

GOVERNMENT TECHNOLOGY
EXECUTIVE EVENTS



OHIO

DIGITAL GOVERNMENT SUMMIT



Collaboration with Data Sharing

Bringing together
citizens, workers, &
agencies

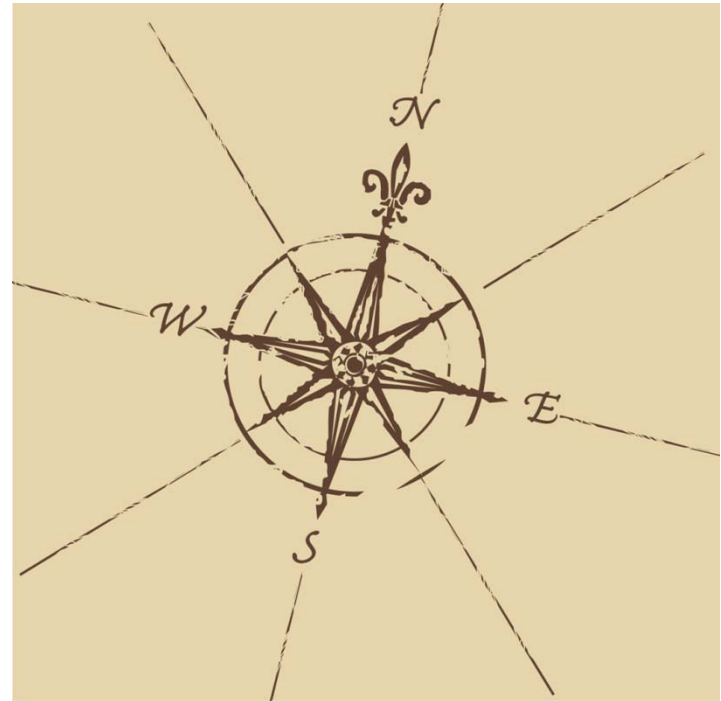
Josh van Tonder,

Solution Manager,
Worldwide Government,
Adobe



Roadmap for our discussion

- Drivers
- Barriers
- Technology
- Demo & Case studies
- Trends



What is collaboration?

“process where two or more people or organizations work together in an intersection of common goals by sharing knowledge, learning and building consensus”

Source: <http://en.wikipedia.org/wiki/Collaboration>

Participants that collaborate with data sharing



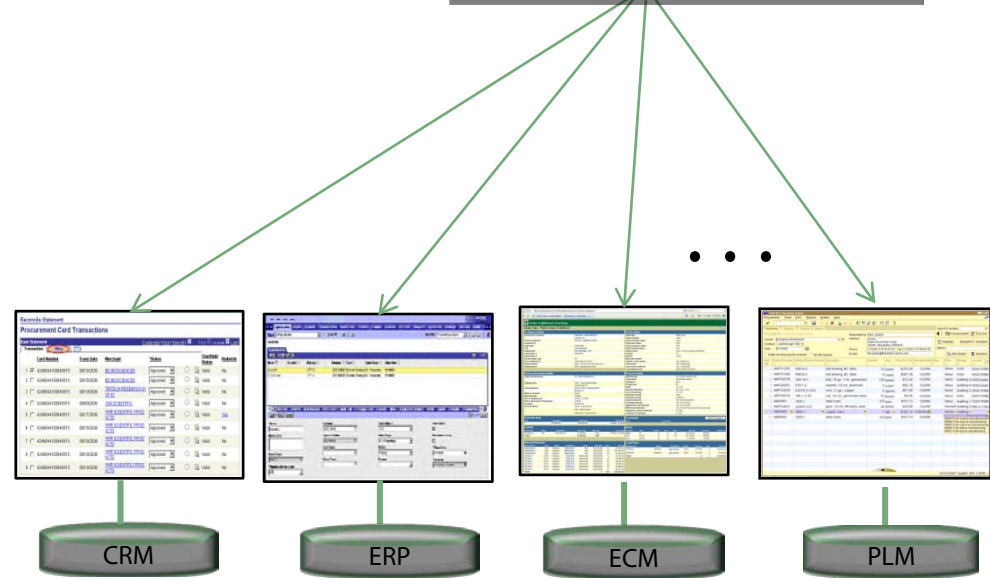
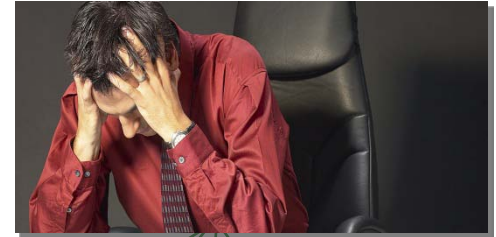
The value to collaborating through data sharing



