



## Cisco Connected Government: Closing the Loop for More Effective Social Services

Within a viable system of social services, constituents can easily and rapidly access the assistance they need, from finding childcare to a new job. Cisco® Connected Government helps social services agencies provide an effective collaborative environment where information is shared across organizational boundaries—initiating equal availability to crucial resources and fostering a thriving community.

Traditional government agencies have been structured to operate independently, maintaining their own infrastructures, data, and resources. Because of these isolated, or “siloes,” information systems, obtaining and providing social services has been time-consuming, costly, frustrating, and less effective. By sharing and integrating information and resources, agencies can operate more efficiently—meeting community needs on both the business and constituent level and providing essential services quickly, precisely, and cost-effectively.

### Connected Government in Action

A single parent of two calls welfare services to find out about available support, and is immediately routed to the appropriate regional case worker. The parent’s interagency claims are processed over the phone; the information entered through the various workstations is placed in the same case file. After applying a digital signature to the registration documents, the first welfare check is directly deposited into the parent’s account—enabling the parent to care for the children continuously and seamlessly.

### Approaching the Goal

The following chart provides an overview of the Cisco Connected Government Roadmap as it relates to social services agencies.

Phase	How It Affects the Agency
<b>Phase 1</b> —Siloed information and communication systems	<ul style="list-style-type: none"> <li>No single-number access for constituents</li> <li>Lacks cohesive call-center system</li> </ul>
<b>Phase 2</b> —Intra-agency collaboration	<ul style="list-style-type: none"> <li>Enables intra-organizational collaboration</li> <li>Establishes a secure, highly available foundation</li> <li>Supports common extension dialing and integrated directories that match callers with the most appropriate responders</li> <li>Integrates voice, video, and Web to allow inbound calls to be handled by one common contact center</li> </ul>
<b>Phase 3</b> —Intra-agency integrated remote resources	<ul style="list-style-type: none"> <li>Enables government employees to provide services directly to constituents</li> <li>Secure IP network promotes outsourcing within an agency</li> <li>Enables tight integration of external partners, vendors, departments, and companies to effectively achieve public- and private-sector partnerships</li> <li>Improves government to government (G2G) services by providing remote connectivity to any facility within the agency</li> </ul>
<b>Phase 4</b> —Interagency collaboration	<ul style="list-style-type: none"> <li>Enhances constituent access to information</li> <li>Increases fluidity of constituent interactions with government</li> <li>Improves secure, real-time collaboration between agencies</li> </ul>
<b>Phase 5</b> —Interagency infrastructure sharing	<ul style="list-style-type: none"> <li>Establishes and manages security among multiple agency data centers</li> <li>Virtualizes agency assets by bridging agency data centers</li> <li>Curtails costs by consolidating multiple agency networks and data centers</li> </ul>
<b>Phase 6</b> —Interagency information sharing/shared services	<ul style="list-style-type: none"> <li>Improves constituent services through enhanced data flow</li> <li>Enables the sharing of common services across a digital, or “virtualized,” infrastructure</li> <li>Tightens agency operations for a more cost-efficient administration</li> </ul>

## Agency and Community Benefits

Cisco Connected Government helps you build a secure and reliable communications network with 360-degree functionality that allows agencies to directly interact with constituents and businesses. With a more resilient network, your agency is more adaptable to future needs, helping to create a highly productive environment within the community. By sharing and integrating information and resources, agencies can achieve:

- Greater employee productivity through a solid network foundation that enables feature-rich services and solutions
- A consolidated infrastructure that eliminates duplication of under-used services
- Lower administrative overhead through technologies such as IP Communications
- Optimized workflows through network continuity and resilience
- Higher business and constituent satisfaction

## For businesses:

- Improved tax support
- Enhanced contract management
- Better trade guidelines
- Improved financial assistance
- Fewer workplace issues

## For constituents:

- More personalized social insurance
- More seamless financial aid assistance
- Improved tax relief
- Low-cost educational and healthcare programs, employment resources, housing benefits, child support, and grants

## Beginning the Transformation

Cisco provides a free network assessment that associates your government business objectives to network requirements. This step-by-step process can help you better understand what you need to help ensure a fully integrated infrastructure that enables interoperable communications and collaboration.

For more information, call a Cisco representative or reseller, or visit:

<http://www.cisco.com/go/civilian>



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