

# TRANSFORMING GOVERNMENT

**An E-Business Perspective**



# Transforming Government

*An E-Business Perspective*

## **The Largest Business in Most Countries is Government**

When it comes to the potential efficiencies of E-Business, the Public and Private Sectors have quite a bit in common. Both have employees in place to deliver products or services. Both have customers that consume these products or services. Both have a supply chain behind the delivery of products or services. And, both share a common objective in trying to reduce administrative overhead and improve core product/service delivery.

Despite the fact that the government system of checks and balances is somewhat counter to “efficiency,” tremendous potential exists for rethinking the business of government to reduce cost and improve the quality of government/constituent interactions.

Thus far, however, most so-called “e-government” initiatives have been simply focused on internet-enabling old processes and systems. This is a natural first step in the transformation, but the result has been a series of costly, overlapping, and uncoordinated projects. The next step in the transformation is to examine the inter-relationships between government agencies – both processes and systems. Only when this is viewed from the perspective of the constituent experience will the true efficiencies of E-Business be gained.

## **E-Business for Government can happen on many levels**

**Connecting government (G2G)**, yields better operations and better decisions. Government agencies are constantly facing the dual challenge of achieving more for their constituents with smaller budgets. Consequently, they are looking for ways to increase efficiency and worker productivity. As the threat of privatization of government services looms large at many levels, agencies must be more accountable today than ever, and it is imperative that they quantify their performance improvements.

**Connecting citizens (G2C)**, puts people online, not in line. Citizens are demanding better service, more value and greater access for the tax dollars they spend. Private sector experiences are exerting pressure on public sector agencies to provide at least the same level of service, value and access.

**Connecting businesses (G2B)**, results in efficient procurement and cost savings. Imagine the amount of money government can save in reduced cost for goods and services from suppliers through more strategic vendor sourcing, including techniques such as internet procurement, online exchanges, auctions/reverse auctions. Self-service efficiencies for suppliers will further drive excess cost out of government.

**Connecting employees (G2E)**, results in efficient internal human resource related processes and the resultant cost savings AND improves service to employees. Imagine a Human Resources organization that is relieved of the daily transactional and compliance related tasks and able to provide truly value-add strategic service to management and employees.

## **Evolving Agencies:**

### ***E-Business for Government as a reality***

With the advent of the Internet and related technologies, more and more citizens are realizing the benefits of accessible information and services, and are demanding those benefits from their governments. These citizens fully understand self-service and electronic commerce, and want one-to-one relationships and customized services and responses in real time. Governments are embracing Web-based applications to bring new solutions to knowledge-based communities, in essence transforming themselves into e-governments focused on connecting citizens with federal, regional, state, and local government agencies.

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It is a model in which services are available from an integrated, seamless source, regardless of the agencies involved. Governments want to use proven business applications that meet their unique requirements. As a longtime strategic partner of governments worldwide, Oracle has developed 100 percent internet-based solutions to assist agencies ranging from law enforcement to public administration to national defense in moving to efficient e-government operations. Located in more than 145 countries, Oracle has over 2,000 professionals around the globe dedicated solely to public sector. These professionals are working with governments at all levels to leverage proven and successful technology solutions already in use within other government agencies. Oracle began its long history with the government sector, and today enjoys the longest continuous working relationship with the public sector than any other software vendor in the world.

### **E-Government Public Sector Solutions *Tomorrow's Governments Will Be E-Governments, and Successful E-Governments Will Run on Oracle Technology.***

A range of government initiatives focuses on delivering citizen-centric services and engaging in an extended community (suppliers, partners, stakeholders) in relation to the delivery of services. Oracle public sector solutions leverages its world-class database technology to its limits through the addition and integration of E-Business applications, many engineered specifically for the public sector.

Oracle can meet these unique and exacting needs while helping ensure that the best practices of the private sector are fully leveraged within the public sector. Employing an e-government methodology will enable government departments and agencies to work together more closely to develop better internal networks, to allow the back office to

meet the internet, and to offer electronic gateways for constituent access: kiosks, one-stop shops, phone, mail, and the like.

Tomorrow's governments will be e-governments. A successful E-Government is an extended enterprise that electronically integrates suppliers and partners at the back end, with citizens and businesses (i.e., customers) at the front end. The only way to accomplish this integration is through effective use of Internet technologies in a three-tier architecture.

