

The vision for seamless local government

Microsoft
Your potential. Our passion.™



The platform that makes it happen

Microsoft delivers a secure, reliable and innovative platform which helps local councils sustain vibrant, active communities and care for the environment while operating in a cost-efficient and legally compliant manner.



Meeting compliance and accountability

1. To meet record-keeping and compliance requirements, a Microsoft®-based electronic document and records management (EDRM) application is integrated and made available across the council using Microsoft® SharePoint® Portal Server.
2. Microsoft® Dynamics Great Plains financial and resource planning applications provide integrated and accountable management of council budgets and finances.
3. To ensure compliance with Animal Companion legislation, pet licences can be updated using Microsoft® SQL Server™ to integrate with a centralised register.
4. Microsoft® identity management technology within Microsoft® Windows™ Server and Microsoft Identity Integration Server helps council comply with privacy legislation for secure storage of customer records and enables online scenarios that require identity validation like rates payment and licence applications.
5. Microsoft business intelligence solutions, leveraging Microsoft® SQL Server™ and Microsoft® Business Scorecard Manager facilitate informed decision-making.

Improving customer service on a budget

6. A Microsoft® SharePoint® Portal solution integrated with the council electronic document management system enables staff to have one complete view of constituents' correspondence, payments and interactions enabling informed, personalised service.
7. Live webcasts of council meetings are easily enabled through Microsoft® LiveMeeting, enabling greater transparency and accessibility to the council decision making processes.
8. Constituents can pay rates, licences, library fines as well view new development applications, community information and download forms on the council website. The website can be rapidly extended and updated using Microsoft® ASP.NET.
9. Parking meters accept credit cards and authenticate in real time using Microsoft® embedded technologies.
10. Bus stops and public places feature IP surveillance cameras monitored at the council offices to improve public safety. LED screens displaying bus timetables and current running times can be updated in real time using devices running Microsoft® Windows™ XP embedded software.
11. Information kiosks in libraries and council buildings running Microsoft® Windows™ XP enable customers to use SmartCard devices to prove their identity and pre-fill forms.

12. Library makes documents, book reference data and resources available online. A combination of RFID tags, Microsoft based SmartCard technology and Microsoft® BizTalk® Server allows borrowers to self check-out books and access other library resources.
13. Community information, such as race results or event advertising can be presented on a large public screen using Microsoft® .NET technology.

Making operational efficiencies

14. A Microsoft based electronic document management system enables council staff to efficiently manage data, communications and records with no double entry.
15. Microsoft® Outlook and Office Communicator, combined with Microsoft® Exchange Server and Microsoft® Live Communications Server enable council workers to communicate via their choice of email, telephone, instant messaging and video-conferencing.
16. Parking inspectors use Microsoft® Windows Mobile™ powered devices to check parking meters and issue tickets, using Microsoft® BizTalk Server to integrate in real time with the council billing system.
17. To eliminate double entry and save time, building and health inspectors record data on Microsoft® InfoPath and Microsoft® Windows™ XP Tablet Edition devices. They synchronise with council databases either remotely or when they return to the office.
18. Power and water teams can check infrastructure and map new work, accessing the council geospatial information system remotely using a Microsoft® Windows™ XP Tablet Edition, or Microsoft® Windows Mobile™ device. They can annotate using digital ink and synchronise in real time.
19. Using Microsoft® Windows Mobile™ powered devices, tip crews are able to monitor fill levels, the amount of material being deposited and areas of the tip being used.
20. Microsoft-based SmartCard technology at the tip enables council to collect payments and record usage. This information is aggregated into the council's planning system using Microsoft® BizTalk® Server and analysed using Microsoft® SQL Server™.
21. Council workers use Microsoft® Windows Mobile™ powered devices to pinpoint road maintenance issues, generating work orders with images and GPS coordinates. These are uploaded to the maintenance depot, which dispatches the closest crew. Data can be analysed to identify problem roads, and enables work done by shared resources to be accurately tracked and charged to the correct council or budget.

