



A History of

ADVANCING THE FUTURE

Over the course of the last two decades, technology made advances that rival the most outlandish science-fiction novels. This has enabled many government agencies to implement new networks and technology solutions. With resource, budget and agency mission in mind, many government agencies turned to MCI to help navigate and manage their evolving technological needs.

For nearly 20 years, MCI has helped leading government agencies of all sizes cope with new technologies and successfully integrate them into mission-critical services. In 2003, MCI entered into a contract with Virginia to integrate data and voice communications, and in Missouri, MCI is providing an innovative new program for the state's Department of Conservation.

Jerry Edgerton, senior vice president at MCI, discussed the company's history of assisting the public sector. "MCI entered into the government marketplace in

1986," he said. "At that time, MCI was at the forefront of telecommunications, offering virtual networking services that exceeded those offered by other industry leaders."

Government telecommunications regulations focused primarily on long distance with little attention to data transmission. MCI had a decision to make: become a commodity provider or invest in innovation. Innovation won, and since then MCI has been a driving force behind technology upgrades at all levels of government, including state and local governments as well as every federal agency.

"We built our business around mission-critical and specialized applications," said Edgerton. "We focused on unique requirements where we had to go out of our way to do something. That led us deeply into the data side of the business, driving us into fully managed, highly secure customer networks."

Case Study:

MCI and the Virginia State Police

Meeting new security challenges with innovation.

Recently the FBI issued a mandate that state police agencies must encrypt all law enforcement data. This means all local police departments and sheriffs must encrypt all data that is transmitted electronically. States must comply with the mandate by Oct. 1, 2005.

The Virginia State Police has been working hard to get Virginia localities compliant with data encryption and security standards set by the FBI. As part of the compliance efforts, every police agency in Virginia must be able to securely access both the Virginia Criminal

“Before the FBI mandate, we had 56 Kbps frame-relay circuits set up,” said Elaine Shepherd with the Virginia State Police, Information Technology & Planning Division. “We had over 500 of these circuits installed throughout the state.”

Secure Communication

To meet the new federal requirements, the Virginia State Police chose to implement MCI’s Virtual Private Network (VPN) service. With the VPN, all the different local law enforcement

flexibility into our network.”

Moving agencies onto the VPN consolidated communications and allowed for access to more information via one connection. Essentially the VPN piggybacks on public Internet connections while allowing only authorized members of law enforcement to access any state or federal database, including VCIN and NCIC. In addition, with the MCI VPN service, the Virginia State Police can upgrade agencies around the state to secure VPNs with less IT staff. On tight police budgets, cost-effective solutions are crucial. Utilizing MCI’s monitoring and management, the network functions more effectively — providing faster, more comprehensive access to critical law enforcement databases.

With the FBI’s October deadline looming, the Virginia State Police is confident that with MCI’s help, law enforcement agencies in the state will be connected to the VPN and in compliance with federal encryption standards.

“The VPN met our objective twofold, it provided the required encrypted security and introduced flexibility into our network.”

Elaine Shepherd, Virginia State Police, Information Technology & Planning Division

Information Network (VCIN) and the National Crime Information Center (NCIC). Getting all the individual networks to speak the same language presented a challenge, as many of the networks in Virginia were legacy, low-speed environments.

agencies would be able to communicate with the Virginia State Police securely over an IP-based network.

“The VPN met our objective twofold,” said Shepherd. “It provided the required encrypted security and, using the Internet, introduced



Case Study:

The Hunt Is On

Solving multiple problems with a single solution.

For the Missouri Department of Conservation (MDC), hunting is a critical part of the agency's wildlife management. The MDC relies on hunters to help control the state's massive deer population while also allowing scientists to monitor breeding and migration patterns. State law requires that every deer a hunter harvests be checked with the MDC, creating a labor and time-intensive procedure that consumed thousands of man-hours.

To alleviate this problem, the department turned to MCI to provide a voice solution to automate the check process. In 2004, the MDC implemented a pilot program, now known as Telecheck, using MCI's Voice Portal solution with automated speech recognition. Based on MCI Voice Portal, Telecheck is an extremely cost-effective solution that does not require additional infrastructure.

"We are able to retrieve data immediately for analysis, saving us time and resources."

Lonnie Hansen, deer biologist, Missouri
Department of Conservation

"We figured it saved the hunters about \$1.3 million and it's going to save us about \$670,000."

Larry Vangilder, science resource chief, Missouri Department of Conservation.

"We've conducted manual deer checking since the 1960s," said Doug Young, information technology director for the MDC. "This process required hunters to physically bring a deer to one of our check stations, creating an inconvenience for the hunters and additional costs for us."

In addition, because MCI's Voice Portal is hosted, the MDC is able to deploy the Telecheck system without needing additional staff or installing new equipment.

Using voice recognition technology, a hunter can make a simple telephone call to the Telecheck system, which asks the hunter a series of questions, including the county of the kill, the animal's gender and age, and the hunter's permit number. The system automatically records the date and time of the

call. Once the hunter's permit is verified, Telecheck provides a confirmation number, which the hunter writes down on the permit. Hunters use the confirmation number to verify the legality of their kills if stopped by an MDC agent.

Lonnie Hansen, an MDC deer biologist, explained another benefit of the Telecheck system. "[Previously] the average distance a hunter had to travel to check a deer was 15 to 20 miles, which could cost on average \$6.50 per person in fuel, per trip."

Hansen added that the new technology helps biologists track deer populations and recommend wildlife management strategies.

"We are able to retrieve data immediately for analysis, saving us time and resources, and it enables us to make more informed recom-

mendations for the following year," said Hansen.

Not only is the Telecheck system better for everyone involved, it also saves money.

"We figured it saved the hunters about \$1.3 million," said Larry Vangilder, MDC science resource chief. "And from an administrative standpoint, we calculated that it's going to save us about \$670,000."

Vangilder said Telecheck is a tremendous help to hunters and his agency.

"I've been sitting at a tree stand and had a deer come by," Vangilder said. "There was no way I was going to shoot it because I didn't want to take it to the check station. But with Telecheck, that's not a problem any longer. This is going to make a huge difference for a lot of people."



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