Oracle has a complete Internet solution, tailor-made for the public sector that runs on most operating systems, including Microsoft Windows NT, UNIX, and Linux, as well as on mainframes. Furthermore, Oracle is leading the development of mobile-computing solutions.

How does a government modernize into an E-Government? Internal focus shifts to citizens, businesses, suppliers and employees; administrative tasks become self-service-oriented; transactions lead to business applications; and local outlook expands to a global one. Oracle and its partners can help federal entities transform themselves into modern and effective organizations that achieve these goals and even exceed their expectations. Attention to key issues, such as security, privacy, knowledge management, and customer/citizen relationships, is necessary for a successful transition to an E-Government reality.

### **Security and Privacy**

Governments worldwide recognize that Oracle provides certified end-to-end secure products to protect government information at all levels. Anchored by Oracle's world-class database, which has been certified by 15 independent government security evaluations – compared to 1 for other vendors, Oracle's integrated suite of applications provides truly the most useful and secured solutions in the industry.

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### **Knowledge Management**

Oracle's E-Government offerings allow organizations to more efficiently enter, store, analyze and share their data across many agencies and departments. Oracle's Internet applications are accessible via a global network whereby agencies can have a system with a single data center, enabling in reduced IT costs and improved, consolidated information.

### **Citizens Experience Management**

Oracle has developed a comprehensive E-Business Suite of applications for public sector organizations designed to maximize available resources, improve access to funding opportunities, and reduce costs. These applications provide the interface between government and citizen, delivering call-center, service, and citizen-care solutions.

### **Oracle's Public Sector Applications**

Oracle has developed solutions that specifically address the needs of government organization. Oracle Public Sector Applications offer comprehensive business solutions that take full advantage of new and emerging information technologies. These applications provide users with self-service access to information that was previously difficult or impossible to locate. Because Oracle's applications are Web-optimized, they enable easy access to data for commonly used functions.

With these applications, users can streamline business processes, improve cost monitoring and controls, and provide fast answers to tough questions. Oracle's applications allow capture of the information that is needed to provide a complete view of an organization's operations. Among the functions handled by Oracle's Public Sector Applications are financial and performance analysis and reporting, procurement and expenditure management, budget management, receivables management, asset management, and human-resources management.

Oracle provides comprehensive E-Government solutions that include Internet applications for running an E-Government; an Internet platform for building an E-Government; and services for implementing, educating, and funding an E-Government.

### **Public Services:**

#### ***Solutions to Connect Constitutions with Needed Services***

Agencies are transforming to meet increasing constituent demands and stricter mandates for providing improved value and service to the public. Both civilian and military organizations look to E-Government strategies for improved services, outreach, and commerce. Increasingly governments are transforming their business processes in order to increase citizen service and organizational performance. Central to this approach is providing an integrated service delivery model, which integrates varieties of front office interaction points with back office enterprise functionality. Successful implementation of E-Business for government has tremendous impact, particularly on public's perception of government as a responsive entity.

Agencies must create comprehensive connected-citizen environments that provide citizens and other agencies with a seamless front end. Public services agencies also need to manage changing demographics at the same time as requirements are rising; yet they are often operating with legacy stovepipe systems. Moreover, reliability and security are paramount. These challenges necessitate organizational tools with enough flexibility to change as the social services industry changes and to turn these obstacles into opportunities.

### **Information Sharing**

Allowing data to flow between the public, service professionals, and public service agencies; data from

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multiple regions can be quickly centralized and converted into useful information.

### **Seamless, One-Stop Front End**

Helping social service agencies manage the explosive information growth by creating a simplified, seamless front end that presents a cohesive one-stop shop for constituents and effectively manages network data flow.

### **Benefits**

Allowing users to send and receive payments faster and more securely; and administrators to maintain client and provider profiles online.

### **Information Security**

Providing secure, internet-based solutions that protect an agency's legally sensitive information.

### **Fraud Prevention**

Demonstrating dramatic returns in cost recovery and avoidance, and protecting tax dollars against error and misuse.

### **Self Service and Outreach**

Enabling organizations to improve constituent satisfaction and lower overhead costs through the development of self-service and outreach capabilities that facilitate the efficient exchange of information.

