Solution Series: State and Local Government

CITIZEN
ENGAGEMENT

Improving government service delivery through real-time, accurate and complete information

Your problem: Citizens demand a responsive, transparent government and want to know their requests for service will be resolved in a timely fashion. They want a "single window/no wrong door" for engaging with their government. They also want their government to "close the loop" with them so they are not left waiting for answers. Then on the other side, government customer service agents require dashboard views of information specific to citizen cases in real time and a dynamic knowledge base incorporating data from across systems and applications. Information that's inaccurate, incomplete or simply not accessible can have negative effects that result in the perception of a disengaged, uncaring and ineffective government.

Software AG solution: Obtain real-time information in a single view from across government departments, work order systems and channels through an easy-to-use tool with re-usable components. This solution incorporates industry standards that provide access to data from almost anywhere—without coding or custom development. By integrating existing systems, you obtain immediate citizen engagement value through inter-agency collaboration and real-time decision-making, leveraging data and processes that are already familiar to government customer service agents. Additionally, introducing analytics to internal and external sources can expose trends and patterns for immediate government action and future municipal planning efforts. These results are presented in an interactive dashboard, customizable to executive leadership, council members and department heads. Information can also easily be made available for pen data and public data initiatives.

Problem details

These days, citizens use multiple channels—smartphones, email, Facebook and Twitter®—for communication and transactions. As a result, delivering these services gets harder because this introduces more systems you have to communicate through. Every city, municipal and county government official has dynamic information needs to meet the goals of providing services to citizens and increasing their citizens' confidence and trust in government. Citizen information and service centers need to leverage current systems and applications to locate information, but those systems are not efficient enough. This inefficiency is leading to an increased risk of poor decision outcomes, inadequate service delivery and unfulfilled requests.

Since each department and agency built or bought its technology solutions and work order applications independent of the rest, systems are not integrated and often produce a bad citizen experience when real-time, accurate and complete information cannot be shared. The consequences of this disconnected IT environment can cause delays in citizen service delivery at every level.

What's the Software AG difference?

Delivering a single view of real-time information to support government service delivery requires state-of-the-art technology. At the heart of our standards-based solution is the world's fastest information exchange engine, which:

- Installs quickly and easily
- Provides fast integration
- Uses standards-based, re-usable components
- Supports industry standards
- Secures information exchange and access to information based on role

Software AG's solution

Increase accuracy and real-time accessibilitys

- Reduce manual tasks, duplicate data entry and other opportunities for error
- Accommodate different data types, including photos, videos and document images
- Track individuals and cases across organizations
- Automate information exchanged between agencies and systems
- Share complete, accurate data

Integrate multiple, disparate and high-volume sources while adhering to industry standards

- Exploit existing technology investments
- Create a single, searchable portal with real-time access
- Easily and securely extend information sharing to app developers, researchers, academics and citizens for open data and public data initiatives
- Secure every communication between systems and agencies

### Measure citizen engagement program effectiveness

- Send proactive, exception-based alerts
- Base metrics on a single set of data
- Monitor and report using real-time data
- Make predictive analysis possible
- Deliver analytics in easy-to-understand dashboards

Compounding this inefficiency is that many of the same data elements are entered multiple times across systems. These manual processes are not only costly and time-consuming, but each time a data element is entered, there's another opportunity for error, resulting in longer times to close work orders. Worst of all, these manual and repetitive processes consume so much time and money that there's little left to improve or even do what is required.

What is the common denominator? The data needed to make right-time decisions already exists—in one or more city or county systems—but government customer service representatives do not have real-time access to and a single view of everything needed. With none of those systems connected, they need a universal translator that intelligently and securely routes information regardless of who or what is involved in the communication and the format of that information.

Critical aspects of a citizen engagement solution

1 Increase data accuracy and real-time accessibility

2 Integrate multiple, disparate and high-volume sources while adhering to industry standards

3 Measure program effectiveness across agencies
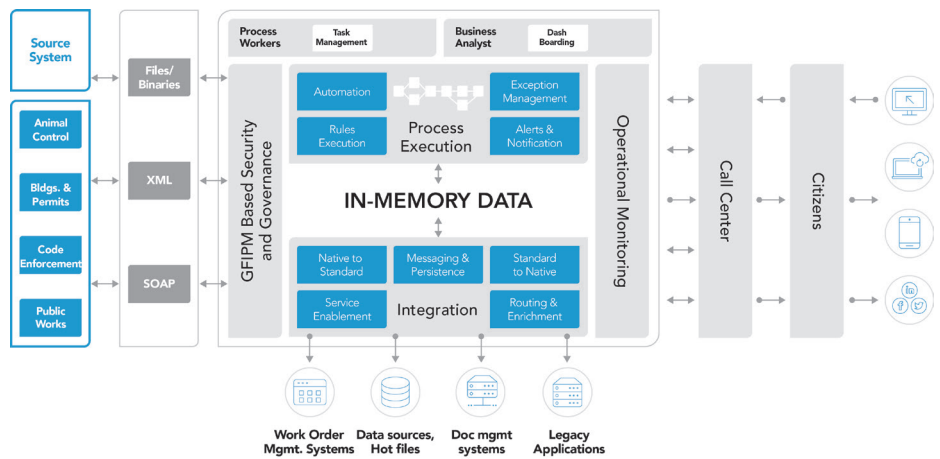
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