Lotus knows.

Smarter software for a Smarter Planet.

Exceptional Web Experience with Government Web Services

Gavin Tay | Portal and Collaboration Architect, IBM ASEAN
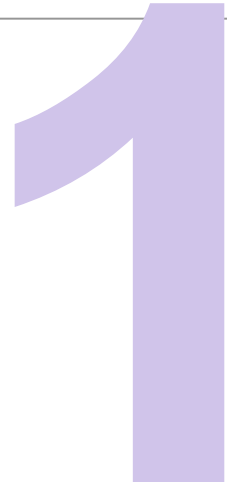
CREATED WITH **LOTUS® SYMPHONY**™
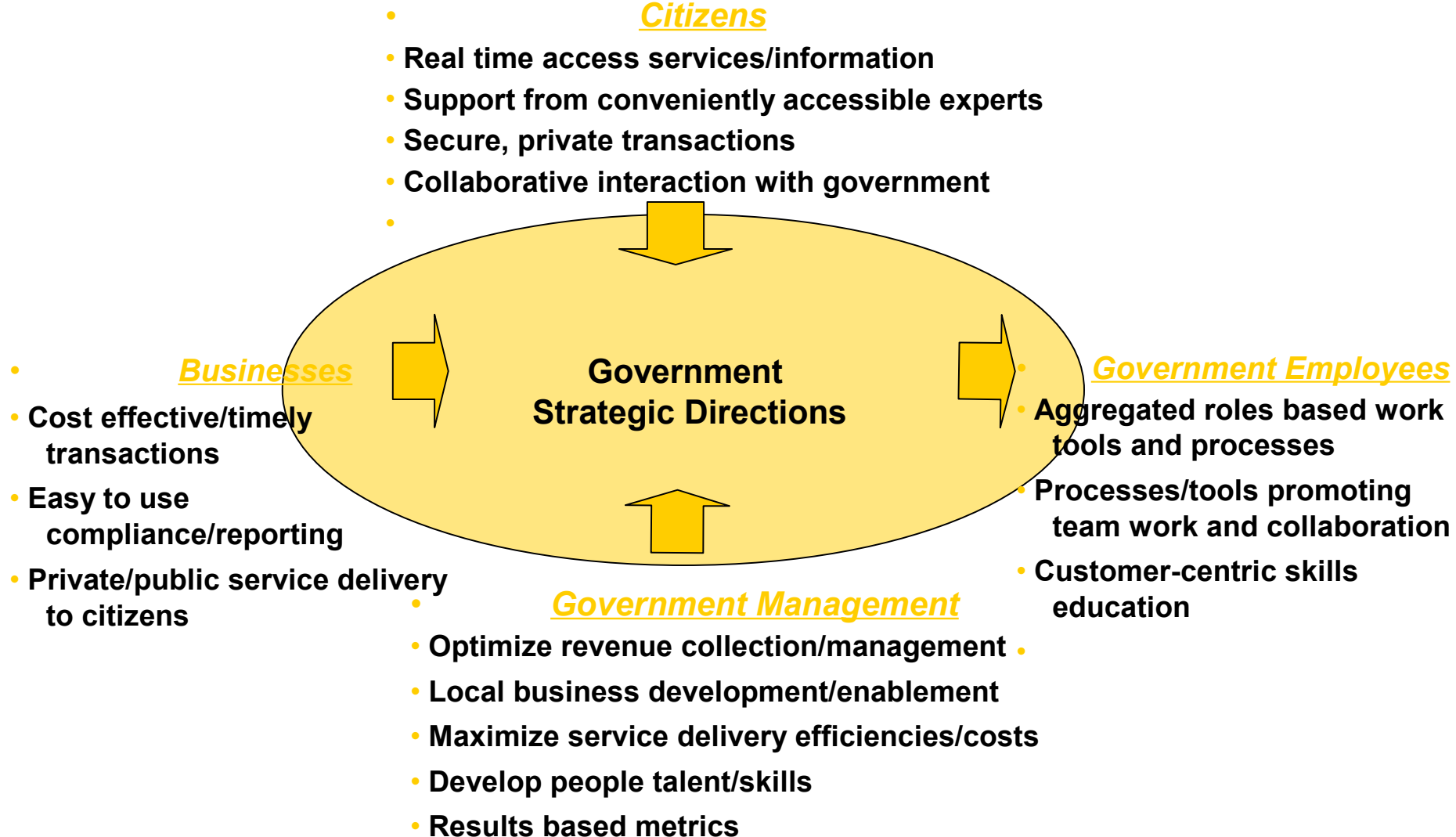
lotusknows.com

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?

1

IBM

The Internet as a Driver in Government Transformation

- *Citizens*
  - Real time access services/information
  - Support from conveniently accessible experts
  - Secure, private transactions
  - Collaborative interaction with government
-

**Government
Strategic Directions**

- *Businesses*
  - Cost effective/timely transactions
  - Easy to use compliance/reporting
  - Private/public service delivery to citizens

- *Government Employees*
  - Aggregated roles based work tools and processes
  - Processes/tools promoting team work and collaboration
  - Customer-centric skills education

- *Government Management*
  - Optimize revenue collection/management
  - Local business development/enablement
  - Maximize service delivery efficiencies/costs
  - Develop people talent/skills
  - Results based metrics

