

Adobe solutions for government business transformation

Improve performance to deliver measurable results



The Louisiana Department of Health and Hospitals (DHH) team of social workers and outside consultants uses Adobe solutions to complete electronic assessment forms quickly and conveniently in clients' homes or online at DHH offices. The streamlined processes are faster and less costly, and they reduce the department's reliance on paper.

In the last few years, government agencies have come a long way in establishing a web presence. Anyone with Internet access can obtain information, download government forms, or in some cases, enroll in or apply for basic programs and services.

Most citizens, however, have been slow to adopt online government services. Either they can't find the information they're looking for, or they abandon the process because it's too cumbersome. The same is true for government workers, first responders, and armed forces personnel in war zones, who could perform their duties more efficiently if accessing critical information and participating in key processes were easier and more convenient.

To effectively deliver on their mission goals, agencies must do more than simply automate their existing processes. Instead, they must find ways to fundamentally change the way they conduct business with private citizens, business entities, and other government agencies. But to achieve this kind of dramatic transformation, agencies will have to ensure they can:

- Offer engaging and convenient methods for constituents to access and provide information
- Streamline back-end processes so that essential information gets to the right people at the right time
- Provide stronger information assurance to ensure that personal data, and classified information is protected
- Create flexible applications that integrate with existing enterprise systems and can be implemented in a phased approach as requirements grow

Drive higher adoption of electronic processes

Adobe solutions for government business transformation make it easy for agencies to develop rich Internet applications (RIAs) and intelligent Adobe® PDF documents, so they can offer constituents more convenient and engaging methods for collecting and sharing information, whether it's for a private citizen filing taxes or a deployed military officer requesting the status of equipment shipments. Internal processes are automated and streamlined, eliminating the costly delays and errors associated with manual, paper-based workflows.

The solutions also provide powerful and flexible security controls to protect the authenticity, integrity, and confidentiality of information transmitted electronically, even when it leaves the secure network. And a technology foundation built on standard web services and eXtensible Markup Language (XML) protocols, combined with a rapid development platform, helps ensure that the solutions will work with existing infrastructures and can be easily modified and scaled to meet each agency's changing requirements.

“With Adobe solutions, we overcome obstacles to connecting with our constituents and collaborating across agencies. Processes that took hours can now be handled in a fraction of the time and at a fraction of the cost.”

Deborah Seyller,
clerk of the Circuit Court,
Kane County, Illinois

Examples of Adobe solutions for government business transformation

- Guided self-service: Provide citizens with a single point of access to government assistance.
- E-grants management: Streamline grant application, review, and award processes.
- E-filing: Automate the collection and processing of complex financial information.

Extend processes to virtually anyone, anytime, anywhere

One of the main obstacles to increasing user adoption of online processes is that there’s no such thing as a “one size fits all” solution. For example, even though governments must provide services equally to all constituents, they can’t force citizens to purchase expensive proprietary software to be able to access those services.

Then there’s the multitude of ways that individuals like to work. For example, some people are comfortable filling out an online form that looks exactly like the paper version they would have used previously, whereas others need to be guided step-by-step through the process. Many users—for example, mobile employees—require the ability to work offline. And there are still plenty of people who are uncomfortable transmitting personal data over the web. So even if they’ll fill out a form online, they’ll then print it out and mail it in, which means that agencies must still find ways to incorporate paper documents into their automated workflows.

Adobe solutions help agencies satisfy all of these criteria. Intelligent forms, delivered in familiar PDF, look just like their paper counterparts, but have enhanced capabilities built into them, such as data prepopulation and validation, enabling users to fill them out even when they’re not online. RIAs provide interactive screens that guide users through all the necessary steps without making them wade through irrelevant sections—for example, a person who checks the “Single” box will not be asked for spouse data.

People can even move back and forth between these options. For instance, someone applying for a benefit can use an RIA to help fill in the necessary forms, and then receive the final application as a PDF file. The document can also include a 2D barcode that embeds all the data so that agencies can scan them to easily integrate paper forms with their automated processes.

And because the client components of the solutions are the free and ubiquitous Adobe Reader® and Adobe Flash® Player software—which are available for every major device and platform—virtually anyone can take advantage of these more efficient processes.

Improve process efficiency and accountability

When data is entered into agency systems, it automatically triggers internal workflows, delivering the information to all the people and systems that need them. Routine processes—for example, applying for a driver’s license—may be approved without any need for human intervention if the data meets the criteria already defined. In other cases, where agency staff need to assess the situation, they can easily access all related information, even if it’s stored within multiple systems in various locations. And since employees no longer need to rekey data into yet another system, they can spend their time on more valuable activities, such as assisting citizens or analyzing performance metrics.

