



# Mobile Computing

## *Government on the go – Preparing for Telework*



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## Session Description

### **Mobile Computing: Government on the Go - Preparing for Telework**

As the traditional workplace culture changes, the demand for anytime/anyplace work environments seems to be growing exponentially. Telework is cited as a solution for everything from disaster response to attracting a new generation of public servants to global warming. Yet in practice, jurisdictions have been slow to implement telework. This session will highlight some successful programs, the innovative technology used to implement telework, and provide tips and tricks for creating a telework program.



## Identify the Future

"...it is pointless to try to predict the future....But it is possible - and fruitful - to identify major events that have already happened, irrevocably, and that will have predictable effects in the next decade or two. It is possible, in other words, to identify and prepare for the future that has already happened." \* Drucker, P. (1997). The Future That Has Happened Already (Harvard Business Review. Sept.-Oct., 20.)

“As I survey the workplace, the one, single, indisputable fact of the workplace that we can see today and that will transform the office of tomorrow is mobility.” MOBILITY AND THE NEW PLACEMAKERS Dr. Franklin D. Becker Director, International Workplace Studies Program, Cornell University November 1997



## Nortel Government customer - 2009

“The opportunity to draw from a deeper talent pool is another advantage of this new technology: teleworking, using the Nortel Communication Server 1000 and soft phones gives us the opportunity to attract rural application developers who maybe don’t want to travel each day into Jefferson City — especially with these high gas prices. That same option is now available to many of our existing employees as well. We believe this will be a big opportunity for us over the next few years.”

