



## What Procession can do for e-Government

**Definition - e-Government - the joining up of services across organisational boundaries to deliver citizen centric services via e-enabled public services**

### The Issues

- Meeting the agenda for 2005
- Delivering efficiently and effectively
- Linking front end services with back end systems
- Single source of constituent information across multiple channels
- Community access / connected community
- Optimisation of return on investment with savings to release more resources to front line services

All the above need to be addressed to meet the targets set by Government. Procession recognises the power in the automation of business processes and Web Services within IT and Business Analysts such as Delphi are now supporting this view. In Delphi's Market Milestone Report "BPM2002" they say "Business Process Management (BPM) is quickly emerging as the moniker for the next Killer Application..." They go on to describe the power behind BPM and Web Services as "On the Cusp of a Revolution"

In Procession we focus on Processes – the way business or government actually works and using our Process Engine to achieve connectivity with the "outside world" via the web in a seamless manner and go deep into the organisation linking as required with other systems. We have already produced a web grant application system, which gives on line access for the public for both initial contact and subsequently for tracking progress.

### The built in features include

- High level of automation of routine and repetitive tasks, reducing errors and freeing up staff
- Complete audit trail of who did what, when, how long they took, and what exactly they did
- Ability to set rules appropriate to the organisation's way of working
- Rapid delivery (30% of time of traditional development techniques) of the solution that suits with built in flexibility for ease of change as improvements are identified
- A dashboard showing activity and performance, customised as required – all in real time.

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