

Streamline Operations and Improve Services
in the Federal Government

**Leverage iWay Enterprise Integration to Create a Culture of
Accountability, Agility, and Transparency**

"Our overall objective is to give our Command and Control personnel a global picture so they can determine the status for each and every aircraft that leaves an airfield. We want everyone working from the same information – a single snapshot that portrays the information they need to make deployment decisions. Information Builders' WebFOCUS and iWay Software's Enterprise Integration Suite allow us to fuse data from multiple systems and develop a composite picture of our operation."

Joseph Sabin
Air Mobility Command, Logistics Planning Division
U.S. Air Force

"iWay simplifies the development cycle with support of automated scheduling of the data extraction processes. It puts a consistent data refresh process in place, saving us the effort of having to periodically build and maintain Excel spreadsheets or Access databases. iWay also allows us to bring up a consistent security environment."

Gordon Evan
Lockheed Martin

Delivering on the Promise of ARRA: Streamlining Operations and Improving Services

The American Recovery and Reinvestment Act (ARRA) of 2009 is the latest catalyst for government to be more responsive to constituents, while improving collaboration with, and among, other public sector entities. Agencies at all levels must closely track and report on ARRA-funded as well as ongoing programs and services. This includes providing detailed information about the use of funding, sharing performance plans with the public, and delivering in-depth financial statements to the Office of Management and Budget.

To achieve end-to-end monitoring and control over initiatives driven by ARRA and other performance improvement directives, government organizations must deploy a comprehensive infrastructure that provides unhindered access to data, while guaranteeing the quality and accuracy of that information. This can be hard to achieve given the disparate, geographically-dispersed information infrastructures that exist across the federal government. Further compounding the problem is that some experts, including the federal CIO, believe that the number of real-time data feeds generated by federal agencies – concerning everything from approved contract actions to recent crimes committed – will increase exponentially in the near future.

At iWay Software, a division of Information Builders, we believe that federal agencies will feel the implications of ARRA and realize an increasingly urgent need for enterprise integration across all facets of their operations. Without a robust, comprehensive, fully unified architecture in place, these entities will struggle to deliver streamlined operations and improved services, and will face challenges in the following key areas:

- Transparency and accountability
- Integrated criminal justice information systems
- Social services
- Homeland security and border protection
- Network-centric operations

Transparency and Accountability

To comply with ARRA, agencies must provide full visibility into the results of related activities. They must closely monitor associated processes, and deliver reports that highlight how funds were used and what the outcomes of those investments were. Additionally, both regulatory bodies and taxpayers want to know how each agency functions and how public funds are allocated and spent. Accountability must be clearly demonstrated through continuous assessment and sharing of information about contracts, budgets, and other financial performance indicators, as well as program planning and execution.

One example highlighting this degree of transparency is an anti money laundering application, based on the compliance requirements of the Bank Secrecy Act (BSA), at the U.S. Postal Service. The system dynamically searches through millions of money order and stored-value card transactions. Complex business rules are applied to immediately detect unusual transactions, capture associated images, and perform further analysis to determine the level of suspicion.

Integrated Criminal Justice Information Systems

Stovepiped systems restrict law enforcement from sharing information about criminal suspects, their whereabouts, and their activities, hindering security and the pursuit of justice. By securely integrating back-end systems maintained at federal, state, and local agencies, the collaboration and information-sharing needed to keep citizens fully protected can be effectively fostered. Timely and relevant data can be instantly exchanged among police departments, prison systems, and courts, as well as with federal agencies such as the FBI, DEA, and Department of Homeland Security. Additionally, real-time alerts can notify appropriate authorities when a suspect re-enters the justice system in another area.

When the City of Houston wanted to enhance its residents' quality of life, it created a real-time crime lab and portal. This system makes 15 years' worth of historical data readily available to field law enforcement professionals, allowing them to enhance crime prevention and better allocate resources by more accurately predicting the likelihood of crime in certain areas. Citizens can also leverage the portal to access neighborhood crime statistics. The system has lowered crime rates – providing increased safety and security for Houston citizens.

