Government tranformation – Vision and trends

Cisco Expo, Cairo – 12 January 2010

Maarit Palovirta, Government Business Development Manager

Agenda

Business Challenges

The Network as the Platform for Government Operations

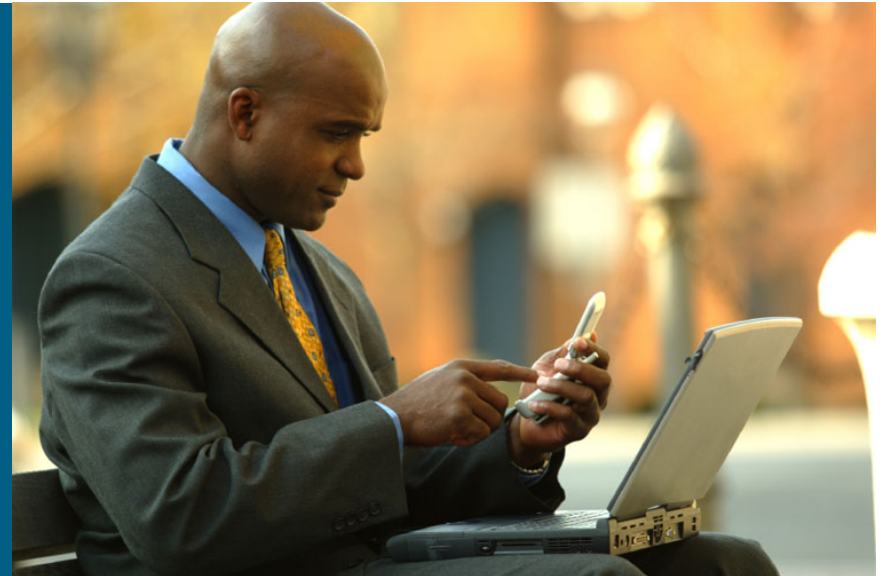Solutions for Government

Case studies

Q & A

Business Challenges

Top Challenges Facing Government

▶ Manage economic uncertainty and budget constraints

▶ Enhance collaboration and communications

▶ Improve effectiveness of limited resources

▶ Keep government up and running all the time

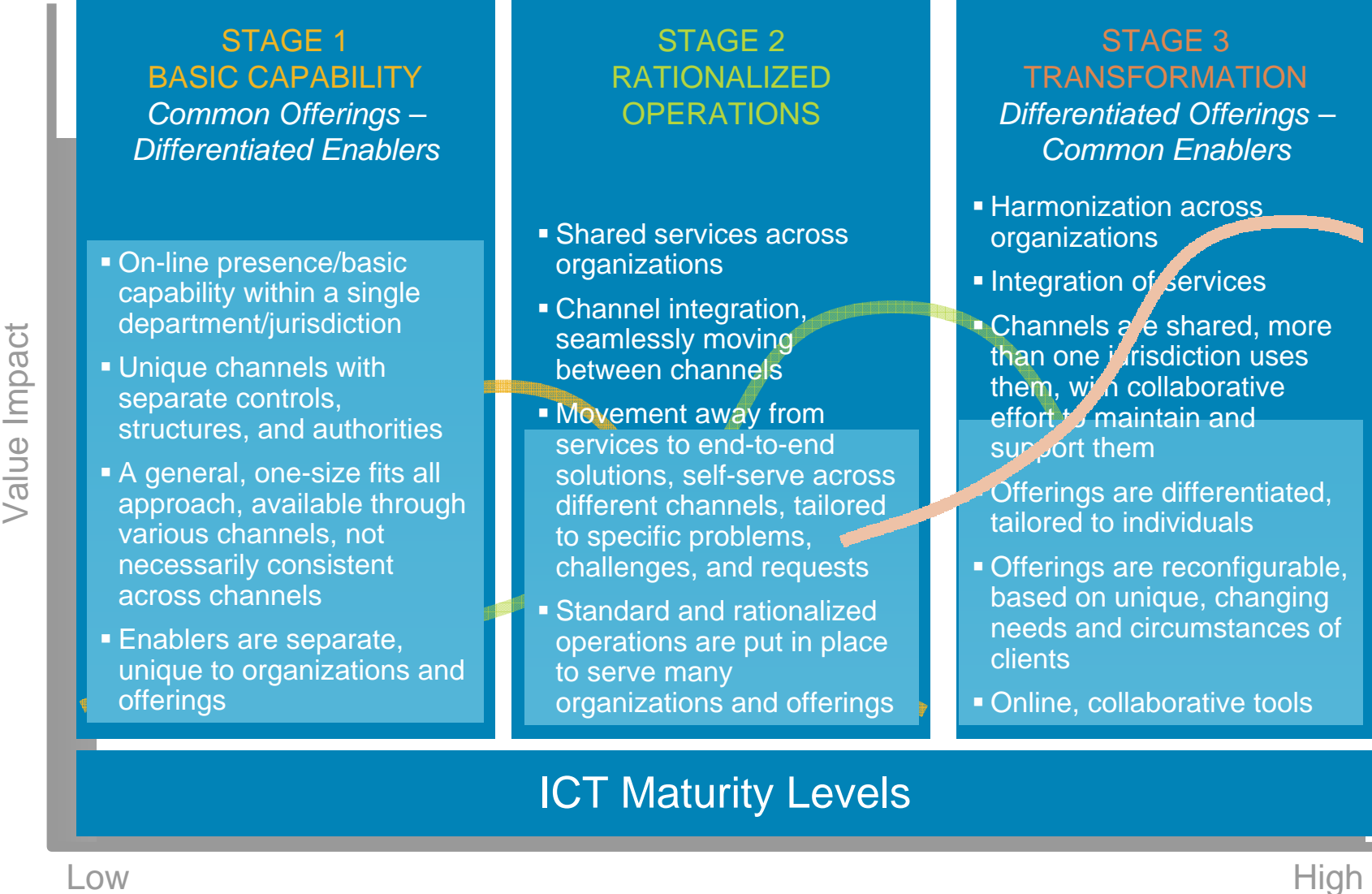▶ Overcome staffing challenges

▶ Meet evolving citizen expectations

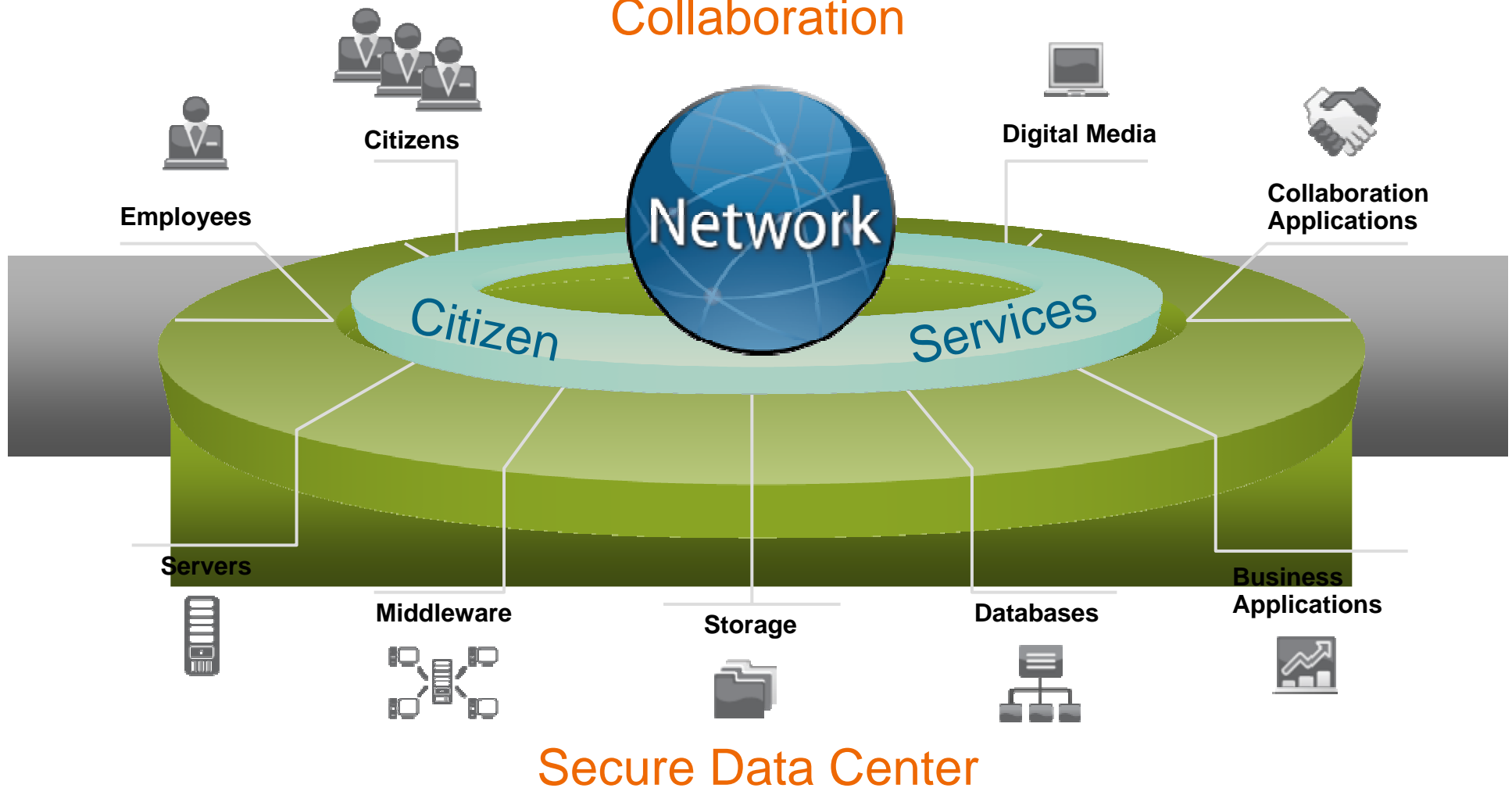   Cisco Public

The Network as the Platform for Government Operations

A Development Path for Connected Government

STAGE 1 BASIC CAPABILITY *Common Offerings – Differentiated Enablers*	STAGE 2 RATIONALIZED OPERATIONS	STAGE 3 TRANSFORMATION *Differentiated Offerings – Common Enablers*
▪ On-line presence/basic capability within a single department/jurisdiction ▪ Unique channels with separate controls, structures, and authorities ▪ A general, one-size fits all approach, available through various channels, not necessarily consistent across channels ▪ Enablers are separate, unique to organizations and offerings	▪ Shared services across organizations ▪ Channel integration, seamlessly moving between channels ▪ Movement away from services to end-to-end solutions, self-serve across different channels, tailored to specific problems, challenges, and requests ▪ Standard and rationalized operations are put in place to serve many organizations and offerings	▪ Harmonization across organizations ▪ Integration of services ▪ Channels are shared, more than one jurisdiction uses them, with collaborative effort to maintain and support them ▪ Offerings are differentiated, tailored to individuals ▪ Offerings are reconfigurable, based on unique, changing needs and circumstances of clients ▪ Online, collaborative tools

