



**Mobilising e-Government
Initiatives:** Maximising
ICT Investment to Improve
Services with Industry
Standard Solutions

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Mobilising e-Government Initiatives: Maximising ICT Investment to Improve Services with Industry Standard Solutions

executive summary

Governments around the world face increasing pressure to reduce debt and drive up GDP while putting in place better cost controls to lower taxation and welfare burdens. Many countries are moving to information-driven service-based economies, as reflected in the European Union eEurope 2005 Action Plan.

Governments are responding to the demands to improve services, education, security and public safety and to compete effectively in the global marketplace by establishing initiatives that use innovative technologies. These new solutions can help to drive efficiencies, improve services to their citizens, optimise government worker productivity, and provide better security and public safety. New technologies can also facilitate significant improvement in educational standards and computer literacy, which enable countries to compete effectively in the global marketplace. Thus, many governments worldwide are establishing initiatives that use modern technologies in order to better position their nations for economic development and growth.

In building solutions to meet these challenges, governments look to harness the latest technologies while they establish or upgrade the Information and Communications Technology (ICT) infrastructure to modernise the way they operate. To optimise performance, flexibility, scalability, price and longevity, the selection of the technology platform is key. The right platform lets governments think big and yet start small to deliver results quickly, and scale fast as momentum builds.

In today's world where all communication devices need to compute, and all computers need to communicate, Intel understands the current and future requirements of technology solutions. Intel's market leadership, investment in research and development, and knowledge of technical best practices place the company in a unique position to advise policy setters on the future of computing, leading-edge technology, standards and the volume economics and price/performance that governments need in order to stay within tight budgets. Intel works with major government agencies around the world and with leading software developers, hardware developers, and systems integrators to respond to challenges that governments face in implementing proven initiatives, such as e-Government services, based on open industry standards-based solutions on Intel® Architecture.

The Challenge for Government

Governments worldwide are responding to the demands to improve services, education, security and public safety and to compete effectively in the global marketplace by establishing initiatives that use innovative technologies.

For example:

- The U.S. identified 24 e-Government initiatives and created a new position to oversee them;
- The European Union Information Society created e-Europe to drive IT development with government efficiency and e-Learning being two of the top 20 priorities it has identified;
- In the United Kingdom, the Office of the e-Envoy was established to ensure all government services are available online by 2005;
- China is working toward having an integrated e-Government system in place in time for the Beijing 2008 Olympics and has identified 11 key e-Government projects;
- A 2003 research study conducted by Weber Shandwick found active e-Government initiatives across the Asia-Pacific region – from India and Hong Kong, to South Korea and Australia.

Delivering e-Government policy initiatives can bring significant gains:

- Increasing the efficiency and effectiveness of inter-government agencies and public service to do more with the same or less resources;
- Achieving lower transactional costs in inter-government, intra-government, government-to-citizen and government-to-business processes;
- Ensuring effective and timely policy delivery to drive revenues, achieving effective decision making and driving positive impact to government;
- Providing easier online access services to citizens and businesses;
- Educating and building workforce skills to harness the use of technology to drive efficiencies within government workforce and population in general so these services can be used;
- Establishing strategic investment models through collaboration with industry;
- Demonstrating that investment in technology benefits everyone including citizens, business and government ;
- Stimulating the economy by competing on a level playing field in the world market.



The business world has been pursuing these gains by building technology infrastructure, services and skills within set budgets and timescales for the past three decades. A crucial lesson learnt from this experience is that ICT implementation is an on-going process. The selected architecture must be robust, to solve today's problems, and adaptable, to support the goals of tomorrow. Industry collaborations bring a wealth of best practice experience as well as industry vision to formulate e-Government strategies that will achieve policy goals. Governments are assimilating industry experience and best practices in implementing processes and technologies that will modernize e-Government initiatives.

