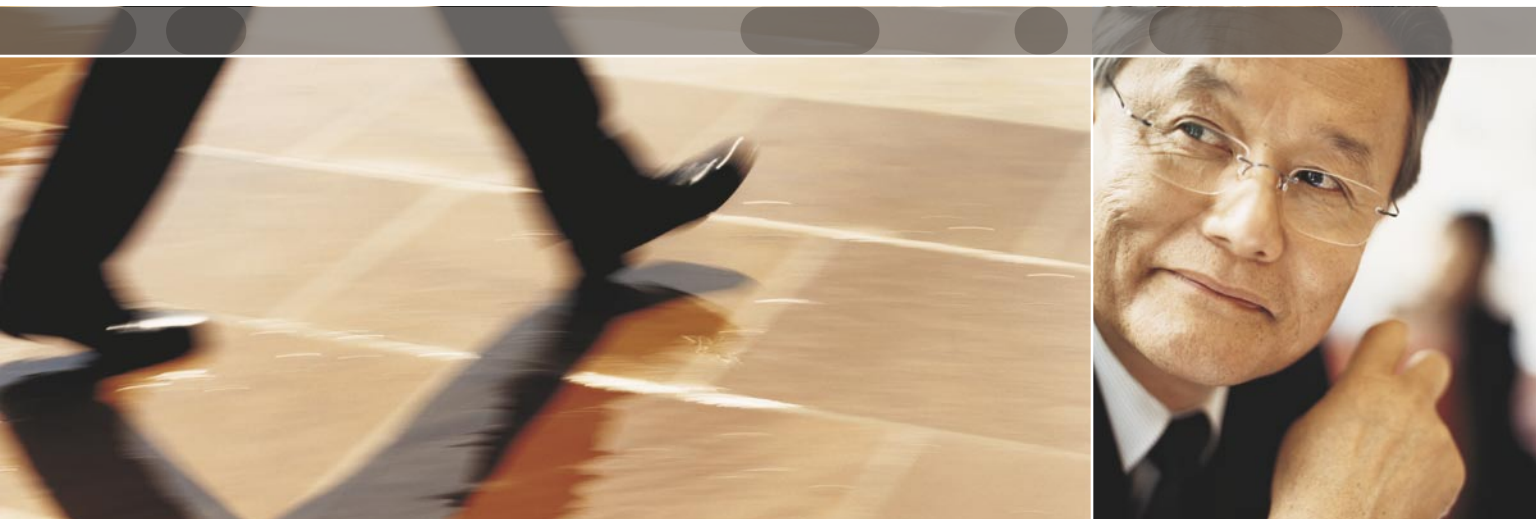


# Microsoft in Government

Enabling Transformation through Technology





*"Interoperability is literally the hinge on a door that opens a completely new era of interaction between government agencies and the citizens they serve. Through our [Microsoft and HP] alliance, agencies can provide citizens with an integrated, single point of access for government services, and at the same time, obtain an integrated view of the data they need to deliver those services more efficiently and cost-effectively."*  
Enrique Barkey, Worldwide Director of Civilian Agency Solutions, HP

# Exploring the Challenge of Government

## Microsoft in Government

- [Public Services & e-Government](#)
- [Health & Human Services](#)
- [Public Safety & National Security](#)

Microsoft's solutions for seamless government technology span three segments of public services. These segments are listed above and are color-coded so you can easily find relevant information.

Imagine: In the new world of work, government agencies are consistently delighting citizens with the seamless delivery of services across multiple channels, and government agencies and citizens are prepared to respond to disasters, pandemics, and security breaches. The universal availability of digital and connected forms enables automatic updating of relational databases so citizens eligible to receive public benefits are automatically alerted of their status whenever they so choose, and using any device they choose. Not only can citizens apply for services digitally, they can check status anytime, and their applications can be approved online.

