

IBM Software Demos

Accelerating Web 2.0 for Government

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In this demonstration, we will see how an industry accelerator for state and local government, developed by IBM, helps a fictitious county rapidly build and deploy citizen web sites. Their government portal gives employees and constituents access to forms and automated processes.

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Frank Adams, the Chief Operating Officer for a company called Renovations, has an initiative to offset corporate taxes through government incentives to improve the environment. Completing the county certification process will provide tax record proof of successful implementation of his initiative.

{Demo}

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Green County manages news and announcements within their portal and provides up to date articles through RSS feeds. IBM Web Content Management makes it easy to manage the presentation content and Integration with other tools such as Google Gadgets provides tips of the day for saving the earth.

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The County's external portal allows their constituents to access online movies and recordings of recent speeches or meetings. The portal also provides a podcast version for people on the go.

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IBM WebSphere Portal's new user interface delivers user friendly navigation while making it easier for Green County to update and grow their site to accommodate new initiatives and agencies.

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Here we see Frank Adams access Commissioner Gardner Raynes' new blog. By mixing Web 2.0 technology such as blogs, managed content through IBM Web Content Management, and AJAX, Green County makes it easy for the commissioner to update his blog.

Portal's quick screen refresh, makes readers feel like they are using a desktop application instead of a browser. WebSphere Portal's Live Text capabilities provide people cards retrieved from the government directory. And, Green County's highly interactive portal allows constituents to provide instant feedback to top county officials.

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After reviewing other comments, Frank decides to add one of his own.

Upon completion, he navigates to the business page to learn more about the certification program mentioned in the blog.

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Frank expands the top article to reveal more details about Green County's certification program. Client side aggregation provided by WebSphere Portal means, only the necessary parts of the page are refreshed, thus reducing the amount of time the server spends rendering the full page.

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Improved usability built into WebSphere Portal means Frank can move an instructional video and the certification form around the page for better viewing.

Frank continues to interact with Green County's portal, as he follows the instructional video. He completes the form while being assisted in the context of what he is doing.

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AJAX and REST services provided by WebSphere Portal allow Frank to securely search Green County's corporate records database for his company, by their tax ID. Frank automatically populates the form by simply dragging and dropping the corporate information found from his search.

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Pre-filled form data is either supplied by Frank's profile or through Step up Authentication features provided by WebSphere Portal.

Out of the box functions from Lotus Forms Designer provide simple forms navigation with improved movement between form pages.

Automatic form results are computed by Lotus Forms.

Upon submission of the form, the certification process is automatically started and Frank is sent an email.

<4:00>

Now let's see how Heather Reeds, a Green County government employee, easily manages the Green Initiatives certification process.

The portlets on her dashboard are customized so she can review the overall status on the Green Initiatives plus her daily tasks. This improves her user experience while reducing IT costs.

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A heat map built from IBM Dashboard Accelerator provides Heather with an understandable view of large amounts of information allowing her to identify problem areas without sifting through the data. She can drill down even further into a specific region to analyze current status.

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The Task List portlet provides a personalized list of work in Heather's queue. Here, she drills down into the application submitted earlier by Frank to view top level details.

Heather can view and approve his submitted form and once approved, a confirming email is sent to Frank.

This action sends Frank's form into the next stage of the certification workflow. The presentation performance is improved by using AJAX and REST services to remove the task from the list without refreshing the whole page.

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The Build once, deploy anywhere capabilities provided by IBM Dashboard Accelerator supplies the same views in Heather's Notes Client as she has in her personalized portal and she has the same capabilities to customize the views. In addition, she can easily edit the view from bar to pie chart and even add animation!

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IBM accelerators provide government agencies the ability to quickly build and deploy sites, automate workflow processes, and manage forms.