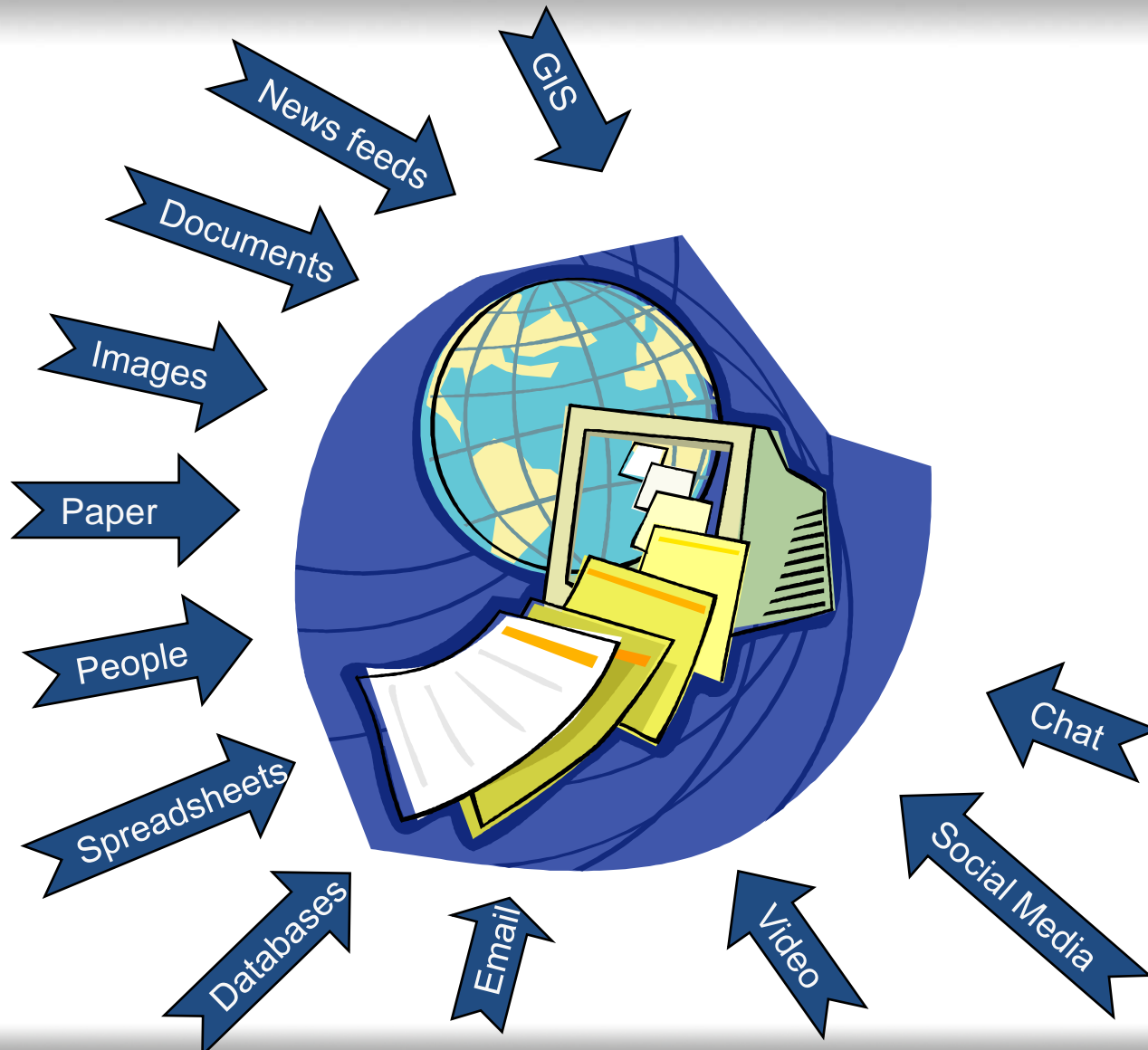
- Enhanced delivery of services
- Deliver on agency mission
- Increased efficiency
- Better decisions
- More visibility
- Increased accountability
- Transparency
- Increased citizen satisfaction

Risks to poor collaborative processes

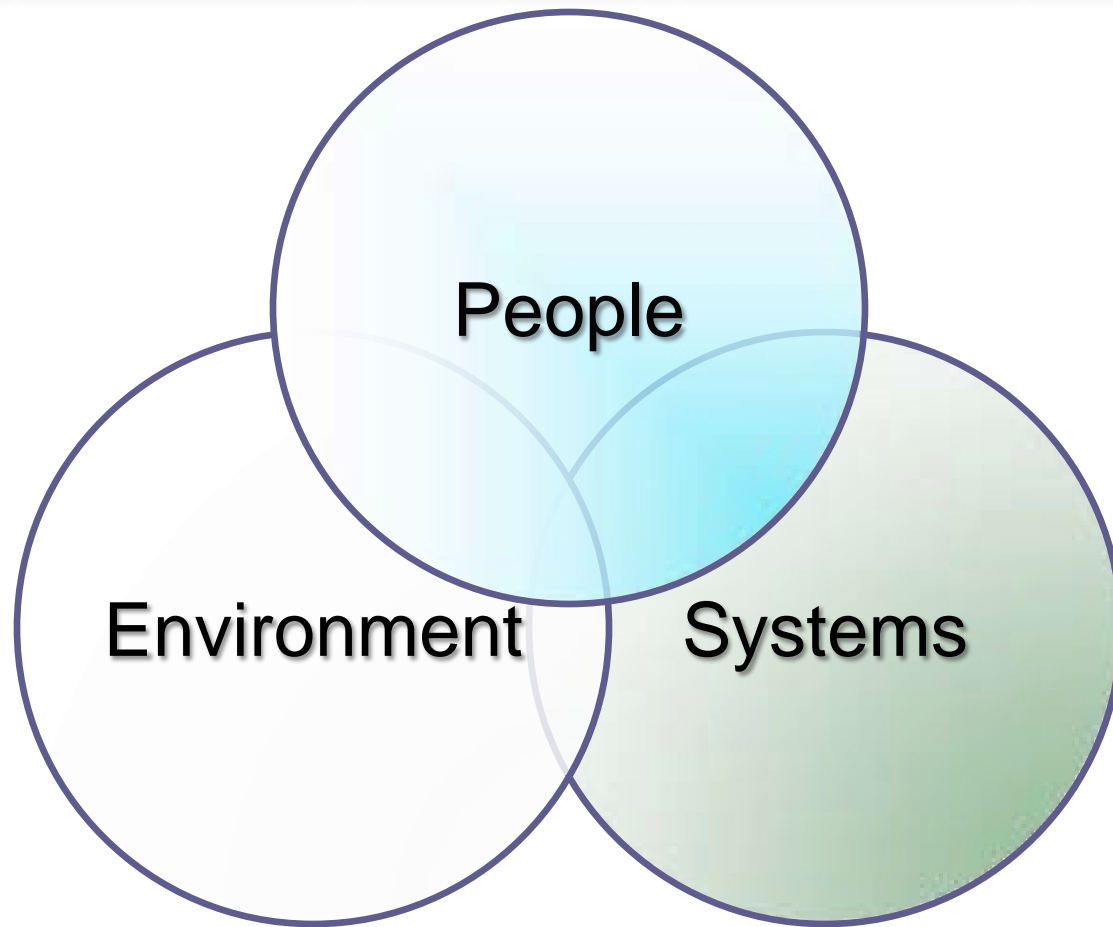
- Less than optimal decision making
- Lower productivity
- Higher costs
- Low ROI
- Poor user experiences
- Frustration / confusion
- Lack of empowerment



No lack of data to share



Three components to valuable collaboration



People can impede sharing and collaboration

- Lack of proper training
- Cross- organizational cultures
- Resistance to change
- Competition/Power
- Unwillingness to share
- Lack of trust



