

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

Government



accountability, sense and respond to change easily, implement environmentally responsible operations and enable interoperability of previously “siloes” systems.

Adapt Your Processes to Changing Expectations

Governments are expected to deliver results and value through secure, private services that are available anywhere and anytime to businesses, citizens, employees, other governments, suppliers and various other constituencies. Traditional government processes, such as policy setting and regulation, will have to adapt quickly or risk becoming irrelevant.

IBM BPM can help government organizations like yours optimize administrative operations, citizen services and governmental civilian and defense services. With IBM BPM, you can automate crucial business processes and integrate key systems.

Accelerate delivery of innovative services and programs in person or over the Web: a US-based state tax agency with total tax collection exceeding \$80 billion annually reduced the average age of tax refund work queues by 80% and avoided paying undue interest with the help of process automation and process monitoring of work groups.

Reduce exceptions and backlogs up to 80% with real-time visibility into operational performance and

support evolving administrative models such as building an e-Government platform.

Make interagency and intergovernmental operations interoperable: a health and human services administration agency reduced costs by \$350 million per year to support more than 12,000 case workers through process automation.

Increase Government Accountability

Governments today face increasing scrutiny and accountability by their citizens to manage resources effectively and efficiently. IBM BPM can help governments transform operations with process discovery and documentation to evaluate current systems, plan future growth, and support legislative/regulatory compliance efforts. BPM helps systems track and manage performance by aggregating relevant data into key performance indicators, displayed in role-based business dashboards. Governments are able to sense and respond to disparate system and environmental events in civilian, defense and law enforcement organizations and the ecosystems in which they operate. Improving process visibility gives officials and administrators actionable insights to control processes with speed and accuracy.

Automating manual processes helps governments to comply with their own standards and to keep audit trails of activity. With the addition of business

Government



rule management systems, government agencies can automate key repeatable decision points to remove human error from the equation. These BPM activities lead to greater ROI and accelerated delivery of services to your citizens.

Speed Your Implementation of BPM in Government

Accelerate your implementations of BPM in civilian governments with the IBM Government Industry Framework, a strategic software platform for implementing smarter end-to-end government solutions in: social services and social security, tax and revenue management, safety and security, “Intelligent Transportation” and “Smart Cities.” This framework focuses on improving citizen services, increasing transparency, enhancing civilian safety and security, and achieving a green and sustainable environment.

Implementations of BPM in defense can leverage IBM’s Government Network-Centric Operations (NCO) Framework, a military-grade platform and architecture for transformation, interoperability, and integration in command and control, logistics and intelligence and investigation in both military and civilian environments. NCO helps defense and public safety organizations solve their most challenging business issues: achieving operational effectiveness, agility and speed of command in a complex, coalition environment.

Business Process Management

www.ibm.com/bpm



Government

Reference:

* IBM Institute of Business Value Study
“Government 2020 and the perpetual collaboration
mandate,” 2008

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