

## Government

Six powerful and inescapable drivers are challenging local, regional and national governments to change the ways in which they manage and deliver services and programs\*: changing demographics; accelerating globalization; rising environmental concerns; evolving societal relationships; growing threats to social stability and order; and the expanding impact of technology.

Each of these drivers is expected to impact all countries in the coming years. Governments globally and at the local, state/regional and national levels, must anticipate change by determining which drivers are most critical in light of their own unique sets of circumstances. They need to be proactive, designing and implementing customized strategies and solutions within a variety of constraints.

### **Dynamic Business Processes Can Help Governments Work Better**

Government agencies need a way to more efficiently manage their administrative and citizen/constituent service processes to better serve their constituencies. By integrating their operations across siloed, vertical processes, they can enable continuous process improvement, teamwork and effectiveness, resulting in perpetual collaboration. IBM Business Process Management (BPM) enabled by Smart SOA™ is helping governments to deliver citizen-centered experiences, demonstrate

**A US-based state tax agency with total tax collections exceeding \$80 billion annually reduced the average age of tax refund work queues by 80%.**

**Source: Based on customer deployment with US-based state tax agency**