



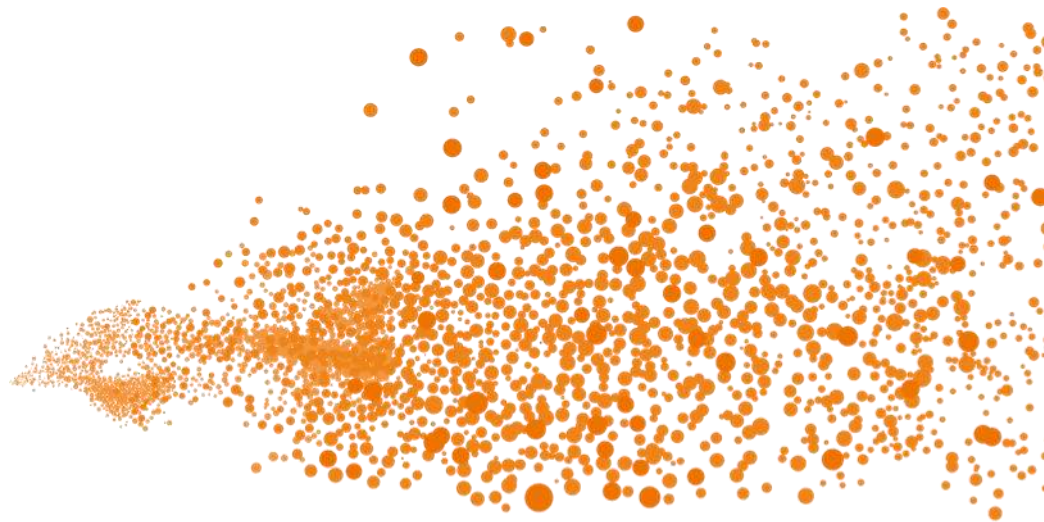
# Be Informed Public Service Platform

Gordon McKenzie

Global Public Sector Sales Director



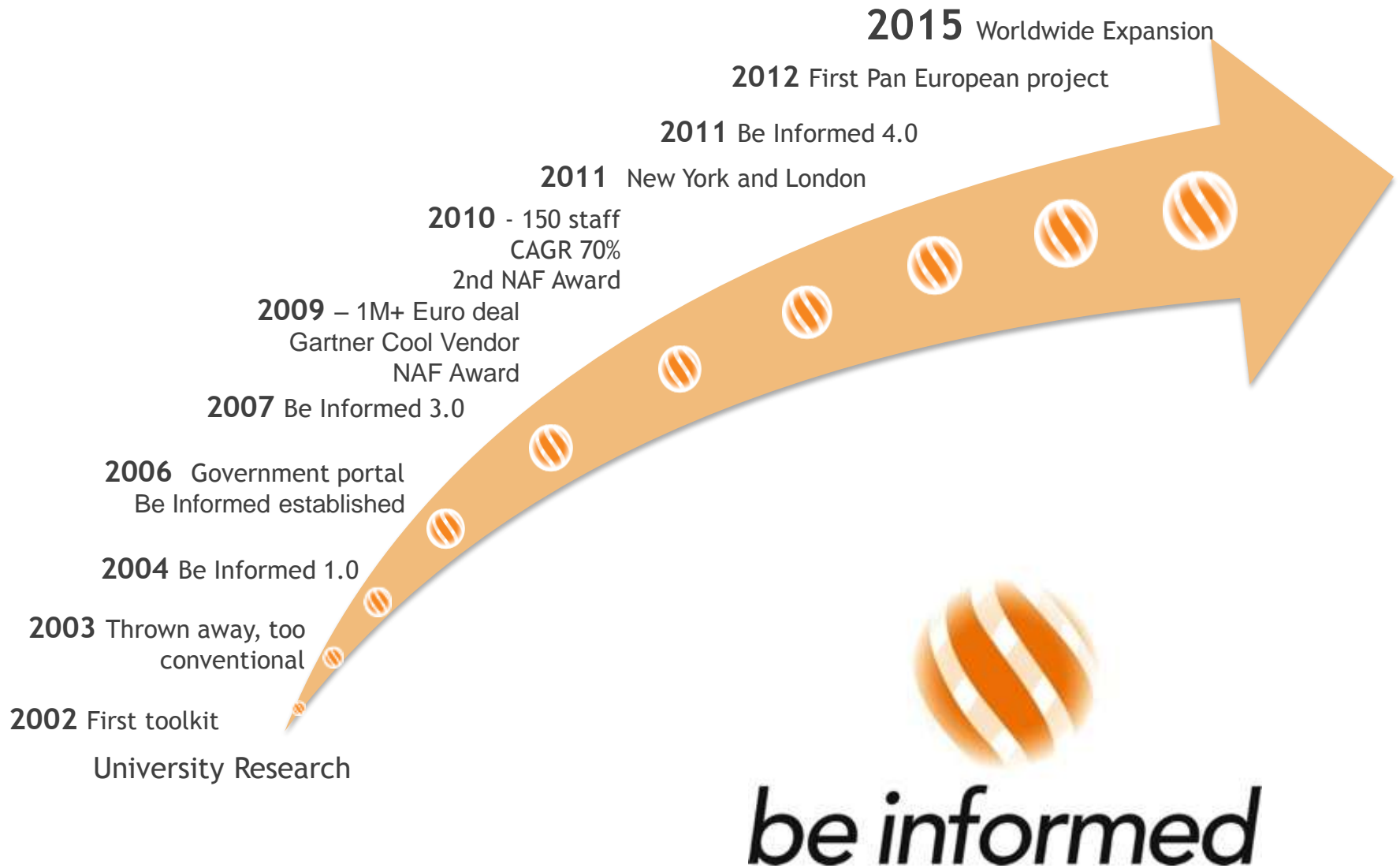
*be informed*



## *Safe Harbor Statement*

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decision. The development, release, and timing of any features or functionality described for Be Informed's products remains at the sole discretion of Be Informed.

# Our Story...



# Be Informed - Supporting the Role of Government in Society



LIVING



WORKING



LEADING





# *Expectations are rising..*

## **Citizens**

Personalized, individual services

Information is all in one place

Tell me what I need before I need to ask



## **Workers**

Tools that match my work-style

Information in one place

Give me business problems not administrative challenges



## **Leaders**

Help me manage accurate performance

Information is in one place

Help me respond to issues in time

