

## Delivering advanced communication, collaboration and incident management capabilities to first responders.



### Highlights

- Empowers emergency first responders to securely communicate and collaborate within and across government and nongovernment agencies
- Allows field personnel critical access to a complete view of timely information from remote locations
- Enables real-time analysis and resource allocation through spatial analysis and visualization
- Provides seamless integration of scattered, heterogeneous data

### Meet the challenges of public safety

In emergency situations, it is critical for first responders — such as law enforcement, emergency response and transportation management agencies — to have access to the right information at the right time. Yet the ability to communicate and collaborate across agencies is often hampered by an inadequate or outdated communication infrastructure. Many times, critical information is inaccessible and scattered throughout various organizations and across multiple jurisdictions. The end result: an inflexible infrastructure that can potentially hinder the performance of first responders — and possibly compromise the safety and security of the public at large.

Today's government agencies are challenged to build a secure information-sharing and collaboration environment that:

- Allows for secure, collaborative communication for a rapid coordinated response during emergency situations.
- Enables Web-based, remote instant messaging and awareness among all multiple members of the emergency response team.
- Leverages existing systems to maximize interoperability and prior IT investments.
- Is built using commercial off-the-shelf technologies based on nonproprietary open standards.
- Can be developed within the strict budget restraints common in today's public sector environment.

### Leverage IBM's government expertise to transform your public safety challenges

IBM solutions for government bring together the extensive IBM portfolio of hardware, software and high-value services — and its wide network of Business Partners — to address the most prevalent challenges for government clients. IBM solutions and government experience help each client accelerate its progress in becoming an on demand government — so it can respond with flexibility and speed to virtually any constituent demand, market opportunity or external threat.

Creating processes with a *service orientation* has emerged as the best way to achieve flexibility and speed, as well as operational agility and resilience. Service orientation takes everyday business applications and breaks them into individual business tasks, called services. These services can then be shared with other departments and agencies, exposing critical services directly to emergency response partners. As a result, you have the flexibility to easily respond to situational requirements. Because these services can tie together existing enterprise systems, there is no “rip and replace” required. Furthermore, these services can be used across multiple processes — rapidly, easily and consistently — to

help drive improved time to value and reduced costs.

IBM software, a key building block of the IBM solutions for government, is vital to employing a service orientation strategy. It helps our clients achieve business flexibility by enabling them to model, assemble, deploy and manage business processes for today's on demand government environment.

IBM software for public safety helps governments speed response to emergency situations by providing:

- Integrated communication, collaboration and directory services to quickly share information — anytime, anywhere — from across government agencies and private organizations.
- Fully integrated reporting and tracking of incidents to give first responders a complete view of developing situations.

### Enable information sharing, situational analysis and advanced communication

To help government organizations solve today's safety and security challenges, IBM created IBM public safety for government that provides public safety managers and first responders with a comprehensive set of tools for information sharing, situation analysis and remote, Web-based communication. Because IBM public safety for

### Integrated emergency response solutions

By implementing IBM public safety for government — together with applications and services from E Team, ESRI, Advanced Interactive Systems and Arrow Electronics — IBM and IBM Business Partners have created Rapid Response™ to provide government organizations with a fully integrated emergency response solution that:

- Enables advanced communication and real-time collaboration across first response teams.
- Provides fully integrated incident management and geospatial mapping capabilities.
- Offers multiplatform support for Web-based and remote communications.
- Allows public safety personnel and first responders to make rapid, fully informed decisions in emergency situations.

government is built on open standards, it allows government organizations to create a robust emergency response communications infrastructure that maximizes interoperability among multiple government agencies across different jurisdictions, while leveraging your existing IT investments.

### Optimize collaboration within and across agencies

IBM public safety for government offers government organizations world-class, commercial off-the-shelf technology that delivers seamless interoperability and cross-organization collaboration to help improve response times during emergency situations.

By implementing key software, such as IBM Workplace™ Collaboration Services and IBM Tivoli® Directory Integrator, first responders have the ability to:

- **Locate** — rapidly assemble a team across organization boundaries based on a variety of factors: name, department, role, geography, skill and more.
- **Invite** — prompt qualified recipients to collaborate and share valuable information.
- **Authenticate** — authorize individuals to collaborate using up-to-date authentication data.
- **Collaborate** — enable users to work together, synchronously or asynchronously, to solve problems.

### Establish an environment that supports the integration of people, processes and information

IBM WebSphere® Portal, another key component of the public safety offering, allows government organizations to build a scalable, reliable Web interface that provides first responders

with secure online access to important applications, content, processes and people. Coupled with IBM WebSphere Information Integrator, emergency response organizations can integrate and synchronize data from multiple locations into a single, searchable virtual environment to implement public safety plans quickly, and more efficiently manage emergency situations.

IBM WebSphere Everyplace® Access enables mobile remote users to securely link into either online or offline content and applications, through a broad set of mobile devices such as mobile phones and personal digital assistants (PDAs). The end result is a well-informed mobile team that is equipped with the necessary information to perform at optimal levels—even while operating remotely during emergency response situations.

### Provide fully integrated incident management capabilities

IBM public safety for government provides robust incident management functionality and enables geospatial resource mapping and incident tracking. By implementing IBM DB2 Spatial Extender and IBM DB2® Universal Database™ Data Warehouse, agencies can integrate advanced geospatial analysis in their incident management operations, allowing users

### Deep and relevant industry experience in public safety

IBM was selected as the solution provider for Capital Wireless Integrated Network (CapWIN) — a technology partnership between the State of Maryland, the State of Virginia and the District of Columbia created to provide cross-jurisdiction collaboration and communication across 41 federal, regional and local government agencies. CapWIN's application suite provides:

- Incident management and coordination across agencies, regions, and public safety and transportation disciplines.
- Secure one-to-one and group public and private discussions.
- A robust and searchable directory of individual first responders — a “411 Directory” for public safety and transportation agencies.
- Access to operational data and resources, including multiple state and federal law enforcement criminal databases.

CapWIN enables first responders to quickly coordinate in emergency situations and respond to catastrophic events or emergency situations. To learn more about this first responder data communication and information-sharing network, visit [www.capwin.org](http://www.capwin.org)



to obtain a big-picture view of assets and make better-informed decisions. In addition, IBM public safety for government enables key incident management functions, including:

- Resource management.
- Situation reporting.
- Action planning.
- Alert notification.

#### **Business Partners help further leverage IBM software capabilities**

IBM public safety for government is complemented by applications and services provided by our IBM Business Partners — including the hundreds of Business Partners specializing in service orientation — helping to make this solution a world-class foundation for incident management and emergency response. Working in partnership with our clients, IBM and IBM Business Partners can help meet the needs of today's public safety organizations.

#### **For more information**

IBM is unique in its combination of unmatched government experience, deep service orientation skills, unparalleled Business Partner network, and software and technology product excellence — and as a result is a clear leader in service orientation. We can help you get started with service orientation, whether for the entire organization, a departmental initiative or a single project.

IBM is the ideal partner to help first responders meet the challenges of streamlining operations within and between government agencies and organizations to provide more rapid, accurate response, lessen the impact of disasters, reduce property damage and save lives.

To learn more about IBM public safety for government and other government-specific offerings, contact your IBM representative or IBM Business Partner, or visit [ibm.com/software/industries/govt](http://ibm.com/software/industries/govt)

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