

# STATE AGENCIES DIGITIZE PROCESSES AND SHARE INFORMATION IN REAL TIME



## Customer

The Georgia Technology Authority (GTA) manages the delivery of IT infrastructure services to 85 executive branch agencies and managed network services to 1,400 state and local government entities in the U.S. The authority's strategic vision is to create a transparent, integrated enterprise where technology decisions are made with the citizen in mind. Its mission: to connect Georgians to their government.

## Industry

Government/Public Sector

## Opportunity

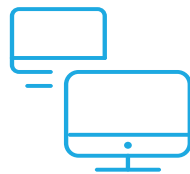
- Improve availability of data between federal, state, county and local agencies as well as external partners
- Easy interoperability between systems and applications
- Meet local, state and federal reporting and compliance requirements

## Solution set

- ARIS Business Process Analysis Platform
- webMethods Integration Platform
- webMethods Business Process Management Platform

## Key benefits

- Existing IT investments preserved—millions of dollars saved
- Connectivity consolidated for 20 agencies and 300+ processes with 24 million data exchanges a month
- Improved decision-making and collaboration
- Faster, easier delivery of new services to citizens



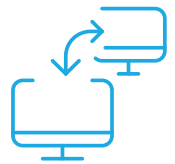
Connectivity consolidated

**20** AGENCIES

**300+** PROCESSES



**24** MILLION DATA EXCHANGE



Georgia Technology Authority (GTA)'s mission is to introduce new technology to state agencies to improve business processes and expand data-sharing opportunities. In the past, agencies were limited by point-to-point, hard-coded integrations, siloed systems and manual processes that were paper-based and slow.

GTA meets its objectives by using Software AG technology as a key component for the State IT Roadmap and is prepared for the challenges of the digital world. webMethods is the standard platform for application integration so agencies can share information securely in real time. ARIS and webMethods are used to model, automate and optimize business processes.

*"We are saving millions of dollars by not having to rip and replace systems. webMethods helps us connect virtually any system or application for faster data sharing. It helps keep state agencies in sync and compliant with standards."*

— **Jim McGibeny** | Director, Data Sharing Services, Georgia Technology Authority

## State of excellence

Georgia in the southeast U.S. ranks among the nation's top 10 states for educational opportunities, job and income growth, and entrepreneurial activity. Another area in which Georgia excels is information sharing among government agencies.

GTA, which manages the state's IT infrastructure, relies on webMethods as its standard integration platform. With webMethods as its hub, GTA offers Data Sharing Services (DSS) so agencies can share data in real time anytime without worries of interoperability. This keeps agencies focused on streamlining their services and better meeting citizen needs.

Explained DSS Director Jim McGibeny: "By using our enterprise data exchange middleware, information exchanges between multiple state agencies are coordinated and conducted from one centralized location using real-time Web services. We can easily adjust the business processes built inside the software to adapt to changing customer requirements."

The DSS architecture based on webMethods serves as a common point of integration among city, county and circuit agencies to state and federal entities. County and state agencies that use DSS benefit from easier and faster information sharing and reduced complexity for inter- and intra-agency integration.

## Saying "so long" to silos

Before DSS, systems either didn't communicate or used point-to-point interfaces that were difficult to change and maintain. The webMethods Integration Platform is far more flexible. Integration takes place between disparate endpoints without agencies having to develop their own complex interfaces at each end.

webMethods accepts data in any format in almost any programming language, converts it to a consumable format and delivers it to any system in any format needed. As a result, agencies can eliminate duplicate data entry. Fewer errors, faster processes and improved citizen service result.

Because webMethods works with virtually any system, GTA avoided a multi-million-dollar rip and replace of existing IT, which saved the state millions of dollars. Using DSS allows agencies and authorized outside partners to extend the life of their IT investments to use state funds more wisely.



## Better collaboration, better processes

Using Software AG's ARIS and webMethods Business Process Management Suite (BPMS), GTA and agencies can collaborate at the front-end of a project to quickly and easily create a solution.

GTA developers create dynamic what-if scenarios to see how data will be used end-to-end before integration construction begins. Once the business process is locked in, the developers create the touch point, model it and deploy it in one simple process. The business process model built using ARIS goes live and remains as an artifact so GTA and agencies can revisit it for further improvement using qualitative and quantitative analysis.

