



Building a Platform for Better Public Services at Lower Cost

Agencies Are Adopting Shared Services Initiatives to Reduce Expenses, Enhance Constituent Interactions with Government, Improve Collaboration and Productivity, and Maintain Fiscal Responsibility

As private-sector organizations worldwide use social software and Web 2.0 technologies to offer multiple communication channels such as kiosks, telephone contact centers, and online services, their clientele have come to expect this newfound convenience. Individuals now rely on this same level of freedom and flexibility from government—making nimble, interconnected communications and services among agencies a paramount concern.

Meanwhile, in an effort to control costs and maintain fiscal responsibility to their citizenry, governments are exploring shared services initiatives that consolidate operations, provide real-time information-sharing capabilities, and improve service delivery to constituents. A recent survey¹ revealed that governments which adopt shared services initiatives realize at least 20-percent cost reductions and service improvements. Similar market research showed the benefits of shared services around the globe:

- In the United Kingdom, there is a projected 2.5-percent annual efficiency gain, with £21.5 billion a year in savings by 2008, despite a significant reduction in the size of the civil service. In addition, studies show cost savings of £5 billion annually in areas of operational expenses, process simplification, and process expedition, leading to increased employee/constituent satisfaction.²
- In Singapore, the government has identified shared services as a means of delivering services more economically and efficiently, despite a projected 3-percent reduction in manpower each year.³
- The United States Postal Service has saved \$71.4 million and reduced the cost of its finance function by 16 to 18 percent by implementing shared services.³

“Web-based technologies can bring enormous benefits to both the public and local government and public services. They can help put the citizen at the centre by designing government around people’s lives and needs rather than administrative convenience. By securely connecting people and information, the efficiency of government can be improved to greatly benefit the communities it serves.”

Matthias Kammer, chief executive officer of Dataport, a German public-sector organization

Cisco’s Vision: “Human Network for Government”

By connecting businesses, citizens, and agencies to help them interact and collaborate on a global scale, Cisco® aims to establish a sustainable, versatile foundation for human innovation. This vision is called the “Human Network for Government,” and it means you can give students and teachers the ability to communicate with schools a half a world away; allow doctors to convene from hospitals and research laboratories in a virtual, media-rich exchange of ideas; and enable government employees in the field to access the same tools and applications that they can in the office. In summary, you can:

- Achieve a higher quality of service delivery to all government constituents
- Enable effective, productive collaboration among governments, businesses, employees, and citizens
- Realize cost efficiencies

Cisco Connected Government Is the Foundation for the “Human Network for Government”

To successfully progress toward a citizen-centric government, agencies should approach changes in incremental phases. Cisco Connected Government offers a six-phase roadmap with connectivity and collaboration increasing each step of the way.

Regardless of where you are in developing your objectives, Cisco can facilitate your evolution. After evaluating your agency’s mission, goals, and communication and collaboration requirements, Cisco will provide you with:

- A Connected Government framework with services and tools (including security, IPv6, and data center network assessment) that help you develop an end-to-end transformational investment plan
- Reference solutions/architectures for infrastructure sharing, information sharing, information assurance, and Shared Unified Communications Services that provide specific design guidance to help you achieve key near- and long-term objectives
- A customized Connected Government roadmap based upon an evaluation of your current networking environment, your mission, and three- to five-year objectives—enabling you to meet your goals with the proper sequencing and priorities, while taking advantage of your existing IT infrastructure investment

Cisco can guide you through an easy-to-understand process toward improving business application and communications performance. Your agency’s first step may involve an intra-agency focus, which can refine internal IT systems and strengthen your ability to serve citizens. The next set of steps in your transformation plan may be to support an interagency focus, designed to achieve connectivity and communications between agencies. Cisco’s network is the platform for your shared services success.

