



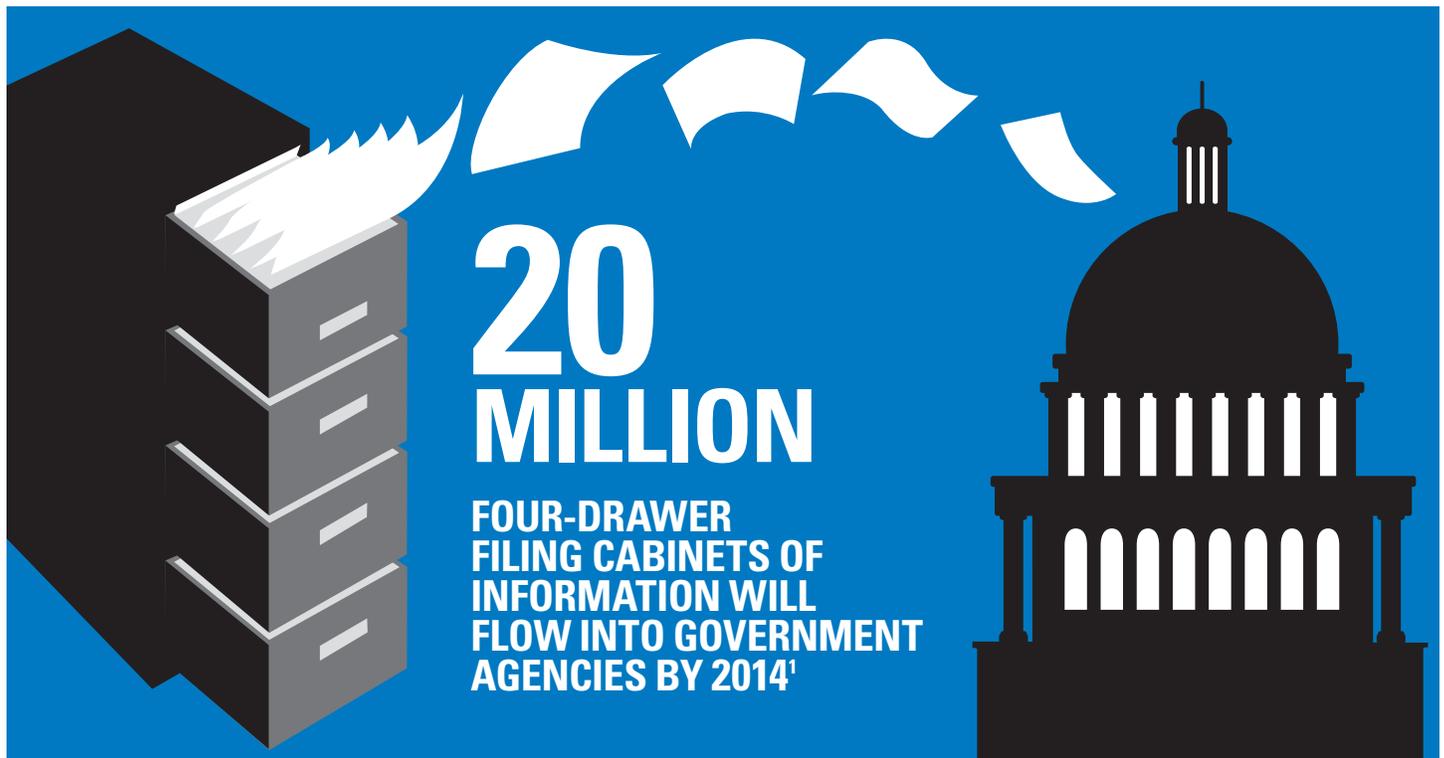
# ARE YOUR SYSTEMS READY FOR WHAT'S NOW AND WHAT'S NEXT?

## OVERVIEW

The amount of information flowing into government agencies is staggering. By 2014, they will add at least a petabyte of data – the equivalent of 20 million four-drawer filing cabinets.<sup>1</sup> More data will drive more collaboration, whether it's citizens using social media to engage directly with public service departments or city cameras streaming video to first responders enroute to an accident.

As transformative as this will be for agencies striving to deliver better service to their constituents and for citizens seeking to live in safer communities, all this big data brings big questions for your organization.

- How do you turn an overabundance of data into high-quality information – so that it leads to greater intelligence, better efficiency and improved decision-making?
- How will you make sure your IT team has the expert support to manage and adapt resources quickly – so all responders have the reliable, mission critical intelligence they need to keep cities safer?
- How can you maximize the investment in your network, devices and other critical assets – especially as budgets decrease and you must do more with less?



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### TRANSPARENCY IS INTENSIFYING

Like many government agencies, you may be working in a glass office where public scrutiny is intensifying. As more information becomes readily available, more citizens are paying attention. The more performance data becomes transparent, the greater the pressure to move those numbers in the right direction – whether it's reducing crime in a community or improving the punctuality of city buses.

### NETWORKS ARE CONSOLIDATING

Technology is delivering unprecedented capabilities to agencies as they deploy hundreds – even thousands – of devices across their workforce, stream sensitive data over broadband, connect across hundreds of applications and databases, converge with other networks and become de facto network providers. This convergence is leading to greater complexity in how agencies are able to manage, secure and operate their networks.

No question, consolidation will impact your operations. One of the most pressing questions you'll face is how to keep your network and assets – from portable radios to police vehicles – always available for your responders and government enterprise.

