When Time Matters Most
AT&T Telepresence Solution Handbook

A State and Local Government Guide to Staying Connected in Times of Crisis
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Stimulus and AT&T Solutions:
Plan – Prepare – Recover

The American Recovery and Reinvestment Act (ARRA) makes the safety of citizens and infrastructure a priority, funding it with billions of dollars.

While the Act uses the term “public safety” sparingly, many of its appropriations clearly have public safety as a focus. For example, the State Fiscal Stabilization Fund (SFSF) program in Title XIV of the ARRA allocates a majority of money to education, but the program also allocates a substantial sum to general government – including public safety. More specifically, the SFSF has two components: the Education Stabilization Fund and the Government Services Fund. Each state’s allocation under the SFSF is divided – 81.8% goes to the Education Stabilization Fund and 18.2% goes to the Government Services Fund. The total amount of the Government Services Fund is approximately $8.8 billion.

The ARRA requires a governor to use the state’s Government Services Fund allocation for public safety and other government services. By July 1, 2009, each state governor was required to submit the State’s application for this funding. Almost half of all states certified to use a portion or all of their Government Services Fund to support public safety. More than 20 states are undetermined on the use of some or all of the funding.

Focusing on the right public safety solutions and spending allocations wisely present significant challenges. AT&T can help.

Tremendous advances in technology, stifling fiscal constraints and threats of disasters – associated with weather, a pandemic, or otherwise – support the current need for collaboration in state and local government sectors. Collaboration allows agencies to maintain the understanding of local, state and national news and events. As a dedicated supporter of collaboration, AT&T strongly believes in the importance of connecting people with their world, everywhere they live and work. We are firmly committed to sponsoring new solutions to better our world. Telepresence is one such solution.

AT&T Telepresence Solution connects individuals physically separated across a building, city, state or nation serving as the medium for planning, response and recovery actions. Supporting public safety efforts such as disaster and pandemic response or carrying out essential training and events, AT&T Telepresence Solution allows individuals to still see eye-to-eye when actual face-to-face communication is not possible.

Implementation of AT&T Telepresence Solution at local, state and national agencies will allow timely and efficient collaboration to keep agencies and communities connected When Time Matters Most.

In reading the AT&T Telepresence Solution Handbook, we hope you will become more familiar with the opportunities telepresence can provide state and local agencies.
# Why AT&T Telepresence Solution:

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<th>Why AT&amp;T Telepresence Solution:</th>
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<tr>
<td><strong>Enhanced Performance</strong></td>
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<td>Uniquely provides the reach, scale and security to serve complex, State, Local and National collaboration requirements via the AT&amp;T Global MPLS network.</td>
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<td><strong>Increased Agility</strong></td>
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<td>Easy to use inter and intra-agency platform via the industry-first AT&amp;T Business Exchange.</td>
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<td><strong>Assurance Measures</strong></td>
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<td>Reliable and secure managed solution, minimal IT staff requirements and limited impact on existing network applications. Limits exposure to technology obsolescence.</td>
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<td><strong>Meaningful Innovation</strong></td>
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<td>A turnkey inter-agency managed telepresence solution enabling faster decision making, improved cross-cultural communications, “scaling” of scarce resources and increased velocity.</td>
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<td><strong>Predictive Costs</strong></td>
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<td>Fully bundled service includes end-to-end management and accountability. Minimal upfront capital expenditures.</td>
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AT&T Telepresence Solution: Understanding the Technology

In our rapidly changing world, agencies need the ability to change course, collaborate quickly and streamline decision making.

AT&T Telepresence Solution is an end-to-end managed service that uses Cisco® TelePresence equipment, the AT&T Business Exchange and the AT&T Virtual Private Network (AT&T VPN) to simulate in-person meetings. AT&T Telepresence Solution combines high-definition video and audio with interactivity to enable government officials working at different geographic locations and at different agencies to communicate as if they were in the same room.

AT&T Telepresence Solution differs from conventional video systems by using “life-size” ultra-high-definition video images (1080p), CD-quality audio, interactive technologies and a specially designed environment. This gives participants the feeling of being at the same location with other participants at remote locations. Through advanced high definition visual and audio technology, leaders can see first hand the specific details of an event and assess the reality of a situation. Many different types of equipment end points can be selected to customize a solution and meet various requirements, from a single participant to up to 18 participants at a location arranged in stadium type seating around a specially designed conference table.

In addition to its life-like quality, AT&T Telepresence Solution is simple to use. You can easily schedule meetings with an enterprise calendar application like Microsoft Outlook® or Lotus Notes® or instantly launch calls with a simple telephone interface.
AT&T Telepresence Solution: Addresses Government’s Top Business Concerns

**Government Continuity**
- Effective crisis management; real-time adjustment
- Emergency executive meetings
- Improve communications and decision making; reduce latency

**Public Communications**
- Increase citizen interactions; improve compliance and revenues
- Improve crisis decision management; quicker response to critical issues
- Increase service delivery and constituent satisfaction; improved access to public services benefits

**Productivity: Cost, Asset, Employee**
- Quicker response limits negative impact, reducing cost
- Improve resource utilization addresses shortages; faster interagency coordination and response
- Improve utilization of assets; reduction in decision latency; reduced procurement expense

**Budget Shortfall/Cost Containment**
- Quicker response limits negative impact reducing cost; reduce containment time; speed up benefits, reducing entitlement time
- Lower labor costs through utilization of shared resources; reduce training costs
- Reduce travel; improve productivity; shorten lead time; improve TTM for assets/services; reduce procurement expense

