



Why Cisco for State and Local Government?

Growing Pressure to Do More with Less

Budget cutbacks. Unprecedented deficits. There seems to be no end to the financial challenges. It can be very difficult for state and local government institutions to fulfill their missions. While funding continues to shrink, populations continue to rise and citizen expectations of speedy service and response times have dramatically increased. There is intense pressure to do more with less and to make the right decisions about how information is managed and government resources are utilized.

The challenges are huge, but so are the opportunities—to improve the quality and effectiveness of services, to better engage citizens, to increase the productivity of government personnel, and to break down the barriers between agencies. Of course, none of this can be accomplished by sticking to the status quo. Doing more with less requires innovative business models that unlock workforce potential and support operational efficiency.

Shared Services Across State and Local Government Boundaries

Many state, county, and municipal organizations are planning or building new networks and services—for cost savings, safety and security improvements—in education, healthcare, and other areas. Rather than addressing the common requirements through separate initiatives, these groups want to offer integrated services that can be shared across organizations.

For communities facing tight budgets and tough economic conditions, leaders are building broadband networks to provide new services that cost less to deliver overall, but would be too costly to deploy independently for each group. Examples include combined data centers, integrated emergency response and communication systems, or enhanced video capabilities.

For example, in Livingston County, Michigan, leaders are planning a shared telephony infrastructure for schools and public safety systems. In addition to cost savings, benefits will include data center consolidation and higher network speeds.



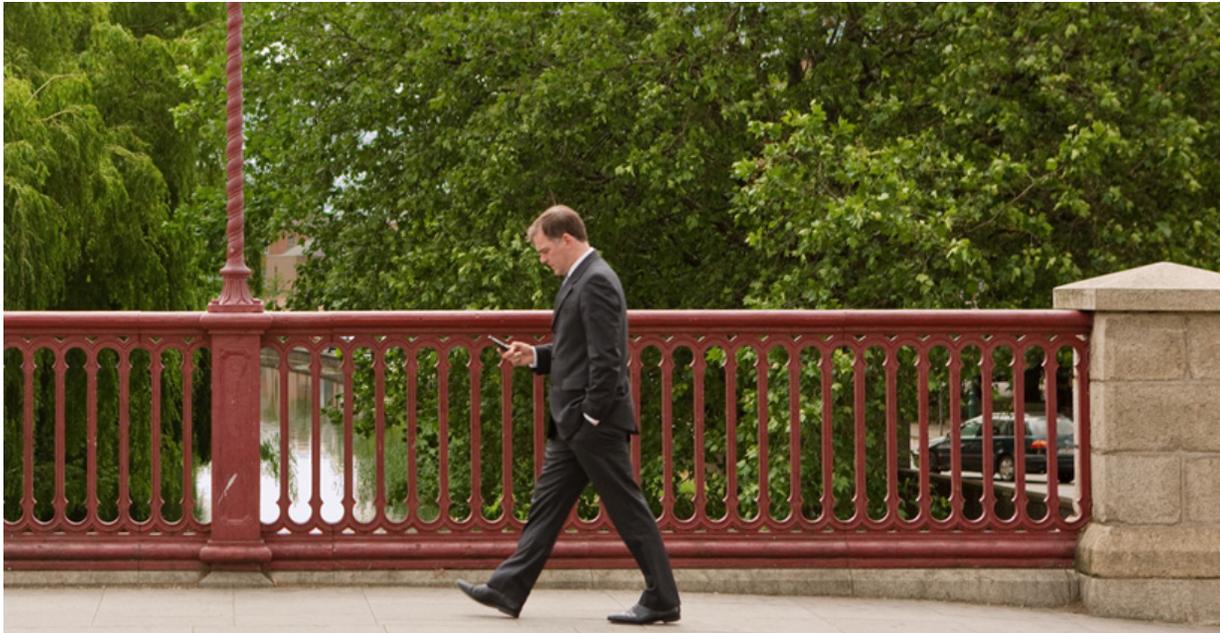
Streamlining Government Operations with Consolidation and Virtualization

Statewide strategies to consolidate data centers, increase the utilization of server, storage, and network resources, and provide services via secure private “clouds” help to reduce costs, increase efficiency, and improve services for constituents. Virtualized and consolidated datacenters offer scalability without complexity. For example, the State of Pennsylvania Office of the Attorney General deployed virtualized shared data center resources to improve utilization and enhance capabilities to run applications in a highly efficient manner.

