

# IMT



## Citizen:ID™

An overview of the IMT Citizen Registry Solution



**Challenges with the current Department Centric Model**

**Best Practices - how is industry changing this model?**

**A Citizen Centric Model**

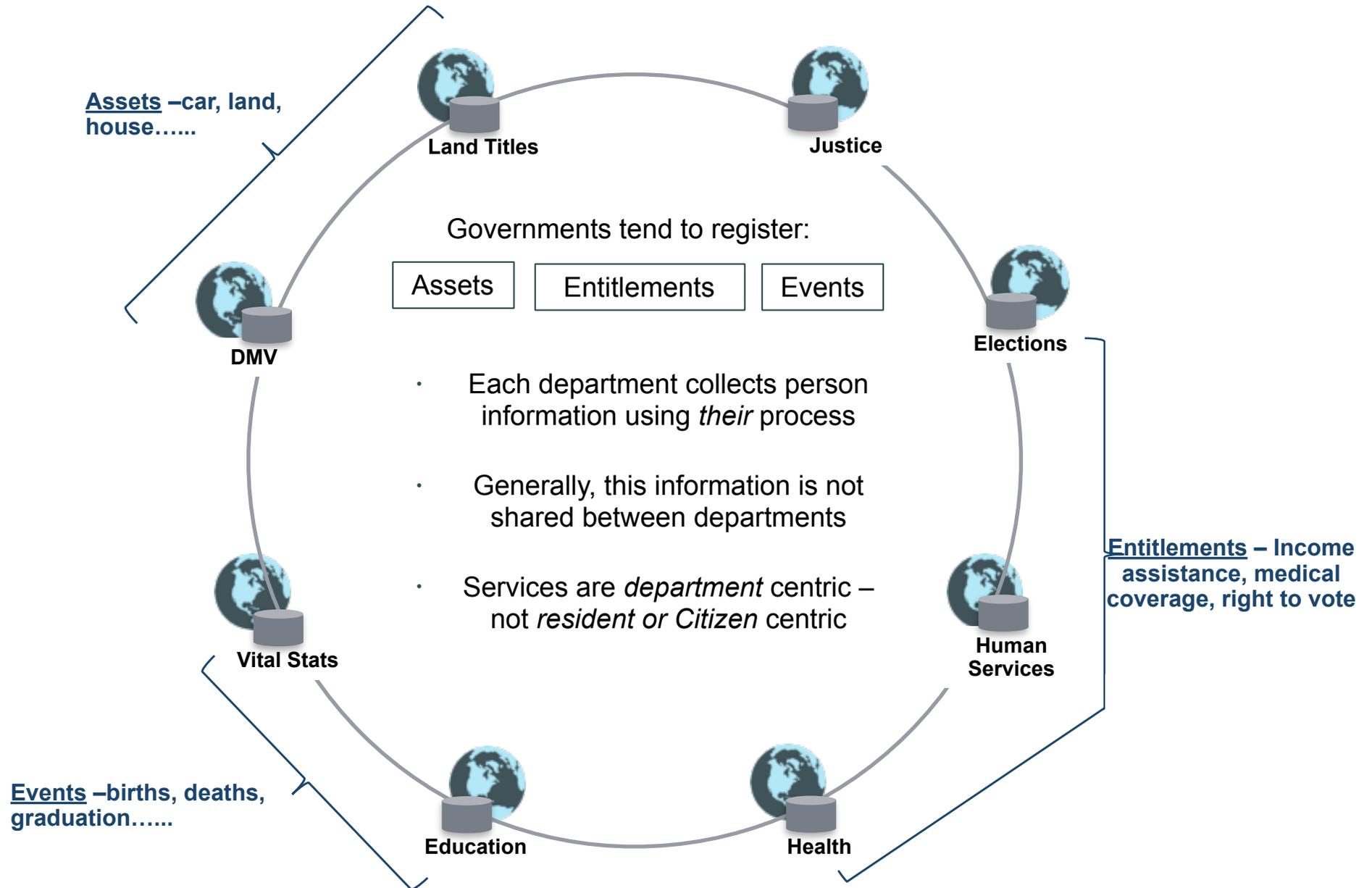
**Benefits of a Citizen Registry**

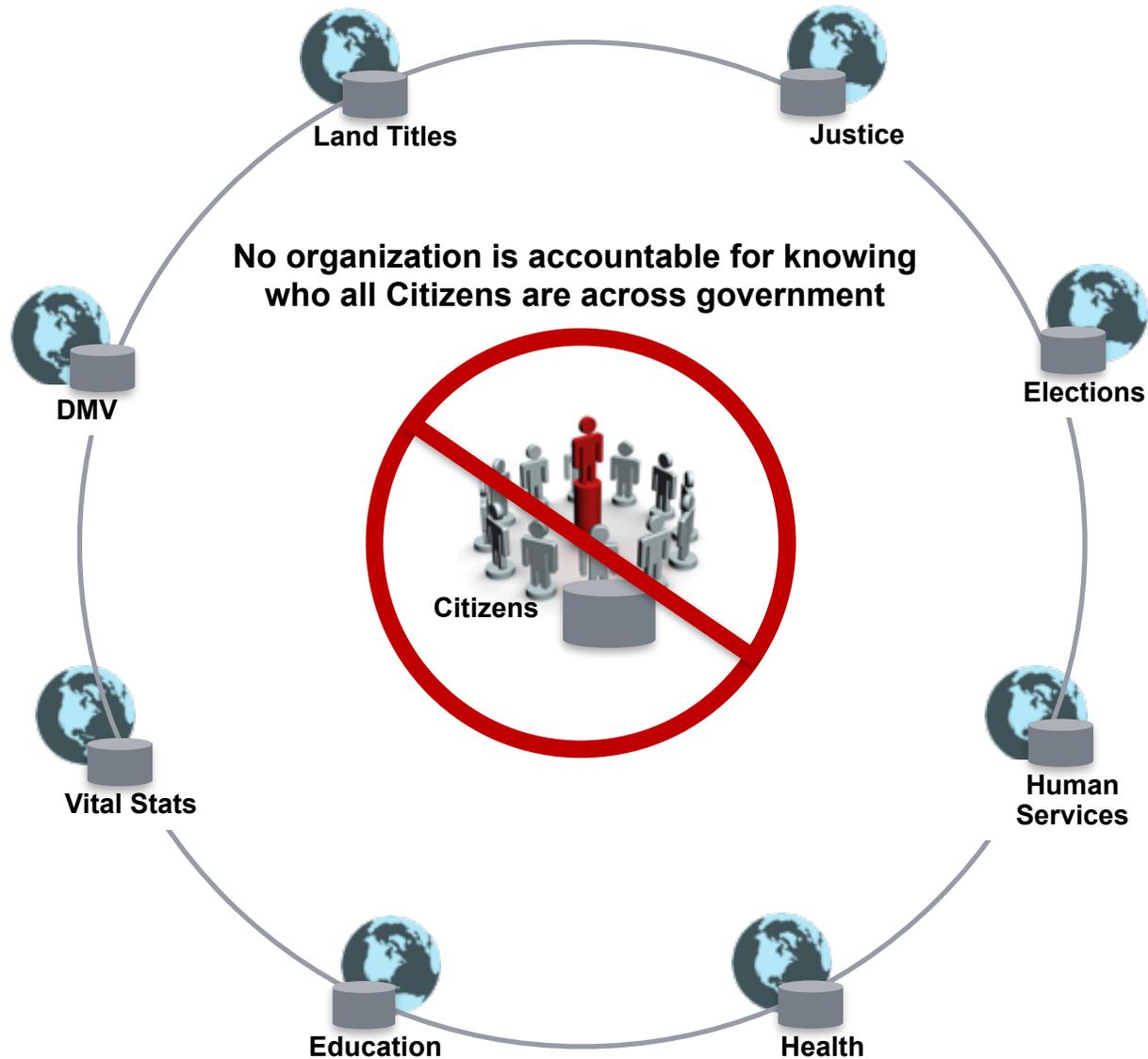
