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Essential tools for e-government



Make the Move to E-government

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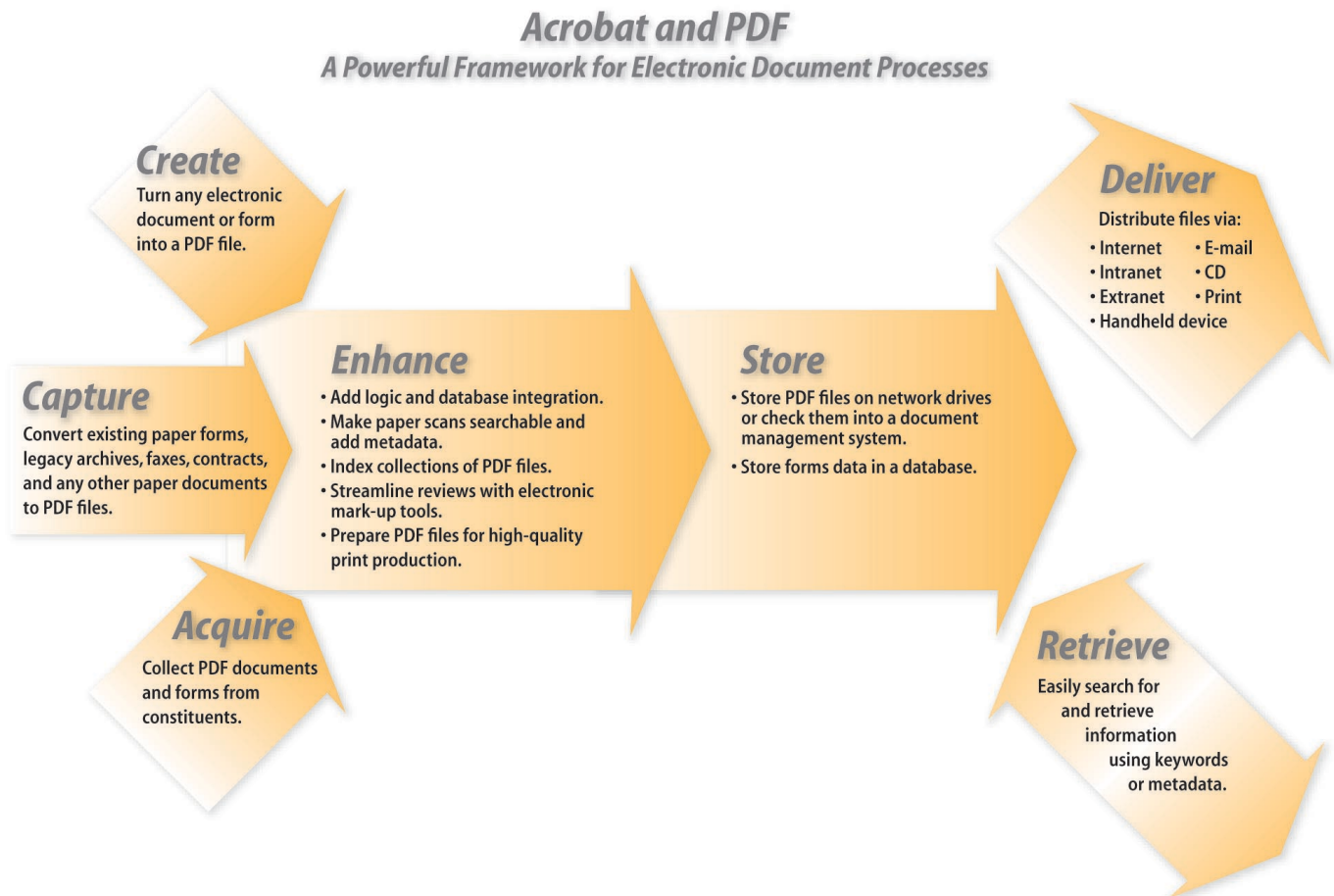
Government agencies are under pressure to move the business of government online so they can better serve citizens, industry, and others in government. This is no small feat given the number of paper-based processes in place today and government's unique challenge of protecting privacy and providing access to all constituents, including citizens with disabilities. Adobe Acrobat software and PDF provide a powerful framework that helps you replace paper-based processes with electronic documents and improve your organization's efficiency across a range of government processes.