### **Executive Decision Support**

Enabling agencies to accurately manage, track, and forecast future costs and funding. Not only to ensure that current projects are carried out, but also to maximize performance.

### **Process Efficiencies**

Oracle E-Government solutions deliver by being faster, better, and cheaper. With Oracle as a strategic partner, agencies can enhance employee training and retention, better

leverage spending, and provide better benefits at a lower cost to the public.

### **Public Administration:**

#### ***Knowledge Tools Streamline Government Business***

Information defines competitive advantages. Today, half of the fastest-growing business operations in the United States, public sector or commercial, focus on the business of providing knowledge, information, or services. This affects how public administration is performed. Oracle offers solutions for the entire spectrum of public administrative tasks, from finance to human resources. Oracle designs solutions to facilitate informed decisions, analyze performance, and create operational efficiencies.

Business intelligence can be gathered based on transactions made with Oracle's internet-based business intelligence, allowing everyone within an organization to receive timely information critical to its success. Integrating enterprise-wide data, the Oracle Business Intelligence System helps provide a complete picture of an agency's operations.

The wide reach of the Internet, coupled with fully enterprise-wide product solutions, allows organizations to offer shared services. Shared-service centers consolidate business processing, removing the need to synchronize and reconcile data. They also allow organizations to share common business rules, helping eliminate redundancies and increase efficiencies. A changing workforce, new technologies, increasing complexities, and growing globalization and alliances are transforming human resources. HR is being challenged and asked to invent and create new human resources programs to support these changes. To move in this new direction, HR operations are being transformed by a refocusing, redefining, and restructuring of HR functions and systems. An investment in Oracle HR today will be the cornerstone of an

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organization's ability to provide value-added information and enhanced service.

## **Justice and Public Safety: Tools for Responsive Law Enforcement**

One of the most demanding challenges for a government agency is the implementation of responsive and effective law-enforcement systems. Around the world, governments are under pressure to provide better protection and to reduce crime rates. Increasingly, government agencies are realizing that information technology provides a powerful weapon against crime.

### **Integrated Justice**

Oracle's Criminal Justice Information System links law enforcement, corrections, and the courts with timely, accurate, and critical data to enhance investigation, enforcement, adjudication, corrections, decision support, and administration. This allows a higher level of efficiency in crime fighting, criminal-records management, court operations, and correction facility management.

### **Criminal-History Information Network**

From the moment an incident occurs until the case is resolved, the government now has the benefit of a comprehensive, shared information system. This standards-based system is fully supported by data sources ranging from text to a multimedia system that tracks offenders through the entire justice system.

### **Process Efficiencies**

Many of the world's largest law enforcement agencies are Consolidated Criminal History Records Systems. Governments of all sizes are automating their court systems based on Oracle technology. Their correction facilities are managing their prison operations and prisoner records with Oracle solutions, and dispatchers are using Oracle's

computer-aided dispatch systems and mobile-computing systems.

### **Criminal-Justice Portals**

Portals are integrated starting points where users in the justice and public safety sectors can access all the information, applications, and data they need. Judicial, corrections, and law-enforcement users will find integrated applications and reports that span the entire justice agency. These applications include a stolen-car locator; applications for accident and prisoner-release reporting; and missing-persons listings. As these justice-management systems become available, many law enforcement agencies are selecting Oracle's applications to provide a modern, fully integrated justice system.

### **K-12 Education: Making Learning Limitless**

Today, schools are recognizing the importance of teaching students how to access information, analyze and transform what they have found, and communicate to others what they have learned, on a broad range of topics.

Instructors are utilizing traditional learning processes such as individualized learning programs and collaborative learning teams that are no longer restricted by physical classroom boundaries.

Administrators are realizing that by gaining a greater understanding of how each functional area of their school or district impacts the other, they can gain a stronger awareness of what processes and resources are most effective and which areas most need improvement.

With the many demands placed on schools and with so much at stake, schools need a partner that shares their vision of technology and how it can be fully integrated into the

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process of teaching and learning, administration and communication.

Oracle is that partner. Oracle's vision of education in a connected society is comprehensive and long lasting. It begins with a fully integrated suite of information management and administrative solutions for schools. Solutions that address mission critical tasks with optimal ease and cost-efficiency, provide the means to efficiently manage the infrastructure of schools, and establish the foundation for getting information when and where it is needed.