**Stakeholder Adoption**

**Governance & information model best practices**

**Where to start - what does a roadmap look like?**

**Questions**

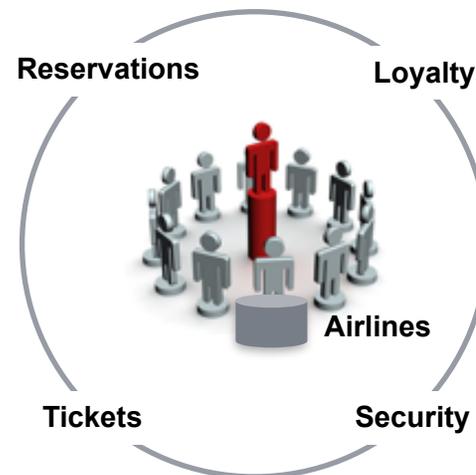
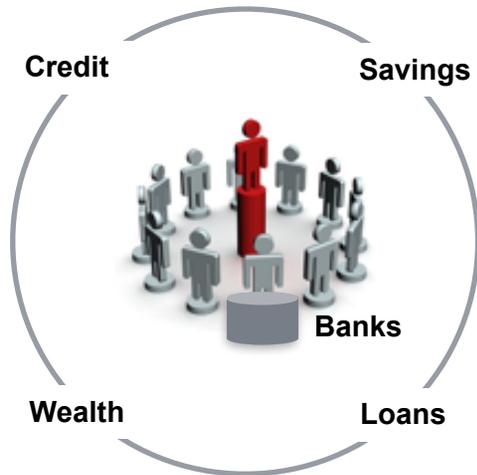




Government wants to provide new services via new delivery channels.

Citizens are beginning to expect to have a new relationship with Government.

Both view the airlines and banks as success stories.....

