

# Improve Services Efficiency

Novell® Government Solutions: Policy-based Citizen Portals

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SOLUTION FLYER

Good government is all about allocating scarce resources as capably and judiciously as possible. To that end, municipal authorities the world over are constantly working to increase efficiencies and decrease costs. By replacing inconvenient and time-consuming face-to-face interactions with automated, online processes, Novell® policy-based citizen portals are helping government officials enhance service and satisfaction, comply with departmental policies and statutory regulations and create cost savings that can be applied to vital community programs and services.

## OVERVIEW

After years of online banking, shopping and information gathering, citizens have high expectations for Web-based services of all kinds. However, most government portals aren't as sophisticated as their private-sector counterparts. They are typically information-only solutions, providing no support for transactions between governments and citizens. They are often linked to a single department, so they can't provide the all-inclusive help that citizens expect. And they rarely leverage organizational policies and user identities to enable secure, personalized delivery of information and services.

To address these shortcomings, government officials need a policy-based access mechanism that delivers the right information to the right constituents and provides citizens with a single place to conduct local government business.

Novell policy-based citizen portals are designed to provide this foundation. These portals offer:

- A convenient online environment that minimizes the need for paper forms and face-to-face transactions
- Comprehensive access to local government resources from a single site
- Resource access based on user identity and government policies
- Secure, timely processing of citizen requests for information
- Increased citizen control over how their personal information is shared among government departments and related organizations

## REDUCED COST, INCREASED SERVICE

Registering to vote, enrolling children in school, updating drivers' licenses, checking property

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*"Our goal is to be on the forefront of providing services to our community. Despite being a large organization, Novell helps us to be on the cutting edge and move faster toward our goals."*

—Marc Farquhar,  
Tech Design Architect,  
Leeds City Council (UK)

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valuations, applying for benefits and more: a relatively small segment of the population—such as new community residents—can overextend local government departments through multiple paper-based and face-to-face interactions. By moving all these transactions to a single, user-friendly portal, local governments can streamline services and maximize citizen convenience. What’s more, governments can reduce the cost of providing these services, freeing up funds to enhance essential programs and services for all local citizens.

### SINGLE SOURCE FOR LOCAL GOVERNMENT INTERACTIONS

Far too often, government information is tied up—and sometimes lost—in incompatible applications and data storage systems. Novell policy-based citizen portals use industry standards to deliver data from disparate systems through a single, secure online interface. As a result, citizens have timely access to comprehensive local government resources wherever they log in, regardless of the originating system or department. One-stop online citizen self-service replaces costly visits, phone calls and mailings to multiple government departments. And the use of industry standards enables governments to leverage their technology investments in new ways, dynamically repurposing existing data and processes to meet evolving constituent needs.

### POLICY-BASED ACCESS AND AUTOMATION

Novell policy-based citizen portals “intelligently” authorize or prevent information access based on citizen or employee identity and government

policies. For example, a citizen’s request for information can be analyzed and fulfilled within the required timeframe based on his or her credentials and relevant regulations and policies—without time-consuming manual processing. Novell policy-based citizen portals also allow citizens to share personal information with multiple government departments securely and automatically. This improves efficiency, eliminates manual processes and saves money—not only enhancing officials’ ability to deliver better services but to influence policy-making where it matters most: in areas that improve citizens’ lives.

### PROVEN SOLUTIONS

Novell policy-based citizen portals are based on the award-winning Novell exteNd™ product suite and the market-leading Novell Nsure™ secure identity management solution family. This framework allows governments to easily integrate additional data sources into the portal and modify access rights as citizen populations fluctuate or regulations call for changes in policy.

Novell policy-based citizen portal solutions are part of a broad range of Novell government solutions, which include government portals, data and application integration, secure infrastructure capabilities and core foundation offerings. Novell and its partners have been providing specialized solutions to the public sector for more than 20 years, and this expertise and commitment is reflected in successful deployments across the globe for government organizations at all levels. With Novell as your partner, you can deploy the right government solutions with confidence.

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