



# Cisco Connected Government Overview





## **Connected Government: A Networking Approach that Fits the Bill**

Online government initiatives worldwide are taking hold, paving the way for improved public services. However, some government agencies have not aligned their applications, processes, and systems, which limits the impact of these initiatives. Helping governments overcome these barriers, Cisco Systems® uses best practices, applying the knowledge gained from successful system deployments in both the public and private sectors to create an approach tailored specifically for government. A recent Momentum Research Group report supports this strategy, finding that organizations that have implemented online government best practices experience an average of three to seven times greater improvement in efficiency and effectiveness than those that have not. Using identified best practices, these agencies gained a 45-percent improvement in efficiency, a 40-percent improvement in services volume, and a 55-percent improvement in constituent satisfaction.<sup>1</sup>

Cisco® Connected Government is designed to increase government's ability to improve community safety, enrich constituent interactions with government, and increase the efficiency and effectiveness of government services. By uniting advanced security and collaboration-enabling technologies on a scalable, reliable network, Cisco Connected Government walks customers through a multiphase approach that aims to engage constituents by improving government responsiveness, productivity, and effectiveness.

### **Government Challenges**

In a climate of budget cutbacks, resource shortages, and heightened public expectations, government agencies are grappling with a new challenge—optimizing online government processes. They are seeking ways to circumvent the added costs of these new initiatives, while expanding the reach and responsiveness of their services. Research conducted by marketing analyst firm ifour indicates that agencies are adopting information- and services-sharing techniques to reduce the redundancy of systems and to consolidate their back-office infrastructure. They are also employing programs that will improve their ability to collaborate, thus increasing their efficiency and productivity.<sup>2</sup>

**What Is Connected Government?**

An operator at agency headquarters relays time-critical information to a mobile employee. Multiple agencies work in tandem to quickly issue a community alert based on newly received information. When at its fullest potential, connected government empowers agencies at all levels to evolve into fully linked entities where government employees can collaborate seamlessly. In a connected government, authorized information flows freely across agency, partner, and public boundaries, services reach constituents when and where they are needed, and operating expenditures stay at a minimum. Overall, connected governments can proactively serve their constituents, while improving information confidentiality, agency integrity, and budget control.

**How Does Cisco Support Connected Government?**

No matter where agencies are in developing their objectives, Cisco Connected Government can facilitate progress. Consisting of six phases, Cisco Connected Government assesses an agency’s objectives and provides scalable, service-oriented network and application architectures, along with corresponding roadmaps, to guide organizations toward their individual goals. Cisco

Connected Government builds upon the successes of Cisco networking deployments in the field, incorporating established best practices to enable rich communications, joint planning, and information, resources, and services sharing.

**Navigating the Connected Government Roadmap**

Helping lay the groundwork for the advanced services needed in today’s fast-moving society, Cisco Connected Government guides agencies through a series of steps geared toward improving application and communications performance. In the first three phases, a government entity applies an intra-agency focus, refining its internal and technical processes and strengthening its ability to serve constituents. As the agency prepares for information and services sharing during Phase 3, the roadmap shifts from an inward-looking perspective to an outward-reaching one. The remaining phases have an interagency focus, designed to achieve connectivity and communications between agencies.

**The Connected Government Roadmap—Small Steps Make Great Strides**

The following table provides an overview of the Cisco Connected Government Roadmap:

|                      |                | Description                                      | Summary  | Steps to Reach Next Phase  |
|----------------------|----------------|--|--|--|
| Intra-Agency Roadmap | <b>Phase 1</b> | “Siloed” information and communication systems   | Redundant systems, resources, information, and processes designed for independent operation within each department   | <ul style="list-style-type: none"> <li>High network availability</li> <li>Integrated security</li> <li>Quality of service</li> </ul> |
|                      | <b>Phase 2</b> | Intra-agency collaboration                       | Improved productivity and effectiveness within agency and between branches   | <ul style="list-style-type: none"> <li>VPNs</li> <li>Network identity</li> <li>Enterprise mobility</li> </ul>                        |
|                      | <b>Phase 3</b> | Intra-agency integrated remote resources         | Remote access securely extends real-time records and voice, video, and data to remote resources (including private sector)<br><br>Mobile force becomes fully integrated into agency networking solution to publish and receive real-time enterprise data | <ul style="list-style-type: none"> <li>Wide-area and metropolitan-area networks (WANs/MANs)</li> </ul>                               |
| Interagency Roadmap  | <b>Phase 4</b> | Interagency collaboration                        | Efficient, secure, and effective supply chain, constituent services and engagement, and mission support  | <ul style="list-style-type: none"> <li>Data center consolidation</li> <li>Network automation</li> </ul>                              |
|                      | <b>Phase 5</b> | Interagency infrastructure sharing               | Secure sharing of facilities, computer storage, and network resources between agencies   | <ul style="list-style-type: none"> <li>Network virtualization</li> </ul>   |
|                      | <b>Phase 6</b> | Interagency information sharing/ shared services | Sharing human resources, information, and services (e.g., payroll, IT, and budgeting) across agencies  |  |

To help agencies get started on the roadmap, Cisco offers the Connected Government Network Assessment. This complimentary evaluation explains how network modifications can impact administrative and mission-specific goals, and provides comparisons against benchmarks and peers. Once agencies see the tangible business advantages of making a technical investment, the roadmap will help them to develop mission-based technology investment plans that yield near-term benefits as they advance toward long-term goals. To take the Connected Government Network Assessment, contact your local Cisco account manager or Cisco certified partner.

### Find Out More

As constituents expect more from you, expect more from your network. For more information about Cisco Connected Government, call your Cisco representative or reseller today, or simply visit us on the Web at:

<http://www.cisco.com/web/strategy/government/agencies.html>

1. Momentum Research Group report, *Net Impact: Europe eGovernment*, "From Connectivity to Productivity," 2004
2. ifour report, "Shared Services Opportunities in the U.S. Federal Government Interim Deliverable," 2005



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