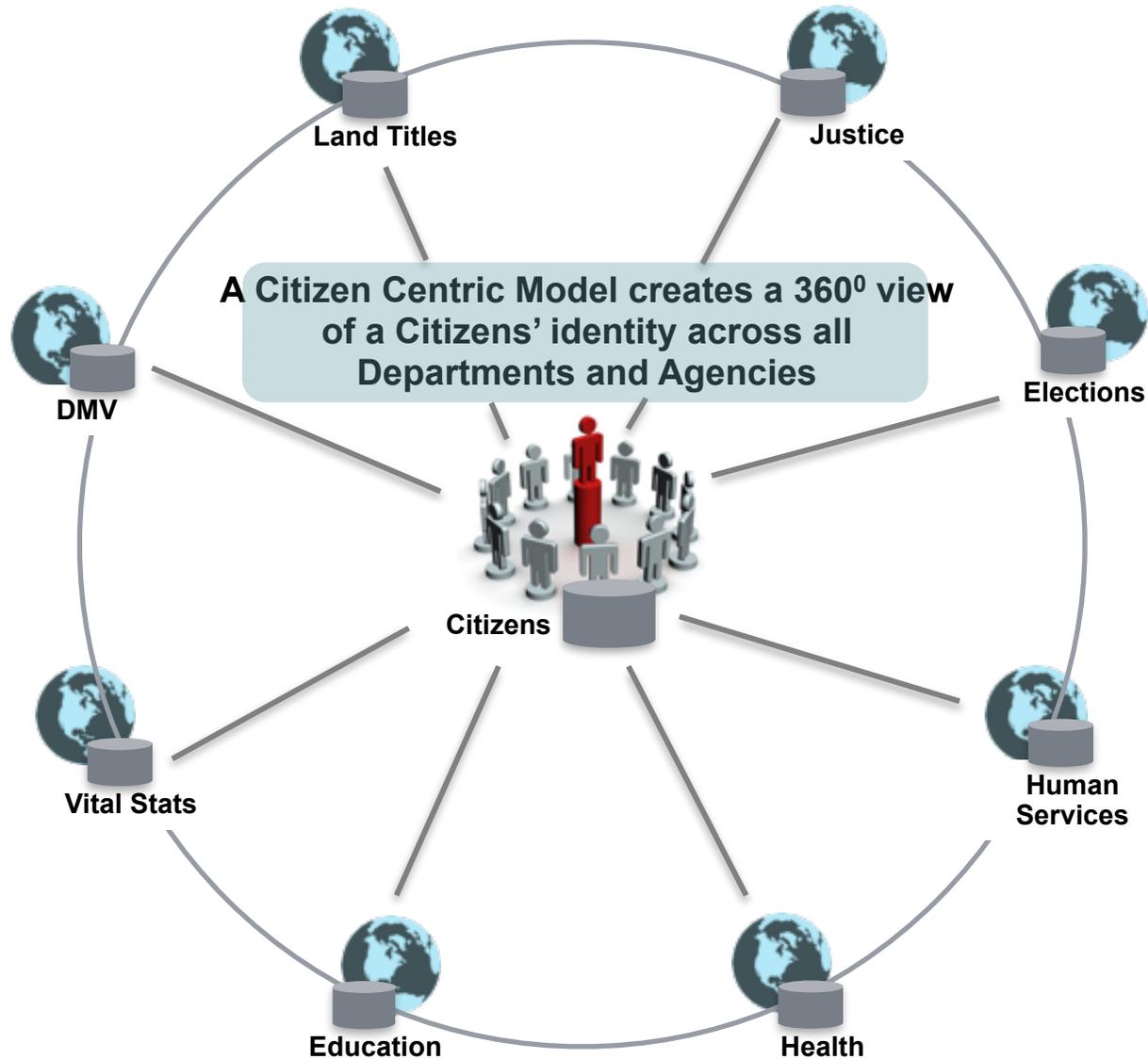


What is the **FIRST THING** banks and airlines do?

They create a single profile for you across all departments – a 360° view of you and all your assets, events, entitlements.

This is *foundational* – they cannot provide these new services without knowing you across their enterprise.

These new services that *delight you* have also *reduced their costs and streamlined their business processes.*



***Analytics:*** Governments are creating better linkages across departments leading to enhanced insights to transform program policy, planning & delivery

***A 360° View:*** Governments are creating a single source of truth of a citizens identity across all government to enhance compliance, discover fraud, etc.

***A “Single-Window”:*** Governments are harmonizing common processes (e.g. registration) to improve the citizen - government experience

***Citizen-Centric Services:*** Governments are using a citizen registry to create holistic cross-government services (e.g. troubled families across health, education, justice, human services, etc.)