IBM

"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**

-

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

CREATED WITH LOTUS® SYMPHONY™

IBM

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**

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IBM

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**
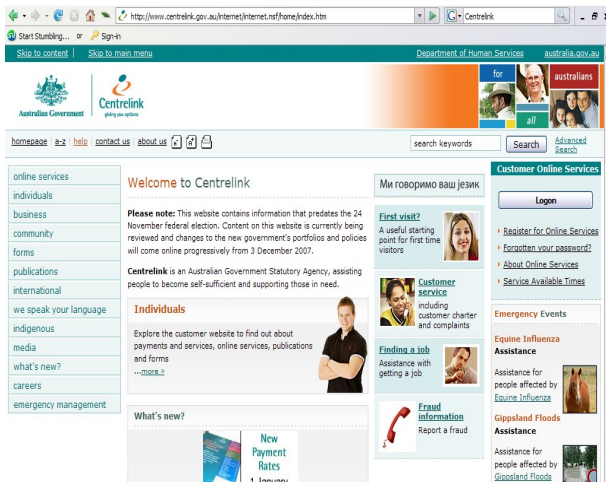 - **Speed time to value** with Prebuilt Portal snap-ons for specific business problems

-
-

IBM

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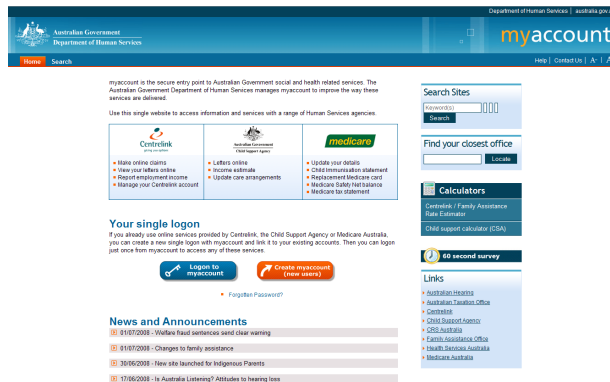**What Types of Solutions are Governments Deploying?**

2

IBM

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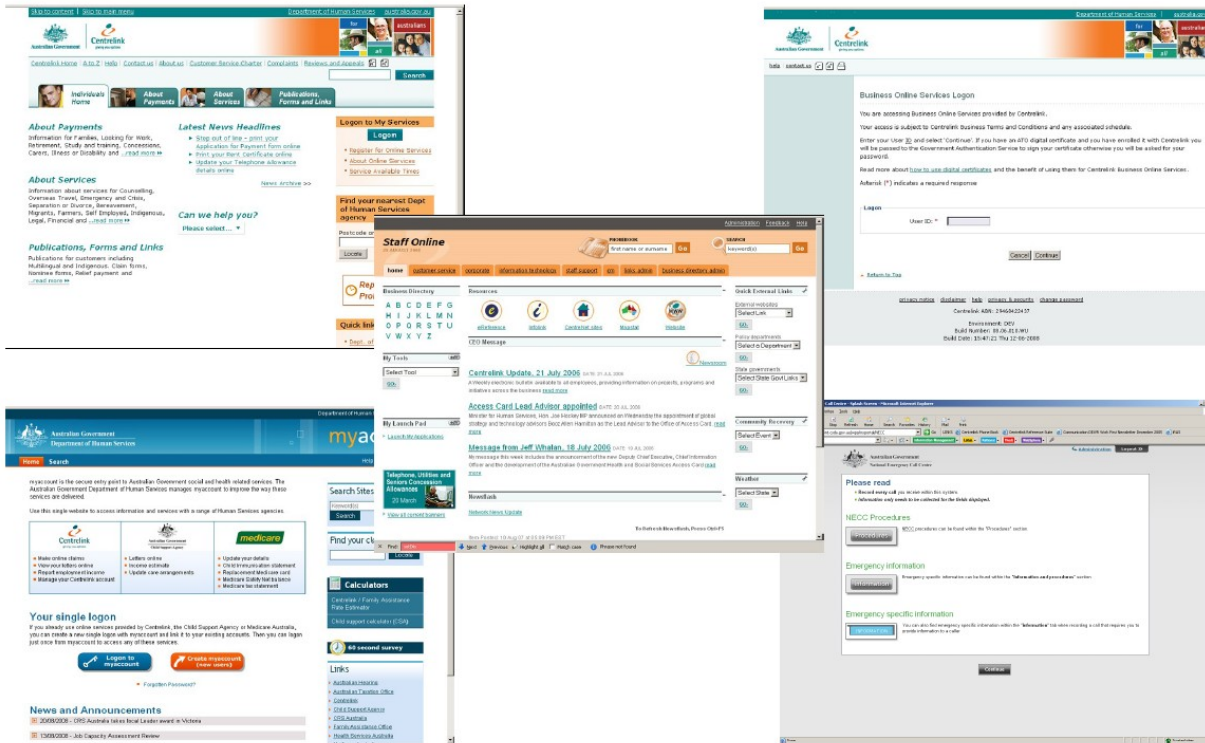
- **Base Portal Pattern**
  - Common services
  - Security
  - Personalization
  - etc

- **Reusable Business Patterns**
  - Customer accessing Customer data
  - Staff accessing Customer data
  - Staff accessing non-Customer data
  - etc

IBM.

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

- **Offers over 550 online services** While the site contains a massive amount of information and services, it is well organized and provides a number of features designed to help people find what they are looking for.

    – Finding forms and information is simple by using the **"I want to…" box**, and the site is customizable by registering with **MyUSDA**.

    – "Information For…" menu organizes information based on the user. Users can access **image and video libraries, radio broadcasts and transcripts of speeches**, and the site can be translated into Spanish.

