



Accomplish more 

Citizen Service Platform



September 13th, 2010, Ohrid, Macedonia

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Our Commitment to Governments



Enable efficiency:

- Free up resources, serve citizens more effectively.
- Innovate to meet unique security, reliability, and regulatory needs.
- Accelerate modernization through a flexible set of scalable, secure, and cost-effective solutions.



Engage citizens:

- Respond, act, and communicate in new ways.
- Bring services and information to citizens virtually anytime and anywhere.
- Help enable collaborative, two-way conversations.



Create opportunity:

- Create jobs and investment opportunities.
- Provide market-driven workforce skills, training, and technology access to underemployed workers in order to drive national competitiveness.
- Expand on educational partnerships with governments, schools, and teachers.

Key Challenges of Today's Governments

Improving customer service

Enabling compliance and accountability

Caring for the environment

Improving social care

Enabling collaboration and shared services

Sustaining the local economy

Raising educational standards

**Improve Government and
Citizen Interaction**



**Increase Government
Worker Productivity**



**Optimize Government
IT Infrastructure**



Citizen Service Platform



- Cloud services help developers to create modern applications.
- Portal-based services support Gov 2.0 scenarios and your ability to control how information is presented to the populace.
- Citizen information services enable use of information web portals and industrial-strength contact center platform.