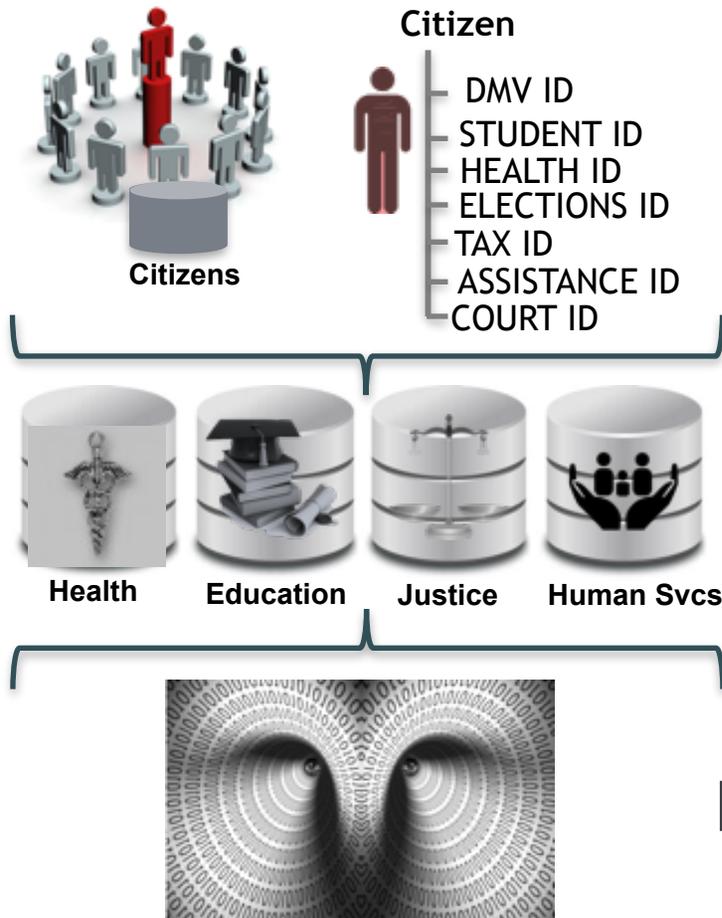
## Enhanced insights to transform program delivery, policy & planning

Analytics performed today by government requires the linking of data sets to a Citizen

**This is repeated each time for each study**

**Different tools & methods are used**

**Linkages depend only on the study data sets**

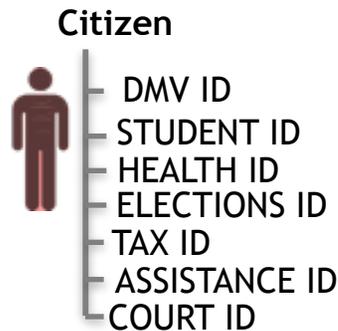


A Citizen Registry provides:

- ✓ **Linkages are significantly improved as more identity data *with history* is used. Linkages typically improve by 15-25 percent.**
- ✓ **No need to repeat this step in every study saving time and costs (as much as 1 month in larger studies).**
- ✓ **A consistent linking methodology & source of truth is used across all studies removing one factor of potential errors.**