Value Impact

ICT Maturity Levels

Low   High

21st Century Government Relies on the Network

Collaboration

Citizens

Employees

Digital Media

Collaboration Applications

Network

Citizen

Services

Servers

Middleware

Storage

Databases

Business Applications

Secure Data Center

Cisco Public

The Network as a Service-Delivery Platform

Enable the network beyond transport, as a platform for convergence, service delivery, and business transformation

Network becomes a keystone in delivering service-based architecture

Leverage success of the IP network and its ability to consolidate capabilities and improve service delivery

Promote standardization

Provide investment protection through a scalable platform

Portugal, MoI: Internal Security National Network (2006-2009)

- **Business Value:** Common shared services infrastructure using the network as the platform for all ministries related to safety & security (National Police, National Guard, Border Police, Civil Protection Authority, Transit Authority)

- **Solution:** foundation, DC switching, WLAN (pilot deployments), UC (pilot deployments)

- **Achievements:**

  - 1.200 locations connected

  - Common standard services to all departments

  - Significant reduction of operational costs

  - Provision of cross-applications for shared use and secure access on the move

  - Consolidation of the several networks into a single network ensuring the continuity of the operation

Italy, CNIPA: Common telecoms motorway to public administration

Business value: Common shared infrastructure for connectivity across 9,600 government sites, moving towards the government of the future. A cost efficient model, based on a multi SP Network, offering services at a common fixed price.

Solution: Routing and switching. Connectivity Services Managed by Fastweb, BT, Wind, Telecom Italia.