Environment can impede data sharing

- Misaligned goals
- Physical barriers
- Competing tasks
- Incompatible policies



Strategy: Focus on people first

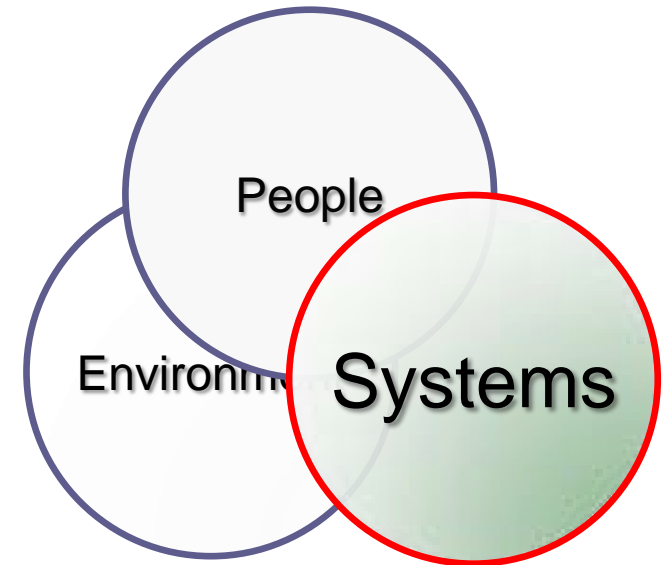


- Secure a high-level sponsor
- Establish governance and escalation paths early on
- Involve as many key stakeholders early on
- Focus on the outcomes

“The Eight Best Practices for Making Data Sharing Successful in Government”,
American Council for Technology, 9/2009

People-centric technology acts as an enabler

- Increase transparency
- Make faster decisions
- Improve staff and citizen satisfaction
- Reduce errors
- Enhanced execution of mission