— *Doug Young, chief information officer, Missouri Department of Conservation*



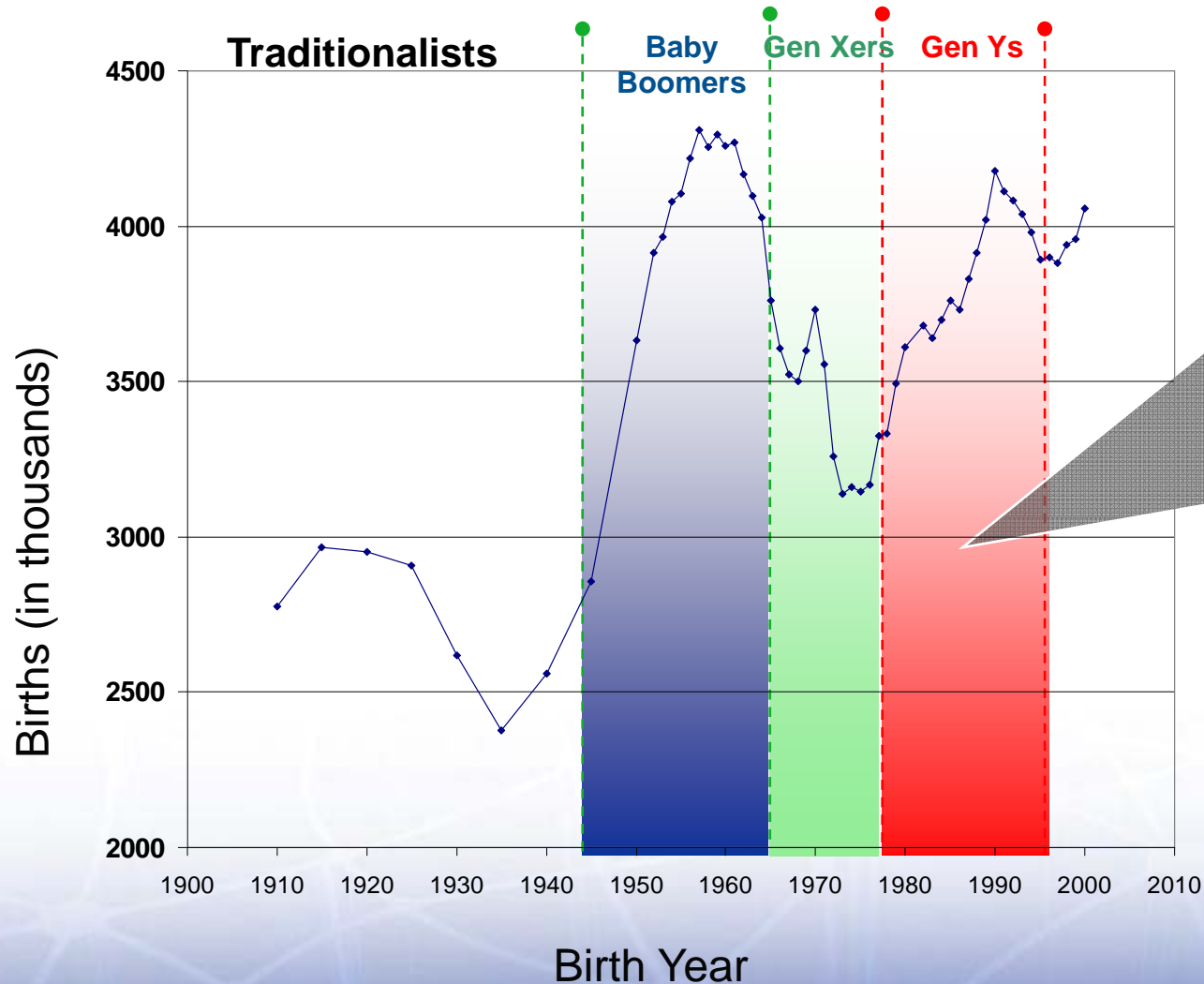
RESILIENCY • EFFICIENCY • PERFORMANCE • SECURITY • MULTI-VENDOR

**NORTEL** NETWORKS USE UP TO 40% LESS ENERGY. GROW YOUR BOTTOM LINE.



# Four Generations in the Workforce

## Gen Y Characteristics



Gen Y make up approx. 40% of workforce and growing

- Diverse
- Think Globally
- Believe In Balance
- Techno-literacy
- Fun
- Informality
- Self-reliance
- Pragmatic
- Work To Live

# Bridging The Business Model and Demographics



Traditionalists / Boomer decisions today will attract a new generation of public servants tomorrow





# Government on the Go environment

## Preparing for Telework

### Workplace changes

- Four Generations in the Workforce – Traditionalist, Baby Boomers, Gen Xers, GenY's

