Enabling Productivity and Innovation through Mobility

Tom Koenig
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We are in love with our devices

How often do you access your device?
Meet The Millennial Generation

Our newest…

Grew Up

Visual | Virtual | Social | Mobile

Changing the way we work
The Always-on Generation

Connected | Quick-Acting | Native Multi-Taskers
Use the Internet as their external brain

CHANGING THE NATURE OF WORK
Online, Social and Collaborative

47% of Malaysians have a Facebook account
64% are aged between 18-34
500 years of YouTube video are watched every day

#1 iPhone application in Malaysia
7 Billion messages a day sent
300% annual growth in messages

90% upload photos to share or store on Internet sites
62% upload videos
72 hours of video are uploaded to YouTube every minute

Video usage continues to grow
- Over 4 billion hours of video are watched each month on YouTube
- 70% of YouTube traffic comes from outside the US
- More than 20% of global YouTube views come from mobile devices
2016
19 Billion Devices
Integrate Technology to
Connect
Serve
Engage
21st Century Government

Connected

Social service employee logs in to virtual desktop from tablet to update report from care facility

Secure

Tax preparation community accesses remote training on latest tax laws from TelePresence kiosk

Mobile

Emergency responders update citizens in real time about evacuation via social media from any device
“Monitor the status and progress of key national development projects.”

MALAYSIA LEVERAGES MOBILE APP FOR DECISION MAKING

By Clarice Africa | 8 January 2013 | Views: 1543

Malaysia is taking project monitoring and evaluation to a whole new level with its new mobile app called iMEX. Dato Rosni Abdul Malek, Director of the National Databank and Innovation Centre, at the Implementation Coordination Unit at the Prime Minister’s Office, shares how this app is changing the way Government’s top leaders make important decisions.

The ICU Mobile Executive System or IMEX is a mobile application developed by the Implementation Coordination Unit (ICU) at the Prime Minister’s Office in Malaysia. It serves as a wireless reporting platform designed specifically for the Prime Minister, Deputy Prime Minister, Cabinet Ministers and Secretary Generals to monitor the status and progress of key national development projects.
Leading By Example

Central government conducts virtual meetings to reduce travel costs and emissions
Reduced carbon emissions by 2330 tons
Reduced travel-related cost in excess of $12m
Increased productivity by hosting more than 1031 official meetings—nearly 1700 hours
Mobility Enables New Services

EDUCATION
Brings access to learning content to the students

HEALTHCARE
Access to the right information when its needed at the point of care

GOVERNMENT
Remote expert provides access to right people no matter where they are
Wireless Technology Evolution

- **Nice to Have**
  - 802.11b: 11 Mbps
  - 802.11a: 54 Mbps
  - 802.11g: 54 Mbps

- **Pervasive**
  - 802.11n 2SS: 300 Mbps
  - 802.11n 3SS: 450 Mbps

- **Media-Rich Apps**
  - 802.11ac Wave 1: 1.3 Gbps
  - 802.11ac Wave 2: 3.5 Gbps

- **Mission Critical**
  - 10Gbps
Mobile Broadband Evolution

- **Nice to Have**
  - 2G: 9.6-237 kbps

- **Pervasive**
  - 3G: 0.4-16 Mbps

- **Media-Rich Apps**
  - 4G / LTE: 100-300 Mbps uplink, 50-75 Mbps downlink

- **Mission Critical**
  - 4G / LTE-Advanced: 100-1000 Mbps

1Gbps
Leading By Example
ICT Leader illustrates the benefits BYOD and Mobility bring to organisations
Improved collaboration and productivity
Provided secure access management for employees and guests
Reduced operational costs through self-service provisioning
## Cisco Mobility for Government Agencies

### Use Case Examples

<table>
<thead>
<tr>
<th>Government Use Case</th>
<th>Improved Citizen Services</th>
<th>Reduced Expenses</th>
<th>Risk Mitigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Untethered access from government offices for teleworkers and field agents and employees</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Enables government officials to engage with citizens and constituents from anywhere, anytime—continuity of government</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Employee owned devices reduces government costs to purchase</td>
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<td>✓</td>
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<td>Decrease time to roll-out new products to employees</td>
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<td>✓</td>
<td>✓</td>
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<tr>
<td>Public Safety/Emergency responders can collaborate with other agencies to share data</td>
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</tbody>
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Mobility Use Case: Agency Services

- **Scenario**: Transformation of mobile technology is enabling a new generation of employees wanting to use personally-owned devices.
- **Challenge**: Need to secure agency access to apps and sensitive data.
- **Capabilities**: Desire to improve citizen service and responsiveness.
An agency BYOD policy is implemented, allowing government employees to use their own devices to conduct business.

An agent goes to the field to meet the farmer to discuss about new fertilizers to improve production.

While at the field, the Agriculture expert is able to view the rice crops production data real-time to advise the farmer on fertilizer usage.

The case file is shared with Agriculture Bank to help sanction loan to the farmer.

Scenario

While at the field, the Agriculture expert is able to view the rice crops production data real-time to advise the farmer on fertilizer usage.

Outcome

Capabilities

An agency BYOD policy is implemented, allowing government employees to use their own devices to conduct business.

Scenario

An agent goes to the field to meet the farmer to discuss about new fertilizers to improve production.

Use Case
Use Case: Continuity and Compliance

Challenge:
- Mobile agency applications provide farmer data to field agents anywhere, anytime, anyplace.

Scenario:
- Data is shared and updated in real-time to all interrelated agencies and databases.

Capabilities:
- Employee owned device replaces government desktop.

Outcome:
Mobility Use Case: Continuity and Compliance

- **Challenge**
  - Improved farmer services and agency responsiveness
  - Increased productivity of government field employee and inter-related agencies
  - Increased employee retention
  - Reduced capital expenditures

- **Scenario**
- **Capabilities**
- **Outcome**
Identity, Context and Policy

**CONTEXT**

- **WHO**
  - Vicky Sanchez
    - Employee, Marketing
    - Wired
    - 3 p.m.
  - Security Camera
    - Agentless Asset
    - Branch

- **WHAT**
  - Guest Access
  - Profiling
  - Posture
  - 802.1X
  - MAB
  - WebAuth

- **WHERE**
  - Personal Tablet
    - Employee Owned
    - Wireless HQ

- **WHEN**
  - Francois Didier
    - Consultant
    - HQ - Strategy
    - Remote Access
    - 6 p.m.
  - Frank Lee
    - Guest
    - Wireless
    - 9 a.m.

- **HOW**

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- **IDENTITY**

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Mobility is about extending the network to connect...
TOMORROW starts here