



# ADOBE SOLUTIONS FOR GOVERNMENT

# DELIVER INFORMATION TO THE EDGE

No single entity can begin to define “government.” Each individual agency—municipal, state, and federal—has its own mission, which can range from delivering benefits to private citizens to overseeing business compliance reporting, from training local first responders to collaborating with global military and intelligence organizations. What they all have in common, however, is the need to gather, share, and respond to information. Quickly. Accurately. More securely. Most agencies today have already made significant investments in technology in an attempt to simplify and streamline these activities, but so far, many of these efforts have been thwarted by a number of factors:

- Agencies need to make their services available to everyone in their constituencies, with no control over users’ choices for electronic devices, platforms, or software.
- Citizens want the same level of engagement and fast response times they receive from their commercial dealings, but if even one aspect of an online process isn’t working as expected, they’ll quickly abandon the effort and revert to more inefficient methods simply because they’re more familiar.
- Concerns about the security of sharing information over the Internet are forcing agencies to provide greater levels of information assurance.
- Regardless of budget, there is a greater emphasis on delivering measurable returns on technology investments, so the “rip and replace” approach is not an option—all new offerings must work with what’s already in place.
- Public and congressional demands for increased transparency and accountability in government mean that agency processes must be able to quickly adapt to evolving regulations and standards for security, records retention, and accessibility.

Adobe solutions for government provide agencies with affordable, flexible, and proven means to deliver information to the edge—anytime, anywhere, and through any medium.



**With Adobe solutions, agencies can quickly and cost-effectively respond to their most pressing challenges: business transformation, more secure information sharing, and training and collaboration.**

#### **The case of the overloaded detectives**

"Managing case documents on paper is problematic," says Mike Scott, detective sergeant at the Ontario Provincial Police (OPP). "Inspector time is valuable, so it is not a good use of resources to have detectives standing in front of copiers and loading boxes for shipping." To make better use of their detectives' time, the OPP now converts information gathered during criminal investigations—which can include written reports, scanned photos, drawings, video recordings, and many other forms of content—into Adobe® PDF format and delivers the case files electronically to the courts. "Using Adobe Acrobat® Professional, we can build an electronic disclosure (e-disclosure) in days, instead of the months often necessary when dealing with paper."

#### **Business transformation**

Consider a typical agency request, like applying for a driver's license. One person may want to fill out an online form that looks just like the paper version, while another needs to be guided step by step through the process. Some complete and submit the form electronically during a single session, while others interrupt their work and print the form to mail it. And in every case, applicants expect fast processing times and protection of their personal data.

Adobe solutions satisfy all these criteria with powerful and flexible data capture, process management, and information assurance capabilities, enabling agencies to fundamentally alter the way they do business. With solutions such as guided self-service and e-grant management, agencies can help ensure that information flows efficiently through the full chain of reviews and approvals.

#### **More secure information sharing**

More than ever, agencies are aware of the critical importance of protecting information, from personal data to sensitive information to military secrets. When data is transmitted electronically, whether internally or outside the department, senders and recipients must be able to trust that the information came from the identified source, that no one tampered with it en route, and that it's made available only to authorized individuals.

Adobe delivers solutions, such as e-procurement and case management, that support standard security technologies, including digital signatures, encryption, and rights management, to better assure information authenticity, integrity, and confidentiality. They also support identity management initiatives such as eID, HSPD-12, and DOD Common Access Cards, so agencies can retain greater control of private information, even when it travels beyond network boundaries.

#### **Training and collaboration**

Many activities require working with people who aren't in the same time zone, let alone the same office. Likewise, agencies often need to deliver training to employees who spend much of their time in the field—for example, police officers or facility inspectors. Sending staff to in-person classes can be expensive and time-consuming, and worse, it takes them away from activities crucial to their agency's mission.

With Adobe solutions, such as telemaintenance or telework/e-work, agencies can create online meeting rooms in real time that make it easier for personnel to collaborate, regardless of where they're located. The solutions support a variety of useful communication and training aids, such as whiteboarding, teleconferencing, and audiovisual capabilities, to create an engaging, interactive experience for participants.

