IBM

IBM ECM Solutions for the Federal Government

When the President's Management Agenda (PMA) took effect in 2002, it sought to overhaul the way the Federal government functions. New initiatives outlined ways to hold agencies accountable for their activities and spending. The PMA focuses on streamlining internal processes to support overarching business objectives rather than emphasizing individual functions as done in the past.

To support the PMA, the Office of Management and Budget established the Federal Enterprise Architecture (FEA). FEA initiatives require all agencies and departments to integrate and standardize their various information technology components and processes to unify work and information across agencies. While agencies struggle to implement FEA initiatives, several social and demographic changes pose significant challenges to managing information efficiently, and further demonstrate the importance of the initiatives.

Population is one major challenge. Due to a surge in immigration and birth rates, the U.S. Census Bureau predicts that the population will exceed 335 million by 2020. This means more daily files and more data for each agency to maintain. Concurrently, the baby boomers – which includes thousands of government employees – will be retiring, leaving fewer people to handle the increasing amount of data required to support government operations. To prevent a knowledge vacuum, agencies must update their communication and documentation technologies to capture, integrate, and document data and workflows in all operational areas, thereby ensuring optimal and efficient transfer of information when the retirements occur.

Today's information-centric Federal government continues to streamline its internal processes to improve efficiencies – increasing its ability to achieve objectives and deliver enhanced services to American citizens. Meanwhile agencies must deliver these improved efficiencies despite reduced staffing, fewer financial resources, and the difficulties of connecting a multitude of complex processes that span disconnected systems. An integrated Business Process Management (BPM) and Enterprise Content Management (ECM) information plan enables the Federal government to capture, share, and exchange information more easily. This ability will become more critical as agencies strive to achieve inter-agency collaboration and information sharing.

> *" The Federal government is the largest single producer, collector, consumer, and disseminator of information in the United States, and, as a result, Federal government information is a valuable national resource. It is a means to ensure the accountability of government, to manage the government's operations, to maintain the healthy performance of the economy, and is itself a commodity in the marketplace."*
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> – Office of Management and Budget's Section 213 of the E-Government Act Report to Congress: "Organizations Complementing Federal Agency Information Dissemination Programs," April 15, 2005

IBM ECM solutions offer agencies a robust, integrated suite of BPM and ECM solutions that meet and accommodate their diverse requirements. IBM ECMsolutions integrate with existing components, legacy systems, documents, forms, and critical business applications across agencies, as well as their suppliers and partners across the public and private sectors. The comprehensive solution allows agencies to standardize on IBM – reducing barriers to information sharing across previously disconnected systems. IBM's approach reduces total cost of ownership and increases agency responsiveness to citizens. Additionally, with its ability to streamline operations and maximize efficiency, IBM ECM solutions support the Business Reference Model 2.0, helping the Federal government organize and improve day-to-day operations and capital IT initiatives. The IBM ECM solution suite includes:

The IBM FileNet P8 platform provides the Federal government with an integrated suite of ECM and BPM solutions that support the Federal Enterprise Architecture. Connecting agencies' core requirements, FileNet P8 combines the full spectrum of capabilities for comprehensive content management, business process management and enterprise connectivity. FileNet P8 makes it possible for agencies to connect internal processes and stakeholders with constituents and private sector partners.

IBM FileNet Business Process Manager (BPM) streamlines internal and external business processes, eliminates redundancies and increases automation, providing enhanced business agility, control and accountability for Federal agencies trying to do more with less. By automating and improving the speed and accuracy of document coordination within and among Federal agencies, FileNet BPM optimizes limited human and financial resources and improves the ability for agencies to make fast and accurate decisions.

IBM FileNet Content Manager provides control, access and sharing of content in a secure, scalable environment. Content Manager allows agencies to access information from numerous sources by federating relevant information to a single source for content. This heightens visibility and increases access to all the available information, allowing departments to make quick and accurate decisions.