Adobe solutions also provide agency personnel with improved Business Activity Monitoring (BAM). Using RIAs as personalized dashboards, managers gain greater visibility into their agency’s performance, which, in turn, helps them make better, more consistent decisions.

Promote trusted communications

With Adobe solutions, agencies can create an environment of trusted communications and mitigate the risks of doing business online.

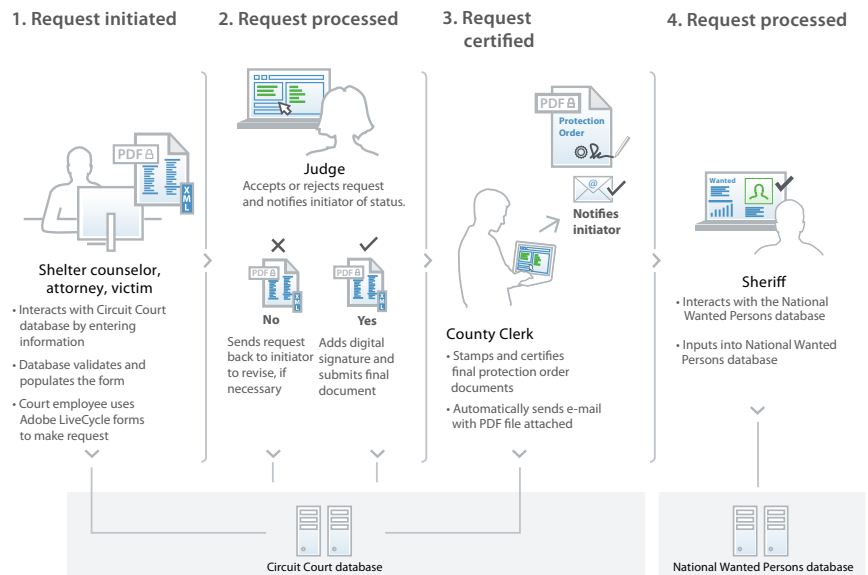
For example, intelligent documents can be encrypted, authenticated, and digitally signed, helping to protect the privacy and security of the information at every step of the process throughout its lifecycle. And Adobe security controls provide the ability to revoke documents at any time and monitor version control to validate that there hasn’t been any tampering by unauthorized users.

These security capabilities are also critical to developing partnerships with other agencies for dealing with situations that require participation from multiple jurisdictions and tiers of government. For example, when responding to a local disease outbreak, Adobe solutions allow first responders to better coordinate their efforts with hospitals and health departments by sharing information faster, while ensuring that appropriate safeguards are in place to protect citizens’ personal data.

Solution components

- Adobe LiveCycle® Enterprise Suite Business Transformation Edition
 - LiveCycle Forms ES
 - LiveCycle Barcoded Forms ES
 - LiveCycle Data Services ES
 - LiveCycle Reader Extensions ES
 - LiveCycle Process Management ES
 - LiveCycle Rights Management ES
 - LiveCycle Digital Signatures ES
 - LiveCycle Output ES
- Adobe Flex™
- Adobe ColdFusion®
- Adobe Acrobat® Professional

Kane County, Illinois, Circuit Court: Process for issuing orders of protection



Adobe solutions have helped dramatically reduce the time and cost to process protection orders by automating previous manual workflows.

With the ubiquity of Adobe Reader and Flash Player, Adobe has the largest software footprint in the world. This footprint, which is the foundation of the Adobe technology platform, uniquely positions the company to help government deliver on mandates across teams, agencies, and time zones.



Leverage your existing technology infrastructure

The Adobe technology platform can be integrated into existing system environments without the need to “rip and replace,” giving organizations immediate payoffs while providing the flexibility to easily modify and scale applications in the future.

The Adobe technology platform uses standards-based XML, 2D barcode technology, and web services to provide a common infrastructure for form-based processes and more secure information sharing between agencies. Combined with products and services from leading partners in areas such as security, records management, and wireless communications, this infrastructure extends processes beyond the network to mobile case workers and other agencies and enables compliance with policy, privacy, and security mandates.

Transform the business of government

Whatever your agency’s mission, Adobe solutions can help you improve performance and deliver measurable results by enabling you to:

- Provide an engaging online experience with intelligent documents and RIAs that enable people to work online or offline
- Accelerate service delivery to constituents by streamlining data capture, information sharing, and approval processes
- Help protect the privacy and security of sensitive communications with certified and authenticated documents
- Bridge legacy systems within and across organizations without the need to rip and replace

For more information

For more details about Adobe solutions for government business transformation, visit www.adobe.com/government or call 888-649-2990.



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