



# Solutions for Intelligent Forms and Secure Information Sharing

## Extending government processes beyond the network

Government agencies are striving to increase their responsiveness to constituents and businesses by providing anytime, anywhere access to personalized services and information. But it's not easy. Paper-based processes require manual data entry, which increases costs and the risk of errors, and makes cross-agency collaboration difficult. Agencies do not have an efficient or secure way to interact beyond their own networks. Their legacy back-end systems were never designed to interact with constituents or with other systems. And agencies must comply with strict requirements to protect the privacy and authenticity of electronic communications.

Adobe helps government agencies meet these challenges and build electronic processes that extend outside the agency network so they can interact more effectively with other agencies and deliver more responsive services to constituents. Adobe provides a standard approach to electronic forms and secure document exchange by combining components of the Adobe Intelligent Document Platform with products and services from leading vendors, specializing in areas such as security, records management, and wireless communications. Agencies can apply this approach flexibly and cost-effectively across a broad range of mission-critical applications.

## Solutions for intelligent forms processing

One of the most common ways for constituents and government agencies to communicate is through forms, such as an application form for a driver's license, applications for benefits and services, or tax returns. Constituents complete these forms, and then agencies manually enter the data into their back-end systems. However, manual re-keying of data is costly and cumbersome.

Adobe offers solutions for forms processing built on the Adobe Intelligent Document Platform, which can replace error-prone, labor-intensive, paper-based processes with streamlined workflows built on intelligent electronic forms.

### Creating convenient access for constituents and agencies

The Adobe solution for forms processing streamlines interaction between constituents and agencies. Constituents can use the free Adobe Reader software to access familiar and secure PDF forms that can be completed online or offline, at their convenience. Constituents may choose to return completed forms via fax or mail, or submit them electronically using e-mail or a Web link. Agencies can quickly extract data from faxed or mailed forms by scanning the forms' 2D barcodes.

The business logic and data exchange capabilities of XML allow agencies to automate data capture and integration into back-end systems, and share data across other departments, service providers, or businesses. XML data makes it easier for agencies to serve up pre-populated forms using data from previous submissions, and to automatically trigger follow-on processes or notifications. Agencies can also set document security policies to control which users can interact with the intelligent form, what they can do, and how.

Providing a trusted, automated, and more worthwhile experience encourages constituents to use online services for routine requests, freeing agencies to focus on exceptional requests and higher value services.

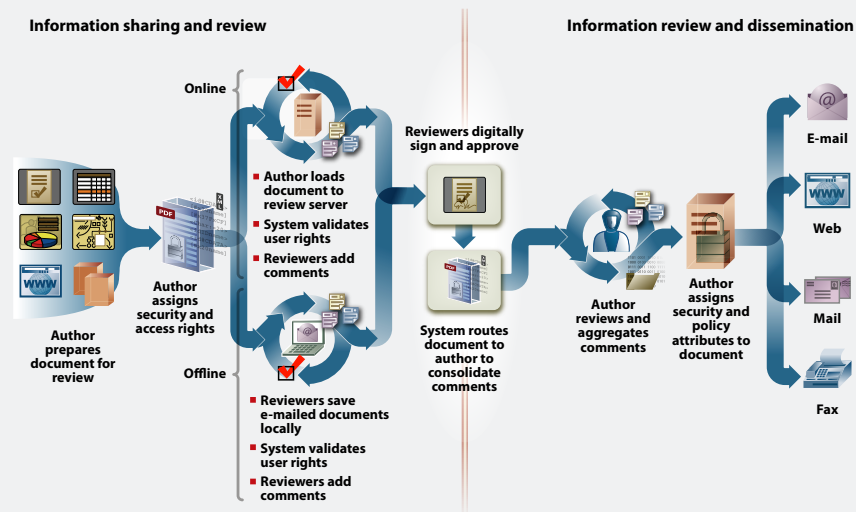
### AGENCIES THAT ADOPT THE ADOBE APPROACH FOR FORMS PROCESSING AND SECURE INFORMATION SHARING CAN:

- Increase constituent satisfaction with trusted, convenient, electronic interactions
- Speed cross-agency collaboration with more secure, intelligent information sharing
- Enable flexible information sharing across business processes

### ADOBE'S SOLUTION FOR FORMS PROCESSING ENABLES GOVERNMENT AGENCIES TO:

- Quickly and cost-effectively enable constituents, businesses, and other agencies to interact with PDF/XML forms using the free Adobe Reader
- Allow users to download forms, then complete and submit them on paper or electronically
- Automate capture of data into back-end systems and share it with other agencies
- Better control document security and privacy using flexible policies

Figure 1. Secure information sharing



## Solutions for secure information sharing

### ADOBE DOCUMENT CONTROL AND SECURITY PROTECTION LASTS THROUGHOUT THE LIFE OF THE DOCUMENT AND HELPS PROTECT:

- **Confidentiality**—Improved control over who has access to the document
- **Authorization**—Better control with what someone can do with the document
- **Accountability**—Tracking what someone does with the document
- **Integrity**—Showing whether a document has been altered
- **Authenticity**—Verifying the source of the document

To effectively provide constituents with anywhere, anytime access to government services, agencies must share information and create an environment of trust. By combining the Adobe Intelligent Document Platform with partner security solutions, constituents can be assured that communications to and from the agency are authentic and private. In addition, agencies can retain control of the information at each step in the process, even beyond the boundaries of their networks.

**Complying with privacy and security requirements using extensible policy controls**  
Most solutions for protecting electronically delivered information end at the firewall. Adobe takes security to the document level, delivering document control, digital signature support, and document certification services that simplify the process of protecting sensitive information.

Persistent confidentiality, privacy, and accountability policies travel with a document, so agencies can control who can open, view, print, copy, or modify a document, whether it is online, offline, or outside the network. Agencies can maintain these security policies to control documents throughout their lifecycle, change usage policies on existing documents, or revoke access altogether. Adobe also provides digital signature, encryption, and document certification capabilities to validate that only authorized individuals are able to access, edit, and transmit the document.

## Enabling anywhere, anytime, interactive government

With intelligent forms and secure information sharing solutions, Adobe helps government agencies who want to deliver anywhere, anytime, interactive government. By bridging the paper and digital worlds, Adobe improves the way people interact with information and each other. With Adobe, agencies can confidently move from paper-based to electronic processes, and communicate with constituents and other agencies more effectively while reducing the costs of distributing confidential information.

Better by Adobe.™

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95004875 03/05