IBM FileNet Records Manager helps agencies meet Federal and agency-specific recordkeeping requirements and eases information retrieval related to the Freedom of Information Act. Powered by FileNet ZeroClick, Records Manager automatically declares records and tracks retention schedules to ensure compliance with bulletins of the National Archives and Records Administration, the Paperwork Reduction Act, the Privacy Act and the General Record Schedules. FileNet ZeroClick eliminates the need for human intervention, reducing the potential for human error and employee time spent processing paper records.

IBM FileNet Email Manager makes it easy for agencies to capture, organize, monitor, retrieve, retain and share email content for improved decision making and adherence to regulatory requirements. With Email Manager, email content becomes a record of information that departments can use and integrate with other applications to improve processes and operations.

IBM FileNet Forms Manager allows the Federal government to design, deploy, and process electronic forms, supporting E-Government initiatives to improve the online capabilities and interactions between agencies and citizens. Forms Manager also creates a digitized document ready for interaction with other system applications.

IBM FileNet Image Manager lets departments create and manage electronic images of documents – significantly reducing paper storage requirements and minimizing the problems inherent in a paper-based system. Image Manager makes documents accessible online for integration with other systems and other agencies.

IBM FileNet Team Collaboration Manager provides the contextual framework and collaboration tools – including discussion forums, live meetings, and interactive polls – so Federal agencies can share information and facilitate decisions. With Team Collaboration Manager, diverse team members can participate in asynchronous and synchronous activities with ad hoc and process-driven tasks, enabling critical cross-agency initiatives and collaborative decision-making.

IBM FileNet Web Site Manager enables and simplifies the creation, approval, and publication of Web content and complex documents to multiple Internet, intranet and extranet sites, in multiple formats. While ensuring centralized control in accordance with agency policy and guidelines, Web Site Manager helps agencies distribute information to citizens quickly and securely.

By providing a foundation for content and process management infrastructures, as well as records and forms management capabilities, IBM ECM solutions enable Federal agencies to achieve vital integration, modernization and reform priorities.

IBM ECM solutions not only help departments and agencies manage content – including structured and unstructured data – it helps "activate" the content by integrating it with process management to allow faster analysis and decision cycles. Because IBM ECM systems automate the discovery and movement of information, government employees and administrators are free to focus on more complex, higher-value tasks.

By bringing together content and process – integrating information and delivering it to the right individual at the right time – IBM ECM solutions enable the government to make better decisions, faster.

IBM ECM for the Federal Enterprise Architecture

The Federal Enterprise Architecture (FEA) outlines a variety of best practices designed to streamline and standardize information technology organization and management throughout government agencies – including information and records management. Offering the ability to streamline content, records, and process management in line with recommendations outlined in each of the FEA's reference models, IBM ECM solutions help agencies achieve FEA priorities. Through a comprehensive suite of ECM solutions that easily integrate with legacy systems, IBM gives agencies the ability to deploy individual components of their architectures as the FEA evolves – without extensive backward integration or acquiring new systems.

IBM ECM for Intelligence Reform

IBM ECM systems enable the intelligence community to achieve its overarching objective – collection and use of actionable intelligence – by linking information sources and intelligence organizations electronically and through well-coordinated processes. With an ECM solution in place, intelligence agencies can speed the analysis process and improve information sharing between agencies. As a result, intelligence professionals are better able to capitalize on massive amounts of information from multiple complex sources to guide decision makers in life-and-death situations.

IBM ECM for Defense Transformation

IBM ECM systems enable the Department of Defense (DoD) to achieve Defense Transformation priorities – leveraging concepts, processes, organizations, and technology to increase military operating efficiencies. With IBM ECM, timely, relevant information can be automatically delivered to command centers and field forces for well-informed decisions and order execution. By leveraging IBM ECM, the DoD can connect individual companies and military branches with each other – improving collaboration, achieving national priorities, and improving the effectiveness of inter-disciplinary operations.