Help me plan for the future



But are we there yet?





# Reality is different..

## Citizens

Poor Quality Interaction  
Disconnected Experiences  
Unresponsive to needs



## Workers

Tools that require manual support  
Information not in one place  
Information out of date



## Leaders

Unable to track outcomes quickly and clearly  
Have to wait too long for results  
And just as look to implement changes  
Are unable to model or anticipate changes



# *But is technology helping...?*

## Consumerisation

Device and Social UI

Always on, Always connected



## Cloud Computing

Paradigm Shift in platform provision

New Applications, Cloud Services



## Data Explosion

Open Data in Governments

Mashups, deep contextualisation

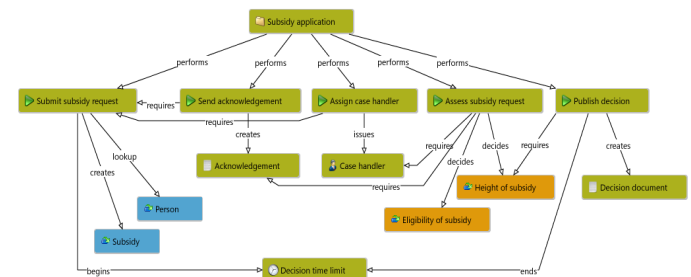


## Semantic Technology

Model Driven Applications, Componentized

Rapid Build and Deployment, Grow-Live

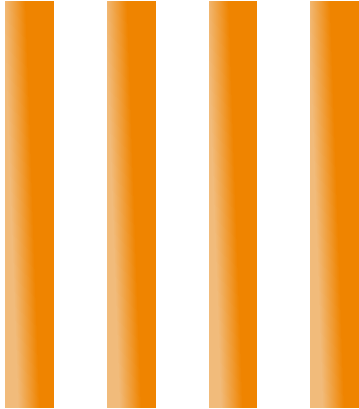
Paradigm Shift in Solution Creation!