### Anytime environments

- High demand on customer responsiveness, accessibility and fast decision-making

### Disaster response

- Terrorism, Pandemic, Weather, Financial, Energy

### People & Planet

- 4-part "Green Initiative" for New York State launched 2007



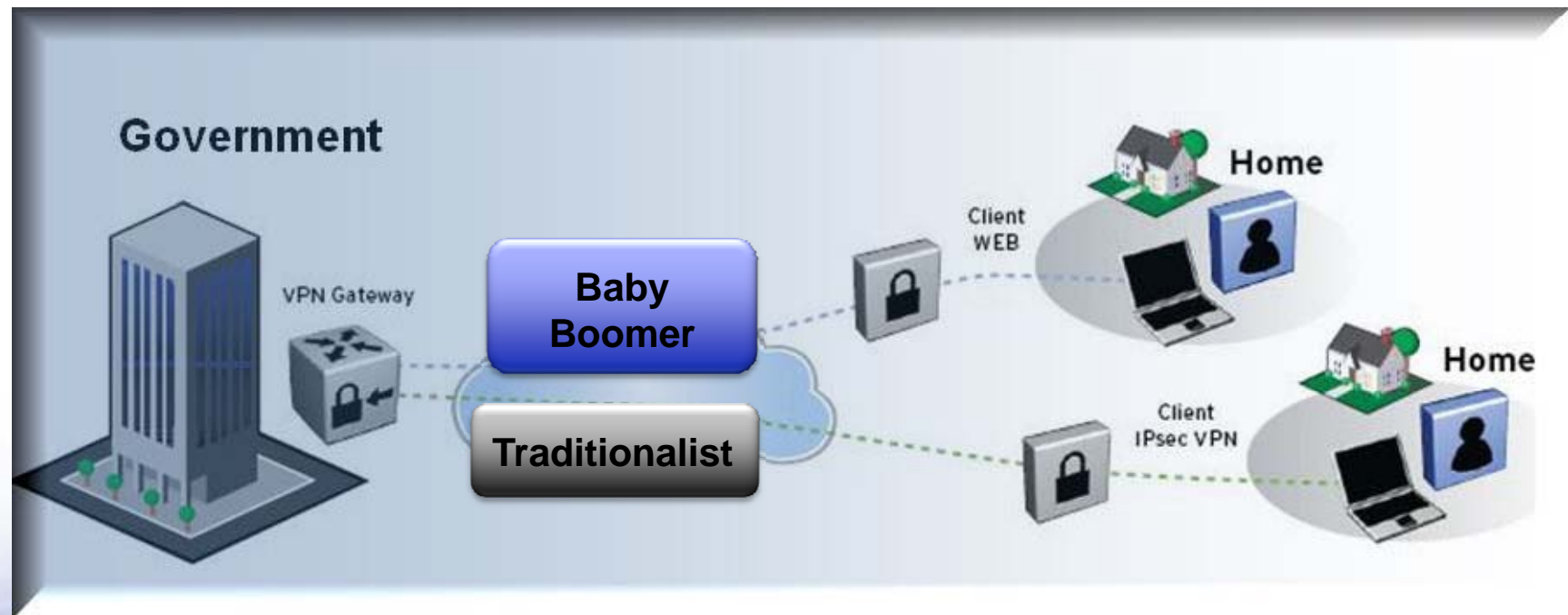
# Foundations for Government on the Go

## History and the Future coexist in Communications Networks



### Business Everywhere Remote Access

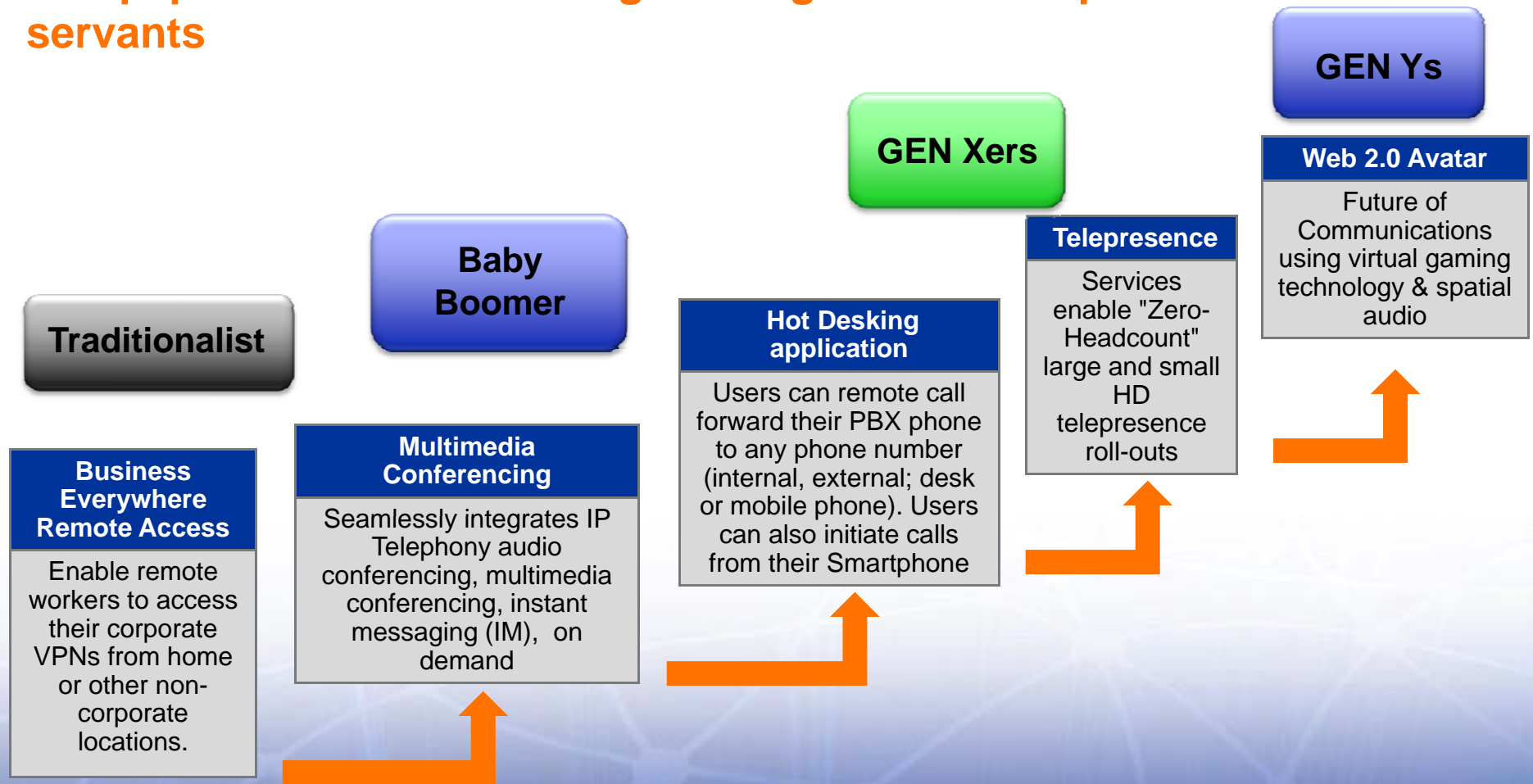
- Enable remote workers to access their corporate VPNs from home or other non-corporate locations.