- **3-5 Million hits a day. Spikes to 95-100 million hits a day during scares such as mad cow and e-coli tomatoes.**

http://www.usda.gov

IBM

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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

miamidade.gov

Log in | Call 3-1-1 | Contact Us | En Español | MIAMI-DADE COUNTY

Home | Service Center | County Agencies | County Hall | Calendar | Enter Keywords | search

Things You Can Pay Online
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
TrafficTicket
US Mint Coins
US Savings Bonds

servicedirect

Top Reported Problems (online and by phone) this month:

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

Report a Problem Online

RED TAPE ESCAPE
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
Watch these videos in your Windows Media Player.
Miami-Dade Now
Mosquito Patrol
Noted Artist

Things You Can Do Online
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
Register to Vote

Services by Topic

Animals & Pets
Adopt-a-Pet, Find a Dog Park, Report Animal Cruelty, Citations & Fines, Horse Protection, Licensing >> more

Arts & Culture
Talking Books, View Art at the Library, Art in Public Places, Fruit and Spice Park Events, Grant Programs for Organizations, Grant Programs for Individuals >> more

Attractions & Events
View Art at the Library, Art in Public Places, Fruit and Spice Park Events, EcoAdventures, Find a Parks Facility, Monthly Parks Events by e-mail >> more

Building & Construction

Research Tools & Maps
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
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

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

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

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

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

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

www.hel.fi

- Via the **City of Helsinki** portal, citizens can communicate and exchange information, access the city's health service, reserve appointments, and fill out forms.

- The solution focused on **usability, privacy/security, content, services** and the opportunity for **people to participate** in the affairs of their government.

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

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

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

Finnish

English

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

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

- The city has 15000 employees, with more than **200 content authors** and **over 30 departments**

"Green 2.0": Green government portal solution for Drinking Water Ontario

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

- 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**
  -

MyHeritage Portal : Singapore National Heritage Board

THE BUSINESS TIMES

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

THE National Heritage Board, which launched its MyHeritage Portal on Saturday, July 12, has used Web2.0 technologies and collaborative social computing to improve the quality of services it offers to the public.

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

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

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

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

http://integrate.factiva.com/search/showarticle.asp?AN=STBT000020080713e47e0000e&vfrom=sch&vfrom=sch&MODAUTOLOG=S000WJj2sryMpFyMTAvNTMsMTMuMdmm5DBXSceo2tFBQUFBQUFBQUFBQUFBQUFBQUFBQUFBQUFBQUFBQUFBQ+LWS=1
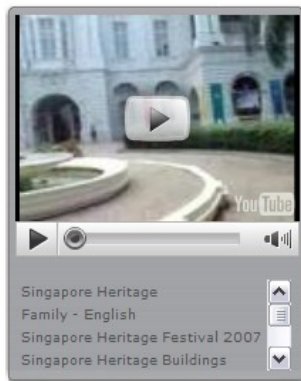
http://www.h-portal.sg/wps/myportal

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.

yesterday.sg Feed
- Balek Kampong to Bedok Co...
- Seeing Red!
- The "haunted' staircase
- Wayang Time....
- Learn more about China, in ...
- Fly me to the Moon!
- Those Who Know Buy National
- National Library Heritage Ro...
- Singapore HeritageFest 08
- A Nanyang Sojourn

HPortal's Feed
- History Herstory My-stery
- Summer Culture
- Interview with "Tank Man" P...
- Diesel bumboats phased out ...
- The last heritage of Chinatown
- The Grammy Museum Dece...
- Halle Orchestra celebrates S...
- Kerala Culture Centre
- Woodstock Museum Opens J...
- Museum Visits

Museum Podcast

Singapore Heritage
Family - English
Singapore Heritage Festival 2007
Singapore Heritage Buildings

H-Portal Twitter

what am I doing...

singapore heritage fest:
http://tinyurl.com/643pue

6 days ago

follow hportal at http://twitter.com

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

Qatar Government Portal : "Hukoomi"

http://portal.www.gov.qa

- Hukoomi is home to all e-government services for Qatar
  - 275 services, including 56 e-services
  - 48 Government entities involved in development
- Citizens and Residents can pay traffic fees, find valuable government services and get information on police and fire safety
- Businesses benefit from the new e-services allowing them to register in Qatar and have access to information and services on work visas, and business operating laws
- ***'Hukoomi brings government closer to the people it serves while demonstrating Qatar's commitment to building a modern and responsive government,'***
  - Dr. Hessa Sultan al Jaber, Secretary General of ictQATAR

"Qatar launches new e-Government portal"
http://www.ameinfo.com/145928.html

2010 World Cup Futbol Games – Gauteng Province, South Africa

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

- **SOLUTION**

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

- **BENEFITS**

  - 40 -65% responder productivity increase expected during emergencies

  - Greater public safety

  - Multidisciplinary integration serves as a model nationwide

"This IBM portal software is absolutely critical because our on-line center is used to protect and save lives," - *Colin Deiner of the Gauteng Disaster Management Center* http://www.03.ibm.com/press/us/en/pressrelease/24507.wss