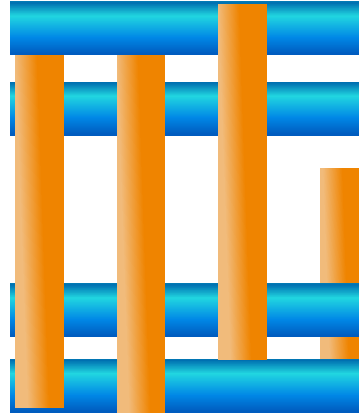
# Application Design Progression

*Stove Pipes*



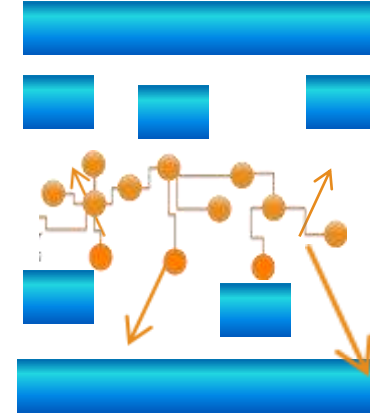
Proprietary  
Integrated  
Closed

*Layers*



Client Server  
Layered  
Open

*Models*

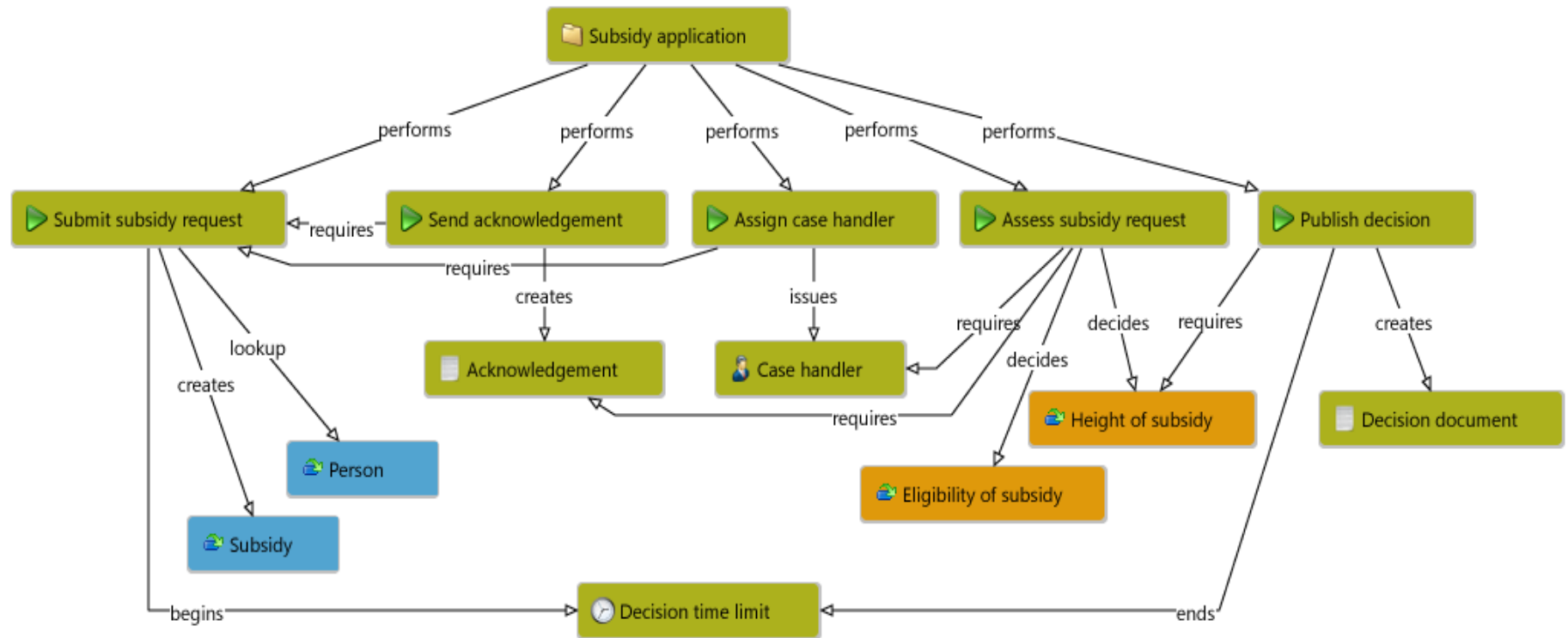


Components  
Integrated  
Open