PDF, a standard for reliable delivery of documents and forms online, has been embraced by government and commercial organizations worldwide. 66.3% of nonprofit organization and government Web sites include PDF content, and more than 18 million PDF files are available to the public on the Internet. Half a billion PDF forms have been downloaded from the IRS Web site alone. And it's no wonder—a PDF file looks exactly like the original document, with all the formatting, fonts, and images intact. Furthermore, Adobe Acrobat Reader® software—which lets anyone read and print PDF files across a broad range of hardware and software, including mobile devices—ships with nearly every PC sold worldwide.

The ubiquity of PDF and Acrobat Reader makes the transition to online government processes easier, but reliable document delivery is only the beginning of the benefits you'll realize. A PDF file can be thought of as a container for digital services that travels with a document wherever it goes. Capabilities such as interactive forms, e-signatures, password security, electronic comments, searchable content, and database and workflow integration that leverages standards like XML make PDF a flexible standard that interoperates easily with electronic work processes.

PDF files support the entire life cycle of electronic documents and forms, and Acrobat and PDF together provide an effective framework for managing electronic content throughout your agency:

- Distribute official documents reliably and securely.
- Streamline U.S. Freedom of Information Act (FOIA) requests.
- Streamline electronic submissions.
- Implement easy-to-use electronic forms (eForms).
- Archive content in PDF.
- Efficiently exchange documents with government colleagues.



Reliable Document Delivery

Distribute official documents reliably and securely

As a government professional, you work for one of the largest information publishers around. Your mission to communicate effectively with all your constituents is no small task—especially when you consider the interoperability challenges. Different software, platforms, and back-end systems make for an extremely complex working environment. When it comes to reliably distributing official documents, Acrobat 5.0 and PDF are the answer. They make it possible to deliver content to any constituent, and you can't beat the fidelity, security, and ease of use, either. And the best part? While you're improving access to government information, you're also reducing printing, mailing, and warehousing costs.

Document fidelity

What makes PDF the ideal file format for delivering electronic documents? The reasons are clear. You can turn any government document or form, electronic or paper, into a PDF file that can be read by anyone with Acrobat Reader across a broad range of hardware, software, and software versions. PDF files also look exactly like the original documents both onscreen and in print, allowing you to take advantage of electronic distribution while still providing printed versions to constituents without computer access.

Accessibility

Everyone—including people with disabilities such as blindness, low vision, and motor impairments—can access PDF files, so compliance with regulations such as Section 508 of the U.S. Americans with Disabilities Act is easier.

Security

The flexible security features of Acrobat 5.0 further enhance your PDF files. 128-bit encryption allows you to restrict access to sensitive information and the modification, printing, or repurposing of content.

Streamline FOIA requests

Additional capabilities decrease the time and effort it takes to respond to citizens' requests for information, such as FOIA inquiries. PDF archives simplify the process of finding information by letting you use keywords to quickly locate specific records. Industry-leading redaction tools from vendors like Appligent enable you to permanently hide confidential information located in a document.

Streamline electronic submissions

Many government agencies need to collect documents and forms from businesses. In the past, this was handled with paper submissions. The process was often time-consuming, especially for regulated industries such as pharmaceutical. More recently, organizations such as the U.S. Food and Drug Administration and the U.S. federal courts have started accepting—and in some cases requiring—PDF submissions.

Accepting PDF files simplifies and streamlines the process in a number of ways. Submitted documents and forms are typically stored in a repository where everyone with the proper access permissions can easily view and print them. This makes it much easier to find needed documents and virtually eliminates lost documents. Agencies and industry alike can save tens of thousands of dollars in large submissions by eliminating the copying, shipping, and storage of paper. And you can streamline the document review process by providing online access to information instead of waiting for paper document delivery.

Using Acrobat and PDF for your industry-to-government submissions will save you and your business constituents truckloads of paper and can help you streamline your own management and review processes.

Scalable eForms Solutions

Implement easy-to-use eForms

Move government forms online, make them accessible, and work within existing budgets. An overwhelming task? Not with the Adobe Acrobat eForms solution. An eForms solution built around Acrobat 5.0, Acrobat Approval 5.0, and PDF lets you take a phased approach to moving your paper-based form processes online, so you can accommodate both budget and infrastructure constraints.