IBM

VIDEO

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*

Select a location

View functioning airports

View details for runway to assess fit with aircraft needs

Visually assess nearest airport for proximity

"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

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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
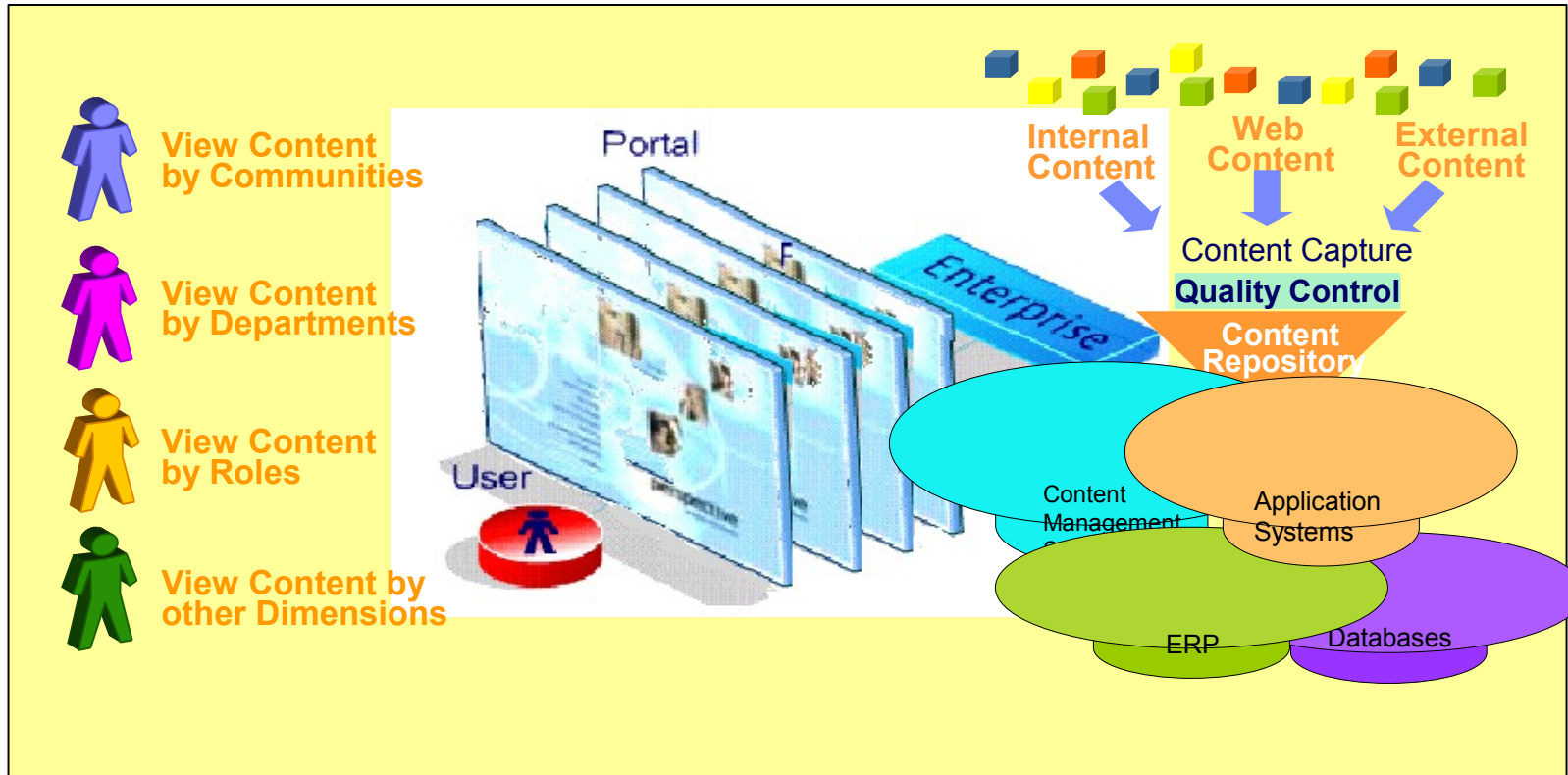
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Smarter software for a Smarter Planet.

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

POWERED BY Google   500 ft   200 m

United World College of Southeast Asia

Drawn by Singapore Polytechnic – Terms of Use

Go to : --- Please select location ---

Go to : --- Please select location ---

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

SINGAPORE POLYTECHNIC

Student Clubs

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-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?

3

IBM

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

IBM

Portals

Exceptional Web Experiences

One Platform
Many Different Business Needs
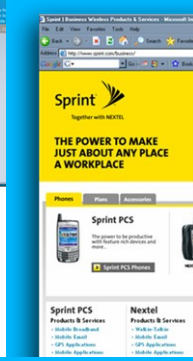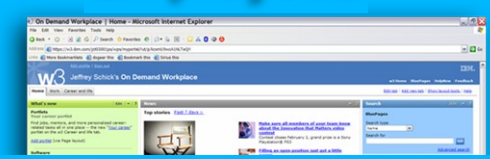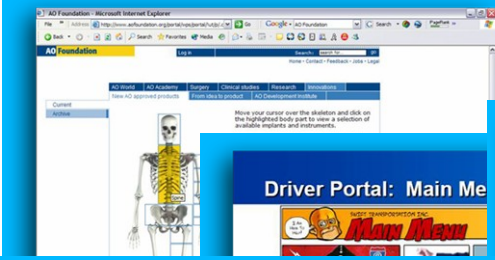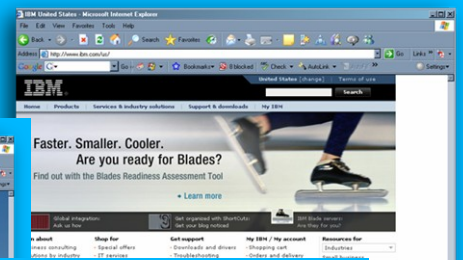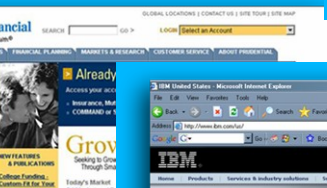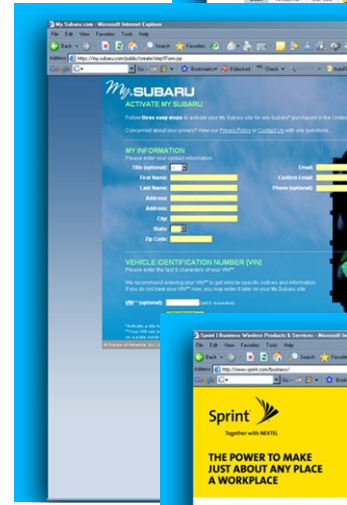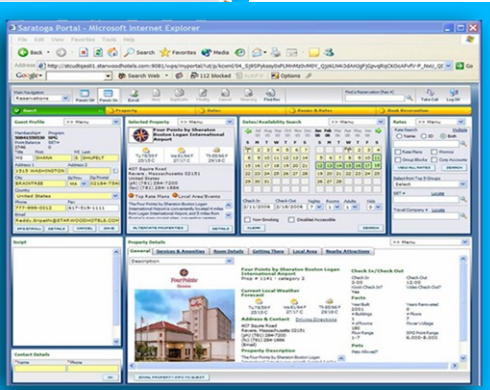
Customers

