



VIDEO-ENABLED AND COLLABORATION SOLUTIONS FOR A MORE CONNECTED AND ACCESSIBLE STATE & LOCAL GOVERNMENT

In recent years, many state and local government agencies have communicated a number of administrative initiatives that support the need for higher-level collaborative interactions. These initiatives are reflective of many agencies stated values and objectives to accomplish more with less, to provide greater transparency inside and outside of government, to reduce the environmental impact of government, and to increase accountability of state government to the people they serve.

Specific initiatives include:

- **Executive Order:** Executive Orders often call for technology infrastructure to be consolidated and aligned with the agencies mission.
- **Performance Management:** an initiative currently being undertaken by state and local government agencies.
- **Greater Transparency:** a movement toward greater transparency between government agencies and the people they serve.
- **Greening of Government:** Government's emphasis on greening the operation of state and local government.

These on-going initiatives provide a solid foundation for the utilization of unified communications that include video-enabled solutions. Video-enabled solutions provide the critical functionality and capabilities to make higher-level collaboration and interaction a real possibility for many state and local government agencies.

Many businesses as well as state, local and municipal government agencies are leveraging the benefits and capabilities of video-enabled technology to collaborate more effectively, increase communications, and improve services offerings.

While video-enabled solutions in their early years seemed to be a solution in search of a problem, this is no longer the situation.

State, local and municipal agencies needn't look very far to identify a myriad of use cases by which video-enabled solutions are helping agencies to:

- Work more productively and cost effectively
- Reduce cost
- Improving communications within government and amongst its constituents
- Improve service offerings provided by government agencies

While the immediate value of being able to have face-to-face interaction with all levels of an organization remains attractive, businesses and government agencies alike are finding a varied and increasing number of ways to benefit by utilizing video-enabled solutions.

VIDEO-ENABLED SOLUTIONS IN STATE & LOCAL GOVERNMENT

The following table provides some uses for video-enabled solutions within Executive, Legislative and Judicial branches of state government.

AGENCY		USE CASES
Executive Staff Meetings		Video-enabled conversation between the Governor and key staff members.
Emergency Management & Response		Communication between Governor's office, State Police and Emergency Management personnel during storms, power outages and other emergency occurrences.
Inter-Agency Communication		Provides the Governor's office with the ability to conduct face-to-face meetings with Executive, Legislative and Judicial agencies, regardless of location or geography.
Communication with Other Governors		The Offices of the Governors of NY, RI, and CT utilize video-enabled solutions. Deploying video-enabled solutions in MA will heighten communication with those states.
Communication with Federal Agencies		Connecting the Governor with Federal Agencies. The Office of the President also uses video-enabled endpoints, allowing Governor Patrick face-to-face communication with the President as needed.
Connecting State & Local Government		Face-to-face communication connecting the Governor's Office with Mayor's Office & other municipal government agencies increases communications and strengthens relationships.
LEGISLATIVE BRANCH		
Connecting Legislatives with Constituents		Video-enabled endpoints allow Legislative members to spend more time speaking face-to-face with constituents. Constituents need not travel to the State House to meet with a Legislative or Committee member when video can be used. Legislatives are more accessible and productive.
Remote Access for Legislative Sessions		Leveraging video-enabled solutions to ensure full attendance and vote for all Legislative sessions.
Inter-Committee/ Branch Communication		Video-enabled solutions enable committee members to meet more easily, and facilitate communication between legislative bodies (e.g. Legislature & Senate).
JUDICIAL BRANCH		
Virtual Court		Using video-enabled solutions for the "virtual court" experience. The resolution of simple, non-criminal matters (e.g. secure building permits, resolve parking tickets, tax assessments, etc...) is faster and more convenient for the agency and the public.
Electronic Warrant Resolution and Issue		Reducing the time & cost associated with issuing warrants. Police Officers and Court Officials can leverage video-enabled solutions for electronic warrants, which can be issued "on the spot", allowing for quicker resolution, at lower cost and fuel emissions, while promoting a safer community.
Video Arraignment		Prisoners can be arraigned without leaving their cell, saving any need to transport prisoners or for law enforcement personnel to travel, providing cost savings and fuel emissions reductions.
Remote Deposition		Depositions can be taken remotely via video-enabled solutions, saving time and travel expense associated with traveling to court for depositions.
Interpretive Language Services		Legal matters and proceedings requiring interpretive language services are facilitated using video-enabled solutions, saving time and cost associated with these services.
OTHER USE CASES		
Business and government alike have come to realize the enormous power and capability of video-enabled solutions and how they can help them do business better, more productively at a lower cost. Included below are some addition use cases for consideration:		
Public Safety		Employment Services
Emergency Response		Benefits & Welfare Services
Agency Training and Communication		Children's Foster Care & Safety Services



HOW TO DO THINGS SMARTER

A SAMPLE USE CASE THAT DRIVES VALUE FOR STATE GOVERNMENT

Disasters happen. Major snowfalls, hurricanes, and even tornadoes have occurred and will continue to occur. Many state agencies have procedures in place to deal with these natural occurrences that are intended to speed relief, dispense timely information to responders and citizens alike, and manage recoveries.

Having the ability to take the constraints of travel and the lack of timely information off the table as gating factors to efficient execution of existing procedures is where video-enabled technology comes in.

Imagine an all-too common winter blizzard with high winds and heavy, wet snow that we seem to encounter on a consistent basis in the Northern US. With the Governor securely located and connected by video to his office to Emergency Management and Public Safety personnel, the executive suite at utility companies, his/ her entire cabinet, and the Army National Guard; information flows and data supported decision making can be enhanced.

Upon arrival to his/her Office, the Governor and their cabinet would be able to communicate with key personnel. Key personnel could participate in a multi-location video conference that enables the Governor to hear and see the most up-to-date deployment of plows, road closures due to fallen power lines, and shut downs at major airports. That information could be used to intelligently re-deploy assets for maximum effect and be shared with the Governor's press office for distribution to media outlets. Governor could lead a videoconference with the key executives at the utilities so that they can speak to; and more importantly show, the extent of their outages and provide the Governor and his cabinet with their reconnection plans.

The result is a more capable and decision-ready government and a more informed and safer public.

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