Caring for the environment

22. Council rangers use Microsoft® Windows Mobile™ powered devices to collect information on trees, rivers, beaches and parks and pinpoint exact locations using GPS technology. This can be mapped back to a Geographic Information System built upon Microsoft® SQL Server™, and overlaid onto aerial photographs to provide an ongoing record. Council can monitor trees, unauthorised clearing, pollution spills, algal blooms etc and set alerts for trees known to damage paths, roads and buildings.
23. Council workers use Microsoft® InfoPath based applications on mobile devices to detail septic tanks and ensure they comply with environmental requirements. Using Microsoft® BizTalk® Server, this inspection data can be integrated with council's CRM systems, making it simple to issue reminders and organise follow-up inspections.

Sustaining the local economy

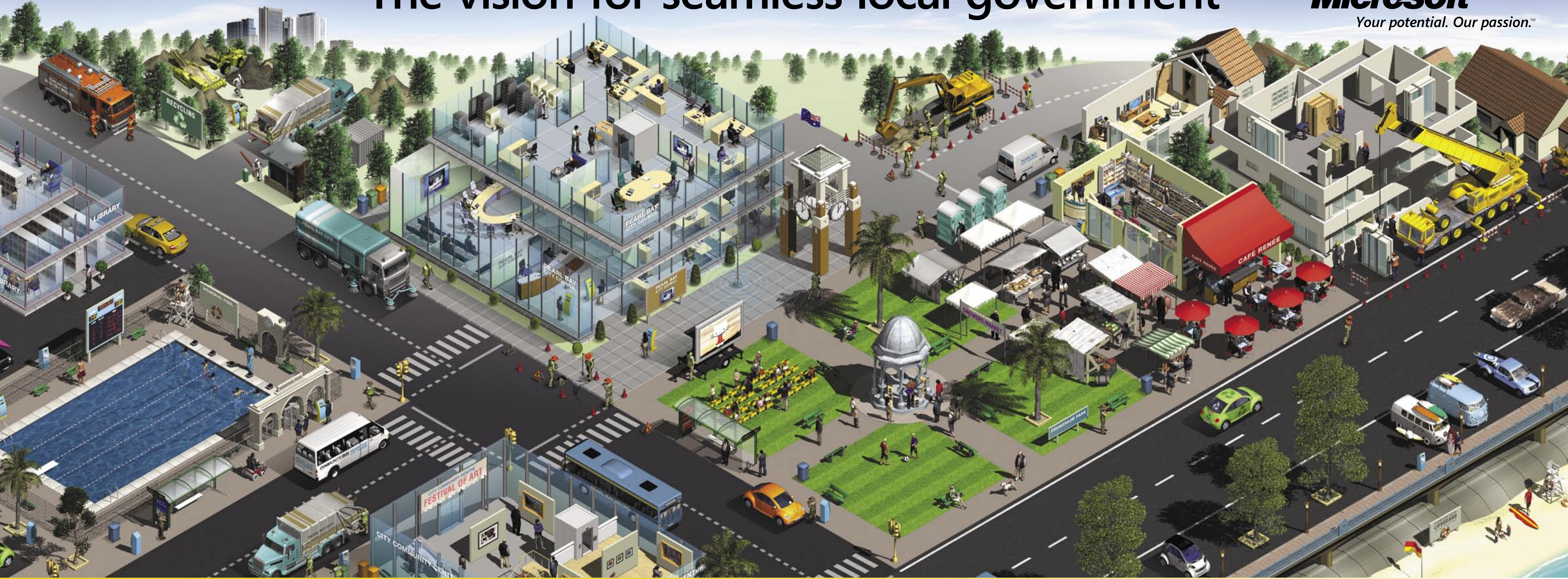
24. Local business centres can be set up as an extension of the council's Microsoft® based IT infrastructure, enabling the council website to operate as a business hub with information on tenders, demographics, economic opportunities and so.
25. Wireless connectivity can be offered in public spaces using Microsoft® Windows Server™ and wireless appliances to foster local business and attract visitors.