Partners

Employees

IBM Accelerators for WebSphere Portal

Collaboration

Industry

Content

Self-Service

IBM WebSphere® Portal software

Dashboard

Process

Learning

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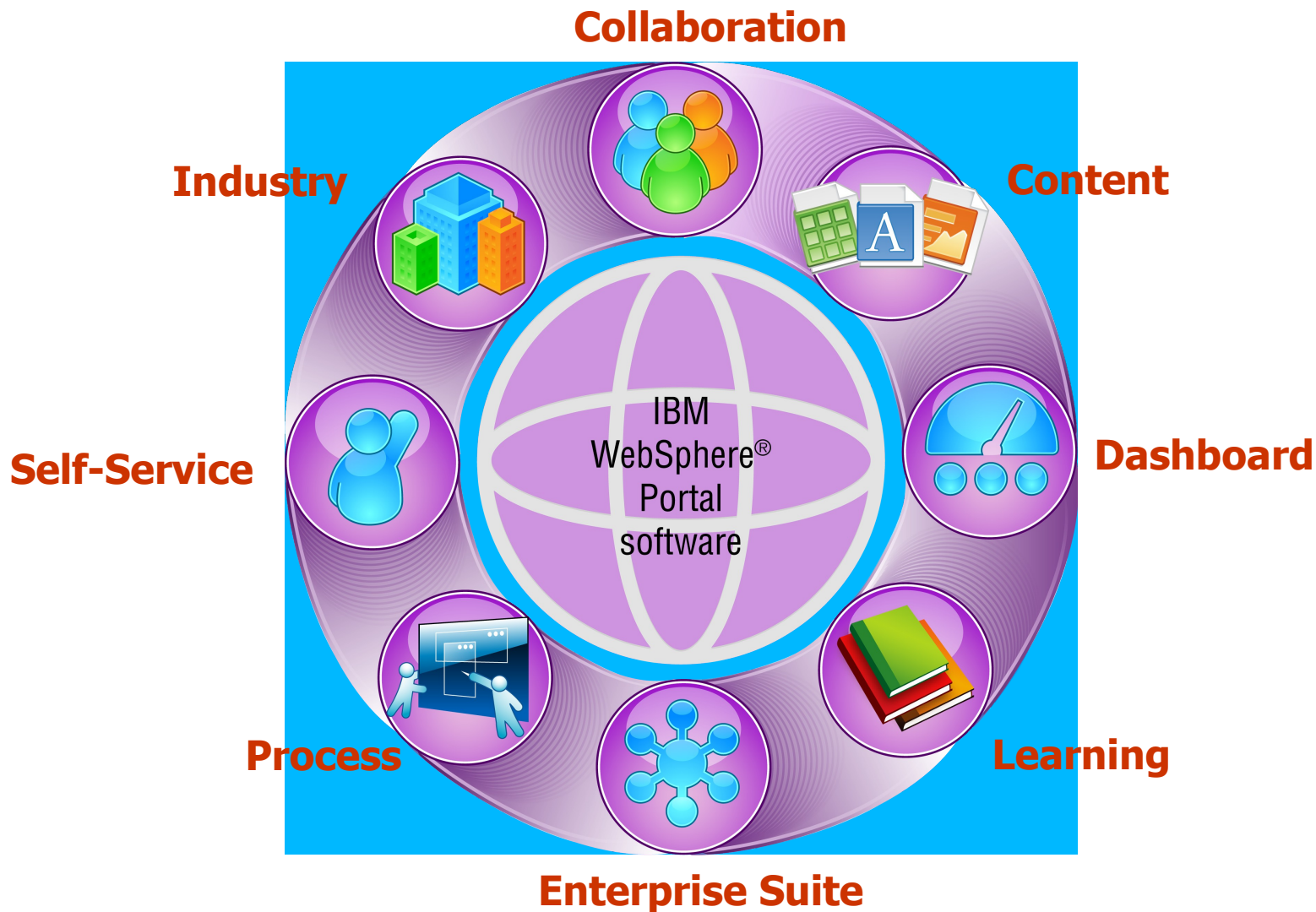
IBM Content Accelerator V6.1 for WebSphere Portal
Respond Quickly To New Business Opportunities

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.