GTA is able to more easily meet emerging standards and business practices tied to MITA/CMS, NIEM and GJDX from the federal government. That's because agencies can quickly map and model processes to meet federal standards. They also can measure, orchestrate and display usage of real-time data to have a much higher success rate when interfacing with data exchange partners.

ARIS Architect enhances GTA's webMethods footprint by supporting the latest business process architectural standards and concepts, such as Event-driven Process Chain (EPC), Business Process Modeling Notation (BPMN™), Business Process Execution Language (BPEL™) and Unified Modeling Language (UML™).

MashZone enables GTA and agencies to create functional mashups for analyzing key performance indicators relevant to their agency domains. This makes it easy to see how data is being used and how well business processes are performing. Typical scenarios include:

- Program efficiency analysis
- Citizen or customer satisfaction analysis
- Financial/cost analysis

Mashups are shared easily across agency communities. That's proven especially helpful for Health and Human Services agencies as well as justice and public safety agencies, including courts, across the state.

## Innovation at work

In all, GTA has provided consolidated connectivity for 20 different agencies, 38 touch points and more than 300 business processes with 700,000+ data exchanges a day—more than 24 million a month.

The Georgia Bureau of Investigation (GBI), for example, uses webMethods to link to systems at departments of revenue, corrections and driver services as well as court systems, including the Administrative Office of the Courts. Information is exchanged on pardons and parole releases, driver's license histories, vehicle tags and stolen vehicles so better decisions can be made faster.

The Georgia Department of Human Services' Division of Child Support Services (DCSS) has partnered with DSS to deny or suspend vehicle and state driver's and hunting licenses from parents who owe child support. The department will send names of delinquent parents to DSS and notifies the parent. Once the debt has been paid, the department will authorize the reinstatement of license privileges and DSS updates the various agencies, such as the Departments of Driver Services, Natural Resources and Corrections.

DCSS also has partnered with DSS to provide child-support clients with real-time account information over the phone. Nightly updated information includes child support payments, current balance, how to apply and general information about the division's services.

## GTA uses Software AG's technology for:

### Public Safety—Judicial

- Justice Data Exchange (JDX)
- Stolen vehicle information
- Valid driver's license
- Driver's license history
- Vehicle tag information for validation
- Incarceration details & release information
- State and superior court dispositions
- Criminal history
- Sex offenders' registry

### Health and Human Services

- Medicaid Eligibility & Data Exchange (MITA)
- Foster care registration and payments
- Claims records processing
- Child Medicaid eligibility
- Income and resource information
- Case and client management
- Food stamps, TANF, MA
- Vital records and events
- License suspension for non-compliant parents
- New born vital events
- Real-time child welfare payment status
- Payments to child treatment services

### Financial

- Fraud prevention
- Motor vehicle registration requests
- Corporations registered in Georgia
- Criminal history information

## Key components

**ARIS Architect** is used to model processes while webMethods BPMS is used for process automation.

**ARIS MashZone** enables GTA and agencies to create mashups to see how data's being used and how processes are performing.

**CentraSite** is the Service-Oriented Architecture (SOA) metadata registry and repository used by GTA to eliminate re-work, assure consistent data quality and compliance, and keep agency data sharing aligned with strategic objectives.

**webMethods BPMS** allows organizations to develop, execute and monitor business solutions that combine process automation and workflow management capabilities. Add-on tools incorporate monitoring, real-time events, rules management and more.

**webMethods Integration Server** is the Enterprise Service Bus (ESB) that provides application and system integration and data exchange for GTA.

**webMethods Trading Networks** enables agencies to integrate with other government or private trading partners, suppliers and customers using industry standards, such as SWIFT®, ACH, RosettaNet®, HIPAA 5010 and HL7.

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### ABOUT SOFTWARE AG

Software AG offers the world's first Digital Business Platform. Recognized as a leader by the industry's top analyst firms, Software AG helps you combine existing systems on premises and in the cloud into a single platform to optimize your business and delight your customers. With Software AG, you can rapidly build and deploy digital business applications to exploit real-time market opportunities. Get maximum value from big data, make better decisions with streaming analytics, achieve more with the Internet of Things, and respond faster to shifting regulations and threats with intelligent governance, risk and compliance. The world's top brands trust Software AG to help them rapidly innovate, differentiate and win in the digital world. Learn more at [www.SoftwareAG.com](http://www.SoftwareAG.com).

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