Rationalising IT

26. With Microsoft® Systems Management Server, council can manage hardware and software and remotely diagnose and fix problems. Microsoft® Operations Manager provides real time health and application performance monitoring.
27. Microsoft® Virtual Server simplifies testing and debugging, running legacy applications and consolidation of applications. Microsoft® Internet Security & Acceleration Server protects council from attack, while enabling remote access through Virtual Private Networks.

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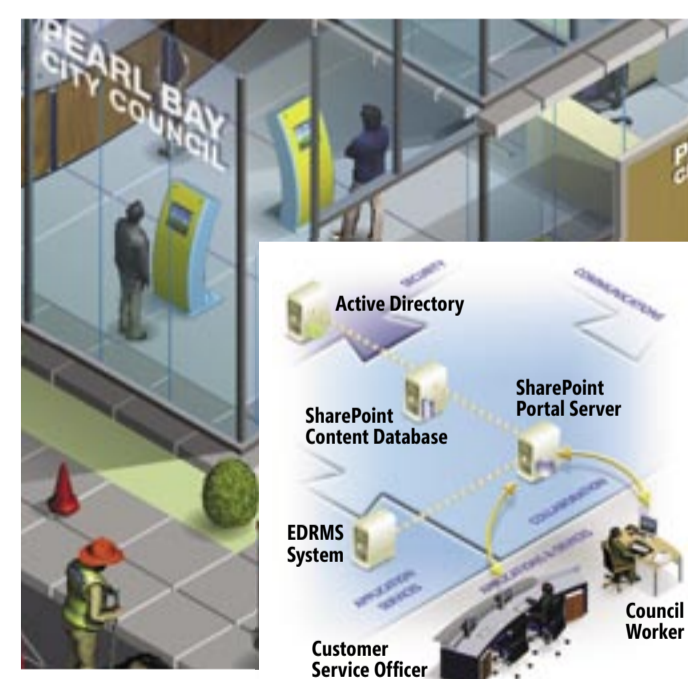
Improving customer service on a budget

As citizens place increasing demands on local governments, councils are using Microsoft solutions in innovative ways to improve service levels without increasing overhead.

To provide every staff member with a 'one council view' when dealing with its citizens, Bega Valley Shire Council stores and manages all correspondence on their Microsoft® SQL Server™. Now citizens receive consistent, well-informed service regardless of whom they speak to.

"Having 'one view' has vastly improved continuity of service and done away with the need for time-wasting follow-up calls and correspondence."

