

## IBM Social Program Management (SPM) V8.0.2\*

### Deep Dive: Citizen Engagement Enhancements

\*The Citizen Engagement asset version that is compatible with V8.0.2 is IBM Universal Access Responsive Web Application 5.1.0.



# Who do we Serve?



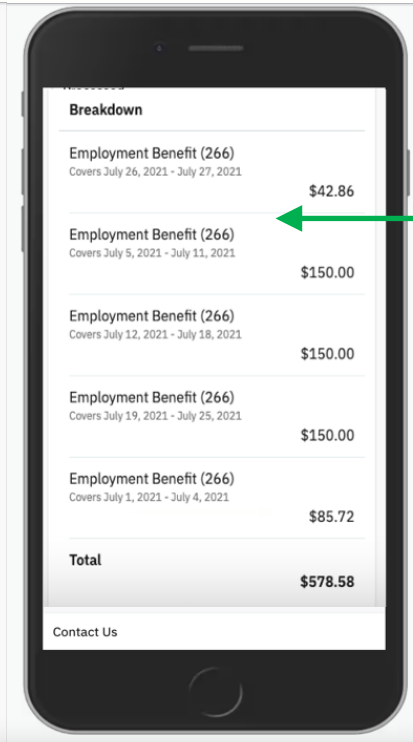
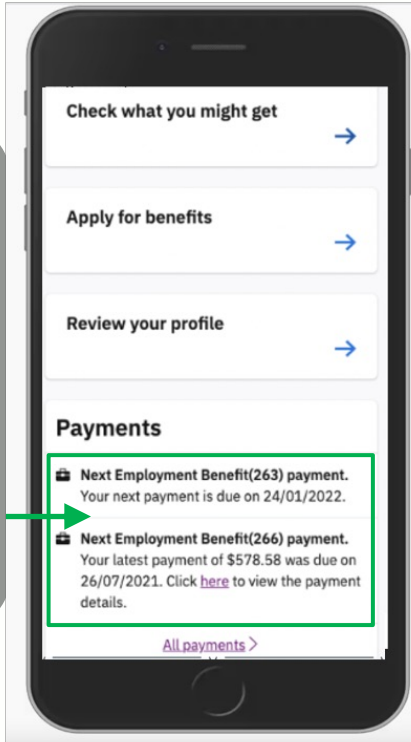
**Maria Hernandez**  
Citizen, Person applying  
for support

We help Maria to get the support that she requires by enabling a people-centered, holistic approach to benefit delivery that allows her to access public services online.

# Background: Finding Payment and Entitlement Information

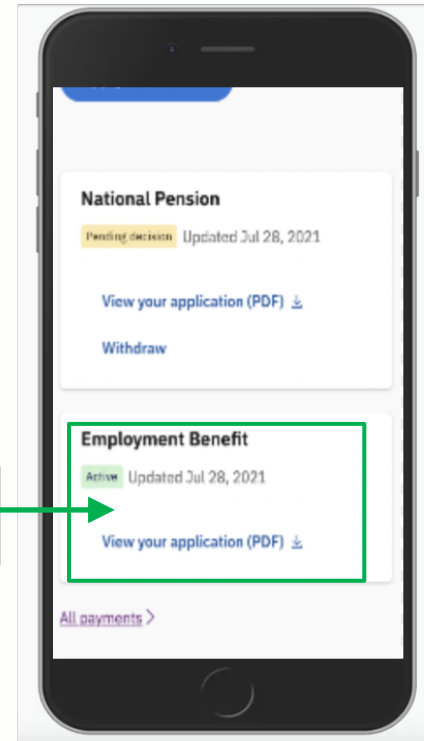
Before V8.0.2 (CE 5.1.0), Maria faced challenges when trying to find benefit payment information in her Citizen Account.

The payment information on the dashboard was hard to read, did not always include a payment amount, and did not display information about previous payments.



Payment Details Breakdown did not include the components of the payment or indicate whether there had been any adjustment to the benefit amount.

Your Benefits did not include payment information.