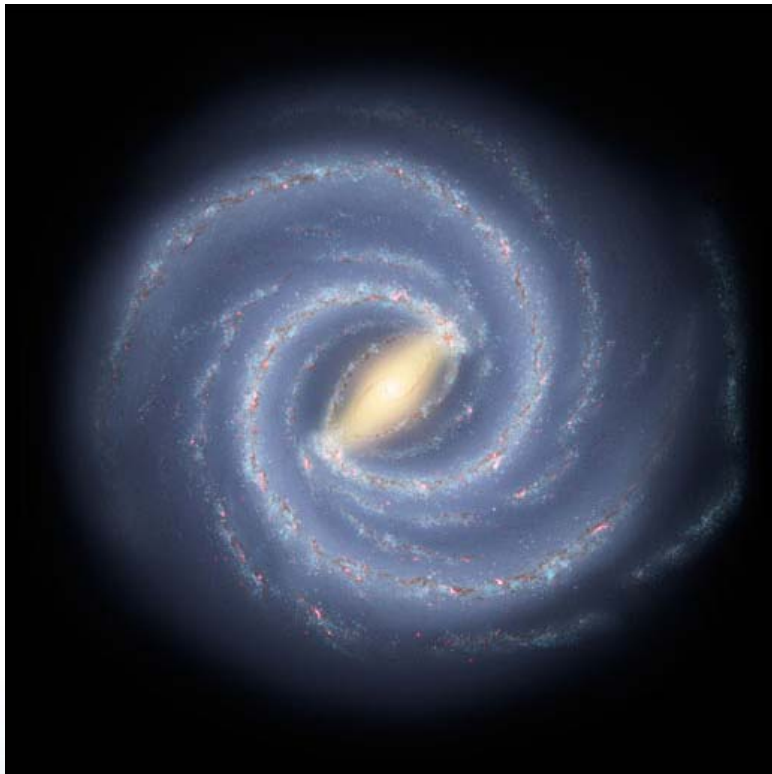
# Government on the Go - Cascading

New Investments that modernize and expand the lifespan of equipment while attracting a new generation of public servants



# Government on the Go Spiral

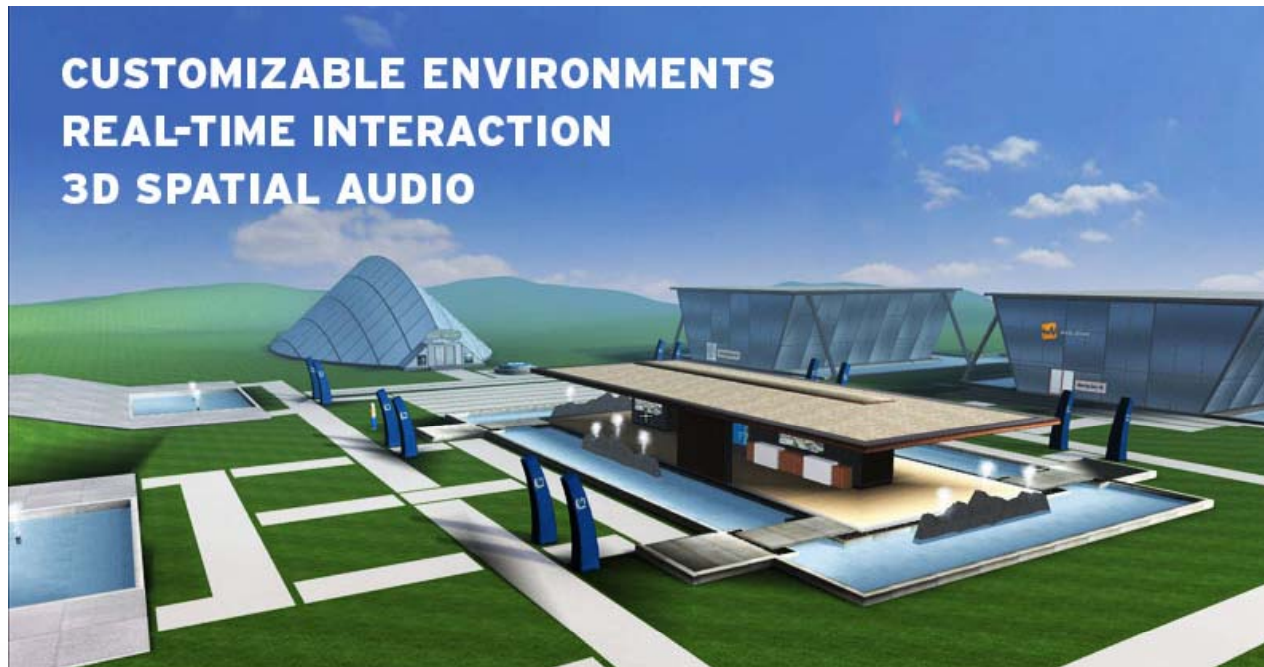
## Telework Innovations



Contact Center Offsite Agent
Secure Portable Office
Mobile Office (Smartphone and Laptop)
Mobile Cost Optimizer
Secure Network Access
2nd Generation Network Access Control

**“History Moves in a Spiral. One returns to the preceding position, but on a higher level.”** *Peter Drucker*

# Government on the Go Spiral



**Mobility in the Virtual World**

<http://apex.projectchainsaw.com>



**Thank you!**