Ron Dale, CIO, Bega Valley Shire Council



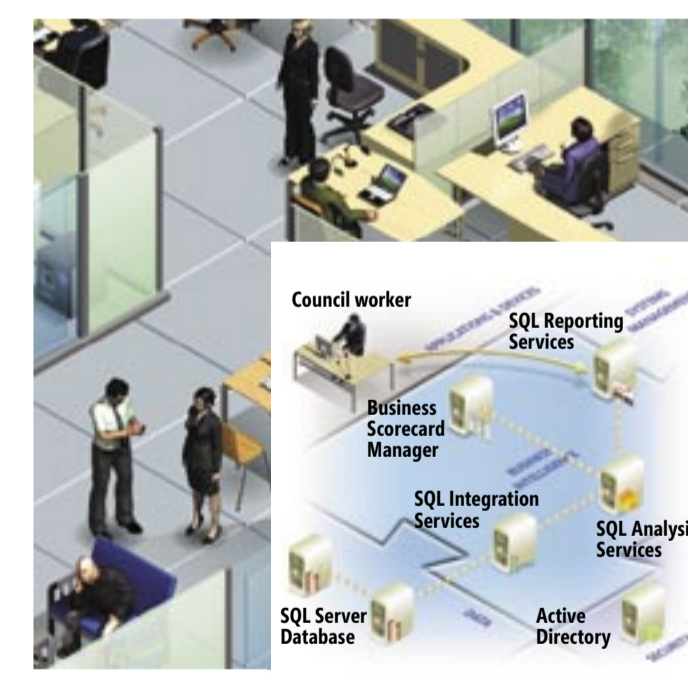
Meeting compliance and accountability

Microsoft business intelligence and document management solutions don't just enable sound governance; they can also reduce volatility of council business, encourage investment, establish trust with the community and promote growth.

The Town of Claremont, Perth deployed a Microsoft-based Electronic Document Management and Records Management solution to meet compliancy legislation.

"The council now captures and files 40,000 documents per year compared to just 8,000 previously. We are meeting all of our compliance requirements confidently."

Alan Hart, Manager of Finance and IT Services, Town of Claremont



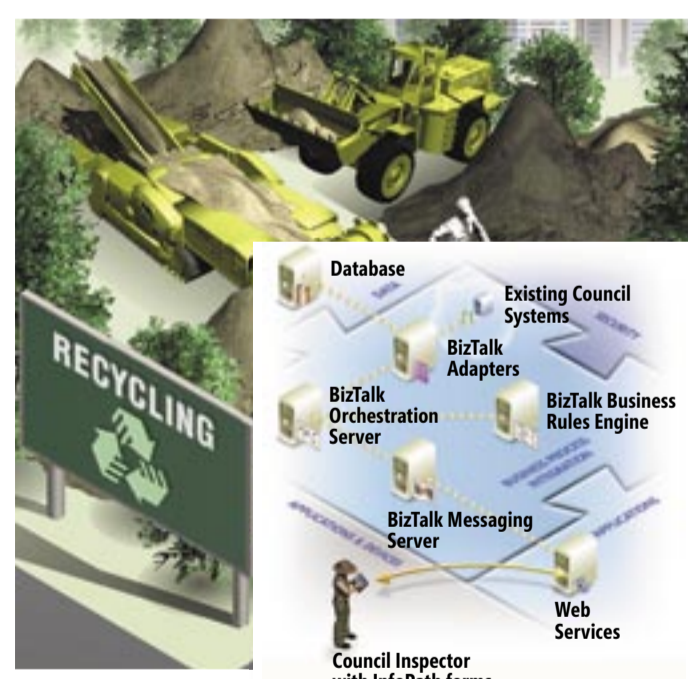
Caring for the environment

Many councils use Microsoft solutions to enable programs that help manage their environment and comply with legislation.

Marrickville Council uses devices based on Microsoft® Windows Mobile™ to photograph and document every tree and synchronise that data with a Microsoft SQL Server-based Geographic Information System, overlaying their data onto maps and aerial photographs.

"With this technology council is able to monitor tree health and unauthorised land clearing as well as setting alerts for species known to damage pathways, roads and buildings."