Achievements
- Infrastructure covers all 53 Central Government Ministries. Possible for Local Governments to become part of the same infrastructure: 25000 sites and 50,000 CPEs
- Lower TCO of each entity by using a shared infrastructure
- Improve cost effectiveness of the services through a central list price for the different offerings
- Agility for the end user entities in order to deploy new services and improve quality of services and applications

CNIPA
Centro Nazionale per l'Informatica
nella Pubblica Amministrazione

Solutions for Government

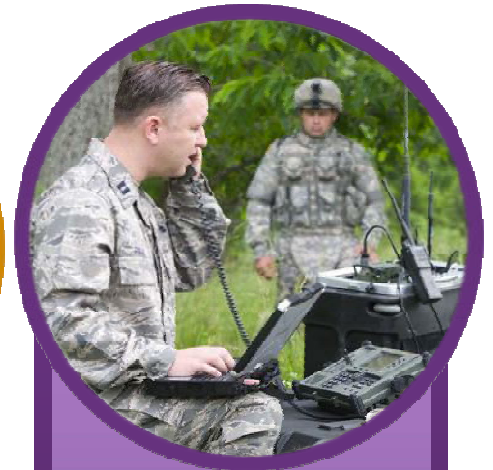# Solution Portfolios Provide Connected Government

Service Efficiency

Public Service Experience

Safety and Security
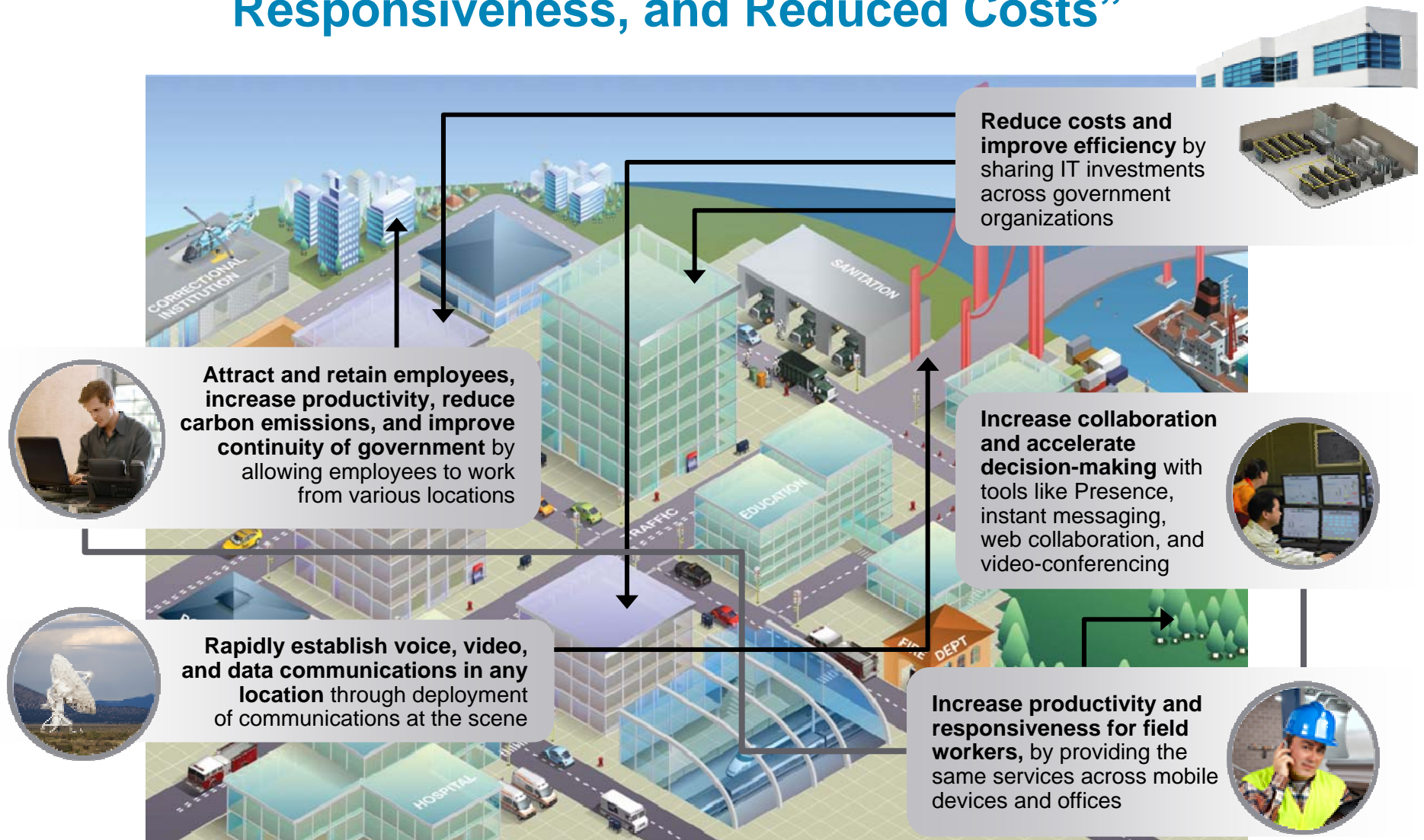
Protecting the Nation

Service Efficiency

Cisco's Service Efficiency Portfolio for Government
"Deliver Better Services through Enhanced Productivity Responsiveness, and Reduced Costs"

Reduce costs and improve efficiency by sharing IT investments across government organizations

Attract and retain employees, increase productivity, reduce carbon emissions, and improve continuity of government by allowing employees to work from various locations

Increase collaboration and accelerate decision-making with tools like Presence, instant messaging, web collaboration, and video-conferencing

Rapidly establish voice, video, and data communications in any location through deployment of communications at the scene

Increase productivity and responsiveness for field workers, by providing the same services across mobile devices and offices

Empowered Government Workforce Technology Fosters Innovation

Unified Communications

- Voice, video and data conferencing/collaboration
- Voicemail/unified messaging
- Contact center
- Presence/instant messaging

- Telework

- Seamless mobile collaboration

- Continuity

- Integrated voice, video and content security

- Integrated video surveillance

- Open network application platform

- Application optimization for remote sites

Collaboration

Integrated Security

Mobility

Application Performance

Empowered Government Workforce

Extend Consistent Services to Every Branch

Unified Communications for Government: The Goal

Do More With Fewer Resources

It's about

| Increasing efficiencies and boosting productivity | Enhancing collaboration capabilities | Enabling remote employees with full network capabilities | Providing an open, flexible platform | Providing citizens the quality of service they want |