Data sharing occurs under three main collaborative contexts

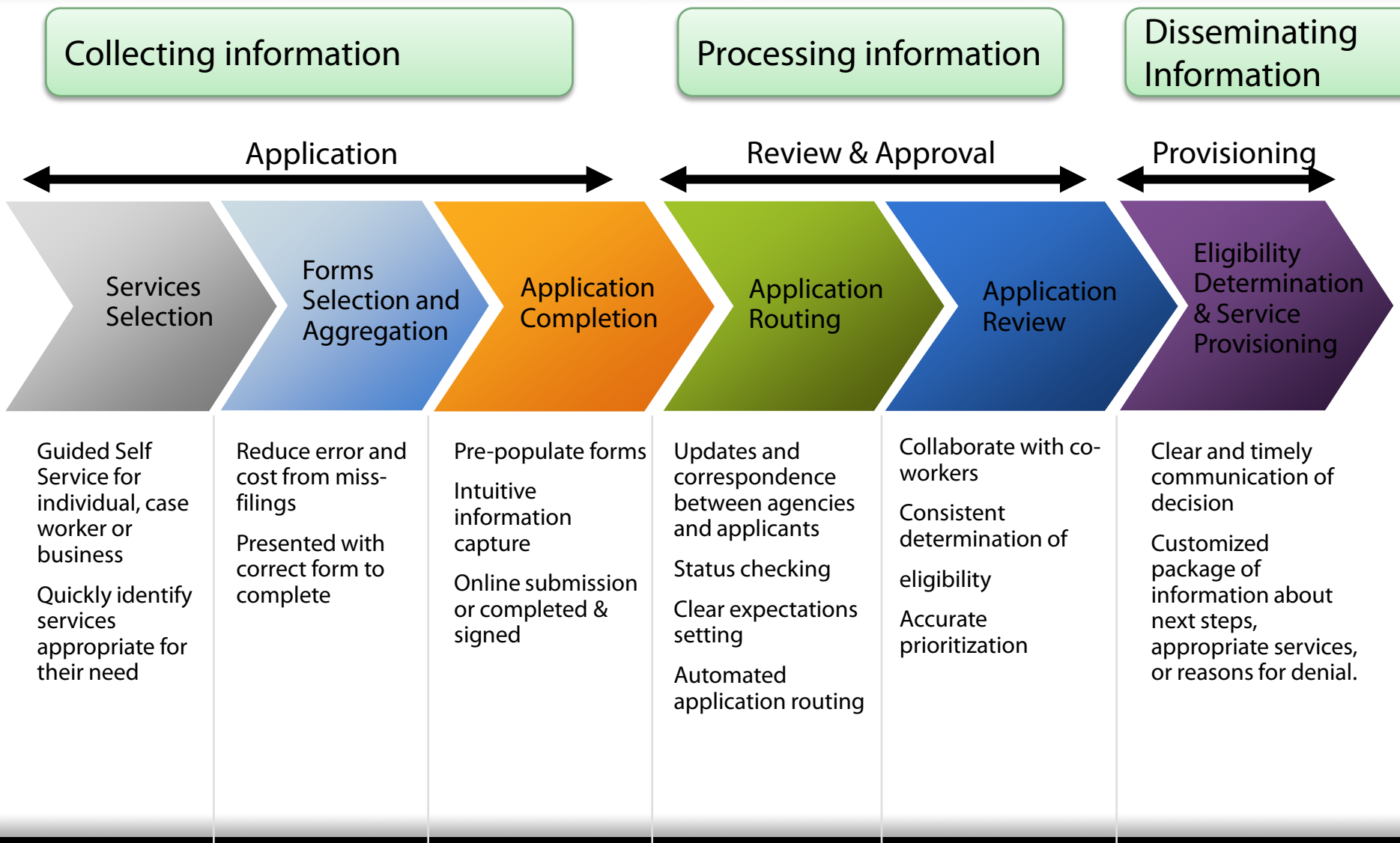
Collecting information

Processing information

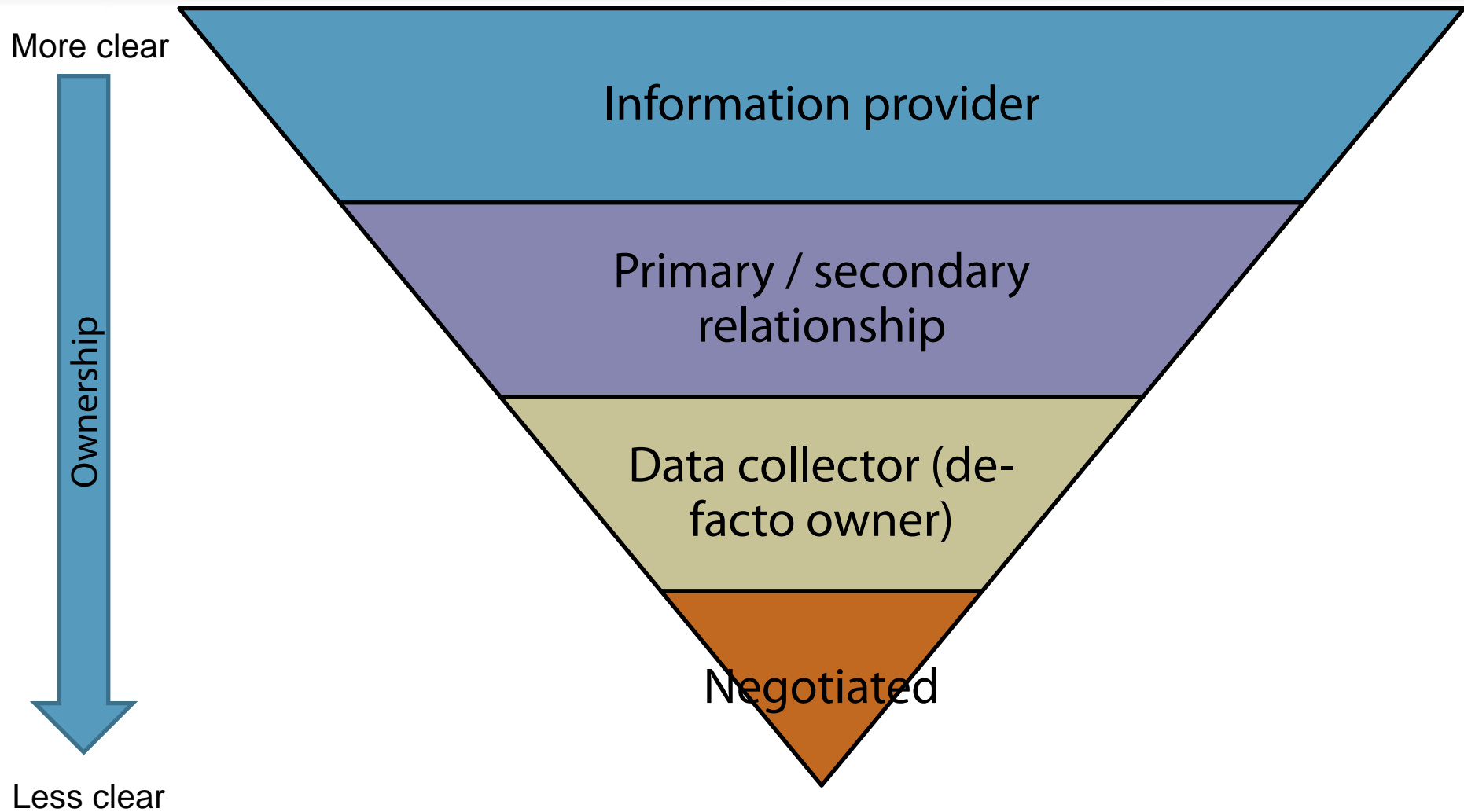
Disseminating Information



Example of Benefits and Services Delivery Workflow



Ownership of information isn't always clear



Leading to a Global Data Security Crisis

2004 – 2007

| Number Affected | Date | Companies |
|-----------------|------------|-------------------------------------|
| 94,000,000 | Jan. 2007 | TJX Companies Inc. |
| 40,000,000 | June 2005 | Visa, CardSystems, MasterCard, AMEX |
| 30,000,000 | June 2004 | America Online |
| 26,500,000 | June 2006 | U.S. Department of Veterans Affairs |
| 25,000,000 | Nov. 2007 | HM Customs and Revenue |
| 8,637,405 | Mar. 2007 | Dai Nippon Printing Company |
| 8,500,000 | July 2007 | Fidelity National Inform. Services |
| 6,300,000 | Sept. 2007 | TD Ameritrade |

2008

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washingtonpost.com > Technology > Tech Policy

Data Breaches Are Up 69% This Year, Nonprofit Says

New Laws May Have Increased Reporting

By [Brian Krebs](#)
 Washingtonpost.com Staff Writer
 Tuesday, July 1, 2008; Page D03

Businesses, governments and universities reported a 69 percent increase in data breaches in the first half of 2008 compared with a similar period in 2007, according to a study by a nonprofit group that works to prevent fraud.

The [Identity Theft Resource Center](#) in San Diego tracked 342 data breach reports from Jan. 1 to June 27. More than one-third of the reports came from businesses, a 27 percent increase over business breaches for all of 2007.

The center found that data breaches among health-care providers and banks also increased. They now account for 15 percent and 10 percent of the breaches, respectively. Breaches from educational institutions, government entities and the military declined for the third year in a row, the center found.

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 Print This E-mail This

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Modern IT Environments Drive Information Security Challenges

Data in Use

Laptop theft



Laptop



Desktop



Mobile Devices



CDs/DVDs

Endpoints

CAD drawing moved off to a USB stick or Smart Phone

Data in Motion



Packaged Apps



Webmail



Custom Apps



Lotus/Exchange

PII leaving the network in a PDF attachment

Network

Data at Rest



Backup Systems



Storage



Production / Test Database



Content Management



Tape



File Systems

Inside hack on a CMS

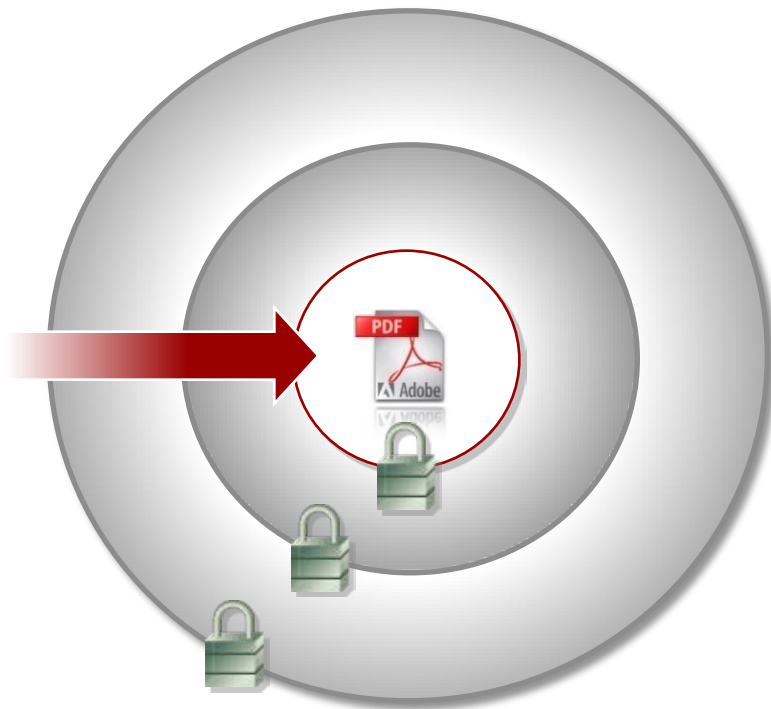
Unauthorized access from an unsecured file system