Technology-Enhanced Collaboration for Increased Operational Efficiency

Building a culture of collaboration can unlock the potential of your government workforce, so you can better serve constituents as you reduce costs and better manage limited resources. With Cisco® Collaboration solutions, your agency can: accelerate decision-making and improve responsiveness; improve the flow of information within and between agencies; enable dynamic two-way exchanges between citizens and agencies; share infrastructures, expertise, and services; and reduce travel and your environmental impact.

Converging voice, video, and data networks in a single, powerful, secure network increases responsiveness, mobility, collaboration, and security. Agencies benefit from rich, real-time interactions and can dynamically form working groups, reduce communication delays, and keep everyone productive. For example, using Cisco WebEx™ conferencing, government employees can meet “in-person” without traveling. Government agencies can reduce the costs of project completion, training, and technical support and can offer face-to-face services no matter where citizens or government employees are located. Cisco TelePresence™ conferencing dramatically improves an agency’s ability to effectively collaborate by enabling people to meet, share documentation, and make decisions in real time, unencumbered by geography. The Cisco TelePresence solution reduces the need for frequent travel and all of its associated costs, making it possible for government leaders to effectively be in several places at once.



People-Centric Government Services for Citizens

How can you remain operationally sound and still make it easier for constituents to get the services they need, when they need them? Use Cisco Citizen Connect solutions to deliver citizen-centric services:

- Take advantage of self-service automation to help reduce costs.
- Enhance services to citizens and businesses through multichannel access to government agencies.
- Streamline access through functional directory, link expertise from agency to agency.
- Utilize skills-based routing to deliver direct access to expertise, regardless of where experts are located.
- Optimize field service through mobile worker access to all case information.
- Provide a single phone number for nonemergency government services.
- Combine multiple call centers into one virtual call center that can share resources.

“Having the right technology to allow a citizen to log into the city’s infrastructure, yet at the same time protect that infrastructure from malicious attacks, is key to how a local government is able to provide services and be accessible to its citizens.”

— Curlie Matthews, Chief Information Officer,
City of Colorado Springs, CO

Smarter Buildings and Reduced Costs with Advanced Energy Monitoring Capabilities

Rising energy costs, environmental concerns, and new government initiatives have inspired a focus on sustainable and “green” IT operations. States are finding new ways to measure power consumption, control energy output, reduce costs, and increase operational efficiency. An intelligent information network using the Internet Protocol (IP) open standard can provide a single, multiservice infrastructure to support these initiatives.

Cisco Smart Connected Buildings use IP networks to control, monitor, and regulate such tasks as heating, air conditioning, lighting, and other environmental variables. They can also oversee other building functions such as security, fire suppression, and elevator operations.

Community Safety and Security: Help Protect and Secure People and Assets

True community safety and security is more than just a camera on a building. It is about improving security for your networks, preventing disasters, responding to threats, and communicating across channels, sectors, and boundaries. And it’s about planning and collaborating. State and local government authorities understand the necessity of maintaining continuity of government initiatives in the community. However, planning for a crisis can be challenging.

Cisco can help with a five-step approach to building and maintaining resilience and continuity of government during a disruption of normal operations:

- **Prepare:** Adopt early warning tools and continuity and situation response plans.
- **Prevent:** Work to safeguard employees, citizens, property, and assets.
- **Detect:** Provide instant notification of security breaches and threats.
- **Assess:** Determine the scope of the incident and next actions.
- **Respond:** Coordinate real-time communication.

Case Study: The Missouri State Highway Patrol

The Missouri State Highway Patrol helps to ensure interoperability and data exchange between law enforcement agencies within the state, especially during a crisis situation, through Cisco TelePresence video surveillance solutions. They use Wi-Fi and satellite communications and onboard IP telephony through the Cisco IP Interoperability and Collaboration System (IPICS) Solution.



Why Cisco for State and Local Government?



Cisco Capital

Budgets are tight, and affordability is more top-of-mind than ever before. When federal funding and grants fall short, Cisco CapitalSM can customize an alternative acquisition strategy that makes sense for your organization.

Learn more about Cisco Capital at:
www.cisco.com/go/ciscocapital

Cisco Services

Cisco offers professional services that help you meet your mission goals and objectives. Cisco Lifecycle Services, performed by Cisco or by Cisco partners, can help you mitigate project risks and achieve your mission goals to prepare, plan, design, implement, operate, and optimize the lifecycle.

For more information, visit:
www.cisco.com/en/US/products/ps9909/serv_home.html

Next Steps:

Imagine a community where citizens are fully connected to government organizations, businesses, and to one another; where employees provide timely and efficient services, doing "more with less"; and where new businesses, citizens, and tourists congregate in a safe and more livable community.

For more information about how Cisco can help your department or agency, visit:
www.cisco.com/go/government