For instance, you can start by using Acrobat 5.0 software tools to create and post eForms that can be viewed, filled in, and printed. Then, leveraging your IT department, you can link your PDF forms to your database to auto-populate form fields, enable e-signature approval, save forms, and route them by e-mail. Finally, as your budget and infrastructure allow, leverage technology from Adobe and its partners to build complete business process workflows around PDF forms and include routing and processing according to business rules.

Easy forms conversion

Equally important, you don't have to reinvent the wheel. All your existing forms can be converted to PDF—the format used by government organizations around the world. Faithfully preserving originals as PDF forms can reduce the training costs associated with transitioning to an electronic solution because constituents and colleagues will already be familiar with the look and feel of the electronic forms. It also ensures that everyone receives the same forms whether they use the online or print versions.

Interactive and standards-based forms

And unlike paper forms, PDF forms are intelligent. They automate calculations, support e-signatures and database connectivity, and interact with users as they make selections. And they are universally accessible, so you can be confident that anyone with Acrobat Reader can open your electronic forms. Finally, you can rest assured you've made a lasting investment because PDF's support for industry standards such as XML means your eForms solution will be compatible with future technology trends.

Archivable Electronic Content

Create searchable PDF files for efficient storage and retrieval

As a government agency, you need to record and archive just about everything you do. With storage warehouses full of paper files, a steady stream of incoming paper documents, and a constantly changing Web site, you need tools that simplify the capture and retrieval of information so you don't have to spend hours or days obtaining answers for your constituents. PDF is a widely used standard format for archiving information. The best way to turn documents into PDF files is with the range of Acrobat products from Adobe. Acrobat Capture® 3.0, Acrobat Messenger™, and Acrobat 5.0 software is the answer.

With Acrobat Capture, you can bring volumes of legacy documents to life, turning them into compact, accessible, multipage electronic files for easy search and retrieval. These files look exactly like the originals, and they can include a layer of searchable text that you can access using content management tools from vendors such as Documentum, FileNet, and Hummingbird.

Acrobat Messenger enables you to easily convert your incoming paper documents, such as faxes, to searchable PDF files for immediate routing via e-mail, the Web, and more. And if you want a quick and easy archive of your Web site, Acrobat 5.0 lets you convert Web pages or entire sites to one PDF file with all links intact.

Workgroup Collaboration

Exchange documents with government colleagues

Acrobat 5.0 helps government organizations extend their communication chain by reliably sharing electronic documents with colleagues down the hall and around the world. Because your colleagues use different hardware and software versions, they can't always open your documents. With just one click on the Microsoft Office toolbar, you can create a compact PDF document that your colleagues can read with Acrobat Reader. It's just as easy with other applications, too. Simply print and choose Acrobat Distiller® as your printer.

Collaboration tools

Acrobat 5.0 also enables faster collaboration and better government-to-government communications. Combine documents created in multiple applications (such as PowerPoint, Excel, Word, and CAD) into one PDF file for electronic review and approval. Colleagues can then easily provide feedback using intuitive electronic mark-up tools—making review cycles involving many people a lot smoother. And if you need to repurpose information from a PDF file, simply save it in RTF (Rich Text Format) for easy editing in Word.

Digital signature technology

But it doesn't stop there. Your team can also approve documents electronically using e-signatures. With Acrobat 5.0, you have several choices: a built-in signature tool for use internally or in a secure environment, or robust PKI (public key infrastructure) certificate options from trusted vendors such as VeriSign, Entrust, and CIC. Acrobat 5.0 supports a complete document workflow, enabling you to collaborate efficiently and effectively with all your colleagues—wherever they are.



Adobe Acrobat and PDF

Essential tools for e-government

By providing a robust framework for electronic document processes, Adobe Acrobat software tools and PDF enable government agencies to better serve citizens, industry, and others in government. What's more, they also help make the transition to e-government a smooth one. Whether you begin with a single process or many more, Acrobat can accommodate your needs. And you can trust Adobe to continue supporting government directives for reliable information delivery, accessibility, security, and interoperability with open standards such as XML. For more detailed product information, visit our Web site at www.adobe.com/government.



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- **Adobe Acrobat 5.0:** View, print, and create PDF files; collaborate effectively; build interactive electronic forms; and more with the Acrobat flagship product.
- **Adobe Acrobat Approval:** Sign and save forms with this client software for large-scale installations.
- **Adobe Acrobat Capture 3.0:** Turn volumes of paper into digital knowledge with professional production software.
- **Adobe Acrobat Messenger:** Replace out-bound faxing with shared workstation software.

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