Data Center

Collaboration requires new perspectives on security solutions



Perimeter Based Solutions

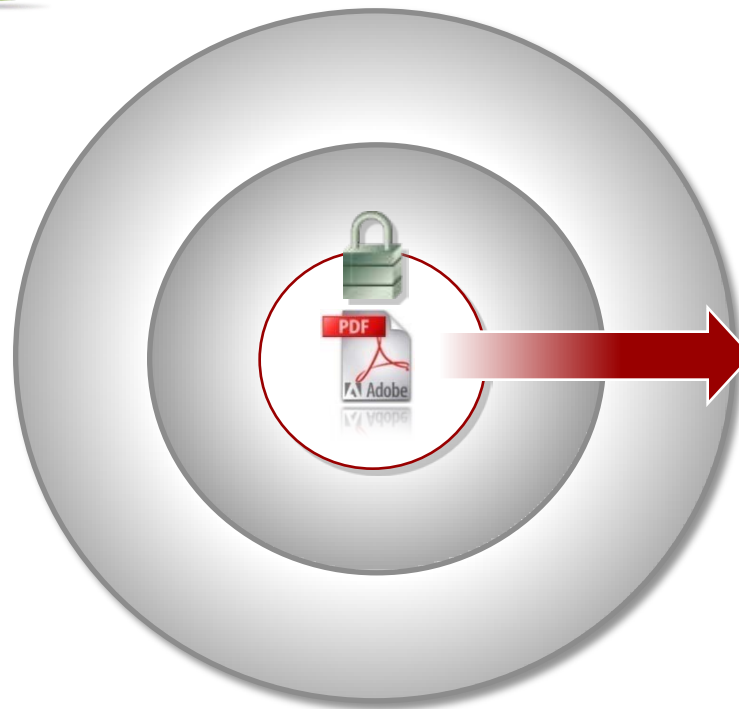


84% of high impact security breaches come from insiders sending confidential information outside of their company.

– Gartner



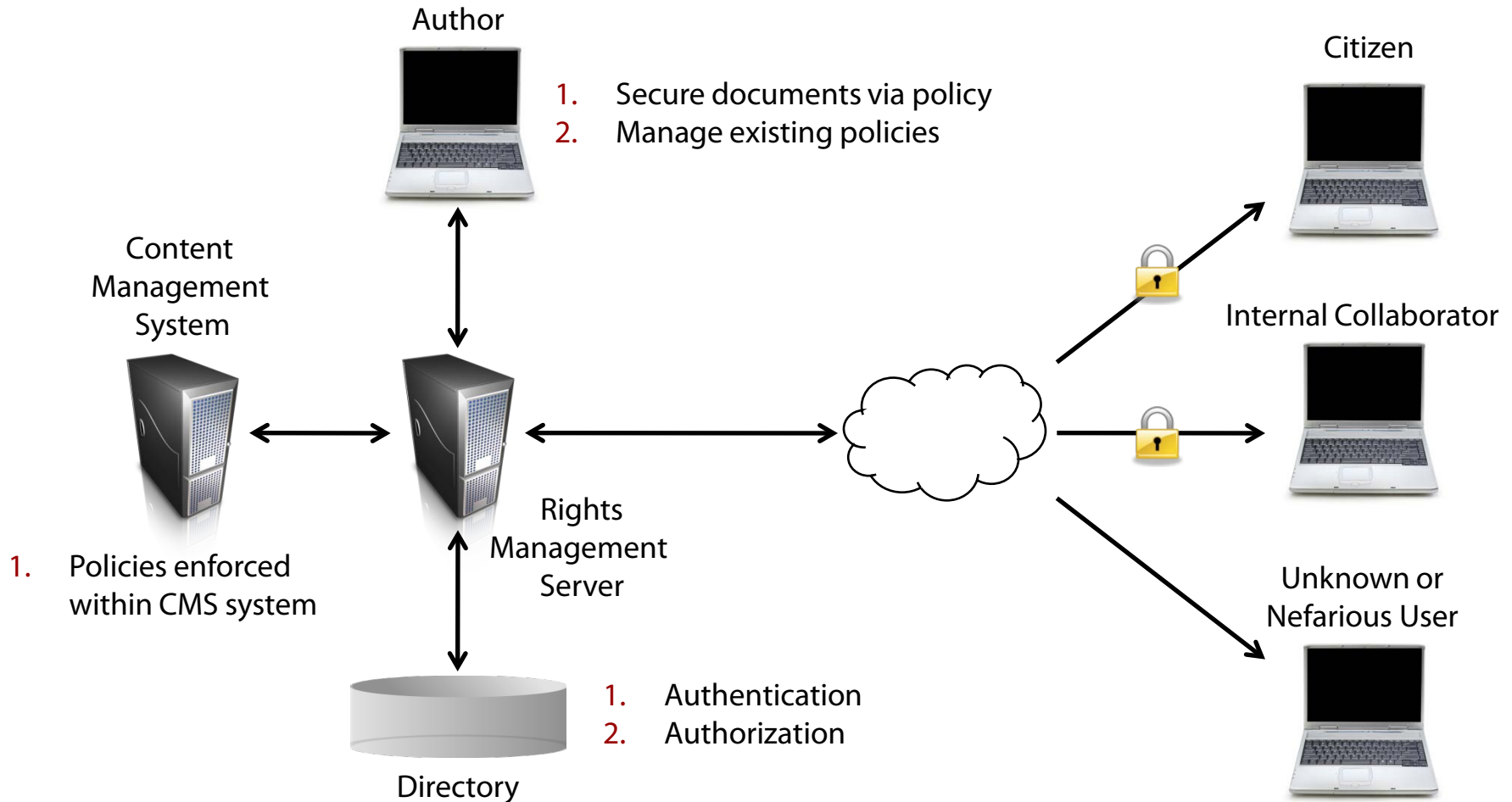
Information Based Solutions



61% of respondents believe data leakage is an insider's job. 23% believe those leaks are malicious.