Troy Green, Manager, Information Systems, Marrickville Council



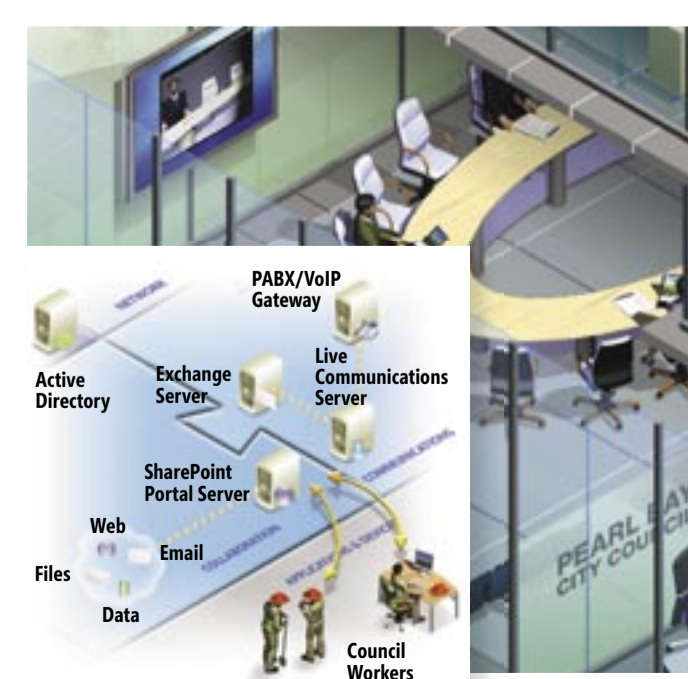
Creating operational efficiencies

Microsoft solutions are enabling council staff to operate more efficiently with less duplication.

Using solutions built around the Microsoft .NET Framework and Microsoft® SharePoint™ Portal Server Marrickville Council staff have streamlined the way they store, manage, search and retrieve over 5,000 digital photographs taken each month.

"Using Microsoft technologies, the council is able to incorporate metadata and images from many disparate databases and file locations in order to standardise work processes and increase efficiencies."

Troy Green, Manager, Information Systems, Marrickville Council



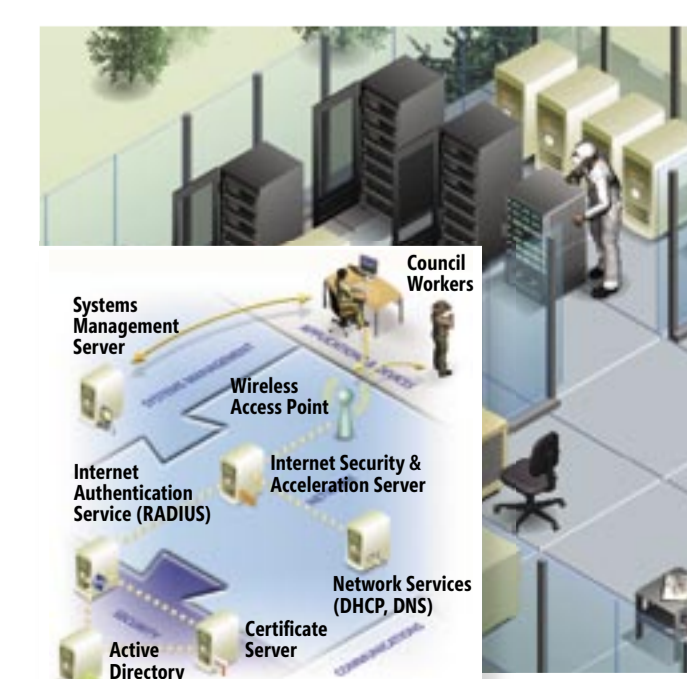
Increasing the effectiveness of IT

Many councils are looking to streamline their IT to reduce costs, deploy resources more efficiently and respond more rapidly to changing needs.

By rationalising their IT environment and standardising on the Microsoft platform, Snowy River Council were able to increase operational efficiencies, improve compliance in document management and deliver essential services online in a manageable secure environment.

"Our end-to-end Microsoft environment works seamlessly. In fact, it just works – day in day out."

Matthew O'Sullivan, IT Manager, Snowy River Shire Council



Sustaining the local economy

To improve the local economy and promote businesses, councils are turning to the Microsoft platform to support innovative solutions.

Leveraging their end-to-end Microsoft environment, Shepparton City Council provides IT and Web services to their business centre for start-up companies. It's easily managed remotely using Microsoft Operations Manager.

"Having Microsoft technology has allowed us to offer services to local businesses and really help them achieve their goals. We believe that's the key to creating a thriving and prosperous local community."

Rod Apostol, CIO, Greater Shepparton City Council