Social Services

Social and human services agencies are under intense pressure as unemployment and welfare fraud, deaths of children by known abusers, and other scandals hit the headlines. These problems are often caused by a lack of information-sharing among agency employees – an issue exacerbated by data that resides in disparate, hard to access systems. Enterprise integration can help agencies more effectively harness and use their information, so they have the insight to better plan and manage their programs, and more precisely track results. They can ensure that services are being properly administered, uncovering patterns and trends that allow for immediate detection and correction of any problems.

The U.S. Department of Agriculture controls the distribution of billions of dollars of funding to state-level benefit programs. The Louisiana Department of Social Services (LA DSS) receives more than \$1 billion each year to help more than 800,000 residents enrolled in its Supplemental Nutrition Assistance Program. With more than four percent of all assistance being fraudulently used, DSS needed a better way to find and prevent improper transactions. A Food Stamp Fraud Detection application allows field investigators and supervisors in its Fraud and Recovery division to track trends in food stamp transactions, so they can more accurately identify and deter illegal activity.

Homeland Security and Border Protection

Our enemies are getting smarter and more persistent, making our nation vulnerable to attacks that can come in many forms. End-to-end integration, along with real-time activity monitoring, can ensure that government agencies are prepared for many challenges. By linking together systems and information assets across multiple entities, intelligence can be fully leveraged, and

existing and emerging threats can be instantly identified, tracked, and controlled – or even proactively prevented. Law enforcement and health agencies can track suspicious symptoms and cases that may be related to bioterrorism, so attacks can be detected before the treatment of victims becomes unmanageable.

A Federal law enforcement agency coordinates interagency efforts for counterterrorism and border protection, and in the fight against contraband smuggling. They have automated a process that analyzes incoming seizure data for duplicates, validates it against specifications, and prepares it for submission to a national information system. Significant aspects of this data mapping and transformation process will be reusable as they bring on new data sources in the future. The infrastructure also provides categorization of search results, thus delivering unstructured search performance across the national information system and other data sources.

Network-Centric Operations

With conflicts and threats on the rise, defense agencies need to work together to keep citizens secure, both at home and abroad. To foster unhindered collaboration among national air and land security, military operations, natural disaster management, and other protection programs, these agencies need to centralize the vital strategic and tactical information contained in countless disparate systems.

For example, the U.S. Air Force Air Mobility Command accesses data from multiple disparate sources, providing a composite operating picture of their fleet of 1,500 fueling tankers, airlift aircraft, and logistics resources. Planning and decision-making personnel have near real-time, accurate logistics and command and control information about the status of every plane, whether at home stations or en route to various locations worldwide. This leads to better planning and execution of day-to-day global missions, while reducing operating costs. Air Force personnel can see the same status information simultaneously, from anywhere across the globe – without referencing multiple stovepiped systems or understanding the underlying technical complexities of transactional applications.

Conclusion

With iWay Software, federal organizations can address the information-sharing requirements of ARRA. They can seamlessly connect all their technology assets, creating a fully centralized infrastructure that stores mission-critical information and distributes it to all those who serve our nation and its people. The resulting insight enables rapid, accurate, and informed decision-making, giving the government the ability to:

- Increase visibility across and between federal agencies
- Create new, fully automated business processes and services that improve efficiency. For example, iWay supports several integrated justice initiatives that automate processes and facilitate information exchange between public sector agencies
- Enhance data completeness, consistency, and accuracy through proper cleansing, storage, and management
- Deliver detailed information to government executives
- Monitor critical activities in real time

iWay makes government organizations more efficient, agile, and responsive to the needs of their constituents. Cabinet-level departments and independent agencies have seen dramatic, measurable improvement to a variety of critical initiatives and objectives – easily achieved with market-leading enterprise integration technologies from iWay Software.

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