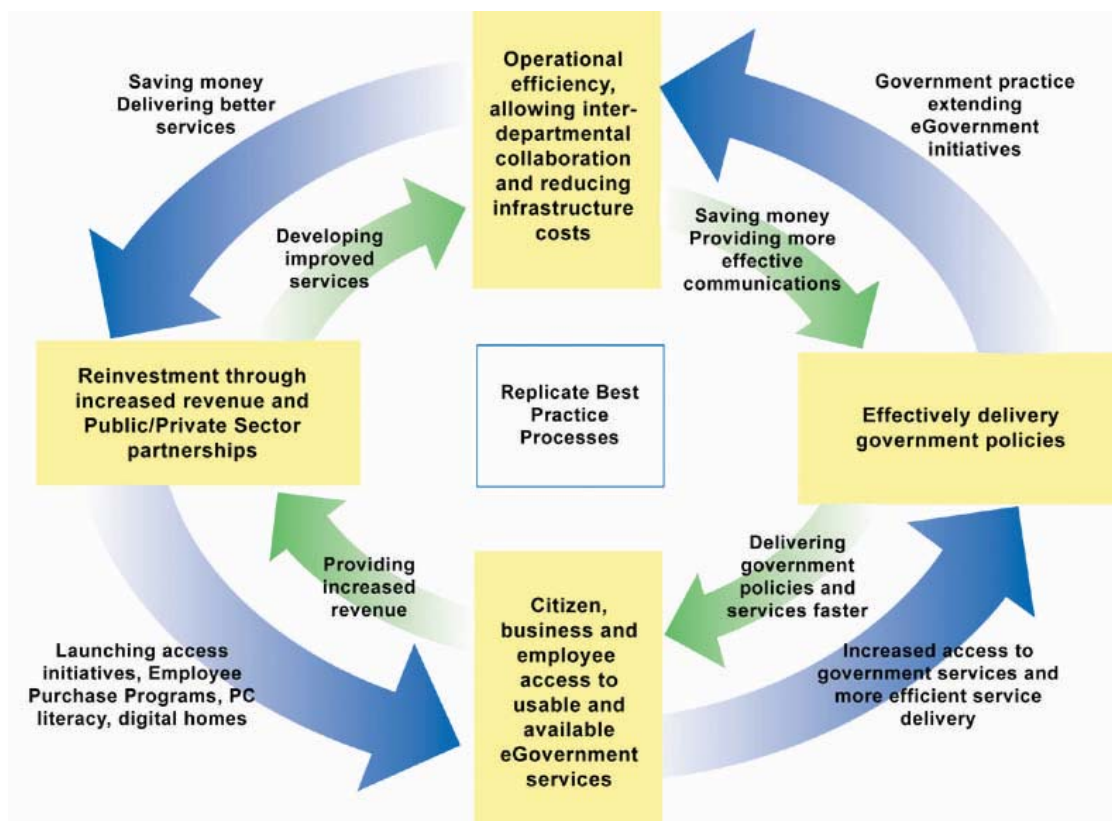
The right platform lets governments think big and yet start small to deliver results quickly, and scale fast as momentum builds. High-performance, standards-based products, built on Intel technology, are deployed throughout the Internet infrastructure, from edges to the core, from servers to desktops, laptops and handheld devices. Building e-Government systems on Intel technology provides outstanding and proven flexibility for implementing sophisticated solutions that can scale as demand for online services grows. This maximises efficiency and benefits to citizens, businesses and governments.

Intel works with government administrations, sharing invaluable commercial experience as well as advice on initiatives designed to accelerate successful technology expansion policies. Market leadership, investment in research and development, and knowledge of technical best practices mean that Intel can provide guidance to many of the leading edge public sector programs. As one of the principal movers in the field of ecologically sound technology development, Intel displays corporate responsibility as well as technological direction.

There are four elements that support e-Government initiative development:

- Delivering operational efficiency
 - Results driven
 - Accountable
- Delivering government policy
 - Faster implementation
 - Extending best practice more effectively
- Providing access to users
 - Citizen-centred
 - Availability anytime, anywhere
- Developing strategic investment models
 - Stimulating revenue and economic development
 - Encourage partnerships

The starting point for developing these e-Government strategies is dependent on each government's current position. As depicted visually below, these elements are interdependent. If any one of these elements is missing, then the e-Government structure will not maximise its potential.



