.gov.il/wps/portal">http://www.mot.gov.il/wps/portal</a>
Italian Ministry of Tourism	<a href="http://www.italia.it/wps/portal/en">http://www.italia.it/wps/portal/en</a>
Jordan ( Hashemite Kingdom of)	<a href="http://www.jordan.govjo/wps/portal">http://www.jordan.govjo/wps/portal</a>
Lithuanian Railways	<a href="http://www.litrail.lt/wps/portal/ut/p/c/1">http://www.litrail.lt/wps/portal/ut/p/c/1</a>
Los Angeles County Dept of Health	<a href="http://www.ladhs.org/wps/portal/ut/p/c/1/04">http://www.ladhs.org/wps/portal/ut/p/c/1/04</a>
Madrid Ministry of Tourism	<a href="http://www.esmadrid.com/es/portal.do">http://www.esmadrid.com/es/portal.do</a>
Matto Grasso Portal (Brazil)	<a href="http://www.mt.gov.br/wps/portal">http://www.mt.gov.br/wps/portal</a>
Miami-Dade County	<a href="http://miamidade.gov/wps/portal">http://miamidade.gov/wps/portal</a>
Ministry of Economic Development & Trade for Russian Federation	<a href="http://www.economy.gov.ru/wps/wcm/connect/economylib/mert/welco">http://www.economy.gov.ru/wps/wcm/connect/economylib/mert/welco</a>
Ministry of Finance - Republic of Slovenia	<a href="http://sq.curs.gov.si/wps/portal">http://sq.curs.gov.si/wps/portal</a>
Ministry of Interior - Saudi Arabia	<a href="http://moi.gov.sa/wps/portal">http://moi.gov.sa/wps/portal</a>
Ministry of Justice - Spain	<a href="http://www.mjusticia.es/wps/portal/DIR_Juzgados">http://www.mjusticia.es/wps/portal/DIR_Juzgados</a>
Mississippi Dept of Employment	<a href="http://mdes.ms.gov/wps/portal/#null">http://mdes.ms.gov/wps/portal/#null</a>
Missouri Dept of Motor Transportation	<a href="https://mcs.modot.mo.gov/portal/wps/myportal/">https://mcs.modot.mo.gov/portal/wps/myportal/</a>
Montana State Fund	<a href="http://www.montanastatefund.com/wps/portal/ut/pf.cmd/cs/ce/7_0_A">http://www.montanastatefund.com/wps/portal/ut/pf.cmd/cs/ce/7_0_A</a>
Morocco Dept of Treasury Government Portal	<a href="http://www.tgr.gov.ma/wps/portal">http://www.tgr.gov.ma/wps/portal</a>
Moscow Government Portal	<a href="http://www.mos.ru/wps/portal/ut/p/c/1/04">http://www.mos.ru/wps/portal/ut/p/c/1/04</a>
Mutua General de Seguros	<a href="http://www.mgs.es/wps/portal/dondeE">http://www.mgs.es/wps/portal/dondeE</a>
MVDIS	<a href="http://ww3.mvdis.gov.tw/wps/portal">http://ww3.mvdis.gov.tw/wps/portal</a>
Nanjing State (Province of China)	<a href="http://www.jsnj-n-tax.gov.cn/wps/portal/ut/p/c/1/04">http://www.jsnj-n-tax.gov.cn/wps/portal/ut/p/c/1/04</a>
Nassau County (NY)	<a href="http://www.nassaucounty.ny.gov">http://www.nassaucounty.ny.gov</a>

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