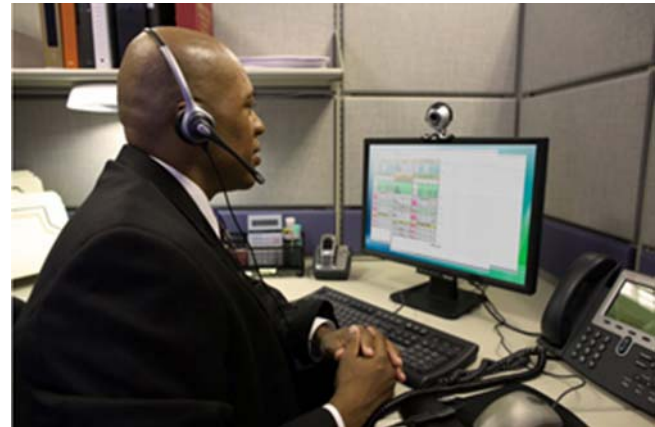# Cisco Unified Communications Improves Efficiency

Features

- IP phones for all staff
- Single IP network
- Collaboration tools
- Real-time interpretive services

Benefits

- Enhance communications, security, and productivity
- Improve operations and citizen satisfaction
- Reduce costs
- Reach the right people at the right time
- Centralize interpretation services

"The biggest value add from the new Cisco Unified Communications solution has been ease of use for increased efficiency."
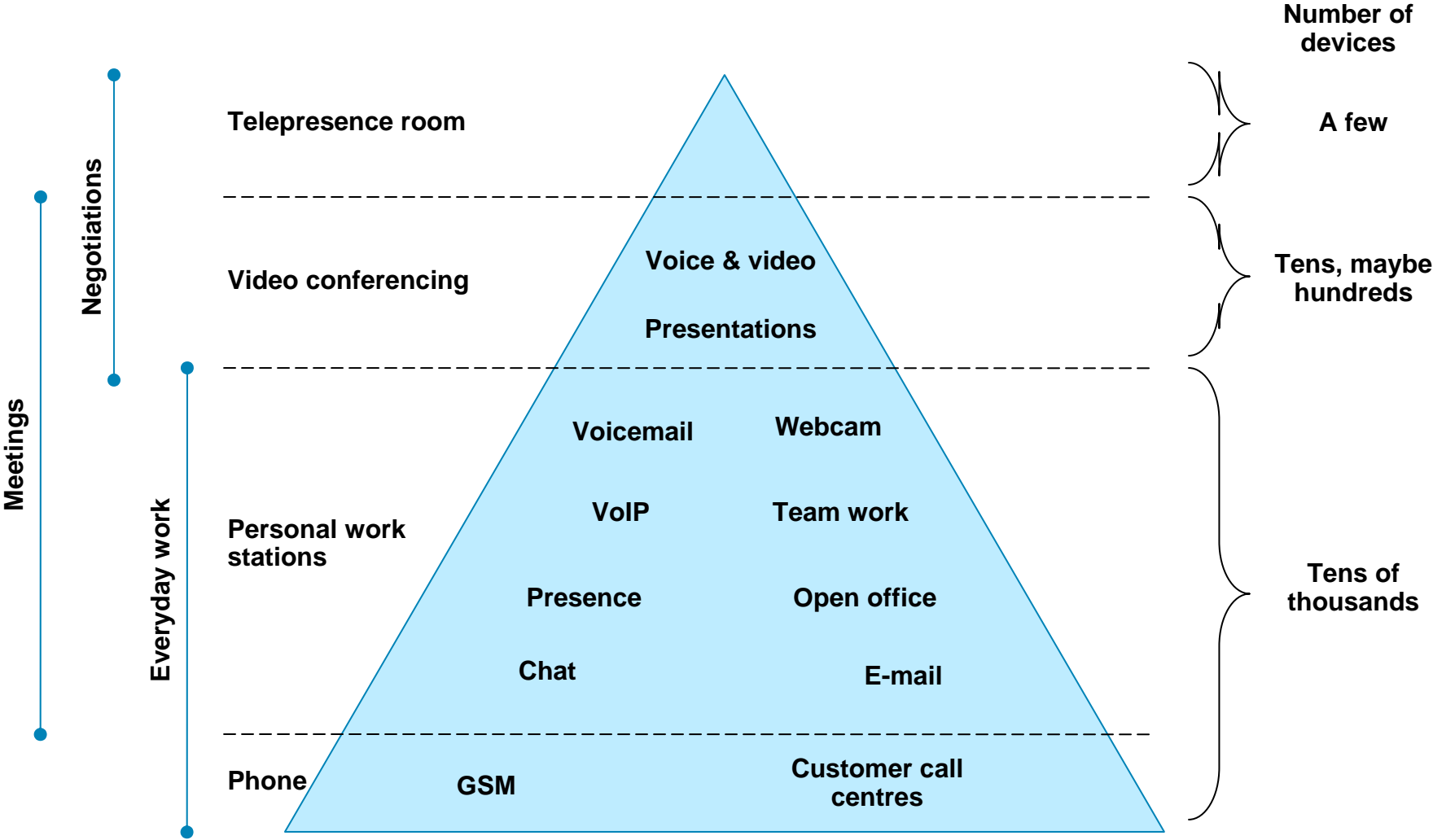
California Department of Insurance