Wheel of Successful e-Government Policy

Operational Efficiency

The development of operational efficiency means that greater value on investment must be realised. Delivering higher quality services without increased budget requires that the ICT environment uses Commercial Off-the-Shelf (COTS) components that can offer cost-effective scalability. Through the use of COTS it is possible to reduce the time delay between successful pilot initiative and full system roll-out. Using open industry standard architecture means that governments can select from the widest range of application solutions, be they publicly available or customised for specific functions, and deploy and scale e-government services faster than with proprietary systems.

Driving Effectiveness and Efficiency

e-Government solutions allow local, state and national governments to improve the quality and effectiveness of their interactions with individual citizens and businesses, as well as between various government agencies and other governments.

These solutions address governments' need to streamline processes by connecting disparate information systems and improving access to public services for citizens and businesses. They also improve inter-agency communication by implementing solutions based on open industry standards-based platforms.

States, national governments, cities and towns can reach citizens and residents in new ways, making information readily available and accessible to the entire population and creating new interactions such as hosting online community meetings. Establishing online systems provides a convenient way by which citizens can interact with the government for routine business such as payment of fines, obtaining licenses, filing tax returns and accessing and submitting forms easily. Online services can be accessed 24 hours a day, 7 days a week without additional overhead in administrative costs to government and results in time-savings to the general public, who can avoid traffic, parking and waiting in line to transact routine business, while eliminating reams of paper. National governments are using new methods to simplify purchasing through e-Procurement.

Intel architecture-based solutions support data interchange and integration with legacy systems, using XML web services. This is particularly relevant to automating forms processing in order to eliminate redundant data entry and administrative overhead – from filing taxes to renewing passports and driver licenses. Reducing redundant data entry can significantly reduce errors, in turn driving down processing costs and improving constituent satisfaction.

Collaborative e-Government Initiatives

In order to be truly effective, every segment of the government will need to change the way it goes about its daily functions, and relationships between departments, municipalities, regions and nations may have to be re-examined and re-defined.

Internally governments suffer when the processes that exist do not offer easy collaboration among agencies or departments. Departments need to share information, workers need real-time access to case records and governments need to collaborate on national and international initiatives in order to significantly reduce costs, help to drive economic development and to provide public safety.

Through the implementation of integrated technology, it is possible to simplify these processes within a consistent workflow. Collaboration is the foundation of e-Government initiatives; agencies working together to deliver policies and services, and therefore drive forward a more flexible economy. Better management of resources, accountability and real-time decision-making deliver more effective services. Improving utilisation of online services results in achieving more economies of scale.

Collaboration means that legal and social service cases can be managed coherently and within a secure environment. This logic can easily be extended to other authorities, such as Environmental Health, Immigration or Social Security. Not only does the public gain from this, but the staff working within an authority have greater access to a broad range of resources enabling them to do their job both efficiently and effectively, saving time and money. These savings are all realised while delivering improved services.

Success Story:

The Lower Saxony police forces in Germany streamlined their criminal proceedings, investigation and general administration by standardizing on the Intel® Itanium® 2 processors. In the past, individual police forces in the area had separate IT systems that were not connected. By allowing officers across 600 police stations to connect to a central repository and access the data, files and criminal records from anywhere in the Lower Saxony area without need for manual processes, they are better able to combat crime and handle emergencies around the clock. The system's high-performance will ensure a rapid response with outstanding throughput and headroom for large-scale long-term growth.

Managing Infrastructure Costs

Cost of ownership goes beyond the initial purchase price. In ICT industries the term Total Cost of Ownership (TCO) describes the price paid to buy, implement, manage, maintain and use a system.

By identifying solutions against these present and future measures it is possible to maximise the value of investment over the life of the solutions, rather than against its initial development.

Administrative

While there will always be some cost associated with delivering services, it is important to evaluate where the greatest costs occur and to identify areas where savings can be achieved.

One area of cost reduction is in transaction-based services. Paying taxes, applying for social welfare benefits, obtaining licenses, providing information, voting and so forth can be efficiently provided to the public at reduced administrative cost to governments. The online facilities can also enable better personnel utilisation, allowing more focus on citizens who require more personal attention. The delivery of digital services that can be accessed 24 hours a day, 7 days a week from home, the workplace or even the street, also provide convenience to the public.