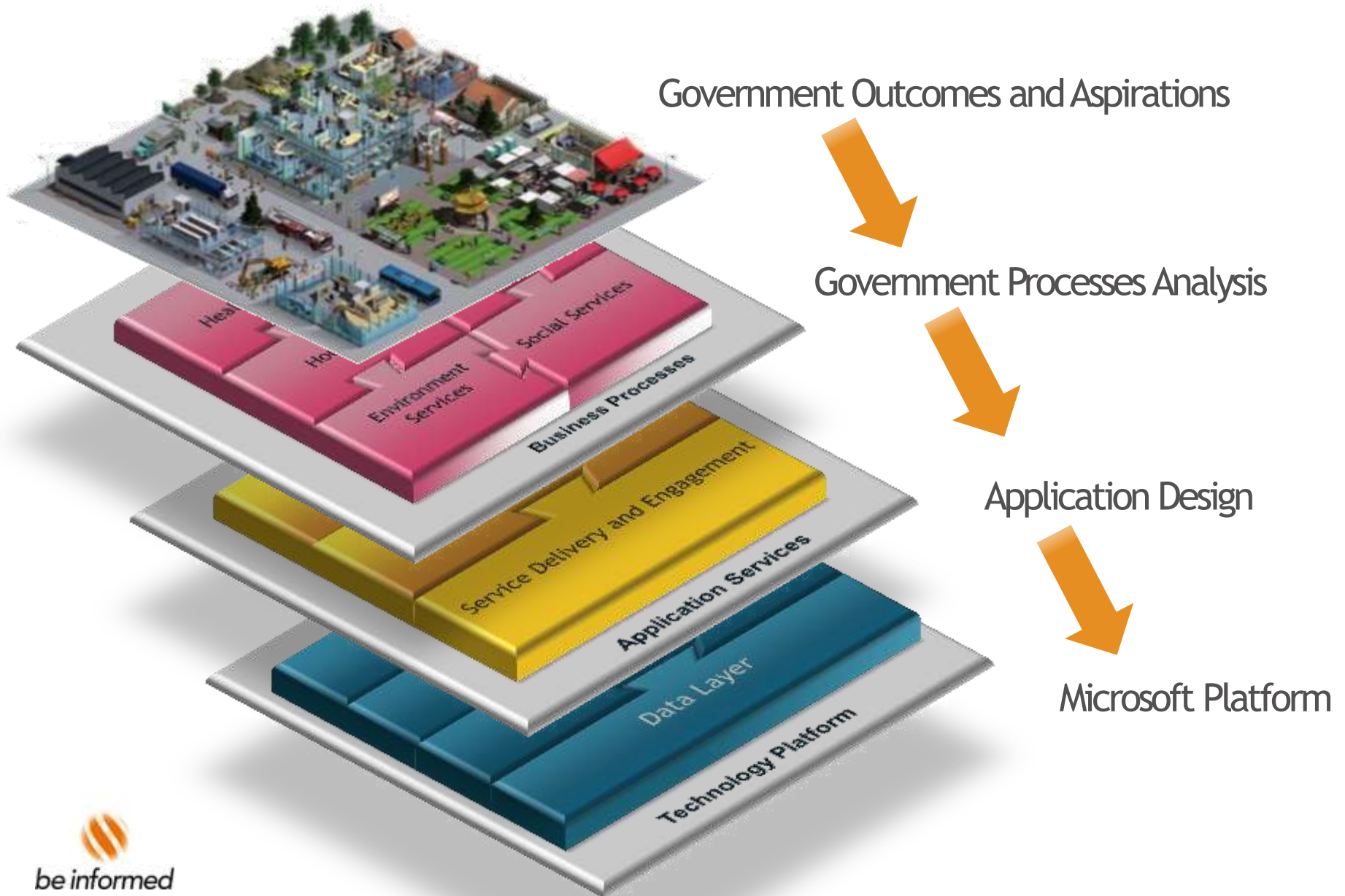


*What makes Be Informed different?*

# Be Informed = Model is the Application

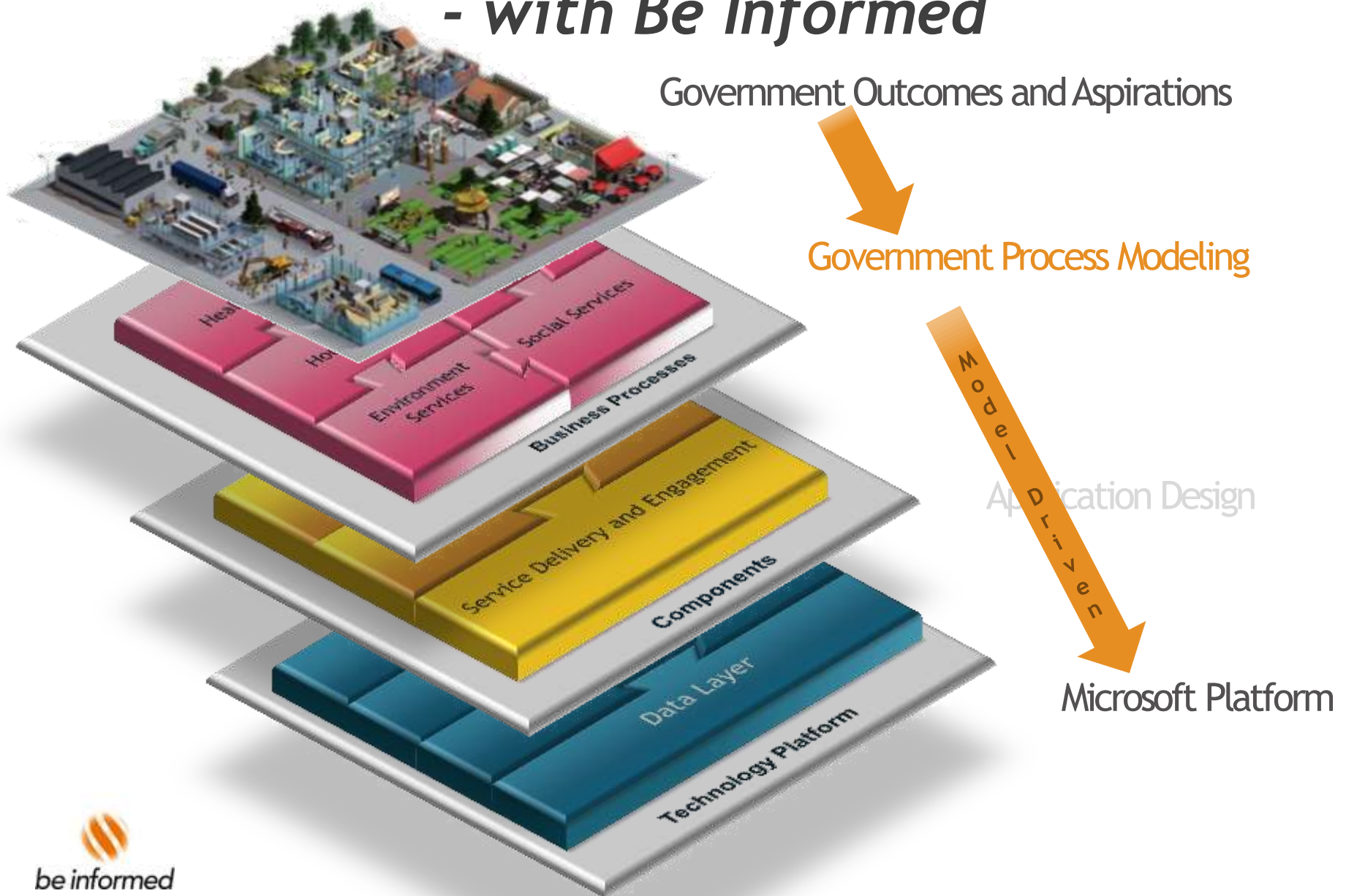


# Microsoft Connected Government Approach





# Microsoft Connected Government Approach - with Be Informed



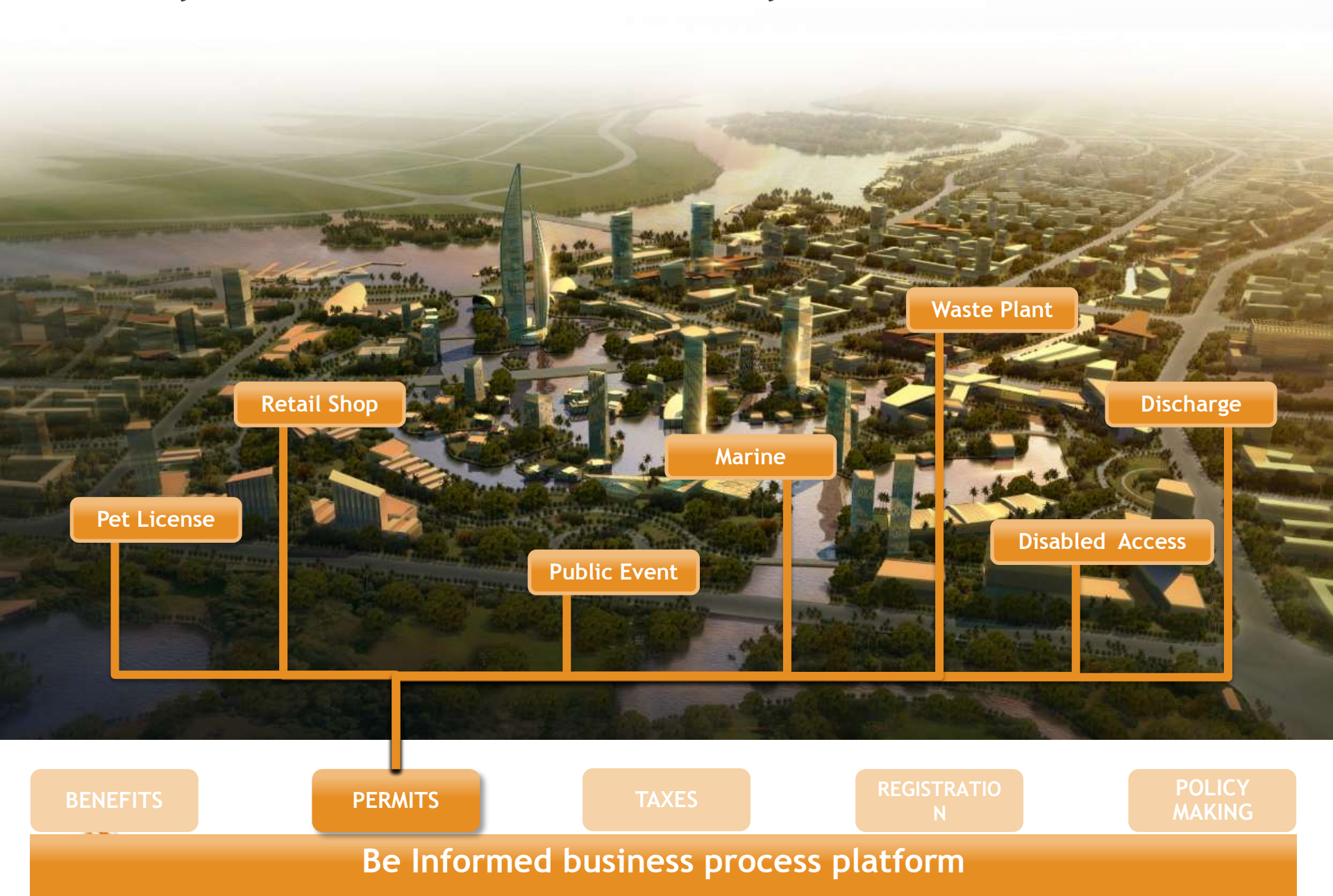
# Be Informed - Public Service Platform



Be Informed business process platform



# *Be Informed - Public Service Platform - MultiPermit*





# *Be Informed - Public Service Platform Demo*






# Introducing the cast











Dashboard | Semantis regulations info | Benefits process | Registrations | Application management


