agencies enabled

citizens served

proven eGovernment solutions
We understand that eGovernment means many things to many people. At HP we believe that a ‘modernised government’ will have a beneficial effect on the productivity and wealth of the whole country.

It is this need for an ‘information society’ that is driving governments and their internal organisations to look for changes that positively effect: 1) Process, 2) Culture, 3) Awareness – and then to ask the question ‘where can technology make a difference’?

With 40 years experience of serving the Public Sector, we can help answer that question.

Our approach to eGovernment is a holistic view, acknowledging the criticality and interdependence of a solid foundation of infrastructure, security, and architecture, with services, specific applications, and access – for anyone, anytime, anyplace.

We have a rich technological heritage, but that takes second place to the cumulative knowledge that we have developed in delivering practical solutions for government worldwide.

We’d like to share a small sample of our experiences with you, always knowing that we are a piece of the solution that we have to invent together.
**24-hour services and joined-up government for Sweden**

As Swedish citizens and businesses embrace Internet communication and services such as online banking, the country has become one of the world’s leaders in Internet use. The Swedish Agency for Public Management is responsible for moving Swedish government on to the Internet – providing access to public services and government information 24-hours a day.

The agency engaged HP to enable government departments and institutions to communicate between themselves, citizens and businesses. Working with its partner, IDA Systems, HP designed an advanced messaging system and Enterprise Application Integration system with integrated security, as well as a number of websites.

The solution is now in use at a number of major government authorities, including the National Social Insurance Board and the Tax Board. It enables systems to communicate securely, and citizens and businesses to interact with government whenever and wherever they need – the first steps towards a powerful new face for democracy in Sweden. And, for HP, success in Sweden has been complemented by similar successful solutions in Hong Kong, USA and Belgium.

**the hp/Swedish eGovernment solution:**
- Communications systems to enable users to submit and retrieve personal information 24-hours a day from any location
- Development of interactive and passive websites containing information about government agencies and their services
- Consultancy, design and implementation

**focus on eGovernment in Sweden**

The Swedish parliament sees eGovernment as an integral part of its modernisation programme, and its concept of eDemocracy. It has published four major goals:

1. 24-hour access
2. Access from any location
3. Public administration based on openness, transparency and citizens’ involvement
4. To take into account the differing needs and lifestyles of individuals and groups within society

All public information and services that can be provided, without losing cost efficiency, shall be provided electronically.
The Hospital son llàtzer foundation is Spain’s newest hospital. It aims to set a national standard for using information systems to improve healthcare delivery, enabling better use of material and human resources, and successfully integrating clinical and administrative processes.

HP has installed the latest and most advanced version of its HP Hospital Information System. This solution has captured more than 50% of the Spanish healthcare information systems market. The wireless solution at Hospital son llàtzer is fully secure, and the complete system is backed by 24/7 support and preventive maintenance.

Now every physician has a clinical workstation with access to patient records, or can use a handheld device when working on the wards. The system connects transparently to other healthcare centres and hospitals, and integrates information from a range of sources.

All in all, Hospital son llàtzer foundation is one of the most successful solutions implemented anywhere in the Spanish health service. HP’s success in the provision of innovative Healthcare solutions has been repeated on a worldwide basis in such countries as Japan, USA and the UK.

the hp/Hospital son llàtzer foundation solution:

- Communications infrastructure and servers
- Desktop workstations and handheld devices
- HP Managed Services, Consulting and Integration

focus on Hospital son llàtzer foundation

Hospital son llàtzer foundation belongs to the Balearic Islands health service. It provides healthcare for 220,000 people. The hospital has more than 500 beds, a surgical resource, day hospital, outpatients and emergency facilities.
Wiltshire Constabulary, like many UK police forces, is responding to public demands to see a more visible police presence on the streets. The statistics were telling: 47% of officers’ time had been spent in the police station, not on the beat; every year 2.5 million copies of 400 forms were produced on paper; and much information was isolated in departmental systems.

HP designed a new information management system that delivered customised information to desktops and mobile devices, so that officers are able to complete administrative tasks from home, a patrol vehicle, or on the street, ensuring they spend more time where they’re most needed.

By integrating information delivery and document management functions, officers are already working more efficiently, and able to spend more time working with the public – and even greater improvements will be seen when the full mobile solution is implemented. Taken together, Wiltshire’s original insights, allied with HP’s groundbreaking technical solutions, have made the constabulary leaders in applying technology to policing challenges in the UK. HP has been deploying public safety and emergency response solutions on a worldwide basis for many years in USA, Mexico, Asia and throughout Europe.