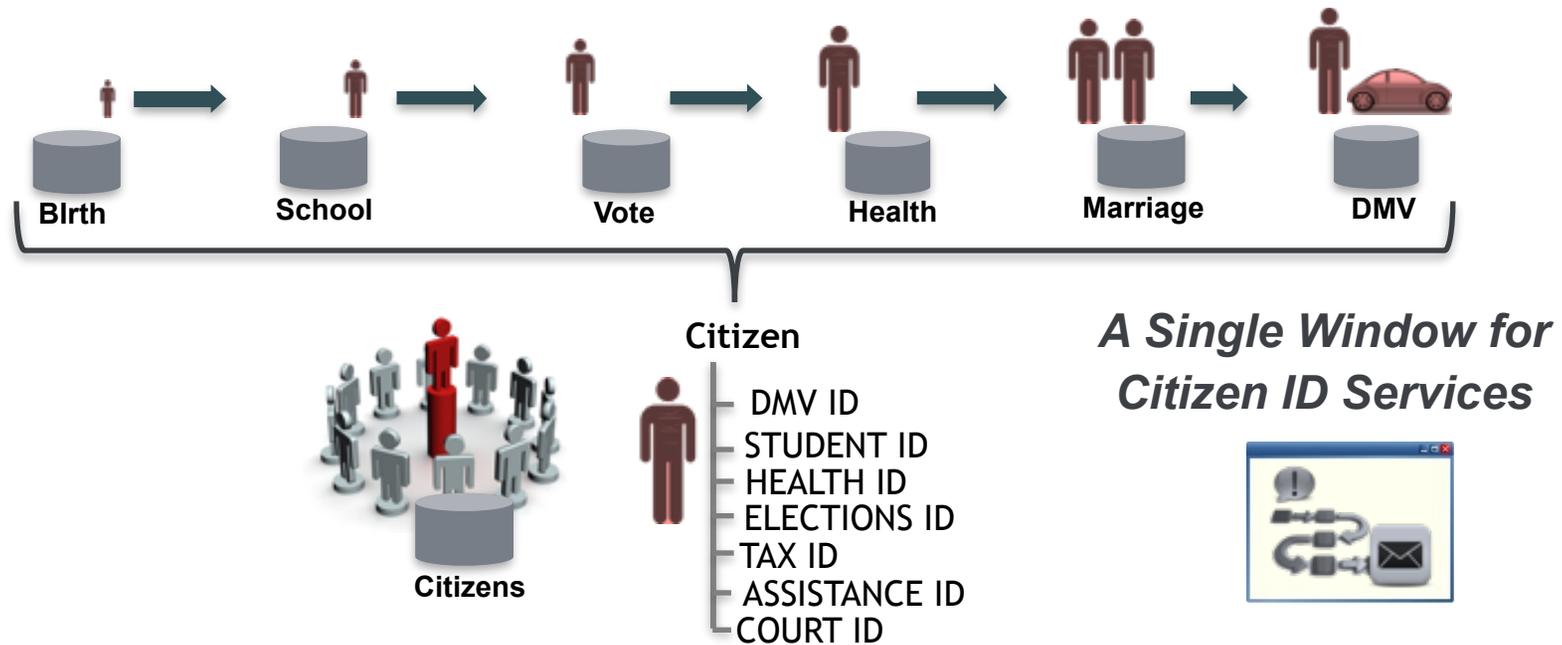
**Better linkages = Better insights**

## *A Single Trusted Source of Truth to “Know Your Citizen”*