**Highlight**  


### Renovation

For example, an individual who receives rent assistance payments through the Section 8 Housing Choice Voucher program might not know the exact official name of the program and may simply call it the "rent".



**Video**  


**Parking permit**  
Would you like to park in a restricted area? Request your parking permit here.  
[Request a parking benefit.](#)  


**Building permit**  
Would you like to remodel your house? Request your building permit here.  
[Request a building permit.](#)  


**Tax**  
We know. But it has to be done.  
[Fill in your tax.](#)

**Pregnancy benefit**  
Congratulations! You are going to be a mom! Request your benefit.  
[Request for pregnancy benefit.](#)

**Benefit check**



1

CITIZEN  
APPLIES

2

CITIZEN RECEIVES  
CONFIRMATION

3

CIVIL SERVANT  
NOTIFIED

4

CIVIL SERVANT  
REVIEWS

5

MEDICAL  
ASSESSMENT

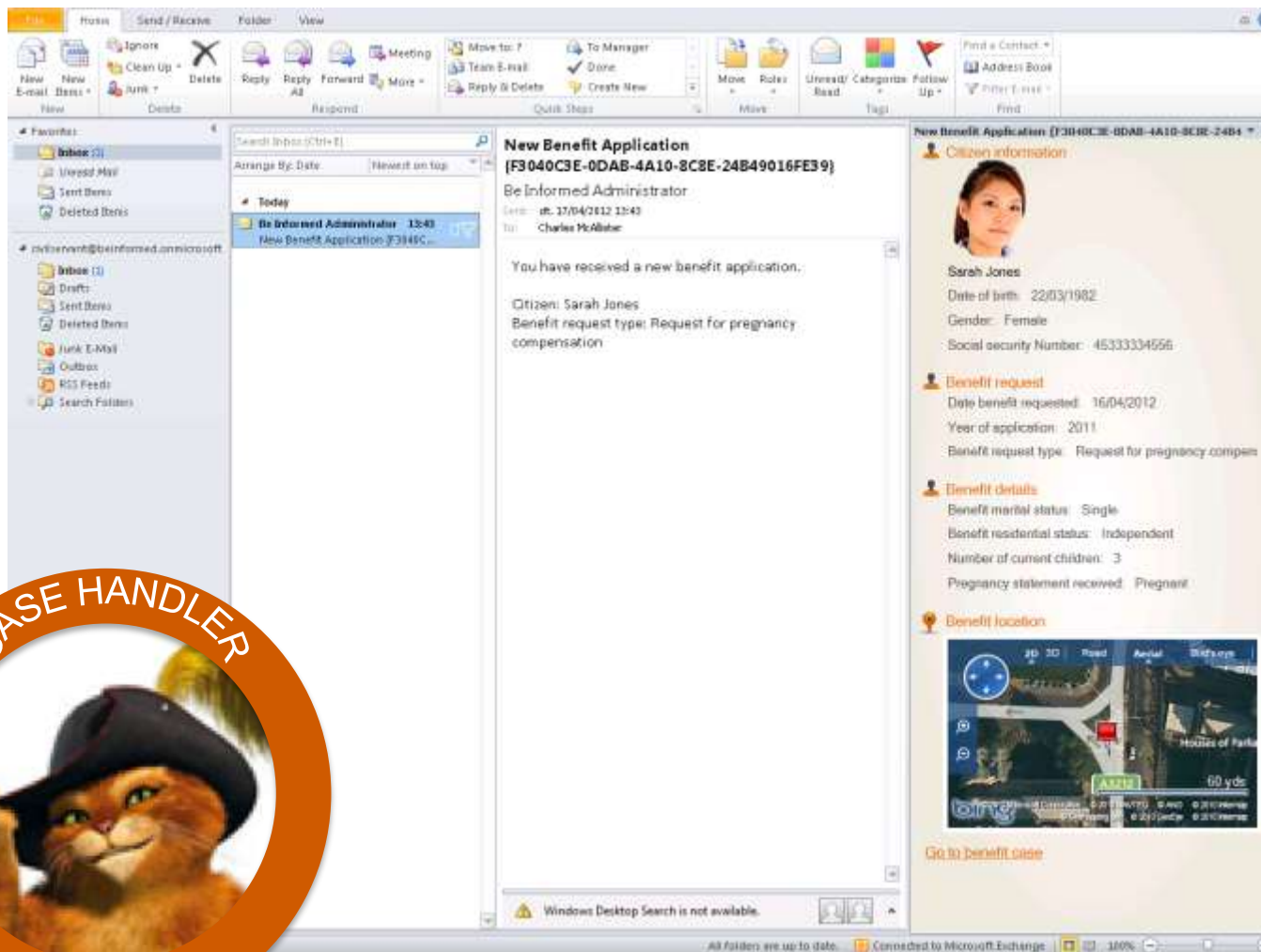
6

CASE  
COMPLETED

7

FINAL  
DECISION

8

POLICY  
REVIEW

CASE HANDLER



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1

CITIZEN  
APPLIES

2

CITIZEN RECEIVES CIVIL  
CONFIRMATION

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CIVIL SERVANT  
NOTIFIED

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CIVIL SERVANT  
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MEDICAL  
ASSESSMENT