*"Enabling taxpayers to...print or fill out forms online has transformed the way we provide services.... People with visual disabilities, in particular, are telling us they can more easily access and work on their taxes this way."*

— Paul Showalter, senior publishing analyst, IRS Publishing Division



The benefits of Adobe solutions have been proven time and time again in agencies all over the world, representing virtually every segment of government. Here are some examples of how agencies are using these solutions today.

### Department of Defense and intelligence

For military units deployed to war zones, breakdowns in weaponry, radar, and computer systems need immediate attention. Explaining problems over the phone is difficult, and sending subject matter experts (SMEs) on-site is expensive, delays critical repairs, and creates serious security concerns.

The U.S. Army Communications-Electronics Life Cycle Management Command, Logistics and Readiness Center Telemaintenance Program now outfits field units with customized communications boxes equipped with Adobe solutions. When soldiers need technical assistance, they use Adobe Acrobat Connect™ Professional software to create an online meeting with the SME. Support for photos and video of the equipment allows the specialist to remotely collaborate with the field team to resolve the problem.

“The field communications boxes have been an all-around success because we have standardized on secure, dynamic, easy-to-use solutions,” says Jim Duxbury, team leader within the Telemaintenance Program.

### Health and social services

For victims of domestic violence, waiting days to be granted an order of protection against their abusers can cause undue hardship. The Kane County Circuit Court in Illinois has developed a system, using Adobe solutions, that has significantly reduced processing times for issuing these critical protection documents.

Applicants can now access intelligent PDF forms online that help guide them through the completion process, which includes applying a digital signature. Once the forms have been

electronically submitted, they are automatically routed to the appropriate judge for approval and then sent to the County Clerk’s office, which e-mails the official documents to the Sheriff’s office.

“Overall, we’ve seen as much as a fivefold improvement in the time it takes to complete, submit, and process orders of protection,” says Matt Meyer, programmer at the Circuit Court Clerk’s office.

### Criminal justice and public safety

The Miami-Dade Police Department (MDPD) chose an Adobe solution to deliver on-demand, online training to its 4,600 employees on its Incident Command System (ICS), a statewide initiative for coordinating emergency management efforts.

The new training program allows officers to work through the in-depth, lengthy curriculum at their own pace, at their desks, during their intermittent periods of downtime. No longer forced to spend full days at a training center, they can remain fully available to respond to high-priority incidents.

“Acrobat Connect Professional (formerly Macromedia® Breeze®) has virtually no learning curve,” says Sergeant Sean Holtz from the MDPD’s Training Bureau. “This means less time teaching staff and students how to use our online learning tool and more time for them to take the classes we have created.”

### Tax and revenue authorities

The U.S. Internal Revenue Service (IRS) has been offering its huge inventory of tax forms in PDF for years. However, while the agency also made it possible to complete and submit some of

these forms electronically, they discovered that many filers still preferred to print the completed forms and mail them for processing. As a result, IRS employees were spending too much time on routine data entry tasks, slowing down the process and increasing the risk of errors.

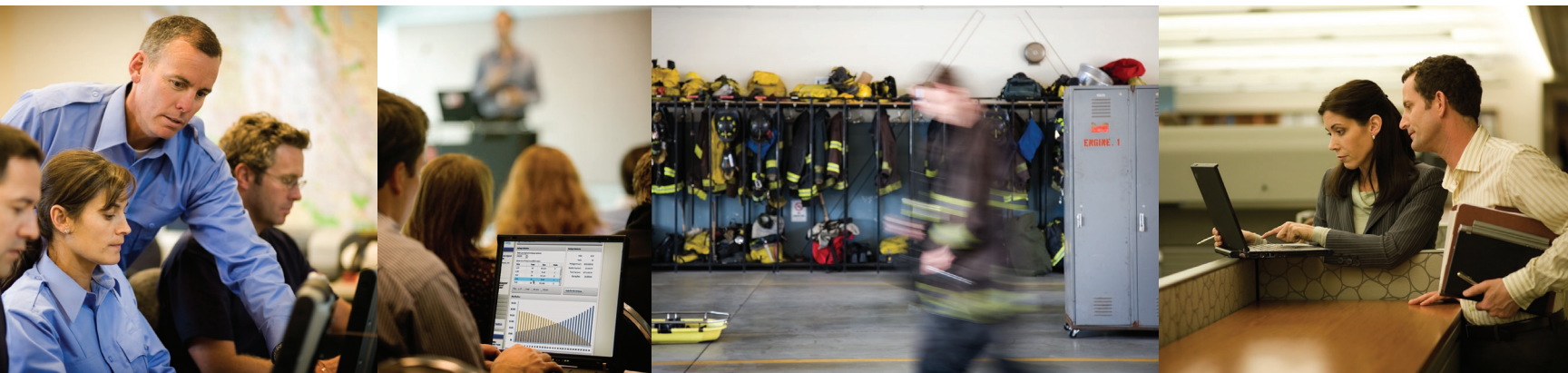
Using Adobe solutions, the agency now includes 2D barcodes on many of their fillable PDF forms, so when the paper copies arrive, they can be scanned. The stored data is easily extracted and quickly reintegrated into the automated workflow, speeding up return processing and freeing staff for more value-added activities.