There are many examples of government initiatives to gain these administrative benefits. India recently completed a trial to streamline a 27-step business licensing and permit process, while the Chinese government is pursuing on-line taxation models.



Success Story:

This transaction-based approach was adopted by the City of Boston in its delivery of digital services to its citizens and employees across the Internet. The City of Boston quickly became a victim of its own success as demand for online services outweighed the initial technology platform. This highlighted the need to build their service delivery on a system that was flexible and scalable, so that they could upgrade as new services came online. By using Intel Architecture-based servers from their chosen partner, Hitachi Data Systems*, they were able to exploit not only the initial power of the system but, more importantly, its ability to expand when necessary. The use of COTS solutions means that changes can be made in the most cost-effective way.

Reducing Infrastructure Costs

Governments have a unique responsibility to the constituents they serve – they must be able to show how new technology investments bring better, more cost-efficient and accessible service to the general public, as well as to students, employees and businesses.

It is vital that IT systems put in place today can be efficiently upgraded and scaled over time as demand increases and as new technologies and processes are introduced and adopted. The costs of upgrading extensible systems to address growing demand is less than the maintenance burden of prolonging the life of legacy systems that cannot be upgraded.

Intel has helped modernise the way people work in the commercial sector, through successful and proven technologies. Many of these benefits can be directly translated to government functions and the ways in which governments work with citizens and their business communities. Through identifying the similarities between commercial and government challenges, Intel can advise governments about how they can maximise IT investments. An example that translates well between the commercial and government sectors can be taken from a large U.S. corporation.

Success Story:

The company's design and engineering staff used legacy systems that could not work with its modern business applications. By migrating the teams to Intel® Pentium® 4 processor-based computers, the designers and craftsmen can now perform all their professional tasks from a single workstation with one clear, simple and familiar user interface. This has streamlined work processes and facilitated improvements in productivity. The performance of the new Intel Pentium 4 processor-based systems is up 300 percent compared with UNIX systems previously being used in the design centres. Maintenance costs meanwhile have been hugely reduced with the transition to Intel and Microsoft* Windows* – down to less than one fifth of the price with UNIX in 2001-2.



Effective Procurement

Research has shown that the average general government expenditures for Western European countries represent over 43% of Gross Domestic Product (*IDC Western European Government Industry Structure and Performance Indicators: Expenditure, Employees, 2002*).

Of this, nearly 7% is spent on IT and telecommunications. The ability to purchase services and goods efficiently in an increasingly cost-conscious climate is crucial in delivering cost-effective services. This is no different to the commercial world, where managing costs is one of the overriding criteria for success. By capitalising on the experience and practices of business, governments can control and manage expenditure through using technology to deliver e-Procurement solutions.

Success Story:

Intel is an excellent example of how effective e-Procurement systems can work. Intel consolidated and streamlined its procurement processes into on-line transaction systems. The company transacts approximately \$2 billion USD per month electronically. This example of a major corporation using its own technologies is perhaps the best proof of Intel's belief, as well as experience, in using ICT to deliver benefits to an organisation.

Best Practice

Across all sectors and services, be they e-Procurement, transactional processing or infrastructure development, the ability to replicate best practice processes and delivery in commercial and government sectors can drive down costs and increase efficiency.

The Intel Architecture has always been designed to address growth, ensuring compatibility between what you have today and what you buy in the future. The flexibility of the systems that use Intel technologies in server, personal or mobile systems means that replication of success does not require replication of investment.

Intel shares industry best practice through a range of initiatives: its Board of Advisors, where company executive officers can share ICT experience; Solution Blueprints, which contain management and technical information on examples of how ICT has been used to solve business challenges; and through the Intel Solutions Services, which helps establish business cases and proof-of-concepts. The speedy and successful delivery of these means that full deployment can be initiated more quickly.



Success Stories:

Intel is working with one of the largest UK city councils to develop proof-of-concept pilots using wireless networks to improve the efficiency of city employees. Using hand held devices traffic wardens can transmit ticketing information, including digital photographs of vehicles, to a central system in real-time. In addition, the council is using fully automated noise detection systems to meet their service level agreements. When an agreed noise level is exceeded the monitoring equipment sends details to the council offices and an investigation team can be deployed immediately.