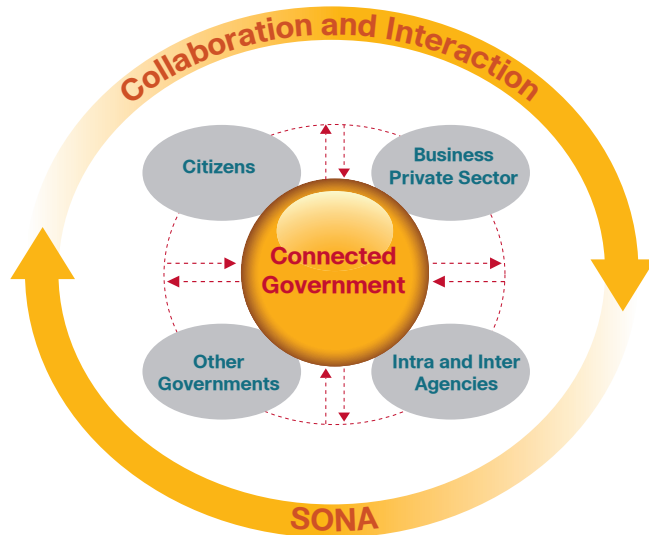
Figure 1 The Connected Government Roadmap Is the Path Toward the “Human Network for Government”



Make the Network Your Platform for Shared Services and Becoming Connected

Incorporating best practices gleaned from decades of experience in public and private sectors, Cisco developed an intelligent, adaptive, service-oriented network architecture (SONA) that integrates with your existing IT infrastructure and is designed to support the convergence of government agencies' functions. Cisco's solutions use SONA as the foundation to help you build constituent-centric services that can consolidate networks and applications into a secure, integrated platform which facilitates communication and collaboration among government agencies.

Figure 2 Cisco Connected Government Framework Supports Government Shared Services Initiatives



Connecting People

Empowering citizens to interact and collaborate on their terms with government

Connecting Businesses

Enabling information and resource sharing between private sector and government

Connecting Governments

Connecting the central government to local and municipal governments
Enabling information and resource sharing across different governments

Connecting Ministries/Agencies

Providing agencies the capability to share information and resources to achieve operational efficiencies and cost savings

Designed for maximum resilience, adaptability, and security, Cisco's solutions support shared services initiatives on your path to becoming a Connected Government:

Table 1 Solutions that Enable Shared Services and Achieve a Connected Government

Solution	What Is It?
Infrastructure sharing	Provides design guidance that enables agencies to take advantage of a common investment and share equipment such as data centers and IT networks across departments and organizational boundaries
Information sharing	Facilitates secure collaboration between different groups over a shared, cost-effective infrastructure that secures, controls, and distributes information to multiple groups based on user privileges and organizational policies
Information assurance	Offers a collaborative and integrated approach to securing the federal enterprise by using the network as the platform; intended to safeguard and defend information and information systems by ensuring their availability, integrity, authentication, confidentiality, non-repudiation, as well as compliance and reporting—protecting your agency at all levels
Shared Unified Communications Services	Delivers a complete, partner-based solution that offers a Unified Communications platform which supports multitenant, shared voice services across multiple government organizations; provides a smooth transition from legacy voice systems to a hosted, real-time collaboration solution that facilitates efficient, effective information sharing across multiple users by integrating voice, video, and data communications with government enterprise applications

Sharing applications and services allows agencies to improve responsiveness to constituents while conforming to regulatory and policy standards that maintain quality, privacy, and security—thereby, creating a more connected and effective government.



Get Sharing Today

As constituents expect more from you, expect more from your network. To learn more about how Cisco can provide the Connected Government framework, roadmap, architecture, solutions, and technologies that establish your platform for better public services at lower cost, call your Cisco representative or reseller today, or visit us online at:

http://www.cisco.com/web/strategy/government/shared_services.html

1. A.T. Kearney study, commissioned by Cisco
2. Spending Review
3. Accenture study, "Driving High Performance in Government: Maximizing the Value of Public-Sector Shared Services" (January 2005)



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