Empowering Business Users

- **Better content authoring experience**
  - Richer inline editing enables users to easily create folders, sites or site areas.
- **Enhanced business user experience**
  - New improvements in authoring, security, and APIs
- **Enables organizations to more easily build portal-based websites**
  - Simplified authoring templates are very useful for creating "quick" content (i.e. blogs)
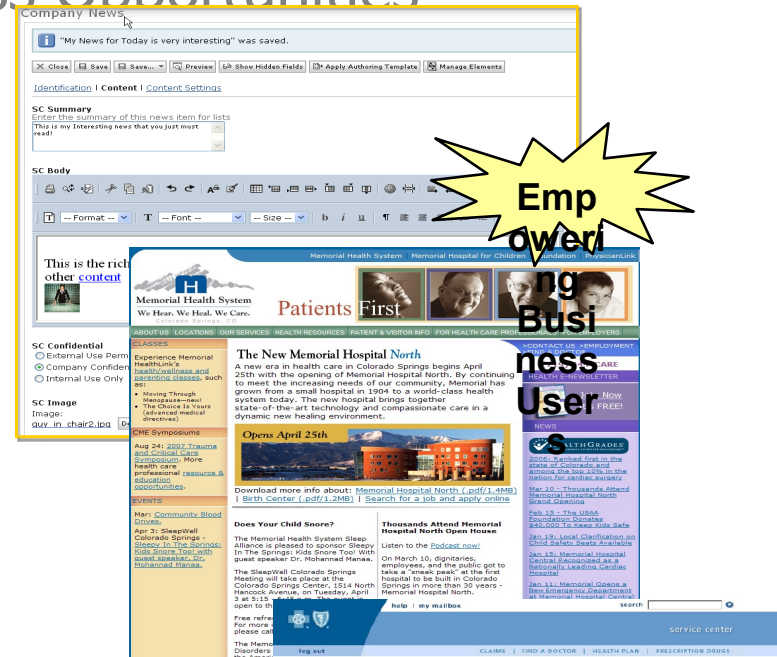
* Product release dates and/or capabilities referenced in these materials may change at any time at IBM's sole discretion based on market opportunities or other factors, and are not intended to be a commitment to future product or feature availability in any way.
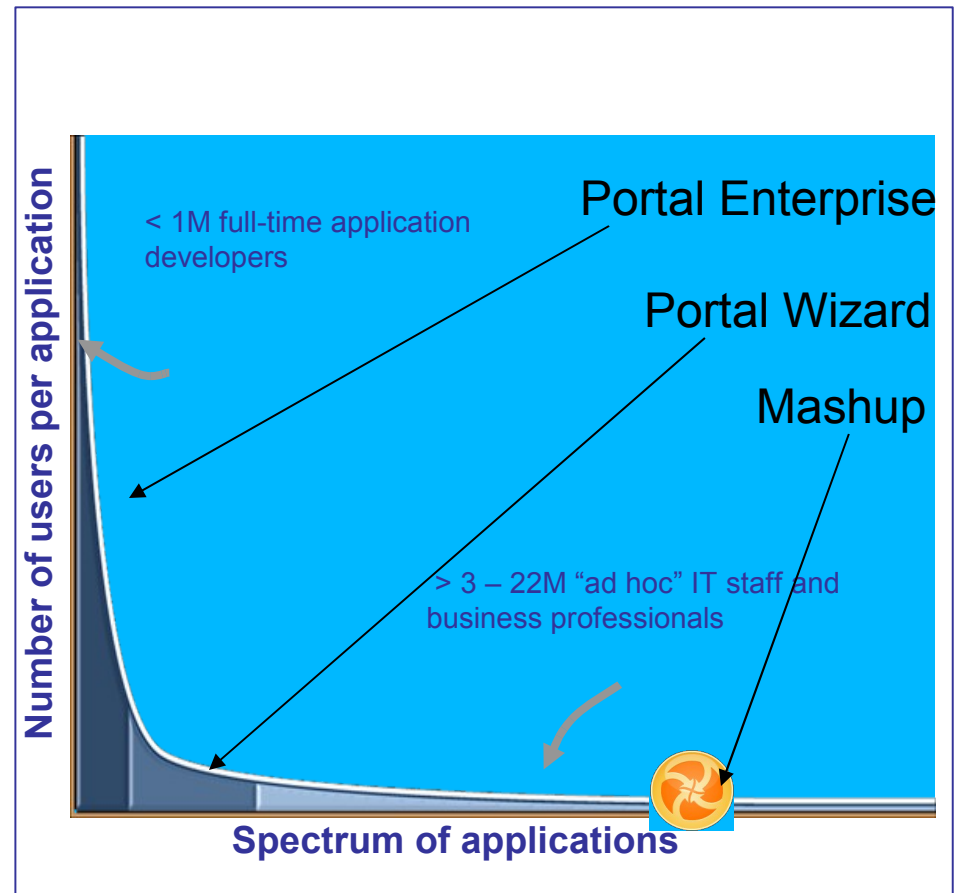
IBM Dashboard Accelerator 6.1

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.

