

Government Forms and Adobe® Form Server for IBM



THE SOLUTION:

The Adobe Government Pack for Human and Social Services includes:

- A package of eight pre-designed form templates for state and local government agencies
- Adobe Form Server for IBM, which combines the form template with data schemas to create intelligent forms

INTEGRATE FORMS WITH PROCESSES:

To integrate intelligent forms with business processes, you can use the Adobe Government Pack solution with the following IBM middleware products:

- IBM DB2® Content Manager drives business processes and manages all content, including intelligent forms.
- IBM WebSphere® Application Server, the market-leading application server that is the foundation for the WebSphere software platform, a suite of middleware products based on open standards.
- IBM WebSphere Business Integrator Server enables an enterprise to build and manage complex business processes that span multiple enterprise applications.
- IBM WebSphere Portal offers personalized integration of people, business processes, and information—anywhere, anytime, from any device.

INTEGRATE WITH THE ADOBE DOCUMENT PLATFORM:

The Adobe Government Pack is integrated with the following Adobe LiveCycle™ software to extend your forms solution into a solution for e-government transformation:

- Adobe LiveCycle Designer lets you quickly create and maintain form templates and define a form's business logic.
- Adobe LiveCycle Reader Extensions provides document security and access controls within the free, ubiquitous Adobe Reader.
- Adobe LiveCycle Policy Server manages the use of and access to electronic documents across the enterprise.

Citizens everywhere demand that government agencies improve the quality of their services. They want government to respond faster to requests and to offer more convenience in finding specific information about important health and social services. People expect more intelligence in the forms process, such as auto-populating previously submitted data to make form completion easier. Government employees are frustrated with the lack of available information from different agencies—information that is critical for streamlining service delivery.

In addition to serving constituents—both external and internal—governments must meet the operational challenges of increasing efficiency and meeting legislative mandates for accountability, security, and information privacy. Even as budgets tighten, security imperatives compound the costs and complexities of managing information.

Given the information-intensive nature of government, documents and forms are essential components in driving and supporting all types of processes. Forms are necessary for capturing information from individuals and organizations. Much of this information needs to be seamlessly integrated into core IT systems. By bringing documents and forms online and automating form-driven processes, governments can effectively and powerfully transform their agencies.

The Adobe Intelligent Document Platform helps to enable the flow of information by integrating Intelligent Documents—which you can use as interactive forms—with business processes. Adobe technology leverages the worldwide availability of Adobe Reader® software and Web browsers for client-side interaction.

Intelligent forms integrate critical information with the processes that use the information, and let government agencies extend information and processes to a wider audience of people inside and outside the firewall. Intelligent forms allow pre-population of form data and logic, to provide automatic calculations, data validation, and document routing and approval. By improving the integration of processes with documents, government agencies can increase the quality of services while reducing overhead costs.

The Adobe Intelligent Document Platform is integrated with IBM® middleware solutions that improve the integration of systems and processes. Adobe and IBM work together to provide a platform for a range of e-government transformation solutions. The components of the Adobe Intelligent Document Platform in the Adobe Government Pack include Adobe Form Server for IBM, which combines form templates with data schemas to create intelligent forms, and a package of eight pre-designed form templates for state and local government agencies.

Making intelligent forms and documents available online and fully integrating content with enterprise applications and processes help governments provide consistent, reliable, and personalized experiences for their constituents. Government agencies also increase internal productivity efficiencies by enabling information and documents to flow smoothly to and from core systems. Constituents, employees, and other agencies can interact and get their jobs done accurately and quickly with the appropriate level of security.

Maximize your infrastructure investments

The Adobe Government Pack solution is built on a secure and flexible Java 2 Enterprise Edition (J2EE) architecture that extends the power and reach of enterprise applications both inside and outside the firewall. The standards-based architecture ensures interoperability with user systems, applications, and processes.

For a comprehensive e-government solution, Adobe has integrated Adobe Form Server for IBM with IBM DB2 Content Manager, IBM WebSphere Application Server, IBM WebSphere Portal, and IBM WebSphere Business Integrator. Adobe Form Server for IBM provides the Intelligent Document format that encapsulates the data in Adobe Portable Document Format (PDF) and eXtensible Markup Language (XML). Organizations can use the pre-designed templates in Adobe Government Pack or use Adobe LiveCycle Designer in addition to the Adobe Government Pack solution to produce custom forms. They can also use IBM DB2 Content Manager workflows with forms and store forms with supporting documents such as images and audio and video files.