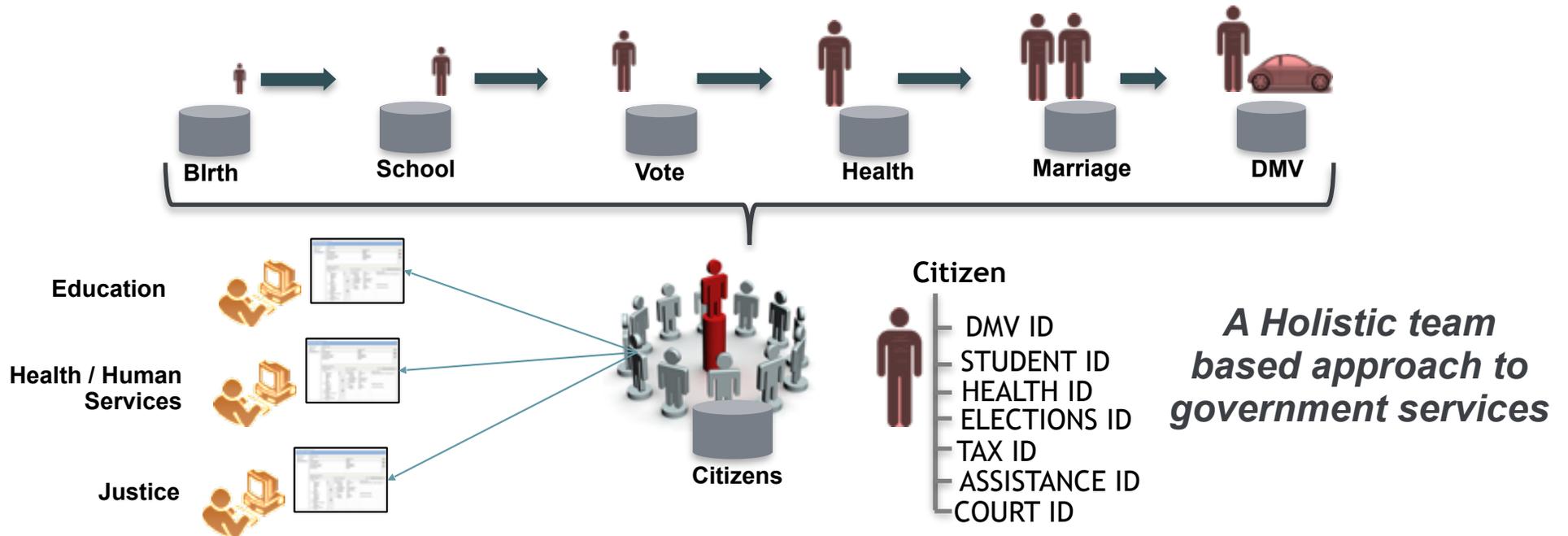
*Departments have a high-quality and trusted source of truth for citizen identity to enhance services:*