This results in web enabled, integrated learning environments that help instructors teach, help students learn more effectively and help administrators understand what is happening in their schools and why it is happening.

Why over 2,000 school systems manage all aspects of the K-12 enterprise run Oracle:

### **Diverse and Powerful**

Oracle's suite of financial, human resources, customer relationship management, and application development software are based on the proven reliability and security of the Oracle database and all deployable on the Internet.

### **True Integration**

Oracle is the only applications vendor to offer products that are completely and seamlessly integrated.

### **Commitment to Education**

Oracle is also the only company that can provide a total enterprise approach that includes ERP, Student Management, Learning Management and Integrated Decision Support and K12 Reporting.

### **One Team Approach**

Only Oracle is able to coordinate all the important components and services together such as Applications Software; Database Software; Application Development Tools for District Specific Modifications; Web/Intranet Software; Implementation Consulting; Training; and Post Delivery Support so that schools and districts do not have to.

### **Transportation: Solutions for the Nation's Transportation Systems**

The nation's transportation networks have a dramatic effect on the country's economy. Facilitating the movement and delivery of goods, people and services is necessary to continue the growth of our businesses and industries. Government organizations, utilizing Oracle technologies, play a key role in building, maintaining and managing these key assets.

### **Managing Infrastructure**

Oracle technologies are a crucial part of the management and development of our nation's highways, roadways, and railways. Ranging from Federal Aid Billing processes to Intelligent Transportation Systems, Oracle is the leading technology involved in the managing of the infrastructure that we take for granted and use on a daily basis.

### **Securing and Managing our Airports and Seaports**

With the increased security requirement and changing travel and shipping patterns of the public, Airports and Seaports need to run their operation in a more efficient manner than ever before. Oracle's eBusiness Suite helps these organizations deliver the services the traveling public requires while adding levels of efficiency that ensures increasing revenues.

### **Increasing Motor Vehicle Efficiency**

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Whether it is vehicle registration, emissions control, accident reporting or the creation of drivers licenses, the agencies that manage our Motor Vehicle functions have very complex and customer intensive tasks. Oracle technology is behind the management of these processes and supplies tools that can accommodate the degree of access, storage and availability required to make these systems work. In addition, Oracle Customer Relationship Management systems can bring the nations drivers closer to the agencies that and improve the customer experience. Oracle is also working with key agencies to make the drivers license a secure document and trusted document.

### **Running Public Transits**

In our largest cities and most rural areas, public transit is gaining a renewed popularity. With longer commutes, increased traffic congestion, and heightened airport security, the public is looking to other modes of transport. Oracle products and technologies are at the heart of managing our public transits, including systems for fare collection, maintenance, and operations.

### **Social Services:**

#### ***Enabling the Public Assistance Programs***

Social services is becoming a far more complex and integrated environment than ever. Increasing public demands, technological advancement, changing political issues, and limited funding are altering every organization's environment. At the same time, social service organizations face increasing demands for operational efficiency, information integration, and reduced costs.

Operational models now require specific competencies. Agencies must create comprehensive connected-citizen environments that provide citizens and other agencies with a seamless front end. Social services agencies also need to manage changing demographics at the same time as care requirements are rising; yet they are often operating with

legacy stovepipe systems. Moreover, reliability and security are paramount. These challenges necessitate organizational tools with enough flexibility to change as the social services industry changes and to turn these obstacles into opportunities..

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### **Process Efficiencies**

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### **Defense and Security:**

#### ***Internet Technology for Modernizing Military Operations***

Defense organizations are focusing on improved command-and-control systems; security for critical communications; modernized logistics operations; enhanced intelligence solutions; and reform of acquisition processes. Their information requirements revolve around distribution, security, availability, integrity, and interoperability. All these developments are occurring in an environment of decreasing budgets and resources. Defense organizations are looking to the advances in information technology (IT) to help them modernize their military, and to move their operations closer to a digitized battlefield.

As the leading supplier of relational technology and a key supplier of design/development and financial and human resource applications, Oracle offers solutions that enable the largest defense organizations in the world to gain efficiency and flexibility within the existing information technology structures.

