

Achieving a Single Citizen View with Sun Solutions

Delivering an integrated, consistent view of citizen information

Highlights

The Sun™ Master Data Management Suite (Sun MDM Suite) provides a comprehensive integration platform for building and managing service-oriented architecture (SOA)-based composite applications, enabling governments to achieve a single citizen view. With Sun MDM Suite, government organizations can:

- Consolidate and integrate multiple data sources to create a single citizen experience
- Enable existing applications to share information and data
- Provide a single point of entry for online citizen self-service
- Lower operational costs by enabling cross-agency information sharing
- Identify citizens and communities that need government services



It happens every day. People dread going in person to renew their driver licenses because the lines are so long; however, because the data in the computer system is outdated, they can't take care of this simple chore online. When a huge storm hits and the power goes out, local disaster response agencies discover they can't communicate with each other. County assessors send out notices to people they think owe real estate taxes, but the properties have actually been sold to someone else.

These are all daily indications of a growing problem for governments of all types and sizes: the lack of a *single citizen view*. This view encompasses the sum total of a person's interactions with the government — including past incidents, registrations, claims, and services either received or performed — based on integrated, up-to-date, real-time information from multiple sources. A “citizen” can be an individual, organization, business, or even another government agency.

As an individual, you may find it frustrating when a government agency doesn't seem to remember its interaction with you. However, for the agencies that fail to integrate citizen information, the consequences can be severe. For example:

- **Diminished trust in government agencies.** When citizens get the message that their government doesn't know or remember them, they may lose trust in its ability to deliver services and feel that their tax money is being wasted.
- **Higher operational costs.** Inefficient IT planning and ineffective infrastructure lead to redundant processes and a greater risk of errors, increasing costs.

- **Limited ability to deal with threats to public safety.** A reduced capacity to detect, monitor, and respond to pandemics, terrorism, and other threats to public safety could cause physical harm to citizens.
- **Poor employee productivity and morale.** Government employees know they are ineffective and inefficient when they have to ask citizens to wait while they piece together information from multiple records.

A smarter approach to achieving a single citizen view

In the business world, the benefits of a single customer view (the equivalent of the government's single citizen view) are well understood, and many companies do a great job at gathering this data. But all too often, they find they're unable to consolidate or integrate customer information. This is because the data resides in multiple systems — or silos. It's managed by different departments in various locations and is never updated in any consistent manner. The same thing happens across government agencies. They often rely on a patchwork set of computer systems that have been built up over the years to meet immediate requirements and that may lack cohesive, enterprisewide planning.

A range of solutions has been tried, including data warehouses, portals, and enterprise application integration (EAI) — each of which brings its own limitations and challenges. However, a smarter alternative has emerged: building *composite applications* — applications that are created by combining multiple services — using a standards-based, service-oriented architecture (SOA) approach. Implemented properly, this approach can overcome the limitations of previous methods and deliver the right data to the right people at the right time.

Sun's solution: Sun™ Master Data Management Suite

Sun offers a combination of products and services to help governments achieve a single citizen view by deploying an SOA platform and building composite applications. The cornerstone offering is the Sun Master Data Management Suite (Sun MDM Suite). The suite is based on open standards and comprised of core functionality from Sun Java™ Composite Application Platform Suite (Java CAPS) — one of the leading enterprise integration platforms for SOA and composite applications.

Sun MDM Suite provides a comprehensive integration platform for building and managing SOA-based composite applications that preserves investments in existing applications while enhancing, aggregating, and leveraging the data within them.

Using service-oriented process integration, a composite application can access data stored in enterprise resource planning (ERP), financial, and legacy applications. It can recognize related citizen information distributed across these applications and link the siloed identities to a universal citizen ID, building a master index. Each citizen's data is cleansed and

distilled into a single best-record view that can be used to improve source system data quality, identify and build programs for citizens, and serve as the foundation for delivering a new generation of citizen-centric services.

The result: Integrated information leveraging existing assets

Sun's single view solutions can help governments achieve:

- **Expanded visibility of citizen information across departments and agencies.** Sun solutions identify common records across disparate systems, improving visibility into a citizen's relationship with multiple government agencies.
- **Real-time access to citizen information.** Sun solutions enhance data quality and accuracy, so when citizens contact a government organization, employees have immediate access to up-to-date information from multiple systems. In addition, citizens can gain self-service access to their own integrated information.
- **Improved productivity and reduced costs.** Sun solutions accelerate the design and development of single view applications while reducing the potential for duplication and errors when delivering services to citizens. This saves both time and money.

Services

Consulting experts from Sun and our partners can assist companies with the development, deployment, and management of enterprise integration and single-view composite applications in an SOA environment. Through years of experience, Sun has accumulated the expertise and best practices to help reduce the time, cost, and risk associated with creating single view applications. Our government consultants are

Learn More

For more information on Sun's solutions for government, visit sun.com/government.

To learn more about Sun MDM Suite, visit sun.com/mdm.

experts in defense and intelligence, public safety, criminal justice, health and human services, public administration, and transportation.

Get the details. And get started.

Achieving a single citizen view has become a high priority for government agencies of all types and sizes. By building composite applications using a standards-based SOA approach, organizations can achieve a single citizen view while making their applications more flexible and their operations more efficient. Sun is ready to provide expert assistance. Contact your local Sun representative today or visit sun.com/soa/government for more information.

About Sun

A singular vision, The Network is the Computer™, drives Sun in delivering industry-leading technologies that focus on the whole system — where hardware, software, and services combine. With a proven history of sharing, building communities, and innovation, Sun solutions create opportunities, both social and economic, around the world. You can learn more about Sun at sun.com.