The world of government work is changing. Governments are looking for more flexible and broader-reaching ways to serve their constituents. At the same time, they find themselves hampered by legacy technology infrastructures that challenge their abilities to transform their operations and to cope with workforce gaps resisting change. Governments must consider new processes and systems to transform the business of government, and can do so by implementing affordable and innovative technology solutions to help them manage substantial changes over the coming years.

Microsoft has demonstrable experience in assisting governments to create reliable, security-enhanced, and integrated solutions that not only leverage existing infrastructure investments but also accommodate future demands on the organization. Transformation through technology requires careful planning and collaboration among stakeholders, across and between agencies. Microsoft and its ecosystem of strategic partners can help governments evaluate their business needs to establish a plan for the deployment of integrated, security-enhanced, and reliable citizen-centric solutions.

Like any transformation, these are not quick fixes, but rather must be anchored on comprehensive plans to develop a controllable and scalable infrastructure that can support both present and future needs. The Microsoft® Connected Industry Frameworks for Governments, Healthcare, and Education institutions offers insight into how to address these core challenges.



**1 Manage data efficiently.** Microsoft solutions are helping government employees to operate more efficiently with less duplication. To meet record-keeping and compliance requirements, a Microsoft-based electronic document and records management (EDRM) application is integrated and made available across agencies using Microsoft Office SharePoint® Portal Server.

**2 Improve customer service.** As citizens place increasing demands on governments, those governments are using Microsoft solutions in innovative ways to improve service levels. Constituents can pay fees, licenses, and fines as well as view new development applications and community information, and download forms leveraging technology such as Microsoft Office InfoPath® forms. Web sites can be rapidly extended and updated using Microsoft ASP.NET and Microsoft Office FormServer.

**3 Maintain security-enhanced data.** Privacy and security are of utmost importance for governments and their constituents. Microsoft identity management technology with Microsoft Windows Server™ and Microsoft Identity Integration Server helps governments comply with privacy legislation for more secure storage of constituent records and enables online scenarios that require identity validation.

**4 Create flexible solutions.** Many governments are looking to streamline their staffing process to reduce costs, allow for flexibility, and make better use of employee time. Microsoft Office Outlook® and Microsoft Office Communicator, combined with Microsoft Exchange Server and Microsoft Live Communications Server, enable government employees to communicate via their choice of e-mail, telephone, instant messaging, or video-conferencing.

**5 Improve citizen safety.** Microsoft technology provides the opportunity for governments to create safer communities. Bus stops and other public places feature IP surveillance cameras monitored at the police offices to improve public safety. LED screens that display bus schedules and running times can be updated in real time using devices running Windows® XP Embedded software.

**6 Connect and collaborate.** The integrated Microsoft platform provides organizations with an enterprise-class connected infrastructure that supports the spectrum of open standards for interoperability. This enables governments to extend existing IT investments and integrate solutions based on other technologies, while establishing the strong foundation needed for the future.

# Partners for the Future: Microsoft Connected Government Framework

*“Online services are greatly appreciated as people no longer need to visit in person to interact with the council, saving them the time, costs, and the inconvenience of travel—an important consideration in remote areas.”*

Andrew Sutherland, IT Manager,  
Australia Mid-Western Regional  
Council, Australia

The Microsoft Connected Government Framework is based on the experience Microsoft has gained by implementing e-Government solutions such as the U.K. Government Gateway and many similar solutions in Romania, Czech Republic, Taiwan, Bulgaria, Egypt, and Slovakia. The Framework is designed to assist governments to develop corporate infrastructure environments that will support the transformational technology projects across the breadth of the organization. The Connected Government Framework helps ensure that value invested in current legacy applications continues to be realized while government agencies improve and update their solutions to deliver superior value to their constituents (citizens, businesses, and other governments or agencies).

The Framework focuses on developing over time an open, secure, interoperable, and manageable infrastructure that is scalable to both the immediate and the long-term needs of government entities. It describes the many issues involved in achieving successful technology-based government projects. It addresses the requirements of interoperability programs. And it proposes solutions, designs, and architectural guidance to help implement connected government solutions—together with the tools, technologies, standards, and references that help make such solutions possible.