IBM WebSphere provides a powerful integration infrastructure, business portal capabilities, tools, and an application development environment so that organizations can get full performance from Adobe Form Server for IBM.

Use intelligent forms to automate processes

Organizations can take advantage of Internet and Web portal technologies such as XML for data exchange and PDF to transform traditional paper-based workflows into automated digital processes with simple point-and-click ease. Using Adobe intelligent forms, governments can capture data accurately without re-keying the same information into disparate databases. Instead, they can simply supply that data once and have it automatically populate applications that drive processes. The business logic and access controls embedded in intelligent forms ensure that compliance rules are enforced inside and outside the firewall.

The templates in the Adobe Government Pack use form page layouts and data structures that most Human and Social Services agencies need and want. They can use these form templates as a starting point for creating forms that help meet the regulatory or compliance requirements that often dictate a form's precise look and feel. Providing self-service options is easy: citizens or employees can fill out browser-based forms or use the freely available Adobe Reader software to complete, edit, and submit forms, and apply digital signatures.

Governments can use the Adobe Government Pack solution with IBM middleware to capture and directly integrate data with back-end processes, eliminating manual bottlenecks and redundancies. Constituents provide only pertinent information and submit it once. Agency employees can then quickly review, approve, and process documents with automated ease and cost efficiency—all while complying with paperwork reduction mandates. No more photocopying. No more redundant entering of data. Only fast, accurate, and prompt service.

Improve service quality

Forms are necessary and ubiquitous to government services. The Adobe Government Pack provides intelligent forms that you can quickly and cost-effectively deploy online. You can offer Web-based services and self-service options using electronic forms that have a familiar, easy-to-use, paper-like interface. When applying for additional services, people can receive intelligent forms pre-populated with their personal information, and complete them offline or online at their convenience with privacy and security.

Using Adobe Reader Extensions Server, organizations can add tokens into PDF forms that, when downloaded by a public user over the Web, automatically turn on advanced features within Adobe Reader that are normally hidden, such as digital signatures and offline filling. By restricting access to information using PDF access controls, government agencies can better protect information privacy and security.

Adobe intelligent forms, integrated with IBM middleware, can help government agencies:

- Improve access to and quality of services by deploying intelligent forms online
- Boost internal efficiencies by eliminating the need for re-keying data and connecting form data to core business processes
- Help comply with regulations and mandates by managing the routing and archiving of forms and documents

FOR MORE INFORMATION

For more information about the Adobe and IBM solution for government, please visit www.adobe.com/ibm and www.ibm.com.

Boost internal efficiencies

The Adobe Government Pack solution integrated with IBM middleware also speeds processing time. Data is captured as XML and automatically transferred to core systems, eliminating costly manual data entry and improving the accuracy of data collection. The pre-designed Human and Social Services form templates comply with XML schemas for data capture and embedded intelligence for calculations, self-help, and database validation, to improve the quality of data collection and simplify form completion.

Help comply with regulations and mandates

With IBM middleware, intelligent forms can be linked to workflows, so organizations can automatically route the forms to the necessary people via e-mail for approval, as mandated by regulations. You can use intelligent forms that enable citizen self-service on the Web and automatically streamline the reporting process to ensure compliance with regulations.

The ability to define business logic within the form helps automate processes to make compliance easier. An example of this kind of business logic might be, "If this person doesn't review this form within two days, route it to the next person on the review list." Such logic also helps speed form processing and responsiveness.

Transform government to e-government

The Adobe Government Pack for Human and Social Services, integrated with IBM middleware, yields tangible benefits in the critical areas of application processing, compliance reporting, secure collaboration among agencies and departments, and case management. Having an electronic forms strategy reduces bureaucracy and data entry associated with paper forms, leading to more efficient operations. Of all the areas that government IT departments need to invest in, implementing solutions that convert paper processes into digital information provides the greatest cost savings and return on investment.

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