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WORLD

# ILLUMINATING THE FUTURE North American Public Sector



APRIL 2009

# ILLUMINATING THE FUTURE



During half a century of supporting the world's leading organizations through the use of innovative technology, we've amassed some of the most knowledgeable and proven business leadership in key vertical industries.

Standing at the forefront of their respective industries, each leader strives to offer valuable insight into practices that your business should follow for even greater success.

*CSC World* has gathered their informed viewpoints on topics ranging from increasingly collaborative and transparent business-IT organizational relationships; consumer-driven innovation; and "extreme data"; to Green IT and the economy's impact on technology. These leaders also present the biggest IT challenges facing their six industries:

## **Chemical, Energy & Natural Resources**

BY BOB WELCH [page 22]

## **Financial Services**

BY RAY AUGUST [page 24]

## **Healthcare**

BY DEWARD WATTS [page 26]

## **Manufacturing**

BY EILEEN SWEENEY [page 28]

## **North American Public Sector**

BY JIM SHEAFFER [page 30]

## **Technology & Consumer Services**

BY SCOTT KOHN [page 32]

# North American Public Sector

by Jim Sheaffer

**While the nature of government remains steadfast, the way it interacts with its people will never be the same. IT advances are ushering in a new era of citizen expectations — and the requisite tools that enable federal agencies to meet them.**



## **Citizens as consumers**

Today's wired population want to interact and work with government agencies in the same ways they interact with consumer outlets. Online banking, smart phones, eBay and Amazon have fundamentally altered people's expectations, and they demand similar ease and speed from their government. The IRS is a prime example. Today, taxpayers can file their taxes, get questions answered and receive refunds online — all, faster than ever.

The influence of consumerization on the public sector is also clearly demonstrated among military personnel deployed to a combat zone. Despite being in a hostile environment, they expect to have access to all and any information they need, when they need it, in order to do their jobs and take care of personal business. They want the same interactions and experiences, regardless of where they are, to be equal to, if not better than, those in their daily lives back home.

Consumerization's impact on the public sector creates challenges, as well, particularly in the areas of information security and privacy. While fulfilling our citizens' hunger for accessibility and ease of use, the public sector must ensure it is doing so in an environment that protects the security and integrity of the information for the individual and the enterprise, with no risk of compromise.

## **Technology's impact on collaboration**

Information technology has become pervasive within the public sector, and has had a tremendous impact on business, operating and organizational models. When it uses technology properly, the government allows more to get done with less money. More and more government agencies are taking advantage of IT to increase productivity, decrease costs and improve effectiveness and efficiency.

Agencies with similar missions benefit from interacting with each other through the use of technology to exchange information and share knowledge. Without IT, people would have limited access to information within their network, hindering their job performance. This ability to collaborate allows the

government to be more responsive when delivering innovative solutions to citizens.

In healthcare, technology plays a vital role in expanding access to information that enables better decisions, which leads to improved quality of care, saving lives and money.

The U.S. Department of Health and Human Services' use of Medicaid Management Information Systems (MMIS) demonstrates the impact technology has when correctly applied within the enterprise. Federal law requires all states to have a computer system that manages medical assistance information and payments for Medicaid. These systems integrate claims processing, eligibility verification and reporting capabilities.



“ ONE OF THE MOST CRITICAL ISSUES THE PUBLIC SECTOR FACES IS A LACK OF QUALIFIED PEOPLE TO SUSTAIN ADVANCES IN TECHNOLOGY. ”

The New York State Department of Health oversees one of the largest Medicaid systems in the nation, known as eMedNY. It provides healthcare services to more than 3.8 million citizens and annually processes more than 350 million claims totaling more than \$44 billion. The system allows New York's Medicaid data to be converted to usable information in minutes or hours — rather than days, weeks or months — resulting in millions of dollars in cost savings and better care for residents.

**Mission needs must join IT capability**

Traditionally, IT has been present to serve the needs of businesses, but over the years, its role has expanded, deepened and changed. For IT to provide the most value to a government agency or to citizens, it must be integrated within the business solution. We are finding that the more government agencies integrate the needs of the mission with the capabilities of IT, the better they can achieve goals. Effective collaboration between IT and an agency's business is a necessity for mission success — whether it be supporting our troops, modernizing or protecting our government's infrastructure or helping deliver better services to citizens.

As an example, CSC's Army Logistics Modernization Program (LMP) integrated the Army's IT and business operations to improve the efficiency and effectiveness of America's warfighter. As one of the largest supply chain modernizations ever undertaken, LMP currently integrates more than 80 Department of Defense systems, handles 6 million items from 50,000 vendors, delivers information to more than 1 million customers and manages \$4.5 billion in inventory.

**Government's role in a recession**

History shows government spending has remained steady or increased during the last five recessions. In today's current market downturn the government is increasing its spending budgets, as agencies look for new ways to stimulate the economy and increase government productivity. Critical missions and problems in society accelerate the use of technology.

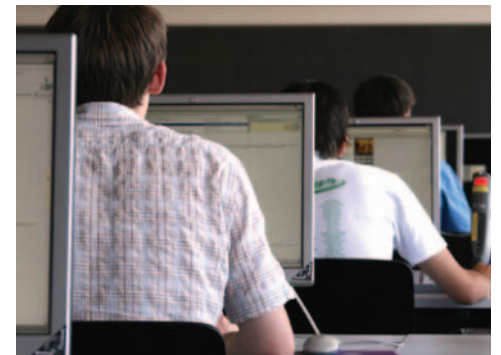
Economic downturns affect government differently than they do other sectors because citizens expect government to revive the economy through stimulus efforts and to provide assistance in the form of unemployment or other benefits. As long as sound IT investments can help the government accomplish more while spending less, technology will continue to advance in the current economy. CSC's Medical Simulation Training Centers address this need for efficiency by reducing battlefield mortality rates using life-like scenario training exercises. Before heading to war in Afghanistan or Iraq, soldiers practice caregiving with simulated battlefield conditions and injuries. This training has armed thousands of troops with medical skills that save lives on the battlefield.

The proper use of IT also makes the delivery of government services more cost effective. CSC is reducing the Army's overall training costs while significantly enhancing the combat readiness of new military aviators through its state-of-the-art Flight School XXI training system. Live aircraft training is now supplemented with cost-effective, simulated combat environments to allow new pilots to quickly learn how to fly.

**Talent pool and cybersecurity wanted**

As IT becomes more essential to operating successfully in our society, we will continue to face both opportunities and challenges.

One of the most critical issues the public sector faces is a lack of qualified people to sustain advances in technology. The demand for skilled workers to implement advanced technology is growing, but the supply is not. We need to encourage people to study these technological disciplines, which will ultimately enable the United States to remain a leader in technology innovation.



Finally, as technology use has increased, so has the risk to our networks and systems. Cyberwarfare is a threat — to both the government and the economy — that cannot be ignored. Only cooperation and partnership between the public and private sectors can protect our nation's interests.

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## **About CSC**

*The mission of CSC is to be a global leader in providing technology enabled business solutions and services.*

*With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients, and improve operations.*

*CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client's unique requirements.*

*For more than 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.*

*The company trades on the New York Stock Exchange under the symbol "CSC."*

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