Another example can be taken from Intel's experience with hospital services in Germany. By using Intel® Centrino™ mobile technology and Personal Digital Assistants (PDAs) hospitals are driving up the productivity of their doctors and nurses by 30%. The net impact of this is that patient waiting times have been reduced and their experience of the health service improved.

All of these operational efficiencies are triggered by the implementation of effective government policies, but they also contribute to the delivery of those policies by saving money and offering better information and service communications.

Delivering Government Policies

We have already seen the financial advantages of faster delivery of services. The faster implementation of policy, both at national and local levels, means that the efficiencies and benefits can be realised sooner and delivered more cheaply.

The availability of real-time e-Government services that are accessible to citizens, businesses and workers is pivotal to policy delivery and directly addresses the issue of government accountability for their implementation.

Implementing policy change can often be a slow, laborious process. Traditionally governments have been dependent on manual process to realise change in the community, where, ultimately, they are judged. With online services that are available throughout the population it is now possible to implement amendments on a personal level for individual citizens or businesses. Governments can commit to delivering policies against service levels with confidence that the delivery mechanisms are in place.

E-Government is one of the main drivers in delivering effective and accountable administration and public sector practices, as seen in this quote from the European Union Information Society:

"It [e-Government] can also enhance participation in public policy development and thus reinforce democracy, as well as help increasing the transparency and accountability of the public sector. In short, e-Government is a means to achieve a more productive, inclusive, and open public sector in Europe."

Ensuring Public Access to e-Government Services

Access to government services is the foundation of the e-Government platform. Without this there cannot be the development that has been designated as high-priority by bodies and governments across the globe, such as the European Union Information Society, which has targeted government efficiency and learning as being two of its top priorities. The three main elements of this are communications infrastructure, access devices and PC literacy.

Communications Infrastructure

Mobilising the workforce has revolutionised the business world, with more flexible work environments, increased efficiency and cost savings.

Anytime, anywhere computing power also enables improved productivity. The advantages offered by secure mobile networks, where no cables are required to connect systems, are still being discovered. For government field workers, such as emergency responders, there are obvious benefits in being able to complete services at the point of delivery – the ability to have access to all related case information and to be able to report findings are two clear advantages.

These same advantages are available to citizens and businesses, where widespread access can be provided. Many businesses are deploying mobile technologies internally, and there is a wider business benefit for offering such services publicly. Hotel chains, airports and train stations worldwide are evaluating options for providing mobile access to customers. Major airports, such as Singapore's Changi Airport and Denver International Airport in the United States offer wireless connectivity to travellers.

The Spanish government is developing mobile infrastructure for public access as well as for university campuses, allowing powerful laptops enabled with Intel Centrino mobile technology and Intel® XScale™ based mobile phones and PDAs to connect to services wherever the user is. These private and public infrastructures can be used to work together with community hubs – mobile network access points – available within schools, colleges, local government offices or businesses, to broaden the access to government services across the community.

Access Devices and PC Literacy

An effective communications infrastructure for delivery of services is only part of the equation for success. Potential users need to have the appropriate devices for online access. While PC penetration is growing, there is still a long way to go in achieving access for everyone

Citizens who cannot get online become disenfranchised in terms of getting access to information and tend to become less attractive for higher-paying employment. PC literacy, which was regarded as a “nice to have” skill 10 years ago, is now essential to improving workforce competency and critical to economic development. Governments are looking to improve the PC literacy of their citizens so that individuals and the country can compete in the increasingly digital world in which we now live. Countries from Mexico to the UK and from the United States of America to India and China are looking to raise the technology skills of their citizens and workers.



Governments are now looking at how to get more access devices into the population in order to expand e-Government access, increase citizen PC skills, and improve regional economic strength.

PC Adoption Programs, such as the “Internet at Home” project launched by Spanish financial institution Caja Madrid in 2001, are offering home access to employee households. However, it is important to expand these programs to include both private and public sector staff and to target minority or disadvantaged groups, such as the elderly or unemployed who access government services regularly.