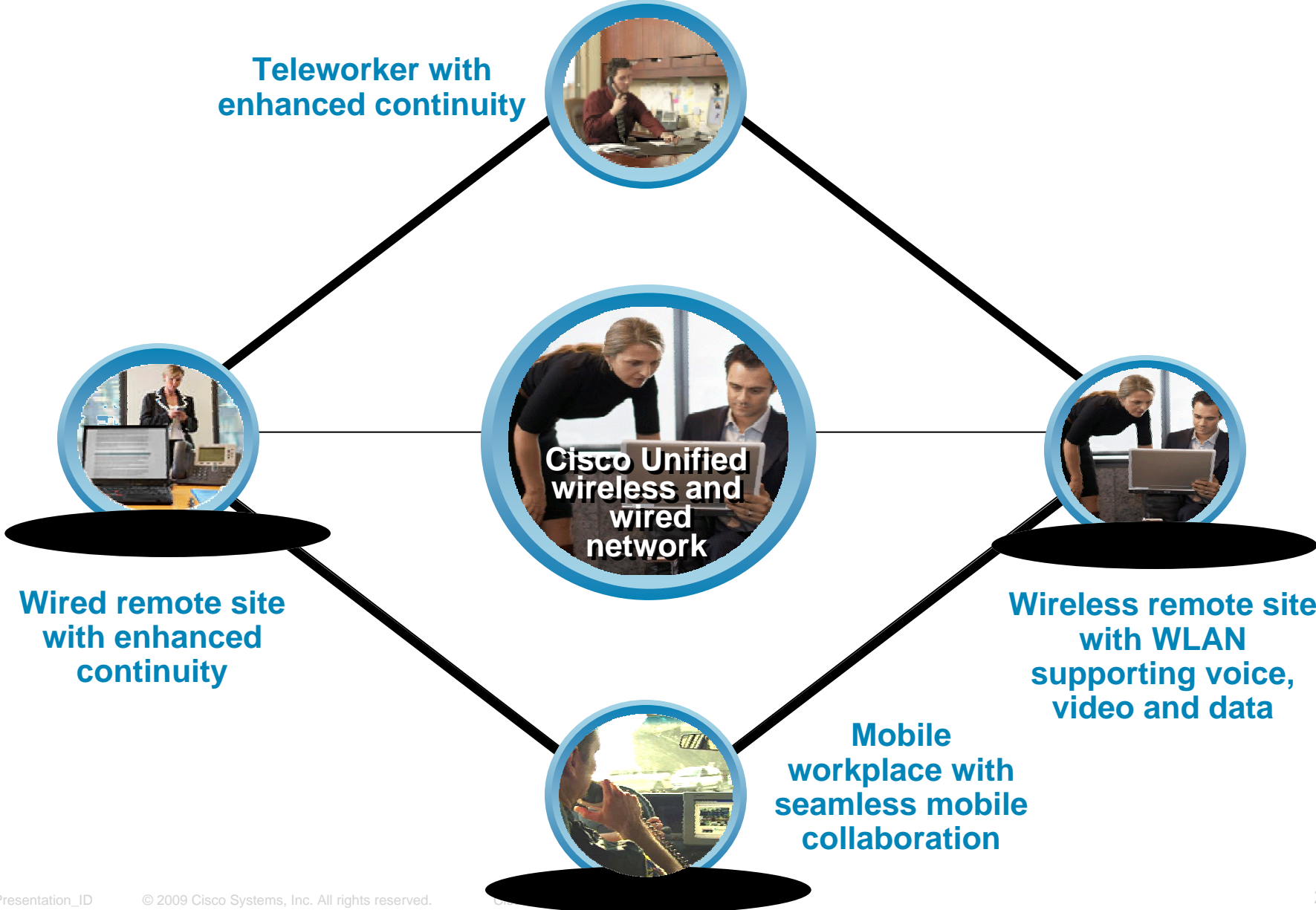# Cisco TelePresence: Interactive and Secure Policy-Making Sessions

- Ideal solution for the remote employees or the telework center

- Delivers the same experience as a face-to-face meeting without the commute time, complexity, or cost

- Helps to improve the efficiency and collaboration of government operations

- Contributes to achieving "green" government targets

# Case Study on service efficiency: New communications strategy in Finland

Number of devices

A few

Tens, maybe hundreds

Tens of thousands

Negotiations

Meetings

Everyday work

Telepresence room

Video conferencing

Voice & video

Presentations

Personal work stations

Voicemail

Webcam

VoIP

Team work

Presence

Open office

Chat

E-mail

Phone

GSM

Customer call centres

Mobility and Continuity Solutions

Teleworker with enhanced continuity

Cisco Unified wireless and wired network

Wired remote site with enhanced continuity

Wireless remote site with WLAN supporting voice, video and data

Mobile workplace with seamless mobile collaboration

Belgium, Federal Public Service Finance: New Professionalism

- **Business value:** Reduction of the number of locations from 500 to 150 - an extremely flexible technology needed for re-organisation and easy moves, adds and changes

- **Solution:** Centralized high-availability call-manager and LAN/WAN infrastructure, 32.000 IP phones across 150 locations, IP Contact Centre and Unity Unified Messaging

- **Achievements:**

  - Voice-mail and unified messaging increased employee productivity

  - Employees can offer better service to citizens via multichannel contact centre

  - Substantial cost savings including up to 2.5 million Euros per year (30-50%) on line rentals
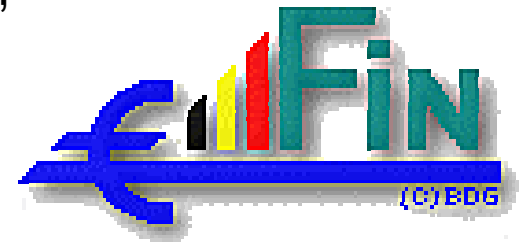
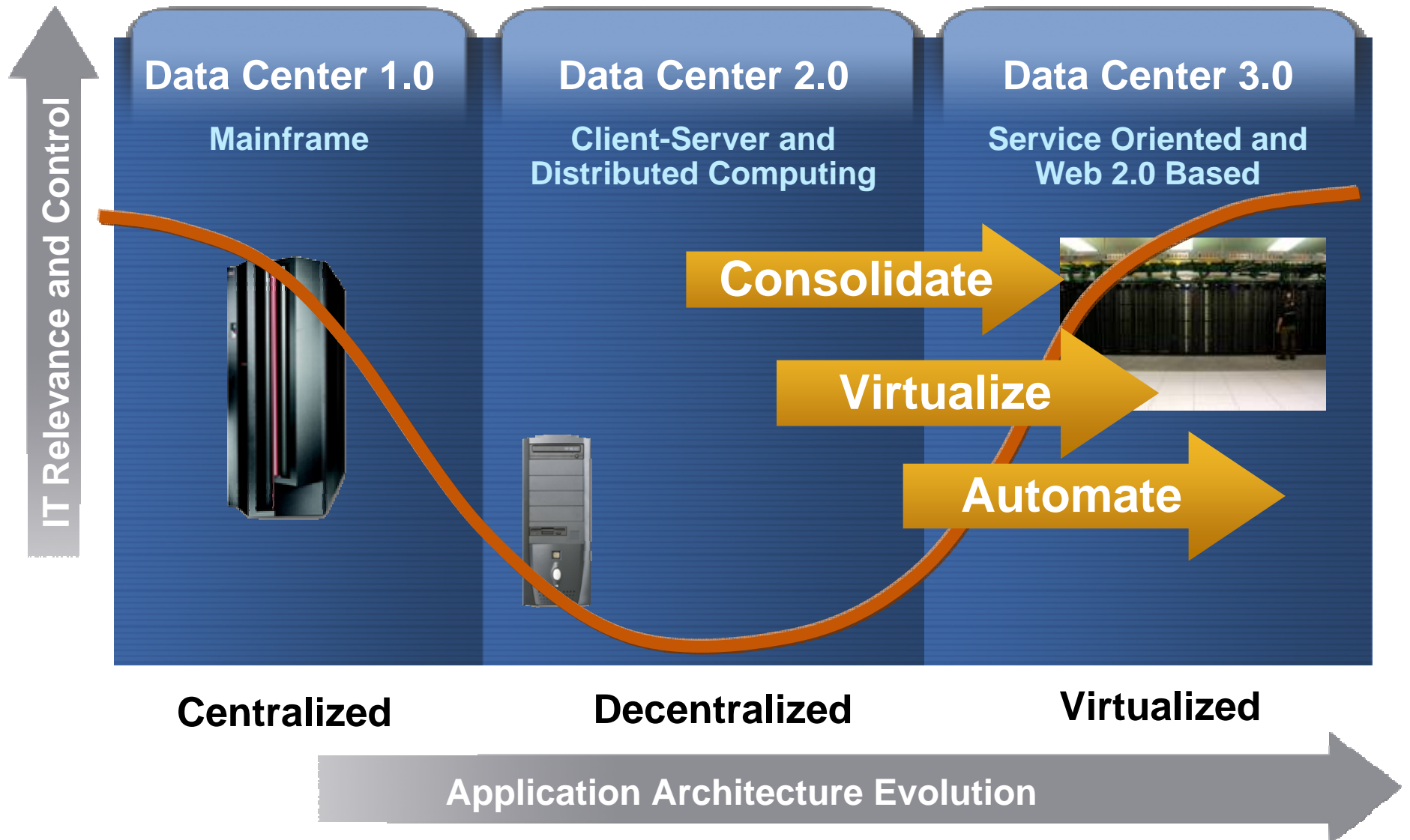**Belgian Federal Public Service Finance**