- *Find a vulnerable person for public health by requesting all known addresses*
- *Enhance / update the voter list and check for fraud by viewing a photo from DMV*
- *Enhance benefits entitlement by viewing all enrolled programs for a citizen across government*
- *Increase compliance on “need to know” information sharing legislation & regulations*



*Citizens have a single place to manage their identity and departments harmonize key processes across government to enhance the client – government experience*

- *Citizen changes their address via smartphone app – propagated to all subscribing depts.*
- *Justice sends notification of incarceration to Human Services to suspend benefits*
- *New DMV registration and photo updates the Voter List (Motor Voter Legislation)*



*A child in a troubled family is in programs in Education, Health / Human Services & Justice*

*The Citizen Registry securely tracks this and on a “need-to-know” basis notifies each child worker of the other workers and how to contact them to better coordinate care*

*There are significant benefits to Citizens in this approach*

Change Management is a critical component to a successful Citizen Registry – below are some commonly encountered issues / positions:

- Sharing of department information & identifiers is sometimes precluded by specific legislation or regulations
- Citizen information is collected by department registration processes using different standards and data sets
- Departments often do not trust the “integrity” of other departments data or processes used in collection of the data
- Some departments deem the fact that they have client data as “confidential”
- Some departments require explicit consent others do not
- Some departments do not have a single client identifier

**Governance:**

- Legislation to collect data in the registry is required to ensure stakeholder adoption
- The Registry should confer no entitlements itself to citizens – this should remain in depts.
- Information sharing agreements must exist between departments
- Citizen information should be shared with other departments only using the identifiers of that department

**Information Model:**

- Names
- Identifiers
- Contact Information
- Addresses
- Gender
- Date of Birth
- Citizenship Status
- Program Enrollments



# IMT Citizen Registry – QUICK START

## A RISK-FREE ASSESSMENT

Data quality and integrity issues have a significant impact on your organization. If you don't uniquely resolve the identity of a Voter at registration your problems multiply downstream – we know – we've lived it. Accurate identity resolution and innovative business processes drive operational effectiveness and enhance the voter experience.

During a QuickStart engagement, our certified staff will load your data into a pre-configured Citizen Registry instance and analyze the results providing a comprehensive report that identifies and quantifies data quality issues in your enterprise. Using the advanced probabilistic matching logic found in IBM® InfoSphere® we link your data across all sources to provide insights and demonstrate how quickly new business processes can be deployed to leverage these insights.

## BENEFITS



Know the potential Voter Registry ROI with your data.



Know your data "hot spots" & source data issues and exposure.



Speed up a Registry implementation with a solid Proof of Concept



Gain insights needed to create a governance framework.

## THE IMT QUICKSTART METHODOLOGY

During a QuickStart assessment we leverage IBM® InfoSphere® MDM tools ,which use highly advanced data quality inspection methods to give you deep insight into your data quality. If you find at the end of the engagement that you want to move forward with a Voter Registry, simply transfer what you have learned from QuickStart directly into your Voter Registry using IBM® InfoSphere® MDM– saving you both time and money.