Oracle's full range of network and database security offerings also addresses the pressing military need to protect essential information and to ensure that the information is available and deliverable. Oracle has played an integral role in solving challenges such as:

- Preparing military units for the battlefields of the future
- Implementing human-resources solutions across entire defense structures
- Modernizing a complete defense travel system
- Streamlining military logistics and supply systems to be more responsive to new and flexible military missions
- Installing financial solutions to allow the military to track and allocate critical resources more efficiently
- Partnering with all branches of the armed forces as they upgrade their command and control infrastructure

### **Intelligence and National Security:**

#### ***More Vital Than Ever***

In such a volatile and rapidly changing environment, the need for intelligence information is more vital than ever for swift, decisive action.

Paramount is the ability to provide the President, policy-makers and military operations with the most timely and accurate intelligence in order to make the most informed decisions affecting national security and policy.

Proven leading-edge technology is at the heart of this intelligence collection and dissemination process. While information systems traditionally have greatly enabled the collection process, timely dissemination to those who "need to know" without risk of compromise has been a significant challenge.

Older information infrastructures could not provide the level of security, reliability, and interoperability required to effectively communicate intelligence data.

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Oracle combines both a comprehensive knowledge of the requirements of intelligence systems with an understanding of the possibilities that information technology can bring to bear.

More than any other company, Oracle has the unique capabilities required to address the toughest information management challenges of Intelligence. That's because Oracle is more than just the developer of the most powerful, most comprehensive integrated suite of software available—it's roots began in the Intelligence community. This means you're assured the leading edge—a least-risk, total solution that will perform beyond your expectations.

Oracle solutions put the right intelligence in the hands of the right people at the right moment.

### **Oracle Homeland Security Solutions**

*"Technology and information systems hold the key to protecting the country from terrorism and other threats."*

*- Christopher Mellon, Deputy Secretary of Defense for Intelligence*

During the past decade, we have experienced unprecedented growth in computer interconnectivity. The benefits have been enormous in terms of facilitating communications, improving business processes and enabling easier access to information. However, without proper safeguards, this widespread interconnectivity poses enormous risks to our computer systems and, more importantly, to the critical operations and infrastructures they support.

### **Complete Threat Management Solutions**

The clarifying events of September 11 have brought the need for safeguarding information even more sharply into focus. No matter the size and function of government organizations, all are focusing on the important work of protecting data, business functions and people from all kinds of internal and external threats.

For over quarter-century, Oracle has been a partner to the most critical of organizations, such as the US Department of Defense, who rely on Oracle's industry accepted technologies in protecting the most vital of data assets. So when it comes to Homeland Security, Oracle has already proven to deliver the necessary solutions to address any organization's emergency preparedness needs.

- Functional and technical expertise
- Infrastructure technology – for information assurance, business continuity and collaboration
- Specific solutions tailored for the unique needs of the public sector
- Leadership on national initiatives
- Industry accepted technologies

Oracle and its business partners stand ready to help you prepare for any potential emergencies.

### **Information Assurance**

Safeguard against unauthorized disclosure of information by protecting your information systems. Built on the leading secure information management architecture available, Oracle solutions ensure that information is available only to those authorized to access it. Oracle and its partner solutions include strong user authentication, access control, data encryption, network encryption, comprehensive auditing and biometric security. Oracle technology helps maintain your information's availability, integrity, authentication, confidentiality and non-repudiation. Oracle's information assurance products include:

*Oracle9i Database* — Oracle9i is a secure object/relational data management system for high volume transaction environments, query-intensive data warehouses and multimedia rich Internet applications. 9i provides the broadest array of services and integrates all the components, including a Java Virtual Machine, for any system so you can get up and running quickly at low cost and risk. Embedded

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security functionality includes selective data encryption, access control down to the row and column levels, and fine-grained auditing that help spot security breaches.

*Oracle Label Security* — Formerly Trusted Oracle, OLS protects classified data and controls data preparation within a single table with strict multilevel row security. Inside the database, it enforces a mandatory access control policy based on ISO/IEC 15409 Common Criteria. This additional security restricts users to data only within their clearances.

*Advanced Security Option* — offers added security to the Oracle database's network infrastructure. Provides data encryption and integrity to ensure the privacy of communications over any protocol to the Oracle database.

Supports strong authentication services such as Kerberos, biometrics and RADIUS-compliant smart cards. Delivers client/server single sign-on with digital certificates over SSL (Secure Sockets Layer).

