Almost 60 percent of government employees worldwide say that working on a personal device boosts their productivity. 63 percent use smartphones, and 52 percent say it increases their job satisfaction*.

Mobility is here – and growing. It’s quickly changing the way governments increase flexibility and respond to citizens, who also want 24-hour mobile access on their favorite device. To meet these demands, successful agencies and ministries are undertaking mobile initiatives to support teleworking, remote work, and citizen services to:

- Address tighter budgets with cost-effective capabilities
- Offer fully secured mobile services for all users
- Improve flexibility for continuity of government in emergencies
- Increase operational efficiency
- Lay the groundwork for future growth

“IThe wireless solution has enabled the large population of our mobile employees to connect to the corporate network while on the move, through their device of choice, be it tablets, iPads, or smartphones.”

- R.S. Mani, Senior Technical Director, NIC

What Problems Does It Help Solve?

Mobility and digital communications provide the critical capabilities for you to empower workers and serve citizens. However, to support the transition to mobile government and provide mobile workers the flexibility they need within a secure and robust environment, agencies and ministries must address these key requirements:

- **Provide device choice and support:** Governments can no longer support only limited workplace devices. Employees are demanding a wide array of bring-your-own-device (BYOD) offerings such as smartphones and tablets. It’s a trend that will only increase.

- **Offer device visibility on the network:** Users may have more than one BYOD device connected to the network simultaneously. Complete visibility protects the network from rogue devices across multiple modes of network access.

- **Protect data and prevent loss:** One of the largest challenges with any BYOD implementation is ensuring protection of data. Government IT must implement a strategy to protect data on all devices and include a secure partition on the device so data can be tightly controlled. The strategy may also include the need for a Virtual Desktop Infrastructure (VDI) application to allow access to sensitive or confidential data without storing the data on the device.

- **Revoke access:** At some point in the lifecycle of a device or employee, it may become necessary to terminate access to the device. This could be due to a lost or stolen device, an employee termination, or when a government worker changes roles. IT needs the ability to quickly revoke access granted to any device and possibly remotely wipe some or all the data (and applications) on the device.

- **Ensure performance and reliability:** Users expect wireless networks to operate at the same level as wired systems, including high-quality connectivity and throughput for advanced applications such as video.

- **Manage the increase in connected devices:** A rapidly increasing number of devices requires a highly scalable mobile network, which must also be IPv6-compliant to meet the potential challenges of IP address starvation.


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Cisco Mobile Government Architecture

The Cisco® Mobile Government architecture provides a flexible, scalable foundation for solutions that deliver mission-critical capabilities in the field, on the road, and in government work centers. These include the Cisco BYOD (Bring Your Own Device) Solution, Connected Mobile Experiences (CMX), and mobile collaboration applications. Cisco and our partners also provide a comprehensive portfolio of services to help plan, build, and run your mobile infrastructure.

“Cisco Identity Services Engine has automated and simplified access control for network devices such as printers, IP phones, and thin clients, and now we have enhanced visibility of our network.”
— Ilari Saikkonen, Senior IT Specialist Kela

Supporting Secure Mobility

The Cisco BYOD Solution connects and secures mobile devices for government organizations including tablets, smartphones, and personal computers with the Identity Services Engine (ISE) to support this growing trend. The Cisco solution provides:

- **Unified policy for secure access:** A single policy secures data, applications, and systems across the entire organization and provides guest, posture, device profiling, network access, and mobile device management (MDM). Cisco also enables data security to ensure privacy of information.
- **User experience:** You can maximize worker productivity with access to collaboration and communication tools and applications.
- **Simplified operations:** Services from Cisco and our partners help simplify deployment, accelerate the operational benefits of BYOD, and help manage and lower operating costs.

Collaboration Applications for Government

Cisco provides mobile collaboration applications for leading devices, including Windows, Mac, iPhone, iPad, Android, and Blackberry, to enhance productive and support mobility and teleworking:

- Cisco Jabber® helps workers quickly check availability, communicate with instant messaging, access voice messages, and make voice and video calls over Wi-Fi networks.
- Cisco WebEx® mobile applications let citizens and employees join meetings, share applications, and use video for a rich collaborative experience.

Mobile Experiences for Citizens

The Cisco CMX solution augments BYOD with Wi-Fi and citywide services to support capabilities for government services including:

- Mobile “way finding” to help citizens locate places and things with mobile applications, shown in Figure 1
- High-quality digital information and services delivered to citizens and mobile workers anywhere, anytime, on any device
- Improved quality of service for citizens, achieved by spurring innovative new applications

Why Cisco?

Cisco helps government organizations to deliver on mission, reduce costs, and develop innovative services for citizens and constituents with network-centric solutions, expertise, and resources. For funding options, learn more about Cisco Capital for alternative acquisition strategies.

For more information, contact your local Cisco account representative or authorized Cisco partner, or visit: www.cisco.com/go/government.

Case Studies

**City of Amsterdam:** The City uses a Cisco network to cut 10 million euros in leasing costs, reduce office space by 40%, improve employee productivity, and meet green requirements.

**Kela:** Finland’s national social security provider uses Cisco to secure flexible working practices and simplify IT management.

**National Informatics Centre (NIC):** Cisco’s unified wireless architecture helps accelerate collaboration and productivity.