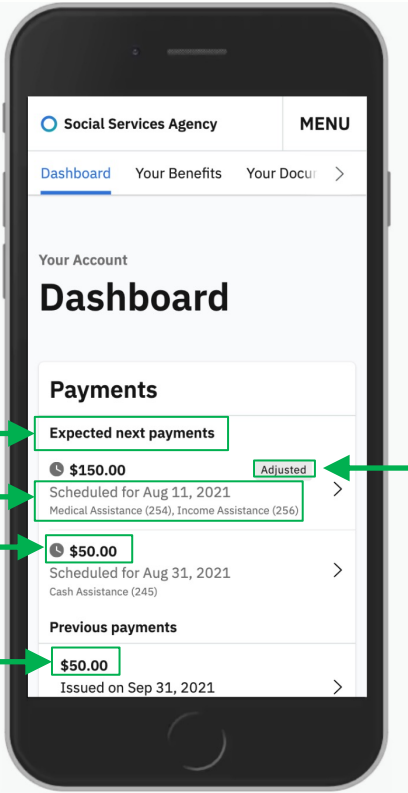
# Finding Payment Information

Citizens can now easily view their expected and previous benefit payments in their account along with detail on any adjustments. Citizens can also see how payments were calculated.

Improved Layout – Expected and Previous Payments sections added

Improved Layout – Payment date and benefits are now clearly displayed

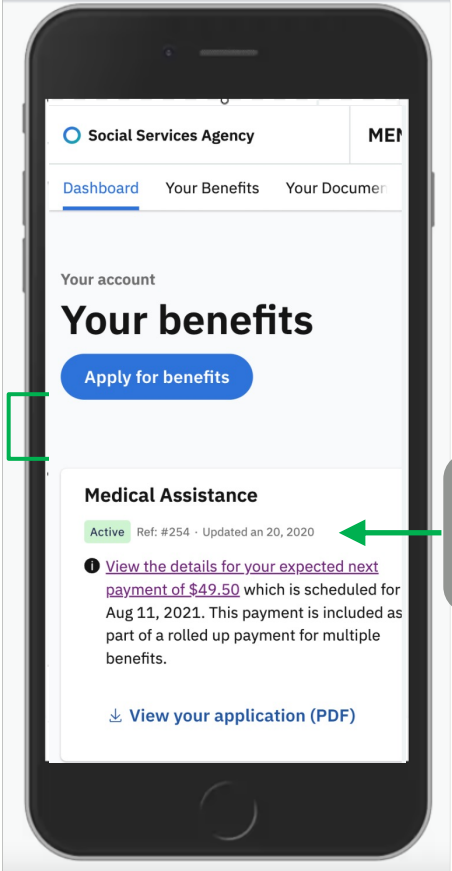
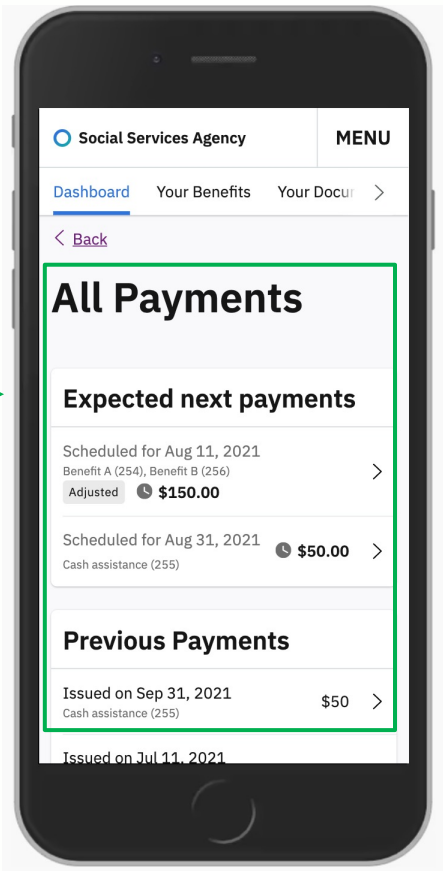
Payment amount now always included