– McAfee and Datamonitor's Data Loss Survey, 2007

One option is Information Rights Management Solutions



Demo of collaboration with data sharing

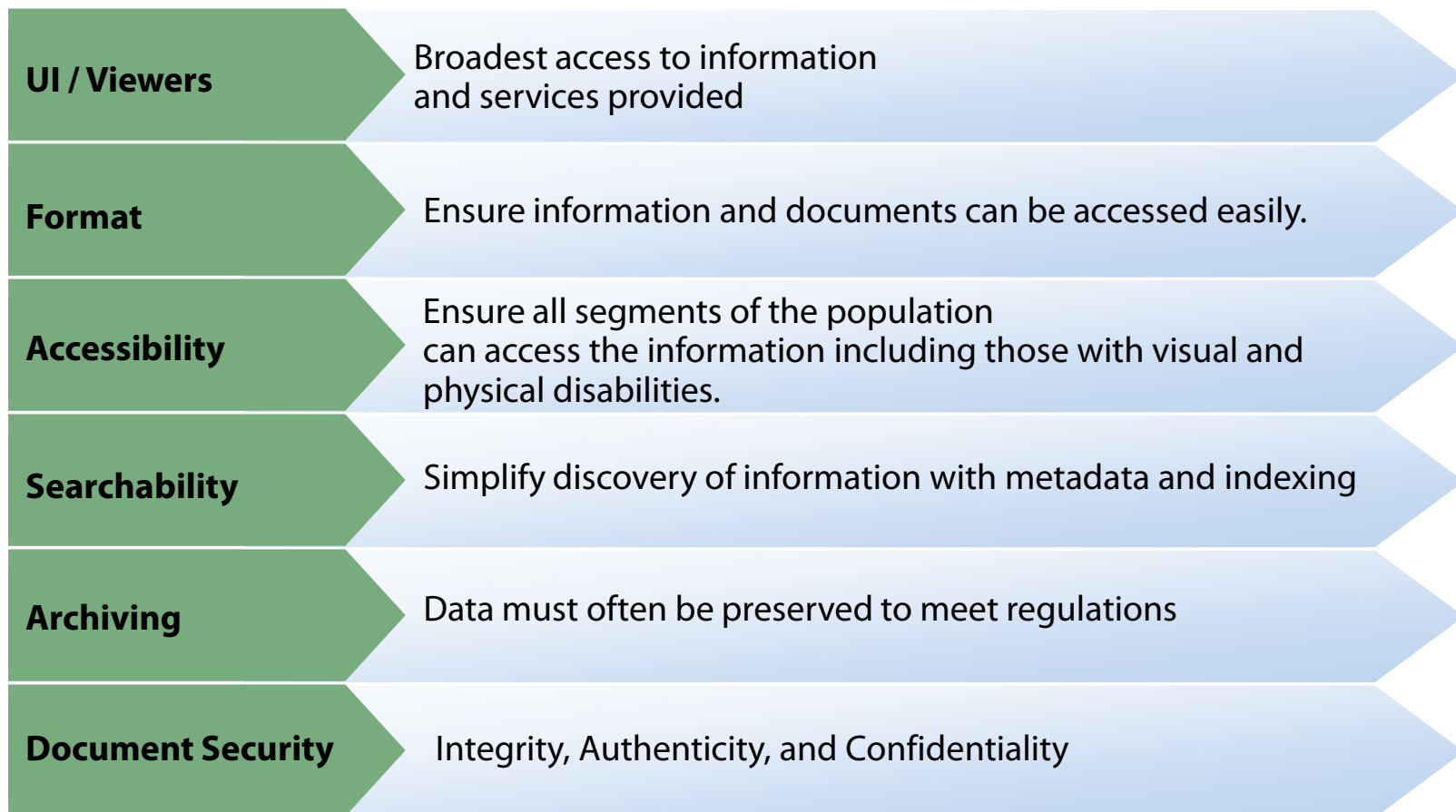
Collecting information

Processing information

Disseminating Information

Security

Solution factors to consider for collaboration with data sharing





Kane County Circuit Clerk Order of Protection Wizard

DOMESTIC VIOLENCE CANNOT BE JUSTIFIED

"In 1986, Illinois lawmakers united our communities, courts and law enforcement agencies with a law to protect families from violence in their homes. The law clearly recognizes that abusing a family or household member is a crime that cannot be ignored.

Legal remedies are available through criminal and civil court action to stop abuse. One option available is an order of protection. A judge can order an abuser to stop the violence and to stay away from victims or their home.

A judge can also give victims temporary custody of children involved, protect victims' property and order the confiscation of weapons from an abuser." Community Crisis Center

Crisis Line & Emergency Shelter
Help is available 24 hours a day.

| | | |
|--------|-------------------------|--------------|
| Elgin | Community Crisis Center | 847-697-2380 |
| Aurora | Mutual Ground | 630-897-0080 |

FAQ DEFINITIONS RESUME START

Challenge

- Domestic abuse victims at risk during time between a judge granting an order and sheriff enforcing it

Results

- Sheriff can now remove abuser before victim leaves court
- Community shelters can launch the court process instantly using a simple wizard
- Documented efficiencies in form preparation and data entry

"...processes that took hours can now be handled in a fraction of the time and costs."