The ways in which these programs are undertaken vary, but all of them are designed to emphasise the use of technology in life, be that in the workplace or in specially commissioned drop-in centres where citizens can experience government and other Internet services while increasing their ICT proficiency. In Mexico the Nuevo Leon Division of Labor and Human Development has established Community Learning Centers that provide online education as well as Internet access, while the U.S. Military Academy at West Point is issuing freshman students with Intel Centrino mobile technology-enabled laptops to make sure that the technologies that they will be using in the field is familiar to them in everyday life.

Currently much of the work that has been done in developing e-Government has focused on providing information across the Internet. This is useful but has languished in some areas because the initial delivery was government agency or technology-focused rather than citizen-centric. The more personalised the services are to the public, business or government user then the more likely it is they will re-use the services. But the delivery must include a high-quality design offering a better experience for the individual. This might include personalisation of content, which allows each user to be presented with the information that is arranged according to their needs rather than arranged according to the organizational structure of a government department or agency.

“We thought it was very important to present our information by categories that would be familiar to anyone, rather than having to be intimate with the organizational structure. So we think that approach has done a lot of good. You practically had to work here to find the information before. We’ve had tremendous feedback on the Web site [since revamping the web site]. The demand has increased so much for even more information,” said Melissa Chapman, CIO of the Department of Health and Human Services, U.S.A., in an interview in the June 2003 issue of *Washington Technology* magazine.

Creating Strategic Investment Models

Strategic investment models in ICT infrastructure can help support the improvement of existing and new e-Government services.

Governments must look at a range of investment models in order to manage this investment now and into the future. One of the ways governments are doing this is through collaborations with major players in the ICT industries, making access to technology more affordable to citizens and business while looking at total investment picture against return on investment when implementing e-Government solutions.

Establishing e-Government policy targets means that there can be a results-oriented assessment model. The major objectives are:

- Accountability
- Market based
- Citizen centred
- Improved efficiency
- Reduced operating costs
- Reduced transaction costs
- Increased economic and revenue opportunities
- Achievable Service Levels
 - Cost management
 - Implementation times

Increasing Revenue Opportunities

By taking a lead in technology initiatives, governments can benefit from the extended utilisation of current services together with strengthening the links between industry, local authorities and the community.

One particular advantage is the opportunity for local administrations to take a lead in delivering the online services ideal to small and medium-sized businesses (SMBs). The ability to interact with government bodies using e-Services will remove much of the bureaucracy that is often seen as hindering entrepreneurial spirit. Seldom has government had the opportunity to deliver more visible encouragement to local and small business growth.

At a local level the extension of e-Government services can also mean that revenue from citizen payments of bills can also be improved. The increased efficiency of these transactions will deliver more consistent revenue streams. With this additional income it is possible to develop self-sustaining investment models to deliver new and improved services.



Public and Private Sector Partnerships

Developing a digital infrastructure requires expertise and experience, as well as money. It is becoming popular for governments to capitalise on the technical skills that exist in industry through Public/Private Sector partnerships.

This is an extension of the work that has been undertaken for a number of years, where private sector suppliers have delivered projects for government organisations. The development of this relationship to a true partnership, with shared risk and shared benefits, means that the skills and facilities of IT companies can be garnered to give impetus to government programmes.

This model is already being used in a variety of projects. The Oklahoma VISION project is designed to create a state wide educational network that uses Internet technologies to enhance efficiency, reduce costs and improve accountability. Oklahoma worked with Intel to identify partners for its program development. These partners contributed over \$1.75 million in hardware, software and consultancy services. This investment was not just a philanthropic act. Partners could see the potential for benefits in additional deployments of their solution and therefore additional revenue for them – a real partnership, where both parties benefit.

Such collaborative approaches are also possible in device availability through mutually beneficial PC adoption programs and skills development, such as the Dubai e4all Campaign where laptops and tablet computers enabled with Intel Centrino mobile technology are helping to increase computer skills in colleges and beyond.

The Digital Future

There can be no doubt that the digital economy is already taking shape, and is positively affecting how individuals, communities and nations live and work. Industry commentators use terms such as "Digital Home", "Digital City" and "Digital Nations" to describe the phenomena that have occurred in many countries over the last decade with individuals and groups using Internet and Wi-Fi (wireless network) technologies not only in work but for leisure and in everyday tasks. It is only natural that these changes will be reflected in the way we interact with government agencies.