BI Data

SAP, Siebel

Web Service

Domino

DB2

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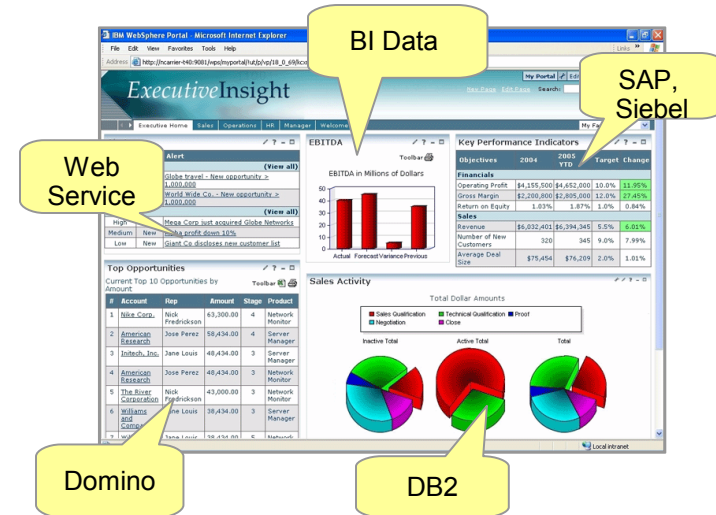
*Product release dates and/or capabilities referenced in these materials may change at any time at IBM's sole discretion based on market opportunities or other factors, and are not intended to be a commitment to future product or feature availability in any way.

Portal is the Ideal Platform for Composite Applications

Business Information	→	Portfolio of Reusable Services	→	Assemble Services	→	Role-based Composite Apps
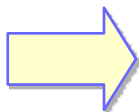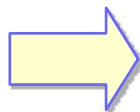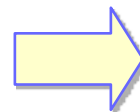
Enterprise Apps
- ERP
- CRM
- SCM
- Custom

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

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...*
  Aw...
- *Inst...*
  Mo...
- *Web...*
  con...
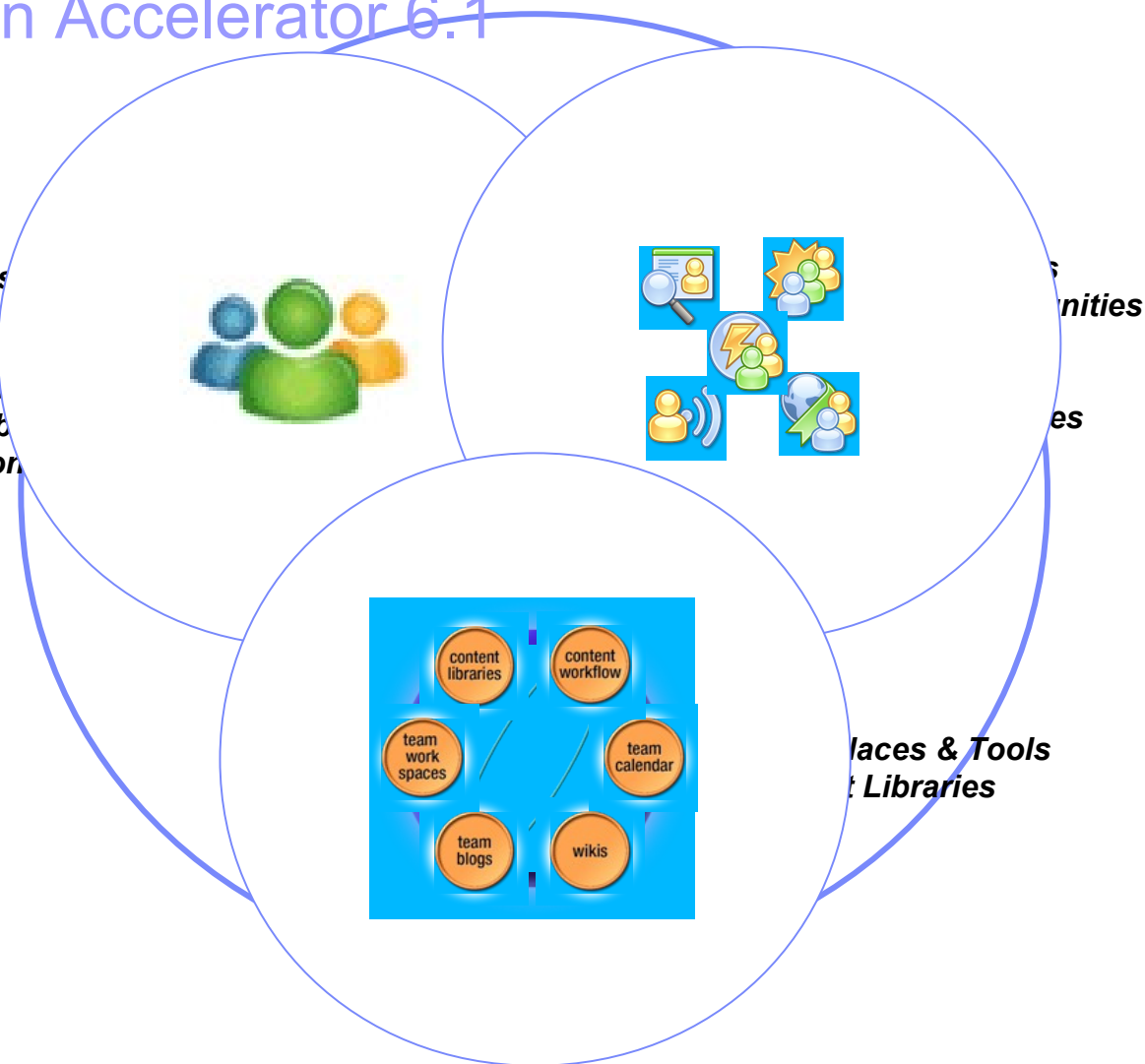
...s
...nities

...es

...laces & Tools
...t Libraries

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

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DEMO

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

-

Number of users per application

< 1M full-time application developers

Portal Enterprise

Portal Wizard

Mashup

> 3 – 22M "ad hoc" IT staff and business professionals

Spectrum of applications

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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 Interraction
  -

- **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

4

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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

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→ Industry Analysis - Government
Where can I learn more?