Data Center Trends in a Challenging Economy

Data Center and Virtualization is a focus for everyone!!!!

- *Government Computer News* - **Achieving Federal Data Center Modernization Special Report: Data Solutions**

  Posted by Barbara DePompa 2009

- *Fed Tech* - **The Incredible Shrinking Data Center**

  With virtualization technology, agencies reduce the size of the government's IT footprint.

  Posted by Dan Tynan 9/12/2008

- *Government Technology* - **Government CTO Summit: Data Center Management in Challenging Fiscal Times**

  By *Dan Lohrmann* on April 26, 2009 3:26 PM

- *CIO Insight*: **Virtualization Is Top 2009 Spending Priority**

  Posted by *Ann All* Aug 18, 2009

INSIDE THIS WEEK: A 14-PAGE SPECIAL REPORT ON GLOBALISATION

The Economist

Who killed New Labour?
The war in Pakistan's tribal areas
America's unending culture wars
How to save fish
The last typewriter-repair man

SEPTEMBER 20TH–26TH 2008   www.economist.com

What next?

Data Center and Network Evolution

IT Relevance and Control

Data Center 1.0

Mainframe

Data Center 2.0

Client-Server and
Distributed Computing

Data Center 3.0

Service Oriented and
Web 2.0 Based

Consolidate

Virtualize

Automate

Centralized

Decentralized

Virtualized

Application Architecture Evolution

Public Sector Data Center Approach

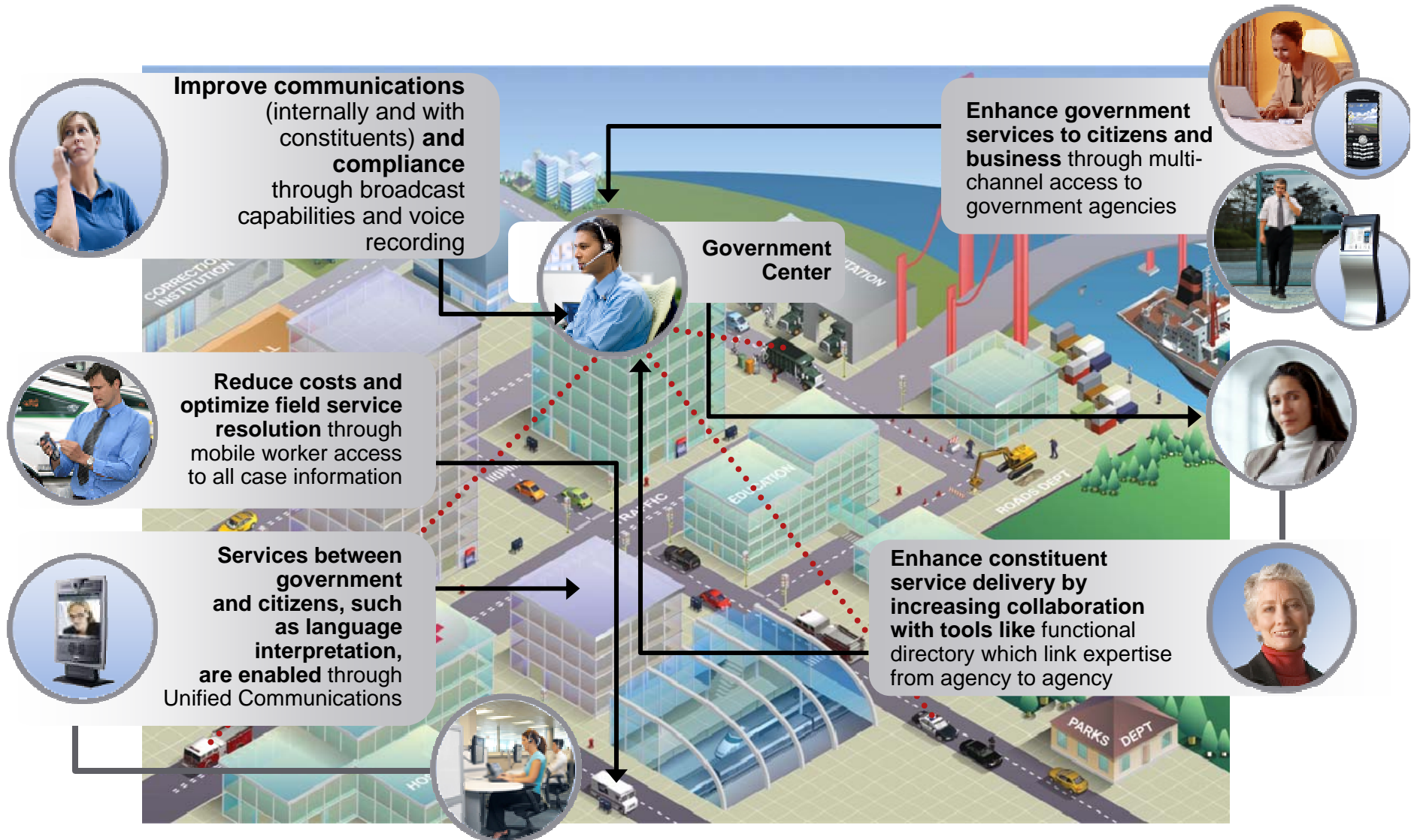| Consolidate and Virtualize	Unified Fabric	Unified Computing	Cloud Computing
• Reduced complexity • Lowered OPEX and CAPEX • Regained control of IT resources • Higher resource utilization • Decoupled logical/physical resources	• Dynamically allocate resources • Simplified policy-based provisioning • Increased IT productivity	• Simplified architecture • Reduced design-to-operate lifecycle • Extended lifecycle for capital assets • Predictable investment cycles • Scaled as business requires • Improved business	• Increased economies of scale • Faster turn-up • Efficient and effective application allocation