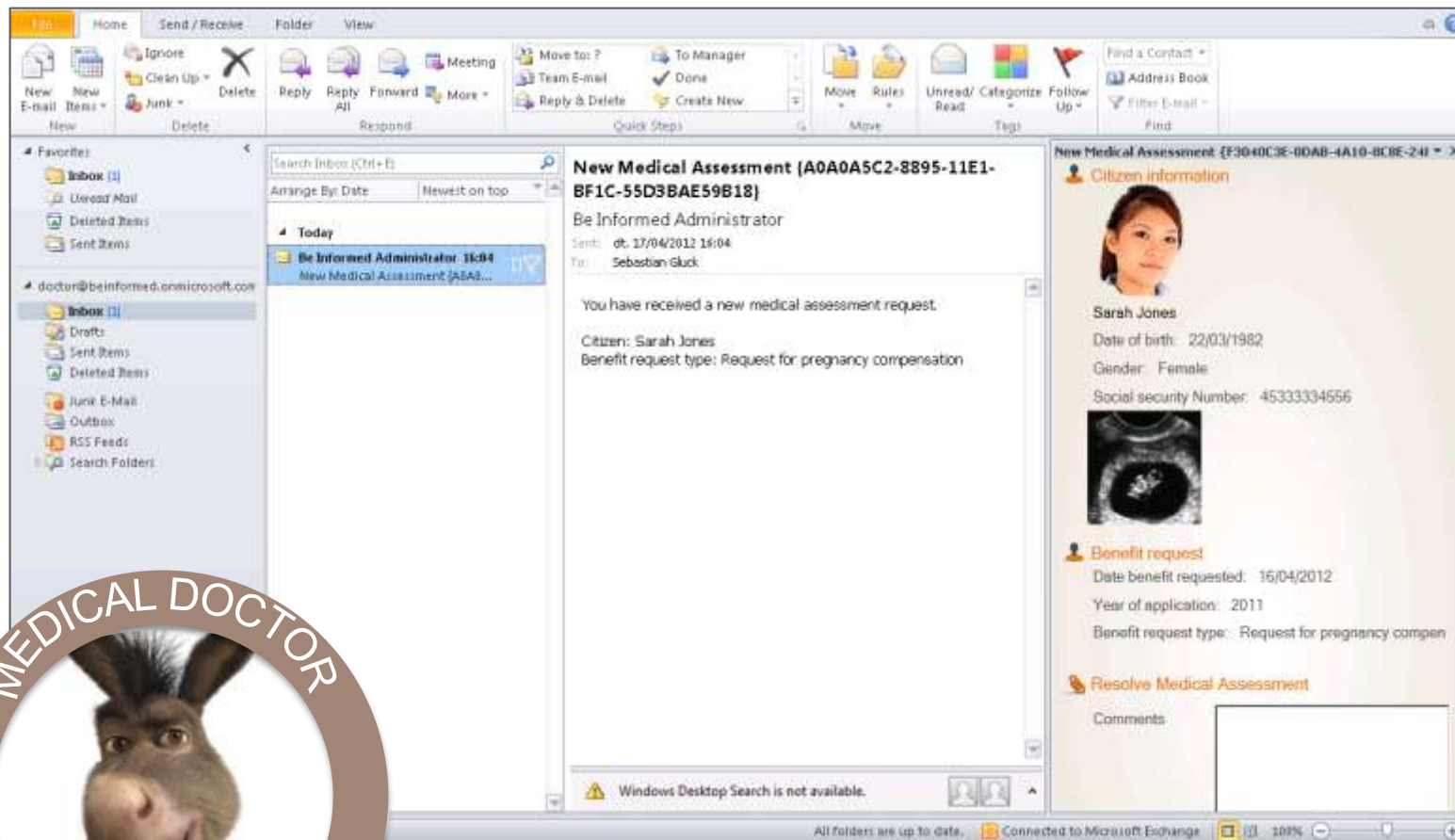
6

CASE  
COMPLETED

7

FINAL  
DECISION

8

POLICY  
REVIEW

MEDICAL DOCTOR





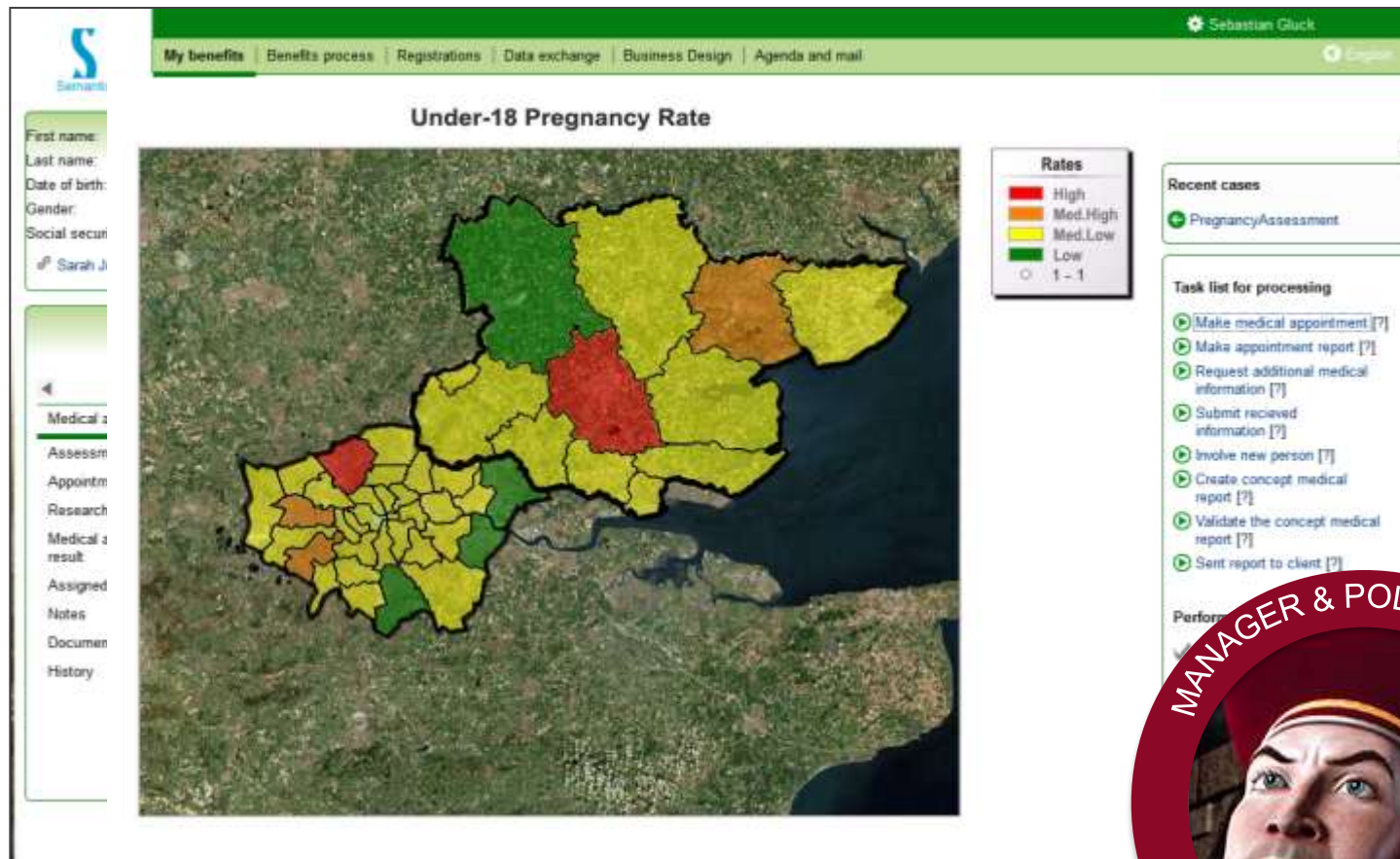
# Congratulations...!



*powered by*



**be informed**



# Who is already there

## Environmental Licensing Office

Single online one-stop shop

600 agencies, 400 municipalities

and 12 provinces

Annual savings 90m Euro



## Dutch Caribbean 101010

Complete Tax Office in 6 months

Reduction in Fraud and Benefit Claims

Reduction in Income Tax Rate



## European Patent Office

Single uniform application procedure

40 countries with one application

250,000 cases per year





# Customer and Partner Community





## Analyst View

“ Be Informed have shown what is possible through an effective fusing of semantic/ontology mechanisms with a process oriented approach...



“ One of the most impressive projects of its kind.



“ The power to be a disruptive force...



# Be Informed - Supporting the Role of Government in Society



LIVING



WORKING



LEADING





WORLDWIDE GOVERNMENT  
SOLUTIONS FORUM 2012  
LONDON 2012

