Connecting Communities Through Technology:
Envision a Network that Brings Together and Strengthens Your Entire Community

Imagine a community where citizens are fully connected to government organizations, businesses, and one another—a society where access to information and resources is easy and equal, where individuals have full control of how they work, recreate, and engage with government, and where people can make economic and social choices about the way they live and interact with their fellow citizens. With a Connected Communities vision, your citizens can network throughout the entire community, opening up an array of new choices and an improved quality of life.

Imagine a community where employees have the capability to do more with less, work more efficiently across departments, provide timely and efficient services to their constituents, and assure public safety by empowering first responders with the critical information they need. More and more, state, local, and provincial governments are leveraging network and communications technologies. With a Connected Communities vision, government departments such as yours can be more efficient and productive by delivering improved services to your constituents.

Imagine a community that is booming with economic development, where new businesses, citizens, and tourists flock, where workers can be flexible about how and where they do business, and where organizations can operate in a safe and more efficient manner. With a Connected Communities vision, you can create a dynamic pro-business environment in your fast-growing community.

The Connected Communities vision outlines how governments can utilize technology to improve the quality of life for their citizens. In this Internet age, information is readily available for everyone, and people have the potential to be more connected than ever before.

Growing County Adopts Wireless and Unified Communications to Improve Public Safety and Service Delivery

In Kane County, Illinois, just outside Chicago, government leaders took a two-step approach to enhance the quality of life for their 450,000 residents. They first established a foundational Cisco® infrastructure including wireless access to remote locations, then deployed Cisco Unified Communications on it to connect everyone in the organization, including first responders. These changes made Kane County more effective in delivering services and more productive in day-to-day operations, and allowed citizens to work with government. Additionally, the county now saves $150,000 yearly and can offer enhanced 911 services due to automated call routing and interactive voice response.

City Employees Go Mobile to Meet Citizen Demands

In Greensboro, North Carolina, administrators sought to enhance service effectiveness and availability for the city's 224,000 residents. They realized that enabling their mobile workforce with access to the network and applications would give them the flexibility required to accomplish more in a typical workday. Accordingly, they deployed 50 high-speed wireless access points citywide. City inspectors can now perform their work as easily in the field as they can from their desks; they can access reports, e-mail, and other information from a convenient location instead of traveling back to their desks. The increased productivity is the equivalent of adding eight new employees—without added cost.

Governments across the globe are taking advantage of this trend, bringing their systems and services online to keep pace with the demands of their communities. Are you ready to improve your service effectiveness, empower your citizens, increase public safety, and facilitate social inclusion and economic growth in your community? With a Connected Community vision, you can do all this and more.

Current market research shows that:

- **Investments are on the rise.** U.S. state and local governments investment in IT for both hardware and software is growing from $42 billion in 2004 to a projected $55 billion-plus in 2011. (Source: Gartner Dataquest – Nov. 2006)

- **A shift to IP is happening.** The transition to IP-enabled voice communications from TDM (time division multiplexing) is happening at a dramatic rate, with estimates that more than 75 percent of the voice market will be IP-enabled voice by 2011. (Source: Synergy, Wainhouse, Datamonitor, Ovum, Cisco)

- **Wireless marketing is growing.** The U.S. wireless market in state and local government is expected to grow from $500 million in 2005 to $2 billion in 2007. (Source: Input)

- **Broadband revenues are climbing.** Broadband service revenues from planned communities totaled $164 million in 2004 and are projected to rise to $815 million in 2009. (Source: In-Stat)

As agencies move away from multiple restrictive infrastructures (data network, voice network, overhead paging system, and so on) to a single flexible IP-based network, they put the right structure in place to improve service effectiveness, enhance public safety, and enable and encourage citizen participation in government. And this approach promotes more convenient and consistent experiences for citizens in their interactions with government.

Envisioning a Connected Community

Governments worldwide are investing in a converged network that transforms the ways they interact with citizens. By linking local, regional, and provincial departments and assets on the same network, governments provide constituents with communication and collaboration tools that promote citizen interaction and enable timely and accurate decision-making capabilities. Bottom line, governments that adopt wired and wireless broadband, unified communications, security applications, and storage services are able to dramatically extend their capabilities, resulting in:

- Reduced operations and management costs through consolidation of different networks (data, voice, video) onto one standards-based IP network

Wi-Fi Mesh Bridges Digital Divide and Improves Responsiveness to Citizens in Midwestern Metropolis

Working with Cisco, broadband provider OneCleveland transformed the city of Cleveland into a truly connected community where citizens have equal access to governmental, educational, cultural, and healthcare organizations—as well as to each other. The city now offers free Internet services to disadvantaged citizens by providing computing terminals in libraries, bus stations, and other public spaces. Additionally, social workers visiting underprivileged neighborhoods can facilitate important infrastructure repairs by sending reports from handheld devices about damaged streetlights and split sidewalks.

· Increased interagency communication and collaboration and improved effectiveness of services offered by decreasing the time it takes to accomplish tasks

· Improved efficiency, productivity, and decision-making speed through the automation of government functions

· Advanced network portals that citizens can easily access when they want to obtain services

· Simplified delivery of services and eligibility determination through self-service applications

· Enhanced career development and training of staff and partners

How Cisco Supports Government

Cisco has worked with organizations in the public sector for more than 20 years, helping them devise best practices across all functions of government. By incorporating this knowledge and industry experience, Cisco is helping governments become more effective, efficient, and productive, with better services and functions that enable citizens, constituents, and businesses to interact in ways never before imagined. The Connected Communities approach aims to provide governments with the capabilities to do more with less and give constituents the tools, environment, and autonomy required to determine their quality of life.

Connected Communities is based on the following principles:

· **Improving service effectiveness—**By providing employees with critical resources and highly interoperable communication and collaboration tools, governments are more efficient and productive while enabling improved interaction with citizens and each other as well as accelerated decision making.

· **Empowering citizens—**When citizens have convenient, flexible access to important resources, they can complete tasks, solve problems, participate in government, and make individual choices about how they live.

· **Increasing public safety and security—**With immediate access to accurate information, first responders and emergency personnel are better at protecting themselves and the community, which creates a safer environment.

· **Promoting social inclusion—**By offering ubiquitous access to vital health, educational, cultural, and social services, governments allow more of the populace to raise their standard of living.

· **Facilitating economic growth—**Through improved service delivery to constituents, governments can create a safer, more stable environment that attracts businesses, increases financial opportunities for individuals, and fosters communitywide economic development and growth.

Creating a Connected Community

Planning for the future is not easy. Governments are under continuous pressure to keep up with the ever-evolving service demands of their citizens. Business processes and supporting IT infrastructure suffer from the escalating community demands for access to information and services. But with a vision of a Connected Community, an entire societal network is possible. It's a way of bringing together citizens and government to create a community that promotes individual choice and an improved quality of life.

Cisco helps communities realize this vision. Incorporating advanced foundational networking, communications, mobility, and security technologies, Cisco aligns technology with progressive business processes to provide governments with new capabilities for driving economic growth, improved service effectiveness, and an engaged and interconnected populace.

Begin the Evolution

Learn more about how Connected Communities can make a difference in your community. Call your Cisco representative or reseller today or visit:

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