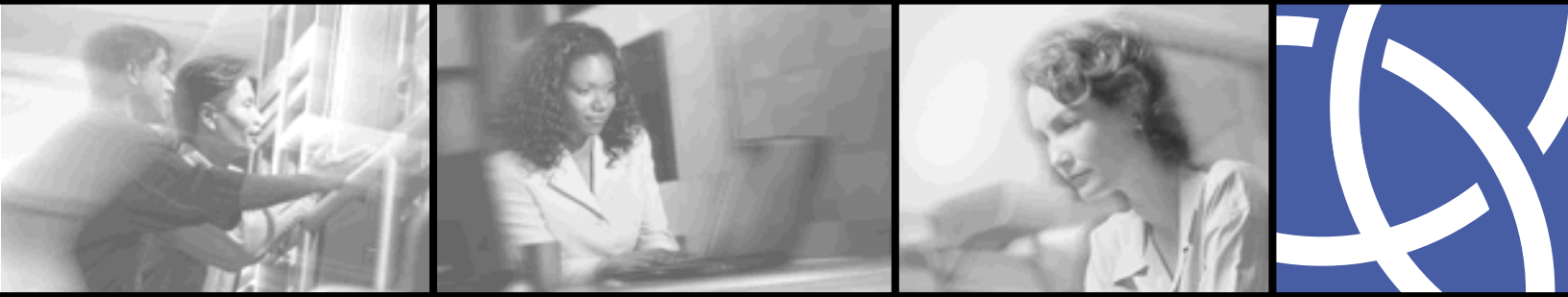


CLARK COUNTY TEAMS WITH IBM AND CISCO
TO ENHANCE COMMUNICATION ACROSS GOVERNMENT AGENCIES

S u c c e s s S T O R Y



Executive Summary

Customer Name

Clark County, Nevada Regional Justice Center

Business Challenge

- **To create a network infrastructure to improve communications between departments in the legal system and enable future growth, enhanced services and security.**

Solution

- **Clark County engaged IBM Global Services to design and deliver an end-to-end network infrastructure, based entirely on Cisco solutions.**

Business Results

- **The county now has a secure, unified network that has significantly enhanced communications, increased security, simplified maintenance and reduced downtime.**

Business Challenge

Clark County, Nevada, home to Las Vegas, is undergoing a population boom. Clark County-Chief-Information Officer Rod Massey believes information technology plays a significant role in sustaining and enabling the growth of government services. To enable future managed growth, while offering enhanced communication services to various justice system constituencies, Cisco and IBM delivered a flexible, scalable, and highly secure network infrastructure. IBM Global Services, together with Cisco and Clark County's IT team, planned, designed, and implemented a highly secure, unified network infrastructure to accommodate wired and wireless connectivity, with an eye toward a future merged data/voice/video network.

With 1.8 million residents, Clark County is one of the fastest growing metropolitan areas in the United States, and it comprises more than 70 percent of Nevada's population. The county already budgets US\$5 billion per year across 38 different agencies/departments and more than 12,000 county employees. And with the population increasing by more than 5,000 new residents every month, more efficient ways of serving a growing populace must be found. Considering that the county has more than tripled in population since 1980—from close to 462,000 to 1.8 million in 2005—government services need to grow at a similar rate, yet still remain functional and economically feasible.

“Unifying communications over one network enhances efficiency and services for citizens”

State and local leaders recognized that the growing caseloads across the judicial system, combined with the growing constituency, demanded expanded facilities. They determined that Clark County citizens would be best served by consolidating area courts into one central location—The Regional Justice Center or RJC. The RJC is a 17-story building that houses:

- Nevada State Supreme Court
- Eighth Judicial District Court
- Las Vegas Township Justice Court
- Las Vegas Municipal Court
- Clark County Clerk
- Clark County District Attorney
- Las Vegas City Attorney

Clark County would be responsible for installing and maintaining the network infrastructure for the RJC. Clark County needed to create a highly secure network infrastructure at the RJC to unify communications and enhance public service. This common network infrastructure would need to accommodate multiple jurisdictions and the unique security requirements of the individual tenants while meeting Clark County’s existing technology standards. Upon planning for this initiative, the county turned to IBM and Cisco to deliver a secure, unified network infrastructure designed to significantly improve communications between government jurisdictions and to help enable future growth, greater services, and enhanced security.

Solution

“Much of Clark County’s services rely on optimizing and securing communications over a highly manageable, scalable network. These communications involve everything from supporting community and social programs to managing development and growth, and providing justice and public safety services. Unifying communications over one network infrastructure at the Regional Justice Center enhances efficiency and services for our taxpayers.”

—Rod Massey, chief information officer, Clark County

Before moving to the RJC, each of the tenants had their own separate and distinct network, limiting information flow and jurisdictional interaction. Clark County avoided the possible negatives of a fragmented network by doing it right from the start, and the Cisco components used in the solution provide the scalability and flexibility to allow for growth, capability, and performance enhancements.