**the hp/Wiltshire Constabulary solution:**
- Designing, developing and implementing information delivery infrastructure, including desktop and handheld devices
- Upgrading Windows NT-based infrastructure to Windows 2000 Server and Active Directory
- Integrates existing data in a high-performance operational data store
- Easy to use portal for user access

**focus on Wiltshire Constabulary**

Wiltshire Constabulary is one of 43 regional police forces in England and Wales, and is responsible for an area in the west of England. Its headquarters are in Devizes, with three divisional centres in Swindon, Chippenham and Salisbury. Wiltshire is a front-runner in ePolicing, and at the forefront of new technology implementation.

HP is helping Wiltshire Constabulary with its published priorities:
- Responding promptly to calls for assistance
- Reducing and detecting crime
- Reducing road traffic casualties
- Developing safer communities, together with other agencies
The Defence Intelligence Infrastructure (DII) is a United Kingdom government initiative to provide seamless digital links between the information systems of the three armed services and the Ministry of Defence (MoD). The challenge includes providing rapid mobile deployment in demanding situations, including on the battlefield.

HP is helping the MoD to have a new perspective on reorganising service delivery to reach the levels and quality demanded by DII. The specialist team developed and implemented a solution based on a large-scale data centre and business-critical systems that ensures true 24/7 uptime, the highest reliability, and the fastest user experience.

Right now, HP is finding new ways for the MoD to create and deliver value. They extend into the fabric of how the armed forces will operate in the near future – fast, with full information and irrespective of location. HP also is working with other European defence departments such as those in France and Germany.

**the hp/MoD solution:**
- Always-on services with the highest delivery standards
- Infrastructure to support 70,000 PCs and more than 400 data centres
- PCs with the lowest cost of ownership of any desktop appliance
- Comprehensive software infrastructure management

**focus on MoD**
Like business and government as a whole, the MoD is reinventing itself, demanding new thinking and new infrastructures. The ability for the MoD to improve communications across the three national armed forces and with other international organisations is a key priority. The comprehensive new infrastructure solution and associated systems provides the adaptability and robustness required for a nation’s defence force.
Aspiring to join the European Union, the Republic of Bulgaria Ministry of the Interior agreed to issue all nationals with new secure ID cards, passports and driving licences. These new documents needed support from a new information infrastructure, linking some 2,500 users on 140 sites with central systems.

Appointed to provide a complete ID card solution, HP designed, project managed, and implemented a system to capture and process identity document information, and monitor materials and consumables in real time. HP also trained IT staff, while local partners CNSys and Lirex provided installation and maintenance.

Significantly ahead of schedule – just eight months after the project started – the ministry was able to start issuing new documents which would allow Bulgarian nationals to travel to most European countries without needing visas. HP’s work has also greatly enhanced internal business processes and information exchange at the Ministry of the Interior, while laying the foundations for a three-year roll-out covering all the its applications. Just a few hundred kilometres to the west, HP is helping solve a similar challenge for the Italian government.

the hp/Bulgarian Ministry of the Interior ID solution:
• HP consulting and software development services
• Based on HP 9000 Enterprise Servers and HP Netserver systems
• Managed by HP OpenView
• Training, support and financing from HP

focus on Bulgaria
Bulgaria is a country of 7,707,495 people (July 2001 estimate), situated in south eastern Europe, between Romania and Turkey, and on the banks of the Black Sea. Following the fall of communism, Bulgaria adopted its present constitution in July 1991. Bulgaria is undergoing significant economic and social change, and is applying for membership of the EU and NATO.
what these case files illustrate is eGovernment in practice

For government itself, it represents another step forward to the attainment of a genuine transparency and a participative democracy.

For citizens and businesses, it means a ready and easier access to Information and Services enabled through the use of technology.

We take pride in being a leader in serving our customers while maintaining commitment to improving people’s lives, supporting education, strengthening communities and preserving the environment.

We believe that virtually all the technology you need is already available to do the things you want to do. That’s why we think the real difference of HP is our ability to create innovative solutions from a blend of existing and new technologies.

Nothing is perceived as more new and ‘cutting edge’ than mobility and wireless solutions. It’s in this area that we’re doing what we do best – working closely with customers, understanding their requirements and working with partners to deliver pragmatic solutions that meet customers’ needs.

One example is what we’re doing for the New York State Office of Mental Health. As Gartner Research noted in their analysis of this HP solution: “Mobile Wireless technology has great potential in healthcare – especially for healthcare workers who spend a considerable period of time in the field. Having access to up-to-date information about patients and treatments can make a healthcare worker more productive and, therefore, able to provide better care at lower costs”.

We at HP like to invent. Whether it be in Healthcare or any other area of eGovernment, our experience and expertise is the foundation of successful and practical solutions.

eGovernment holds great potential for all of us – challenge HP to make it happen for you.