SECURITY

The Network is the Platform
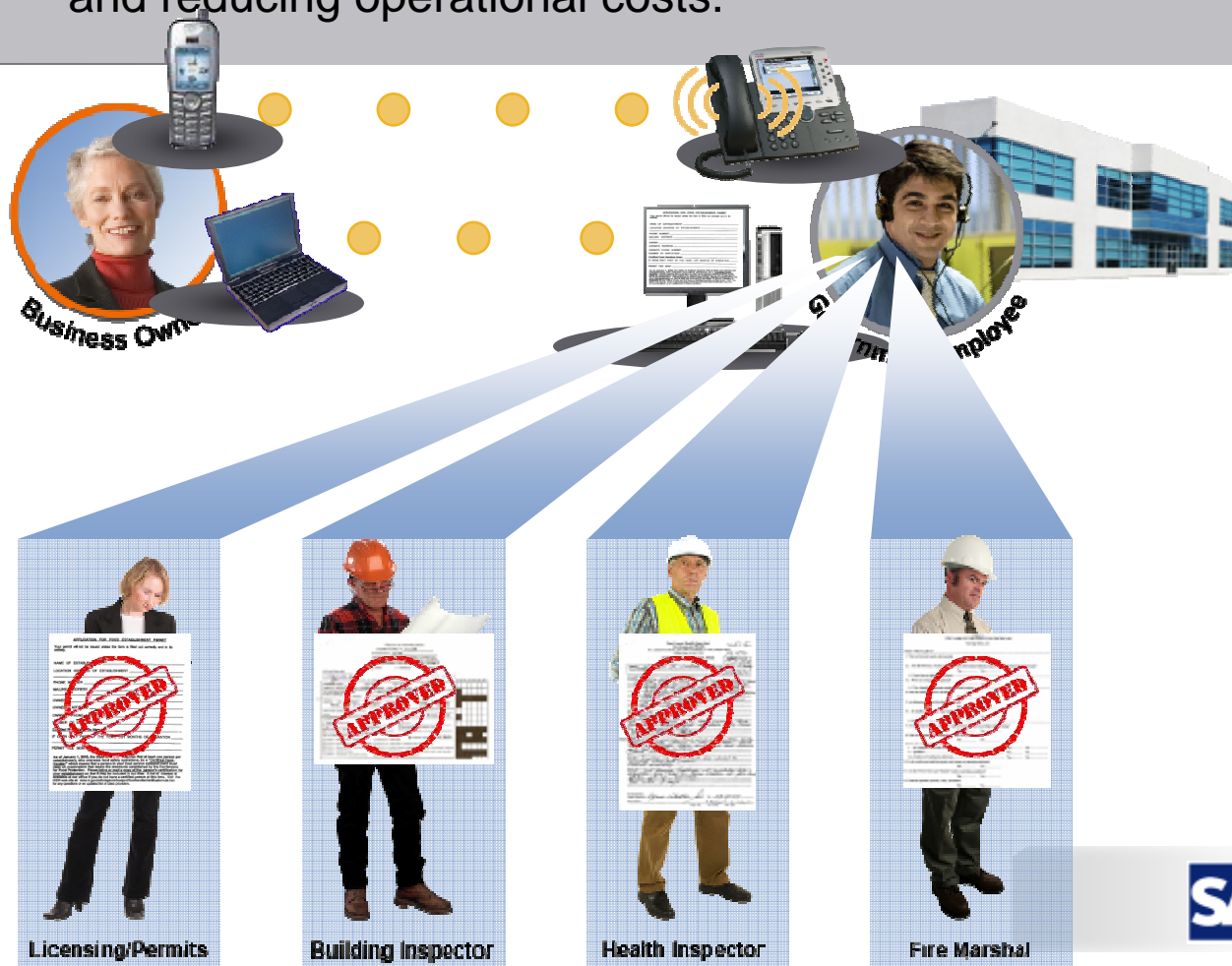
Public Service Experience
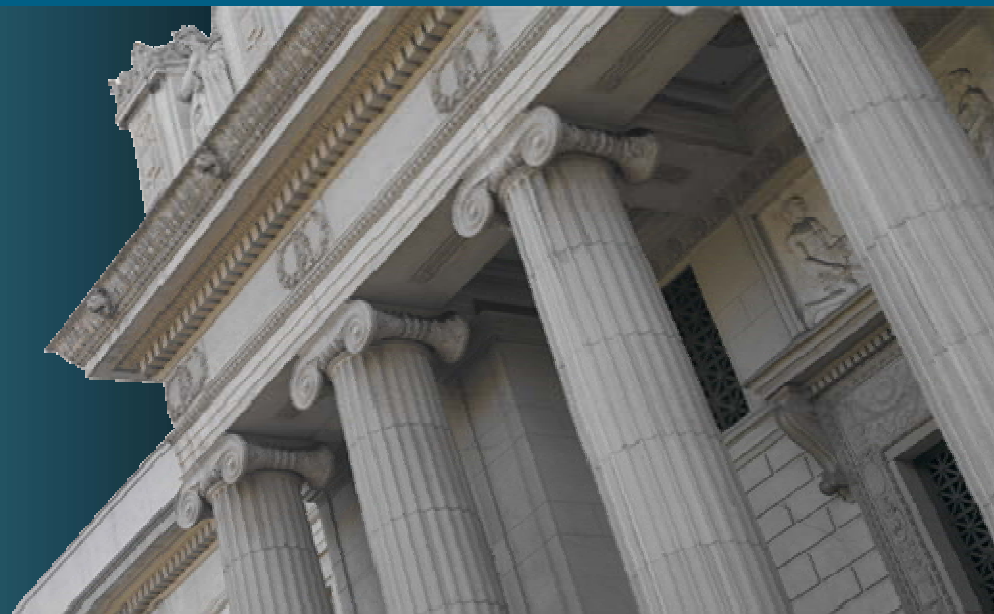
Cisco's Public Service Experience Portfolio for Government
"Increases Citizen Satisfaction by Effectively Delivering Services When and How They Need Them"

Improve communications (internally and with constituents) **and compliance** through broadcast capabilities and voice recording

Enhance government services to citizens and business through multi-channel access to government agencies

Government Center

Reduce costs and optimize field service resolution through mobile worker access to all case information

Services between government and citizens, such as language interpretation, are enabled through Unified Communications

Enhance constituent service delivery by increasing collaboration with tools like functional directory which link expertise from agency to agency

Citizen and Business Interaction Network

Enables government organizations to deliver services more conveniently and efficiently, increasing citizen and business satisfaction, while increasing productivity and reducing operational costs.