Working with Microsoft and our strategic partners means that governments—local, regional, state, and federal—can solve existing challenges, enable new possibilities, and serve citizens more effectively than ever before. By partnering with governments and an extensive worldwide partner network, Microsoft has worked hard to understand the needs of government organizations at all levels.

As Lisa Quinn, group financial manager for the Borough of Macclesfield in the United Kingdom, said of a project to deploy Microsoft Dynamics™ as its business and financial management system, “We were able to customise and develop the solution to suit our requirements. It also has a well-established Microsoft roadmap so we can be sure that our investment is protected.”

## Efficient and Flexible Government

*“By implementing Microsoft Dynamics Great Plains®, an integrated financial management solution that leverages Microsoft infrastructure technologies, the Denali Commission is now ‘doing twice as much work in half the time’ compared to their prior system.”*

Corrine Eilo, Administrator, Denali Commission, a federal agency delivering services to citizens in Alaska, United States

According to the Organisation for Economic Co-operation and Development (OECD), innovation in information technology has been a major driving force in administrative reform programs in most OECD countries. New ways of thinking about the business of government have led to groundbreaking changes to business processes and policy: e-Government.

Recognizing that the business of government is delivering public services, e-Government is really about implementing a spectrum of technology-enabled strategies to achieve:

- Agile and responsive policy advice and service delivery
- Strengthened transparency, collaboration, and financial accountability
- Enhanced ability to function effectively in a global context
- Transformation and efficiencies in administration

Effective e-Government improves customer service by streamlining processes and making communication and staff collaboration more efficient. Microsoft believes that well-thought-out and flexible case management and record management systems are key pillars of the new world of government work. An integrated approach streamlines the connection between front- and back-end systems, horizontally across agencies at the same level of government, and vertically among the various levels of government. This vision, paramount in enabling seamless service delivery, can only be achieved through integrated innovations. As an example, this was the driver behind Microsoft standardization of the XML-based document format as the foundation of Microsoft Office 2007.

*Officers in the United Kingdom's Nottinghamshire Police force now collect information using handheld smart phones, personal digital assistants, and Tablet PCs to operate in mobile, remote teams. By collaborating on cases, they significantly reduce reporting processing time. Data is stored digitally and transferred with improved security to a national intelligence database where experts compare new data with data already on file. Senior investigating officers receive critical crime-scene data within hours, rather than days. Using Microsoft technologies to implement this creative solution, Nottinghamshire Police exemplify the core competency of service leadership.*

To ensure consistent and relevant services across multiple agencies, an IT-enabled government should integrate front-end interfaces with the back office to fully realize the economic and efficiency benefits of seamless, customer-focused service delivery. The integration of case and record management functionalities—for example, centralized patient data in healthcare organizations—will significantly enhance the capability to focus the delivery of services on the end user, regardless of the original point of contact with the government.

Microsoft technology—combined with certified partner expertise—enables organizations to create solutions that drive efficiency by reducing repetitive tasks, providing analysis and reporting showing the effectiveness of various programs and services, speeding up the delivery of IT, integrating existing solutions, and maximizing the IT investment already made.



*"The implementation was very easy, because our business processes were very similar to the ones in Microsoft Dynamics AX. This was one of the reasons we chose Microsoft Axapta. The people who designed it had obviously studied how HR departments use the system in their daily routines."*  
Per Jensen, Director of Personnel, CAA-DK

## Catalyst for Change

*“As a result of the deployment [of centralized communications infrastructure based on Microsoft Exchange Server 2003], we’ve been able to achieve our goals in terms of reducing IT management and support costs.”*

Lukas Gillioz, Head of Organisation and IT Services, Zurich City Council, Switzerland

The world of government is becoming ever more complex with increasing demands on the IT infrastructure to support existing and emerging business interactions. Solutions are not just developed with technology; the knowledge and skills of employees are just as important to affect change. Innovation comes from ideas, and the human infrastructure of government supplies the ideas. However, in both developed and developing economies, it is forecast that governments will face a workforce skills shortage. Various estimates predict that between 23 percent and 50 percent of the government workforce in developed economies will retire over the next 10 years.