Improve Government and Citizen Interaction



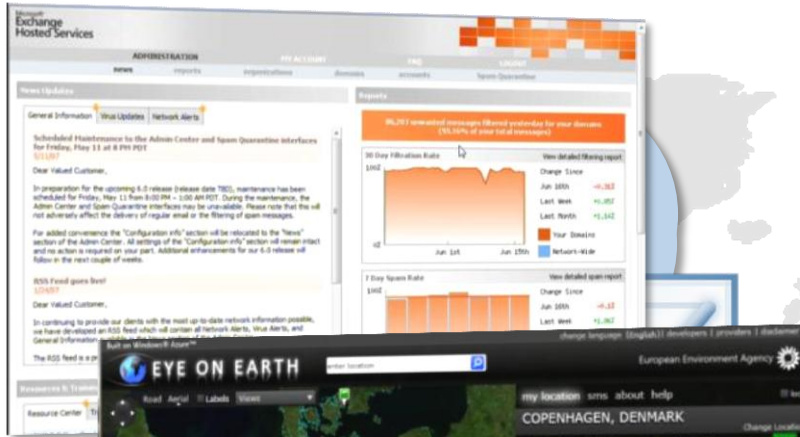
Increase Government Worker Productivity



Optimize Government IT Infrastructure



Microsoft Cloud Services

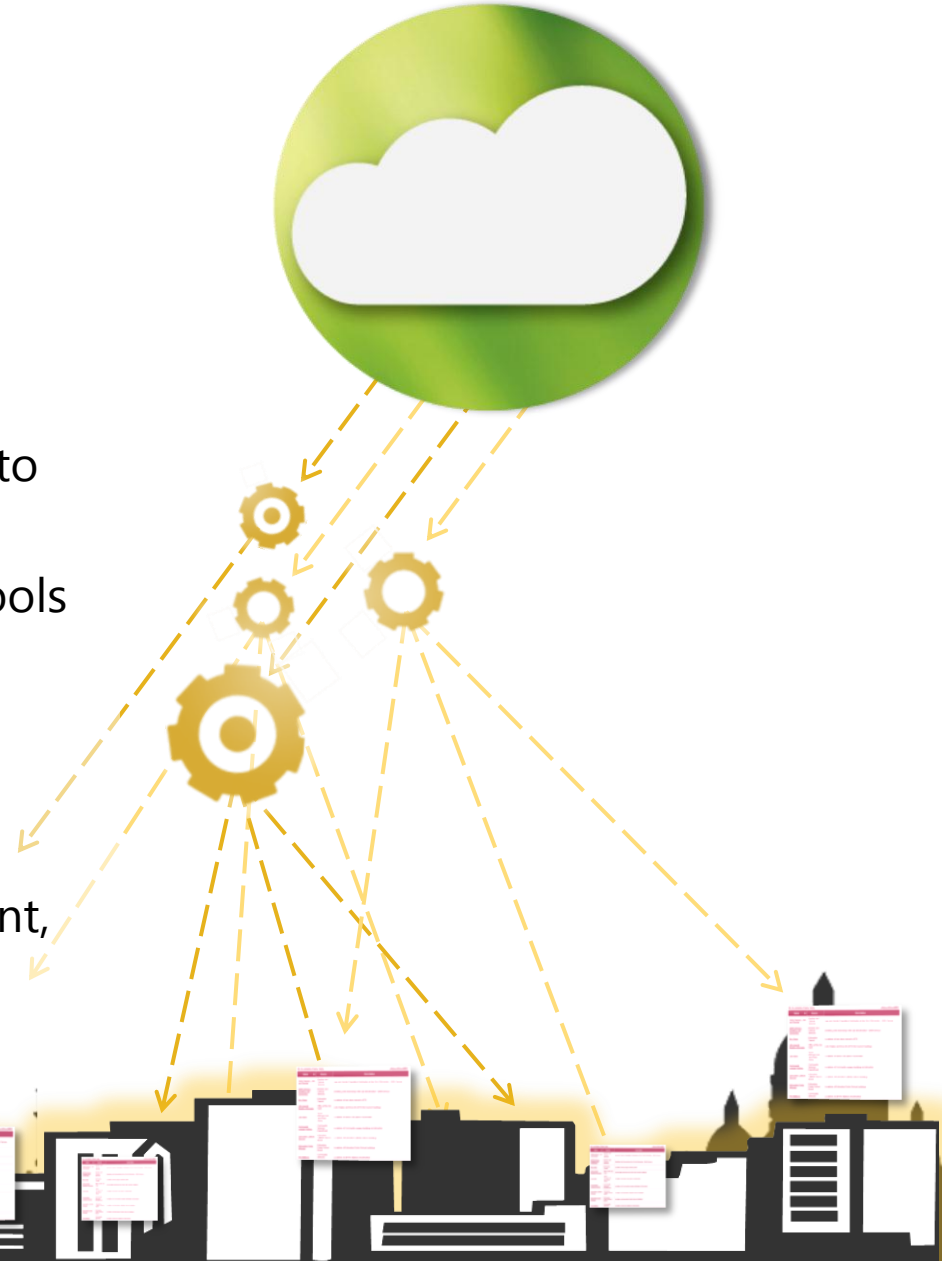


- Access is virtually anywhere, anytime.
- Share location-independent resources and costs in an environmentally sustainable way.
- Allocate resources flexibly and rapidly.
- Only pay for what you use.

Microsoft Open Platform



- Gives government workers new ways to deliver their work.
- Reduces silos between workers and tools needed to perform their jobs.
- Increases ability to collaborate across multiple departments.
- Allows government workers to stay focused on the business of government, not the business of IT.



Citizen Service Platform

Partnering with Governments to better serve, engage, and enable their citizens.

- Provide the same, or better, citizen services with a far more effective cost model.
- Make funds available for important citizen services and leverage innovations, like cloud computing, to optimize government spending on technology.
- Dynamically adapt to changing needs, threats, and legal requirements.
- Deliver long-term productivity, agility, and responsiveness in IT with technology innovations.

Improve Government and Citizen Interaction



Increase Government Worker Productivity



Optimize Government IT Infrastructure



Improve Government and

The screenshot displays the VanGuide application interface. At the top, the logo "VanGuide BETA" is followed by the subtitle "A Social Map of Vancouver Open Data". The map is set to "Aerial" view and shows a dense urban area with numerous blue circular markers. A pop-up window titled "BC Place" is open, containing the text: "Opening and Closing ceremonies for the 2010 Olympic winter games were held here." The left sidebar contains three sections: "LANDMARKS" with categories like Community Centres, Drinking Fountains, Fire Halls, Libraries, Schools, Translink Stops, All Impark Parking Lots, and Metro Impark Parking Lots; "SOCIAL LANDMARKS" with Shared Landmarks and Nearby Tweets; and "MAP ATTRIBUTES" with options to Hide all Map Attributes, Facet Grid Boundaries, and Local Area Boundary Data. The bottom of the interface includes a Windows taskbar with the "Vancouver" logo and the text "Using Vancouver Open Data Catalogue".

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