### DEVICES ARE PROLIFERATING

More than half of American consumers have smart phones. As devices proliferate, so do interactions with public safety organizations – whether it's a citizen-generated text message to public works or a wildfire video sent to first responders. Over 70 percent of emergency calls are coming from 300 million mobile phone users in the U.S.<sup>2</sup> But without the right network integration services, your agency won't know exactly where a mobile call is coming from, which 9-1-1 center to route it to, or where the caller is located to mount a swift response.

### THREATS ARE ESCALATING

Even though budgets may be shrinking, the requirements for improving security are increasing – especially as attacks on U.S. government networks escalate in frequency and scope. Malware is everywhere, and corporate and government-sponsored espionage has become more menacing as hackers use highly sophisticated methods to bypass security ramparts.

The move to IP-based networks is also increasing the complexity and introducing new risks as your agency shares information across applications and databases. Employees are jumping on the Bring Your Own Device (BYOD)



bandwagon, bringing their devices to work and exposing the government enterprise network to additional vulnerabilities. Many don't understand their role in securing the devices and the data your organization relies on – and that is a huge risk. According to McAfee, 60 million malware programs are written every year as cybercriminals continue to push the envelope.<sup>3</sup>

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# THINK ABOUT THE LINKS MANAGE THE WHOLE

Whether you have 3 or 36 agencies within your purview, you need to manage and control assets all across your government enterprise. How can you confidently manage your resources more securely and easily than ever before? Make sure the critical link between responders is ready when they need it most? And respond to the needs of your constituents quickly and efficiently?

Rather than adopting a patchwork approach to managing information, look at it holistically. Lay out everything on the table to see if your organization has the right processes in place along with the right resources, staff, capabilities, time and funds to manage your network, devices, applications and other assets as an integrated whole.

Then take stock of whether your IT team has the advanced capabilities and specialized skills to easily manage the deployment, subscriber identity and lifecycle of every asset. If not, find out what they need to get up to speed – or what expert support they can tap into to manage your network, devices and assets efficiently and cost-effectively.

You may find that like many IT leaders, your government enterprise doesn't have the resources or talent pool to handle the ongoing operation and management of next generation platforms. It is why many government agencies are moving away from a customer-owned business model with its large upfront spend to an expense-focused managed service model with a simple monthly fee.

At the same time, a dedicated public safety network can capture public safety's own records about an incident, which can be very important if multimedia information is used to question public safety response performance. In our survey, 60 percent of decision makers recognized that user-generated content such as texts, Web posts and photos could be used by the media to criticize their response time and effectiveness.

Seeing the new capabilities that Public Safety LTE offers, agencies in the US are interested in deploying LTE to get more reliable and secure mobile data access.

## FOCUS ON MAKING YOUR NETWORK SECURE AND AVAILABLE

What if you could free your IT team to move beyond troubleshooting? When you make it easy to connect regions, agencies and departments across a single platform, your IT team can focus on connecting the dots instead of keeping the parts connected.

By integrating all your systems into one unified platform, you turn data into actionable information, share citizen-generated information to improve decision-making, control and cut risks from cyber-security attacks, reduce costs by consolidating networks and ensure your operations are always available.

Reliable, secure networks and devices are critical to your operations. By optimizing the investment made in your equipment, minimizing installation

**MANAGE INFORMATION  
WITH THE RIGHT...**

**PROCESSES FUNDS  
STAFF RESOURCES  
CAPABILITIES TIME**



costs and maximizing uptime and availability, you deliver better services and better operational performance. For the police officer downloading high-resolution mug shots or the citizen calling 9-1-1 from a cell phone, it makes all the difference.

## STREAMLINE AND SIMPLIFY DEVICE MANAGEMENT

Take the complexity out of managing hundreds or thousands of devices – whether you're monitoring a fleet of radio batteries or incorporating new LTE equipment. Look at how your IT teams will track and update, repair and deliver the right devices to the right people right when they need it.

Whether you choose to manage devices internally or opt for third-party solutions, consider a lifecycle approach to device management. This helps ensure that devices and applications deliver maximum performance – and return on investment – from deployment to replacement.

Make sure your IT can manage all the public safety devices across a wide range of new and legacy operating systems. They should be able to activate mobile devices right out of the box, download, configure and provision the operating system, applications and settings, even down to the user name and password.

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### EXTEND THE LIFE AND CUT THE OWNERSHIP COSTS OF YOUR ASSETS

What assets do you have? Do you know where they all are? It's vital for your IT team to have the tools to manage asset lifecycle so you can make the most cost-effective decisions and keep everything running at peak performance.

Yet tracking assets can be a daunting task. Equipment is distributed to countless individuals, shared by many resources or re-allocated between agencies. If equipment needs to be brought in for repairs or replacement, you need to know all of the relevant information associated with it – from who used it to when it was repaired.

The right asset management solution can streamline your maintenance process so you can extend the longevity of your assets and improve productivity. It can help your IT team cut inventory costs, avoid downtime due to equipment failure, track repairs for warranty repair, extend the life of your assets, and reduce operating and maintenance costs.

### BRING IT ALL TOGETHER, ALL ACROSS YOUR GOVERNMENT ENTERPRISE

When you unify operations across your government enterprise, the unattainable becomes achievable. An easy-to-manage network that is secure, reliable and always available empowers your IT team to be the link in your government enterprise that strengthens all the rest.

Staying in step with technological change and taking control of your network, devices and assets requires a new way of thinking and working. With the right technology partner and ongoing support you can manage the complexity, maximize your resources and improve your operational performance so you can focus on what matters most – creating safer cities and thriving communities.

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