Before that time, government agencies will need to ensure that their systems allow for knowledge management and transfer, broad information sharing, and deployment of efficient processes. For some, this will require radical service delivery and administrative transformation to overcome the impact of shortages in workforce numbers and skills.

While innovations in government processes will lead to new processes and tools, they will also lead to changes in current policies and procedures in order to reduce the complexity of both the IT environment and service delivery to citizens. Innovative thinking coupled with leading-edge software can help government agencies modernize to become efficient, standards-based systems. This will, as a result, remove organizational and technical boundaries, strengthen inter-agency relationships, and maximize utilization of existing investments.

*“The biggest expense when it comes to software is the cost of training your staff in day-to-day support, rather than the actual licensing costs. With Microsoft’s eLearning environment, employees can train themselves to the level of Microsoft Office Specialist (MOS). This makes for a huge saving on our training budget.”*

Dieter Kruppa, Network Manager,  
Sluis Municipality, Netherlands

Microsoft, working with local solution providers, creates solutions that are designed to integrate and interoperate with existing departmental systems and corporate assets. These are key considerations when choosing a technology infrastructure. As the demands of citizens and businesses continue to rise, IT departments face continual challenges to improve service levels with static or diminishing budgets. By using a core model for interoperability that is based on open standards, governments will benefit from:

- Reduced overheads in running multiple systems
- Greater flexibility to develop new transactional services for citizens
- A more complete view of constituents
- Better connection with employees, constituents, and suppliers
- Greatly improved security and round-the-clock reliability

Ultimately, infrastructure investment must become a cost-effective asset to governments. Efforts to improve the day-to-day operations of IT must therefore be aligned with a meaningful public sector value assessment to ensure that savings and efficiencies are realized.

The Connected Government Framework was developed to provide public service, public safety, national security, and healthcare organizations with a clearer picture of how Microsoft technology and solution provider partners can enable them to transform their IT environment so they can respond to increasing citizen expectations in a managed and cost-effective manner. Using technology and strategic planning, Microsoft and our strategic partners are able to provide solutions to many IT challenges facing governments today. These solutions help to build, maintain, and extend a security-enhanced, supportable, standards-based platform to provide a consistent approach for delivering services in a cost-effective and low-risk manner—across all aspects of the government business.

# Transform the World of Government Work

It is a challenge to imagine streamlining government. It is equally challenging to imagine continuing to work with the current processes and policies that create such a high cost of service delivery, as well as the broader economic cost borne by businesses and citizens. Microsoft recognizes that different business process and organizational scenarios require different solutions, and we are working to create a future where civil servants will be empowered to deal with the challenges of tomorrow, and where IT organizations will discover zero-touch management to focus on service delivery. Many of the principles of cost and administrative cost burden, as detailed in the Connected Government Framework, can aid with:

- Managing and reducing the running costs of the business
- Facilitating the major transformational changes required to deliver new services and meet national government targets
- Helping to rationalize investments in IT systems while retaining a high quality of service
- Developing shared services and inter-agency communication that are, by default, security-enhanced and supportable
- Ensuring that corporate IT can support the changing requirements of councils as service delivery mechanisms, accessibility requirements, and “opening hours” evolve

Microsoft demonstrates its commitment to serving government agencies by offering the widest possible array of products, applications, and technology services, and by our broad ecosystem of local partners who understand government business challenges. This combination enables agencies to be more responsive to the needs of citizens and businesses in the community.

For additional information on the Microsoft Connected Government Framework, or to find your local representative, please e-mail: [CGF@microsoft.com](mailto:CGF@microsoft.com) or visit: [www.microsoft.com/government](http://www.microsoft.com/government)

[www.microsoft.com/government](http://www.microsoft.com/government)

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