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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	https://www.sonangol.co.ao/wps/portal/.cmd/cs/.ce/155/.s/585/_s.15!
Bahrain e-Government Portal	https://www.e.gov.bh/pub/wps/portal
Bavarian Government	https://baylern.bayern.de
Borsa Lavoro	http://www.borsalavoro.it/wps/portal/!ut/p/.cmd/cs/.ce/7_0_A/.s/7_0_4
Brazil Ministry of Justice	http://portal.tj.sp.gov.br/wps/portal
Brunei Ministry of Industry	http://www.industry.gov.bn/wps/portal
Brunei Prime Ministers Office	http://www.pmo.gov.bn/online/wps/portal
Budapest District XIII	http://www.bp13.hu/wps/portal/english
Can Tho	http://www.cantho.gov.vn/wps/portal/en
Canadian Wheat Board	https://www.cwb.ca/portal/public/.scr/Login
Centrelink (Australian Government)	http://www.centrelink.gov.au/
Chilean Ministry of Education	http://www.ayudasestudiantiles.cl/WCM/connect/AES/Inicio?CACHE= E&CONNECTORCACHE=NONE
City of Helsinki	http://www.hel.fi/wps/portal/Helsinki?WCM_GLOBAL_CONTEXT=/fi/Ho
City Of Munich	http://www.muenchen.de/home/60093/Homepage.html
Colombian Ministry of Education	http://www.colombiaaprende.edu.co/1592/channel.html
Columbia Department of State	http://www.minrelext.gov.co/wps/portal
Columbia Dept of External Affairs	http://www.cancilleria.gov.co/wps/portal
Commune Di Milano	http://www.comunemilano.it/portale/wps/portal/!ut/p/c1/04
Comune di Roma	http://www.comune.roma.it/was/wps/portal/!ut/p/
Cosenza Province - Italy	http://lavoro.provincia.cs.it/wps/portal
Cyprus Ministry of Tourism	http://beta.visitcyprus.com/wps/portal
Czech Republic Public Adminstration Portal	http://portal.gov.cz/wps/portal/_s.155/19005
Danovej Spravy Portal	http://www.drsr.sk/wps/portal/english
Dong Thrap <Province in Vietnam>	http://www.dongthap.gov.vn/wps/portal/!ut/p/c1/04
Dubai Municipality	http://www.dm.gov.ae/wps/portal/!ut/p/c1
FEMA (Mgmt Information Portal)	https://hazards.fema.gov/femaportal/wps/portal
Ferrovie Dello Stato	http://www.ferservizi.it/was/wps/portal
Fundacao CESP	http://www.prevcesp.com.br/wps/portal
GeoData.Gov	http://gos2.geodata.gov/wps/portal/gos
Government of Pakistan	http://www.pakistan.gov.pk/
GZWater	http://www.gzwater.gov.cn/wps/portal
Hawaiian Telecom	http://www.hawaiiantel.net/wps/portal/help1
Hungarian Argiculture Office	http://www.mvh.gov.hu
Idaho Power	https://www2.idahopower.com/ipcca/wps/portal/CCRegister
Indian Government - Ministry of Human Resources	http://portal.sakshat.gov.in/wps/portal/!ut/p/kcxml/04
Indian Government Portal	http://npidemo.nic.in/wps/portal
International Enterprise - Singapore	http://www.iesingapore.com/wps/portal/HubInSingapore
Israeli Ministry of Transportation	http://www.mot.gov.il/wps/portal
Italian Ministry of Tourism	http://www.italia.it/wps/portal/en
Jordan (Hashemite Kingdom of)	http://www.jordan.gov.jo/wps/portal
Lithuanian Railways	http://www.litrail.lt/wps/portal/!ut/p/c1
Los Angeles County Dept of Health	http://www.ladhs.org/wps/portal/!ut/p/c1/04
Madrid Ministry of Tourism	http://www.esmadrid.com/es/portal.do
Matto Grasso Portal (Brazil)	http://www.mt.gov.br/wps/portal
Miami-Dade County	http://miamidade.gov/wps/portal
Ministry of Economic Development & Trade for Russian Federation	http://www.economy.gov.ru/wps/wcm/connect/economylib/mert/welco
Ministry of Finance - Republic of Slovenia	http://sg.curs.gov.si/wps/portal
Ministry of Interior - Saudi Arabia	http://moi.gov.sa/wps/portal
Ministry of Justice - Spain	http://www.mjusticia.es/wps/portal/DIR_Juzgados
Mississippi Dept of Employment	http://mdes.ms.gov/wps/portal#null
Missouri Dept of Motor Transportation	https://mcs.modot.mo.gov/portal/wps/myportal/
Montana State Fund	http://www.montanastatefund.com/wps/portal/!ut/p/.cmd/cs/.ce/7_0_A
Morocco Dept of Treasury Government Portal	http://www.tgr.gov.ma/wps/portal
Moscow Government Portal	http://www.mos.ru/wps/portal/!ut/p/c1/04
Mutua General de Seguros	http://www.mgs.es/wps/portal/dondeE
MVDIS	http://ww3.mvdis.gov.tw/wps/portal
Nanjing State (Province of China)	http://www.jsnj-n-tax.gov.cn/wps/portal/!ut/p/c1/04
Nassau County (NY)	http://www.nassaucountyny.gov/

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