A comprehensive report will be provided at the end of the engagement that will deliver specific metrics around data validity, quality and integrity, inter-source duplication, intra-source overlaps, identity composition and temporal analysis.



### Zero Footprint Approach

IMT provides the appliance; you don't need to procure any hardware. You provide data extracts from your contributing source systems and IMT does the rest. The appliance can be run with or without a network connection on your premises to eliminate data security concerns. No data ever leaves your premises and we fully adhere to your security policies.



A bit about Architecture for those who want to know.....

- IBM Master Data Management (MDM) platform for Entity (ID) linking - data stewardship and governance
- IBM Business Process Manager for rapid deployment of new business processes, notifications, and alerts
- IBM Identity Insight for advanced relationships investigation and voter fraud detection



### Rapid Deployment

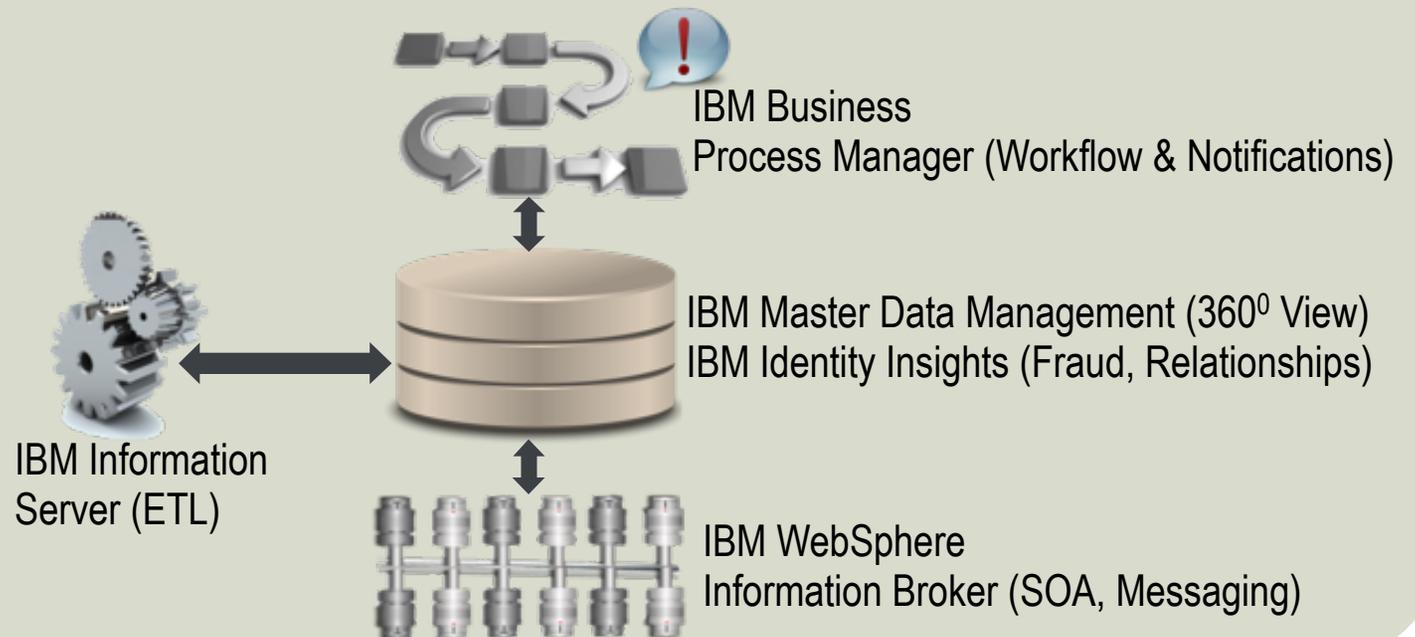


Cloud / SaaS  
IBM Soft Layer



Appliance  
IMT Built

### Master Data Management and Identity Insight



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