### Administrative services

The Town of Muël in France was receiving increasing requests to view registries of births, deaths, and marriages for genealogical purposes. In addition to the burden of processing these requests manually, there was a concern about damaging the original paper certificates, which dated as far back as 1793.

By converting the registries to Adobe PDF, the town was able to protect the irreplaceable certificates and provide access to the information online. They also added password protection to comply with legal requirements for restricting access to registries that are less than 100 years old.

“The digital services have everyone’s approval,” says Marcel Minier, the town’s mayor. “The product is designed so people of all ages can use it easily, not just people who are familiar with the web.”



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With intelligent forms and rich media applications that integrate with existing enterprise applications and constituents' preferred choice of medium, Adobe solutions automate critical processes within and extend them outside the agency without requiring a major technology overhaul. And Adobe web conferencing capabilities allow anyone, anywhere to collaborate on projects, conduct meetings, and deliver training in real time, resulting in increased productivity, faster problem solving, and better decision-making.

## Adobe solutions for business transformation

Guided self-service: Provide citizens with a single point of access to government assistance.

E-grant management: Streamline grant application, review, and award processes.

## Adobe solutions for more secure information sharing

E-procurement: Control the integrity, authenticity, and confidentiality of bid solicitations.

Case management: Speed up case review and approval processes, while protecting citizen privacy.

## Adobe solutions for training and collaboration

Telemaintenance: Help in-house and remote staff work together to troubleshoot problems.

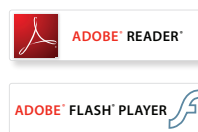
Telework/e-work: Work wherever and whenever you want from virtually any device.

SOLUTION COMPONENTS	BUSINESS TRANSFORMATION	MORE SECURE INFORMATION SHARING	TRAINING AND COLLABORATION
<b>Adobe Acrobat</b> —Create, control, and deliver more secure, high-quality Adobe PDF forms.	•	•	•
<b>Adobe Acrobat 3D</b> —Publish, share, review, and mark up 3D designs.		•	•
<b>Adobe LiveCycle® Digital Signatures</b> —Apply security to automatically generated documents.	•	•	
<b>Adobe LiveCycle Rights Management</b> —Manage and monitor document policies beyond the firewall.	•	•	•
<b>Adobe LiveCycle Process Management</b> —Build process management for document-centric processes.	•	•	•
<b>Adobe LiveCycle Reader® Extensions</b> —Extend additional capabilities to Adobe Reader.	•		
<b>Adobe LiveCycle Forms</b> —Automatically generate intelligent web and Adobe PDF forms.	•		
<b>Adobe ColdFusion®</b> —Deliver powerful, accessible, enterprise-class applications and web services.	•		
<b>Adobe Flex™</b> —Create rich Internet applications to deliver personalized online services and powerful dashboards.	•	•	
<b>Adobe Acrobat Connect Professional</b> —Access real-time meetings and seminars instantly.		•	•
<b>Macromedia Authorware®</b> —Produce rich media courseware for eLearning.			•
<b>Adobe Presenter</b> —Author narrated, self-paced eLearning courses and on-demand presentations using PowerPoint.			•
<b>Adobe Connect Training</b> —Manage, deploy, and track online training.			•
<b>Adobe Captivate™</b> —Quickly create interactive simulations and software demonstrations.			•

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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.