Business Owner

Government Employee

APPROVED

APPROVED

APPROVED

APPROVED

GRAND OPENING!

Licensing/Permits

Building Inspector

Health Inspector

Fire Marshal

SAP

ORACLE

LAGAN

Case Study on Public Service Experience: Germany 115

- Started here with visit to Cisco in San Jose
- And a visit to existing examples: NYC 311/Texas 211

- J. Chambers visits Germany
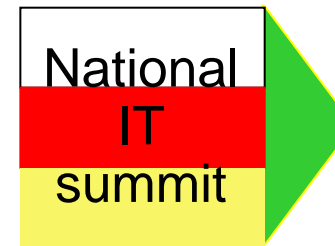- eGov one of priorities

- Germany 115 becomes a project – initiated by Institute for Strategic Policy and Technology issues

- Sec of State Mr Lemke calls for Germany 115
- BILD: „A brilliant idea"

- Visit NYC 311
- Strengthen commitment to project

National IT summit
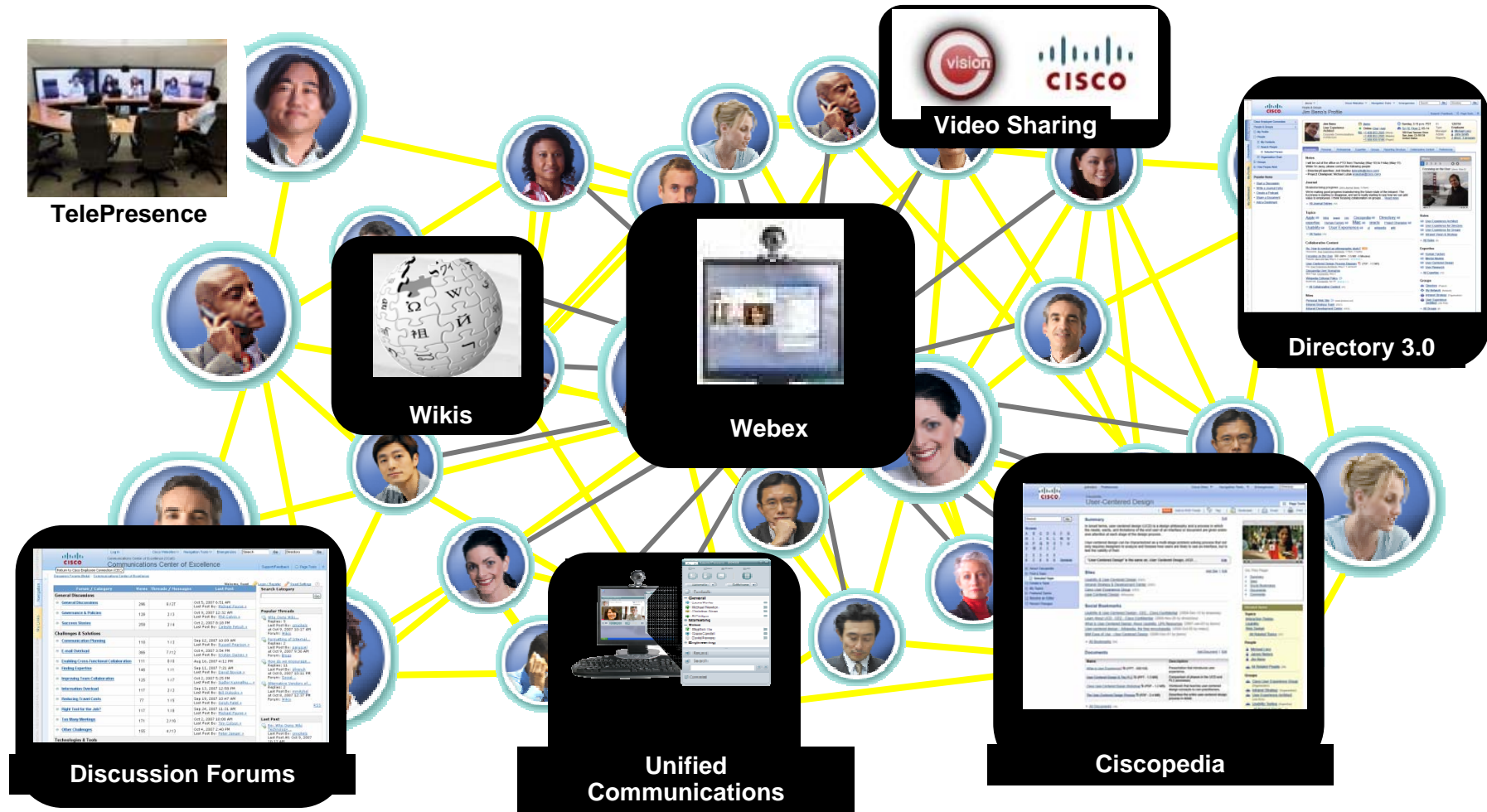
- Germany 115 one of leading projects

German Pilot

- Project launched
- Early adopters: State of Hesse, Dortmund, Lippe

Case study on Public Service Experience: Remote citizen services in Finland

- Establish physical service points to allow citizen access to different state/ municipality authorities

- Use collaboration technologies e.g. Telepresence (CPS 500) and Webex as main tools for communication

- Appointment booking and agenda is facilitated by a service point advisor

- Services targeted are social insurance, employment, police, SME services, taxation, EU funds applications

- This will reduce the number of visits to an authority and provide guidance in general matters

Cisco on Cisco

TelePresence

Video Sharing

Wikis

Webex

Directory 3.0

Discussion Forums

Unified Communications

Ciscopedia

Connect, Communicate, Collaborate and Learn

 Cisco Public

Benefits of the Network as a Platform

Manage economic uncertainty and budget constraints

Enhance collaboration and communications

Improve effectiveness of limited resources

Keep government up and running all the time

Overcome staffing challenges

Meet evolving citizen expectations

Q & A

Cisco Public