Adjustment indicator if entitlement amount has changed

# Finding Payment Information: All Payments and Your Benefits

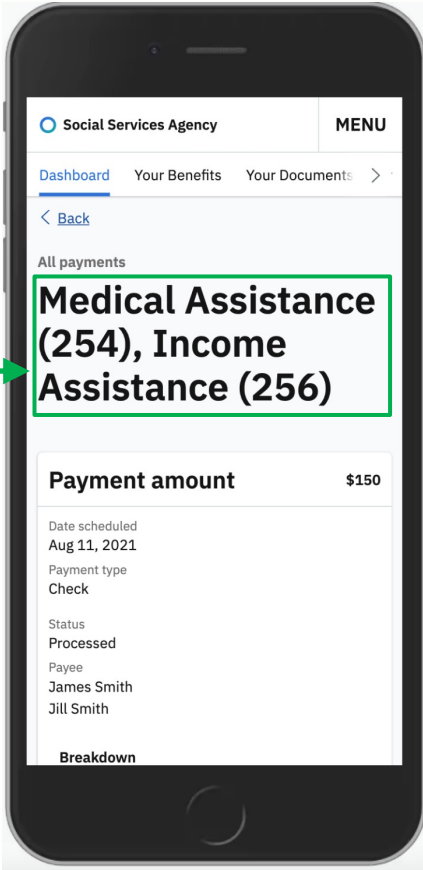
The *All Payments* screen now has the same layout as the user's dashboard for expected and previous payments.



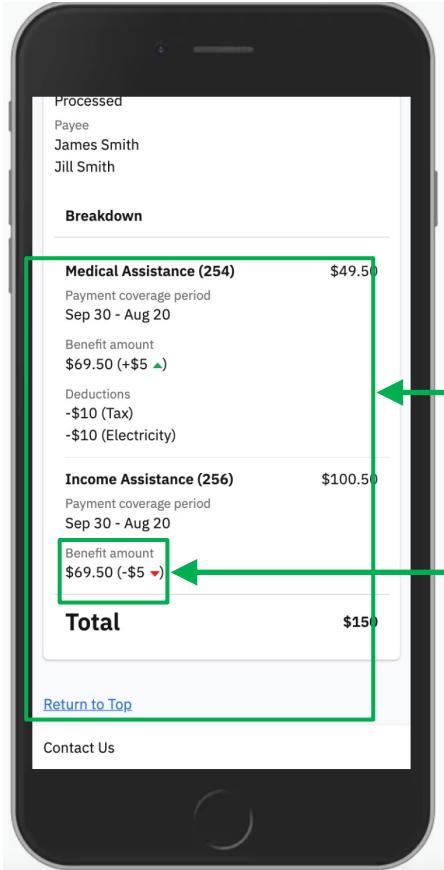
The *Your Benefits* screen now includes a message about the expected next payment for this benefit.

# Finding Payment Information: Payment Details

If the payment consists of more than one benefit, all benefits and case numbers are now included in the title.



Improved layout in the breakdown shows each payment and any deductions or components that make-up the overall payment amount for that benefit.



If benefit has been adjusted, the amount adjusted, and whether it went up or down, are displayed.



# Legal Disclaimer

© IBM Corporation 2022. All Rights Reserved.

The information contained in this publication is provided for informational purposes only. While efforts were made to verify the completeness and accuracy of the information contained in this publication, it is provided AS IS without warranty of any kind, express or implied. In addition, this information is based on IBM's current product plans and strategy, which are subject to change by IBM without notice. IBM shall not be responsible for any damages arising out of the use of, or otherwise related to, this publication or any other materials. Nothing contained in this publication is intended to, nor shall have the effect of, creating any warranties or representations from IBM or its suppliers or licensors, or altering the terms and conditions of the applicable license agreement governing the use of IBM software.

References in this presentation to IBM products, programs, or services do not imply that they will be available in all countries in which IBM operates. Product release dates and/or capabilities referenced in this presentation may change at any time at IBM's sole discretion based on market opportunities or other factors and are not intended to be a commitment to future product or feature availability in any way. Nothing contained in these materials is intended to, nor shall have the effect of, stating or implying that any activities undertaken by you will result in any specific sales, revenue growth or other results.

Performance is based on measurements and projections using standard IBM benchmarks in a controlled environment. The actual throughput or performance that any user will experience will vary depending upon many factors, including considerations such as the amount of multiprogramming in the user's job stream, the I/O configuration, the storage configuration, and the workload processed. Therefore, no assurance can be given that an individual user will achieve results similar to those stated here.

All customer examples described are presented as illustrations of how those customers have used IBM products and the results they may have achieved. Actual environmental costs and performance characteristics may vary by customer.

IBM, the IBM logo, [ibm.com](http://ibm.com), Watson, and Watson Health are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at [ibm.com/legal/copytrade](http://ibm.com/legal/copytrade).