### **Business Continuity**

Prevent destruction, corruption or degradation of information while protecting against a disruption of service. Oracle has long offered solutions for redundant systems to ensure that you are fully prepared to detect, prevent and respond to unforeseen disruptions in system availability, whether the result of natural disasters, internal sabotage or terrorist threats and attacks. These include redundant hardware and software, synchronous and asynchronous off-site backup, and online systems maintenance. Oracle's business continuity products include:

*Oracle9i Database Data Guard* — Protects your data from ALL forms of unplanned failure, reduces planned downtime and provides higher availability for your applications and data. Data Guard provides application independent data protection for all hardware architectures, complements existing high availability and data protection solutions, and

offers a fast, low-cost, high availability and data protection implementation

*Real Application Clusters* — Formerly Oracle Parallel Server, RAC provides unparalleled availability and scalability without requiring application or database modifications. In a clustered system, database performance will scale almost linearly when you add new servers; 100% of the database is available even when a server in the cluster fails or goes off line.

### **Collaboration & Communication**

Provide connected and disconnected wireless access, decision support and interaction centers to help you coordinate, collaborate and communicate across government agencies and with your constituents. Oracle provides a robust, integrated set of collaboration solutions for data warehousing and decision support, online information exchange, web portals and middleware. Oracle's solutions for collaboration and communication include:

*Oracle9i Application Server* — 9iAS offers the most comprehensive set of middle tier services and Internet-standard interfaces. It integrates in one product all the technology needed to deploy the most scalable and high-performing e-business and transactional applications dramatically increasing web site performance.

*Oracle Portal* — A self-service web solution for end users and developers to build dynamic Internet portals with just a browser. Portals empower users with an integrated access and a personalized view to all enterprise data sources and content. End users can build their own forms, reports and charts, as well as manage and share files and folders through a web interface.

*Oracle Project Development Exchange* — An open, yet secure, collaborative environment to manage mission critical activities through an integrated web workspace. Manages

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user roles and privileges, projects, people, documents, products, issues, costs, planning, scheduling, forecasting, purchasing, and business intelligence.

*Call/Interaction Center* — The core application that provides the service request generation that is essential in efficiently handling constituent service requests. Service types and attributes standardize the call center agent's capture and routing of the required information and effective resolution.

*Email Center* — Designed to satisfy requirements for inbound constituent support-oriented email interactions, as well as outbound marketing and outreach campaigns.

*Oracle Spatial* — Enables Oracle9i to store, index and analyze geographical and locational data. Users query roads, boundaries, addresses and latitude/longitude/altitude coordinates alongside traditional data.

*Oracle9iAS Wireless Edition* — Renders, optimizes and personalizes content from any source such as legacy systems, databases, web sites and email for cell phones, pagers, PDAs and other wireless devices.

*Oracle9i Lite* — A small footprint database for running applications on mobile computing devices. Web applications can run on or off line and replicate data to and from central database servers.

*Oracle Discoverer* — An ad-hoc query reporting and charting tool for users in a Windows environment

*Oracle Express* — Express structures data for multi-dimensional on-line analytical processing (MOLAP) and provides a powerful calculation engine for forecasting, statistics, what-if analysis and trending.

## **Let Oracle Show You the Way to E-Business for Government**

Transform the way you conduct business with Oracle's internet-enabled E-Business Suite. Put your constituent management, supply chain, and internal operations online with Oracle's comprehensive and fully integrated solution. Combine the wide reach of the Internet with Oracle's fully globalized product to run your organization consistently and accurately worldwide. Reduce costs and complexity by running on agency-wide intranets or the World Wide Web. It's no wonder so many organizations rely on the Oracle E-Business Suite.

Oracle provides comprehensive government solutions that include Internet applications for running an E-Government; an Internet platform for building an E-Government; and services for implementing, educating, and running an E-Government. With these applications, your organization can streamline business processes, improve cost monitoring and controls, and provide fast answers to tough questions. Oracle's applications allow capture of the information needed to provide a complete view of an organization's operations.

Contact an Oracle public sector representative today and find out how your organization can easily become an E-Government with Oracle's comprehensive and integrated suite of Public Sector Applications.

### **For more information on Oracle Public Sector offerings:**

Contact your Oracle Government representative at:

1.800.633.0584 (United States)

+1.650.506.7000 (Outside US)

Visit the Oracle Web site at

<http://www.oracle.com/industries/government>

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