



# IBM On Demand Workplace for Government - mobile worker

*Proven strategies and technologies to help increase the efficiency and effectiveness of case management*



*With all of the current interest in and scrutiny of government spending, it is more important than ever for government organizations to be able to effectively manage case loads and quickly and accurately track expenditures, and program utilization. Government professionals who work in the field need to be able to collaborate with their colleagues on demand, accessing case files and histories while minimizing paperwork and reducing trips back and forth to the office. Agencies can no longer afford the inefficiencies of transferring case details between paper forms and computers.*

## Highlights

- *Reduce the time it takes to complete paperwork, leaving more time for case preparation, supervision and investigation*
- *Access information and update back-end case records on demand, helping improve information flow & data quality*
- *Provide rapid access to mobile scheduling, dispatch, reference materials and case histories*
- *Collaborate among individuals and organizations rapidly*

## **The anticipated benefits of wireless technology in connected and disconnected mode: Reduced costs, on demand information and greater productivity**

Radical changes are taking place in personal, business and public communications because of the availability of mobile and wireless networks and significant improvements in device capabilities and functionality. Worldwide, the number of wireless devices is estimated to be in the billions and rising. As government workers depend more on accessing information-based services from virtually any location, wireless communication is the recognized key to enabling these services.

## **IBM On Demand Workplace for Government - mobile worker**

IBM offers a solution designed to improve the efficiency and effectiveness of field-based government workers. IBM wireless solutions for the mobile government worker incorporate wireless technology to enable individuals, programs, departments and organizations to process, manage and track case activities through a broad range of devices, almost anywhere and anytime, updating and sharing information in a security-rich and timely manner.

## Case management for the on demand mobile government worker

With IBM wireless solutions for the mobile government worker, staff can now manage cases, claimants, employers and providers nearly anywhere, anytime using a wide range of pervasive devices. They can disseminate and collect residential, employment, program and contact information—tracking case histories of clients or groups of clients through all touch points within the organization. Mobile professionals can now use secure wireless services from IBM to break out of paper bound work processes while increasing productivity and improving quality of service.

### Teaming with IBM

When the NYS Division of Parole was looking for a vendor to develop a case management system, they came to IBM. This system is designed to support the information needs of mobile parole officers, and improve officer and public safety. One task that is performed every month by the parole officer and their senior parole officer, the case conference, used to take all day. With the PDAs and the Lotus Notes case management system, conferences now typically take 40 minutes.

### Time spent waiting—a key area for improvement

Social services and social security workers often find themselves playing the “information waiting game.” Waiting for files to be sent from another department or organization about a client, or about the programs, services and benefits that a client receives. Spending time traveling, during community-supervision fieldwork, to determine eligibility for services at the office. Waiting for IT or research

staff to produce aggregate statistics after a request has been submitted. Or waiting even longer if that request requires extensive manual compilation and analysis of related data housed on different systems.

### Comprehensive case-management

IBM On Demand Workplace solutions for the mobile government worker are based on the IBM case-management model, which provides tools and facilities designed to integrate disparate program and service systems as part of a single operation. This model allows organizations to manage cases and claims end-to-end through one unified system, helping enable smooth flexibility and change management. With IBM On Demand Workplace for Government - mobile worker solution, organizations stand to benefit from broad functionality, including Internet connectivity, e-mail, mobile incident reporting, alerts, workflow management, scheduling, task assignment and access to other integrated applications. Perhaps most importantly, this solution can help ensure that clients receive the benefits and services they need in timely manner.

### IBM WebSphere software

IBM WebSphere® software serves as the middleware framework for IBM On Demand Workplace for Government - mobile worker solution. This framework includes IBM WebSphere Everyplace® Connection Manager and IBM WebSphere Everyplace Access software. IBM WebSphere Everyplace Connection Manager, FIPS-140-2 (Federal Information Processing Standards certified) is designed to allow organizations to deploy applications in a security-enhanced environment over many different wireless and wireline networks



for mobile workers. It also provides seamless cross-network roaming that allows mobile users to maintain their sessions when mobile devices change network connections.

### These agencies have successfully deployed wireless projects using IBM wireless services:

- *New York State Division of Parole*
- *New York City Department of Buildings*
- *United States Customs Service*
- *United States Hill Air Force Base*

### For more information

To learn more about IBM Business Consulting Services-Public Sector's Security, Privacy & Wireless offerings and On Demand Workplace for Government - mobile worker solution, e-mail us at [SecPrivW@us.ibm.com](mailto:SecPrivW@us.ibm.com) or call 1-877-217-1034, Keyword: **Security, Privacy & Wireless**

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