Digital Home

The digital home owner uses computer, personal digital assistant (PDA) and Smart Phone technologies as readily as the previous generation used the television and the telephone.

By embracing these new media, governments have a level of direct access to citizens that goes far beyond any previous options. The explosion of the Internet has shown that many people prefer to use this channel rather than face-to-face communications, because it is easier and quicker, saving time and money. This is particularly the case when dealing with day-to-day business transactions. The extension of government directly into the home has enormous potential in provision of e-Home Care and e-Health Care for populations that are becoming older.

Digital City, Digital Nation

Governments must grasp the opportunities presented by extending their use of technologies and making digital services available to the entire nation.

Those who do will reap the economic benefits, while those who do not will find that their people become disadvantaged in terms of economic and educational opportunities.

There are many examples of digital nation and digital city initiatives, such as Germany, where more than 100 authorities and departments are currently working to make the approximately 350 various services offered by the Federal Administration available on the Internet, and Karlstad, Sweden. In Portugal, with a current PC population covering 20% of its approximately 11 million citizens, the Portuguese government is looking to increase this significantly within 2 years. It has initiated programs to create wireless networks on college campuses across the country. These will act as hubs for the extension of Portugal's digital evolution. Intel is working with the Portuguese government to help create effective solutions.



The Way Forward

We have seen the potential benefits of increased use of ICT in government. Administrations have to address their responsibilities in stimulating the economic, cultural and personal development of their citizens.

They can promote change through extended PC adoption schemes, tax concessions for educational, personal and business initiatives, subsidies for minority groups and development of public/private partnerships to create effective investment strategies. Governments can transform the economic fabric of their nations for the next decade and beyond. For this equation to be successful governments must drive forward adoption of technologies, supporting anytime, anywhere access and ensuring that the e-Government vision becomes reality.

Intel is currently working closely with many administrations to advise on the development of their digital strategies. You can find out how you can take your e-Government initiatives forward with Intel by contacting your local Intel representatives and, of course on the Internet at: <http://www.intel.com/ebusiness/govt/>

About Intel Corporation

Intel Corporation is the world's leading supplier of advanced microprocessors used inside PCs, servers and wireless devices, and a leading manufacturer of communication and networking products.

The company is a driving force behind the PC and Internet revolutions that have transformed business and society. Founded in 1968, Intel created the first microprocessor and today supplies the computing and communication industries with the chips, boards, systems and software building blocks that power computers, servers, communication systems and networks. Intel's mission is to be the pre-eminent building block supplier to the Internet economy.

Intel does not supply directly to governments, but it does work with many of governments' communication and technology suppliers to develop and deliver solutions that best address the challenges of industry and governments alike. Intel plays a role in helping governments maximise their investments in technology by sharing best practices from across industry and driving communications and computing industry initiatives that support ICT education, PC adoption programs and e-Government services delivery. Intel's ability to translate commercial ICT successes to the government sector and its own experience are helping governments become more efficient.

Intel Technologies Appendix

It's What's Inside That Counts

Intel delivers an integrated portfolio of microprocessors, platforms, software and services that simplify integration and streamline automation:

- Government agencies can increase productivity and responsiveness by accessing time-critical information and streamlining data collection in the field via applications running on notebook and tablet PCs based on Intel® Centrino™ mobile technology;
- Compute-intensive packages such as geospatial imaging and visualization software can be cost-effectively handled with notebook PCs on Mobile Intel® Pentium® 4 Processor-M;
- Complex forms and workflow processes require powerful desktop computing resources. The demands of data encryption and digital signature processing are cost-effectively delivered by applications based on Intel® Pentium® 4 processors with Hyper-Threading technology;
- Citizen demand for increased portal usage can be met with servers built on the Intel® Xeon™ processor MP family that enable government agencies to “scale right”;
- Extreme power and reliability on enterprise servers that are essential for integrated public safety operations can be ensured with Intel® Itanium® 2-based servers that can execute multiple operations concurrently, and power large, demanding database servers.



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