**Government Labor Pool**
- Ability to utilize shared, scarce resources; improve productivity; create access to future specialized resources
- Increase productivity of key SME resources; improve employee satisfaction
- Reduce travel downtime; increase ‘in-person’ interactions; improve workplace flexibility

**Revenue Tax Pressure**
- Reduction in cost of services; quicker response reduces cost; increase service delivery/customer satisfaction
- Potential for new revenue streams; public-private partnering
- Increase in resource use; resource availability reduces redundancy

**Economic Development**
- Public-private partnering creates opportunity for new revenue streams
- Inter/intra government collaboration; increased shared and new operational practices
- Improve access to revenue sources; ability to leverage new revenue sources

**Environment/Green**
- Opportunity for user to have positive impact on the environment, provides choices to avoid travel time, expense and eliminate carbon emissions associated with travel
Use Cases:
Disaster Recovery Operations
Federal, State and Local

Situation/Challenge

Disasters – unplanned, natural or intentional will occur.

A communication tool to help Plan, Prepare and Recover is critical for a successful outcome, be it saving lives, restoring infrastructure or communicating recovery plans. Government leadership needs to be informed in real-time and receive critical information from multiple locations at once to consult and advise local authorities, incident command and to rally responders.

Relating the on the ground situation to rear echelon support agencies requires world class communications tools to clearly detail the extent of the disaster, coordinate the multitude of mitigation details and present recovery options.

Logistics and conditions on the ground may prevent travel to affected areas delaying coordination – with AT&T Telepresence Solution critical responders in the midst of a disaster can work effectively with remote support agencies.

Solution

An AT&T Telepresence Solution facility based at an Emergency Operations Center (EOC), linked to each of the State capitals and major cities provides a framework for presenting a real-time, “in-person” meeting experience needed to impart true “sight-picture” required for disaster recovery operations.

Impact

AT&T Telepresence Solution

• Supports highly interactive interviews to gather information without losing precious time in travel; sessions can be secured, recorded and archived

• Conferences are established as easily as dialing a regular phone number and can be pre-programmed onto a regular IP phone for one-touch connection to any associated remote telepresence units

• Local commanders can collaborate with subject matter experts from across the region to improve and coordinate incident response

• Allows immediate engagement with the disaster response teams

• Allows travel avoidance for key decision makers – stay plugged into the back-end support infrastructure

• Provides line of sight communication of situation on the ground

• Network deployment in urban centers creates a pre-positioned ecosystem for emergency situations
Use Cases:
Emergency Management

Situation/Challenge
Natural disaster strikes – hurricane bears down on coastal states. Federal, State and Local leaders collaborate to share information and develop response plans.

Solution
AT&T Telepresence Solution is ready for agency collaboration.

Impact

Prior to Disaster
- A Telepresence session is initiated when critical weather alerts are received to establish a “virtual response room”. Federal, State and Local teams can join to provide updates and share information.
- The Governor and State Office of Emergency Management (OEM) are alerted to join the Telepresence response room for updates from the National Weather Service (NWS) on weather conditions.
- FEMA joins the multi-point Telepresence to assess contingency plans and discuss a Federal support plan with the state.

Disaster Strikes
- State begins collaboration with National Guard and Homeland Security teams discussing impact and state’s first level emergency support plan.
- Homeland Security team develops plans and starts to gather information from field personnel (videos, pictures, reports) on weather’s impact of the affected areas. State Police and National Guard leaders join bridge to share information and focus their area of support.
- As the disaster strikes, FEMA, State, Local and National Guard leaders remain on the bridge to share information and challenges and develop re-plans based on initial response effectiveness.
Use Cases: Pandemic Planning and Response

Situation/Challenge

With a health outbreak possible, State, County and City governments need to collaborate closely to ensure that there is a plan in place to continue critical daily operations if affected by the pandemic.

• State and local government pandemic plans should closely align with Federal requirements and plans
• Plans should include alternative work arrangements for employees should the pandemic affect government offices
• As illness spreads, health officials may make recommendations for limiting travel
• When a pandemic strikes, government officials need to communicate response actions and next steps to be taken

Solution

AT&T Telepresence Solution allows geographically separated government officials to collaborate for both planning and response purposes.

Impact

AT&T Telepresence Solution provides Line of Sight communications when face-to-face interaction is not feasible.

• Government officials can communicate and collaborate on plans for pandemic
• Government officials can report metrics (regarding staff, ability to continue operations, etc.) to higher level officials at any time – day or night
• Employees can continue daily operations through collaboration via distant AT&T Telepresence Solution sites
Use Cases:
Responding to a Terrorist Attack

Situation/Challenge
Terrorists attack (or plan to attack). Federal, State, County and City Governments must communicate to properly assess the situation and develop effective courses of action.

Solution
When installed at various locations, AT&T Telepresence Solution can unite State and Local Government Homeland Security and Law Enforcement agencies and officials quickly for prompt, vital communication.

Impact
As soon as an attack (or possibility of an attack) is known, Government officials can immediately report to their nearest AT&T Telepresence Solution site and communicate life-saving procedures and efforts.
AT&T Telepresence Solution:
Two options to help you understand your cost savings with an AT&T Telepresence Solution

Business Benefit Calculator for AT&T Telepresence Solution

This on line tool provides an easy way to develop a high level view of potential cost savings using basic financial assumptions as you explore the many options of an AT&T Telepresence Solution.

Choose a Custom Business Benefit Evaluation

Request a live demonstration and a custom value case analysis detailed with your Agency’s specific design. Our dedicated AT&T Telepresence Solutions applications specialists stand ready to work with you to develop a cost savings analysis based on your design and solution.

To learn more about the expansive AT&T State and Local Government Solutions visit our State & Local Government website at www.corp.att.com/stateandlocal/unified_communications.html.