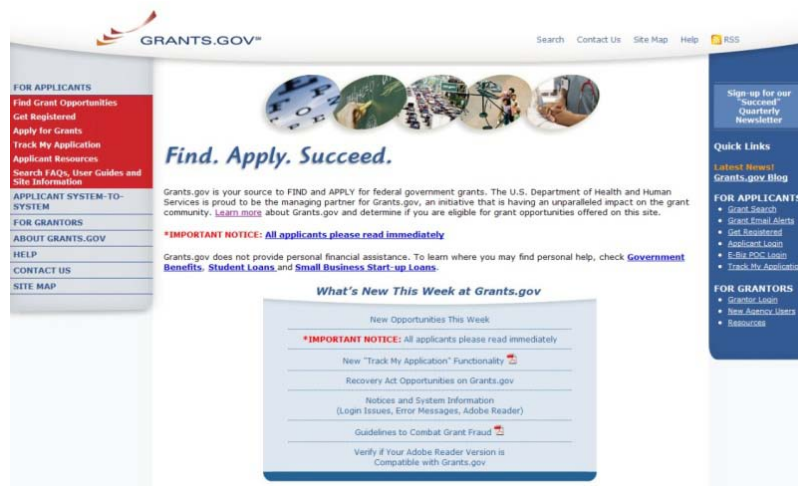
Deborah Seyller,
Clerk of the Circuit Court,
Kane County

Challenge

- Integrate data from 26 agencies
- Efficiently collaborate to review grant applications
- Offer centralized access to federal grants programs

Results

- Improved access to grant applications
- Faster processing of applications through virtual collaboration
- Reduced costs for grant-making agencies



The screenshot shows the Grants.gov homepage. At the top, the logo and navigation links (Search, Contact Us, Site Map, Help, RSS) are visible. The main content area features a banner with the slogan "Find. Apply. Succeed." and a row of five circular images representing various grant categories. Below the banner, there is a paragraph of introductory text and an "IMPORTANT NOTICE" section. A "What's New This Week at Grants.gov" box lists several updates, including new opportunities, application functionality, and system notices. The left sidebar contains navigation links for applicants and grantors, while the right sidebar includes a newsletter sign-up and quick links.

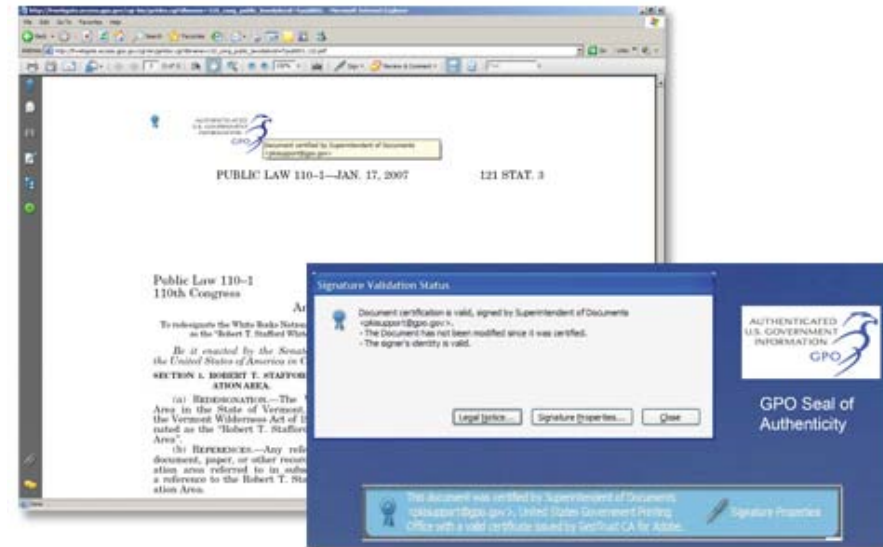
Case study: U.S. Government Printing Office (GPO)

Challenges

- Ensure that documents are secure and validated
- Provide free, open public access to documents
- Handle millions of documents annually

Results

- Safeguarded official documents
- Ensured easy access to documents for a range of audiences
- Saved 20 tons of paper and \$1 million over five years by delivering budget digitally



Case study: London Borough of Southwark



Challenges

- Long wait times for citizens to receive services
- Transient population
- Wide array of services
- Complex entitlements process

Solution - “One Touch Gov”

- CSRs collect a citizen’s information once and apply to all applications, registrations
- Easy to use “desktop” front-ends SAP CRM

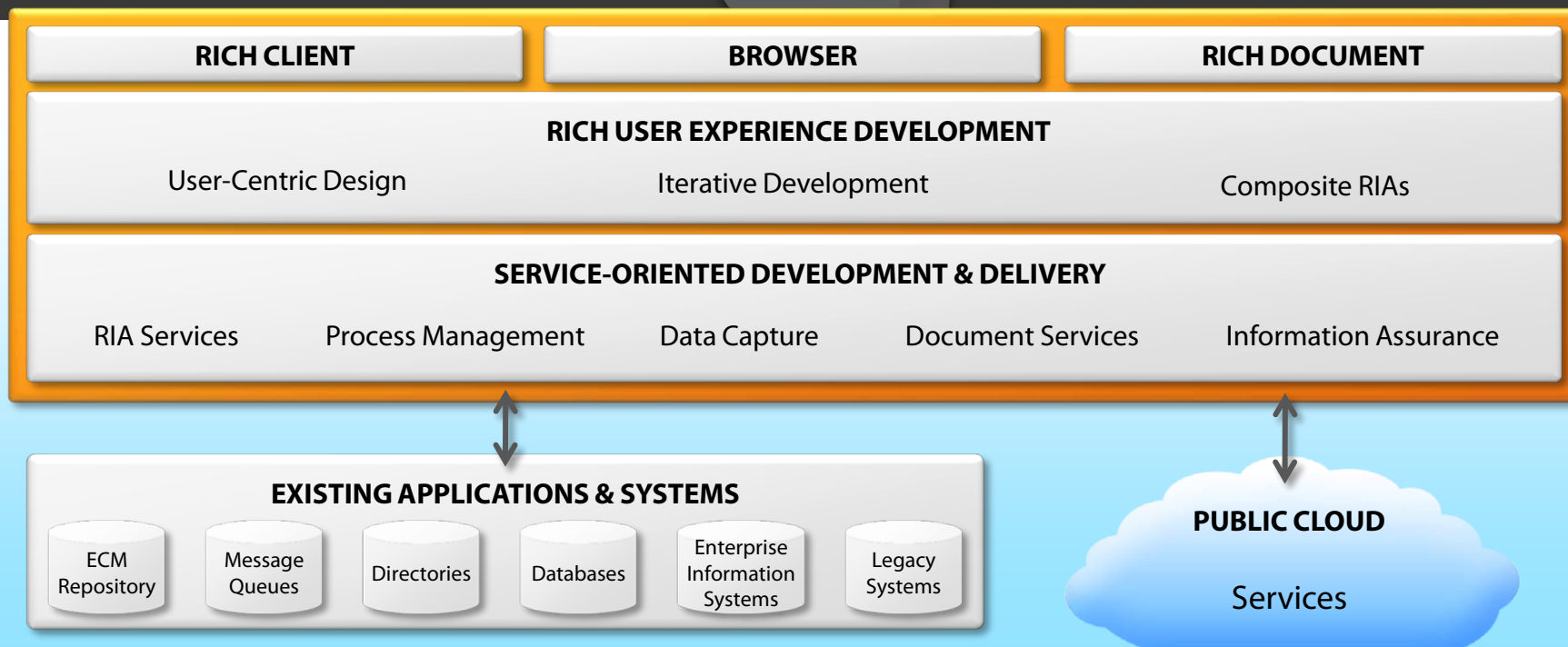
Results

- Reduced average time to benefits from 26 to 6 days
- Raised satisfaction for housing repairs from 58% to 70%
- Slashed time to enable new CSRs from 2 years to 2 days