Clark County engaged IBM Global Services to design and deliver an end-to-end network infrastructure, based entirely on Cisco solutions. Clark County chose IBM and Cisco partly because of their successful history with IBM on various engagements, and partly due to the strength of the IBM and Cisco global alliance to provide solutions, services, and technologies that support innovative businesses and organizations. The IBM and Cisco Digital Communities for the public sector offering, for example, was developed to provide customers like Clark County with solutions for workforce mobility, video surveillance, and secure, wireless networking.

“We had some unique challenges within the Justice Department—even though the district attorney and the public defender’s office are in the same department, they are on other sides of the fence, and they were concerned about keeping their data secure,” says Richard Gray, supervisor, Network Analysts, Clark County. “IBM and Cisco developed a formal plan for network security that we could show to all of our different tenants, who had previously been on separate infrastructures, in order to reassure them that their information would be secured. Partnering with IBM on this project helped us get buy-in from the different departments.”

Secure communications and appropriate access

Cisco’s strategic alliance with IBM helped ensure a transparent and coordinated implementation for Clark County. In just under ten months, IBM Global Services, together with Clark County’s IT team and Cisco, planned, designed, and implemented a highly secure common network infrastructure to support multijurisdictional use of the Regional Justice Center building. IBM provided project

Network infrastructure at the Regional Justice Center

our taxpayers.” –Rod Massey, chief information officer, Clark County

management and the network design, planning, procurement, implementation, and post-installation training and support for this solution. The IBM team worked with the Clark County network staff and the networking staffs of each of the tenants to gather requirements, and to design, deploy, and test the network. The network infrastructure accommodates wired and wireless connectivity, helping ensure that users with the proper clearance can access the network wherever and whenever they need to.

The unified infrastructure grants access based on users' jurisdictional responsibilities. For example, to enhance security levels and protect systems and data, Cisco's Access Control Server verifies security and user profiles and then grants the appropriate level of network access to visitors, Regional Justice Center employees, and county staff. To promote reduced downtime through greater redundancy, firewall and intrusion-detection service modules are integrated within Cisco switches as part of a collaborative network security system that provides protection to information as it is channeled to its various destinations. Network security was designed to extend beyond wired Internet Protocol (IP) pathways. It protects information flow over wireless connections as well. These connections are enabled by Cisco Aironet® devices and Cisco wireless local-area network controllers. The controllers manage connectivity in all hearing rooms and courtrooms, enabling judges to decide which courts will allow use of personal computers during proceedings.

“This secure infrastructure has been the catalyst for fulfilling the notion of a virtual court in Clark County,” says Chuck Short, court executive officer. “The convergence of data and video in a secure fashion has truly benefited the Clark County Criminal Justice System as a whole.”

Clark County's secure network was built using:

Cisco Products

- Cisco Catalyst® 6500 chassis switches
- Cisco Catalyst 3500 workgroup switches
- Cisco Aironet Secure Access Control Servers (ACS)
- Wireless LAN Controller (WCS)
- Cisco PIX®/SSL VPN
- Cisco VPN Concentrator
- Cisco Works
- Cisco Security Monitoring, Analysis and Response System (MARS)

Services

- IBM Global Technology Services
 - Network Security: Planning, Design, Implementation, Testing, Training and Post-Implementation Support
 - Project Management
 - Cisco Procurement Services

Business Results

Rod Massey, chief information officer, Clark County, believes that the county now has, “A secure, unified network infrastructure that significantly enhances communications between the government, public and business community that will enable future growth, greater services and enhanced safety.”

“Now, we have one network instead of five,” says Lester Lewis, manager, Telecommunications and Networks, Clark County. “We have reduced maintenance complexity by maintaining one common infrastructure, and have greatly reduced the complexity of future planning. We have only six network analysts for the entire network, which covers about 8,000 square miles, an area the size of New Jersey. Further, each of the departments was able to terminate maintenance contracts for their separate networks.”

Clark County desired increased flexibility to adjust to changing requirements, new projects, and new technologies, and IBM consultants designed the infrastructure to support a future convergence of data/voice/video, thereby further enabling Clark County's Virtual Court Strategy. The plan is for Clark County to eventually gain such efficiencies, mak-

ing the court system virtual for witnesses, defendants, or other participants who cannot easily attend scheduled proceedings. For instance, Chuck Short, Clark County courts executive officer, says that the network has already been used to allow a woman who was restricted to her bed in Massachusetts to appear in a Clark County child custody trial via videoconference court. Such usage is expected to expand in the future, cutting down on expenditures associated with prisoner transfer and justice system personnel

costs, and allowing police officers to spend less time in the court and more time in the community.

For more information

For more information on the IBM and Cisco Alliance, please visit:

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