The screenshot shows the Vangent Dashboard interface for a customer named MISS SALLY SOUTHWARK. The main form is titled 'Housing and Council Tax Benefit - Capture Form (1.64p)' and 'Essential Applicant Questions - Part 1'. A text box highlights that grey fields in the form are pre-filled with information from the CRM or previously completed forms. The form includes fields for Date of First Claim (6/3/2008), Council Tax ID (672236), Person ID, and various personal details like Surname (SOUTHWARD), Firstname (SALLY), and Gender (Female).

The screenshot shows the 'Forms & services' section of the dashboard. It displays a progress bar for four forms: CLOTHING GRANT APPLICATION FORM (20%), FREE SCHOOL MEALS APPLICATION FORM (20%), HOUSING AND COUNCIL TAX BENEFIT FORM (1%), and LIBRARY APPLICATION FORM (58%). A text box explains that there are 4 forms available to be completed for this customer, each showing a percentage completed from the information held in CRM.

An Architectural Approach to Collaborative, People-Centric Solutions



Architecture based on Collaborative Enterprise Mashups

Collaborative Enterprise Mash-ups:

- Evolution of portals
- Mash-up enterprise data and applications
- Provide information in-context



“Enterprise Mashups are an approach to **composite applications** that targets very rapid **application delivery and modification** through the assembly or easy integration of **existing computing resources** (visualization, logic and data) by **developers or end users.**” (Gartner)*

* See Gartner Research Paper by Anthony Bradley, David Gootzit “The Five Core Principles of Enterprise Mashups”, June 11, 2009

Benefits of this collaborative layer

- Improved decision making through aggregating relevant, timely information from multiple sources
- Increase end user productivity through simple, personalized, highly responsive and consistent user experience

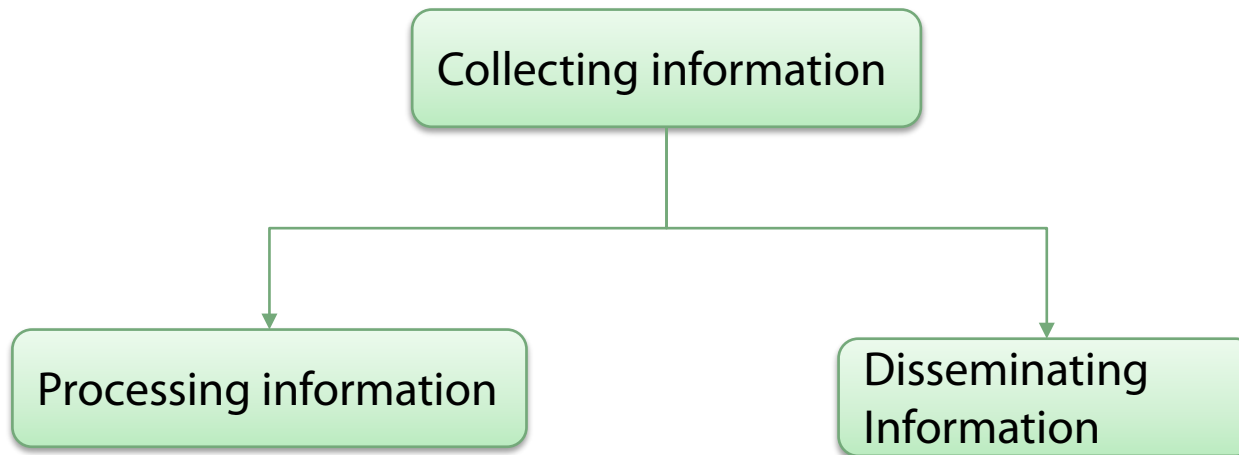
The screenshot displays the FINANCE CORPORATION application interface. At the top, the company logo and name are visible, along with a user profile for Fred Monson. The main content area is divided into several sections:

- docket**: A tab for managing applications.
- application**: A sub-tab for viewing application details.
- pending applications**: A pie chart showing the distribution of applications by status: "today" (green), "next day" (yellow), and "overdue" (red). Below the chart, it indicates "46 applications to review today".
- fundamentals**: A section for basic user information, including age (42), medical history (good), dependants (2), and other (member since 1982). A "risk assessment" gauge is also present.
- client information**: A section for client details, including name (Kim Roy), address (123 Main Street, Anytown 98765), phone (123.456.7890), and email (mail@mial.com).
- details**: A section for physical details, including height (5'-8"), weight (125 lbs), BMI (26), and blood type (O+).
- about your coverage**: A section for coverage details, including a list of "additional documents" such as Personal Medical History, Family Medical History, Lifestyle Habits, General Height/Weight, Blood Pressure, Blood Work, and Urinalysis, each with a green checkmark.
- Video Chat**: A window for video chat with a user named Fred. It includes a video feed and a text input field with the message "Hey Fred...call me if you have any problems." and a "post" button.
- conversation**: A section for chat messages, including a message from "You" and a response from "Ray D".

At the bottom right, it is noted that the application is "powered by: Adobe LiveCycle ES3".

Where to start? Consider a phased approach.

- Every situation is different
- Consider a phased approach
- However, often ensuring accurate data is the first step



- Collaboration with data sharing is still about the people
- People-centric technology that enables collaboration with data sharing offers significant ROI:
 - Lower costs
 - Increase transparency
 - Make faster decisions
 - Improve staff and citizen satisfaction
 - Reduce errors
 - Enhanced execution of mission

고맙습니다 谢谢 תודה!

mahalo

děkuji

Thank You

شكرا

köszönöm

gracias

Ευχαριστώ

merci

どうもありがとう

danke

Questions?

jvantonder@adobe.com



Adobe