



# Mobility and Imagination

*Governments mobilize tasks on BlackBerry devices from Cingular, saving time and allowing limitless innovations.*

**T**he days of being bound to a desk are over for many in the government workplace. Government workers are kicking aside their desktops for a more dynamic, mobile work experience empowered by the BlackBerry® device.

Think of any process you've had to schedule. How many minutes of that process simply represented travel time to reach the necessary destination? Workers nationwide are showing they have better ideas for how to use that time.


Employees at all levels of government demand more efficient ways to stay on top of their ever-expanding workloads. The BlackBerry 8700c Wireless Handheld™, operating on Cingular's EDGE Network, accesses information and tools while on the move, empowers applications that give workers tools they never dreamed they could access away from a desk or without an awkward laptop.

RIM is working with state governments to develop security standards that empower agencies with the appropriate security parameters to pass sensitive information through BlackBerry devices. Law enforcement agencies can now make their jurisdictions safer by mobilizing detailed information that enables quicker action against those who might harm citizens. And field workers are performing their vital job functions without ever having to return to the office.

The power of mobility is gaining steam in government. Every problem IT leaders solve with the BlackBerry solution ignites new bursts of creativity over what they can do next.

## **IT Dreaming in Pennsylvania**

The Pennsylvania Attorney General's Office is using the BlackBerry solution to deliver an expanding roster of



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information and services, said Dennis Guzy, webmaster for the Pennsylvania Attorney General’s Office.

“Everything from a user logging a trouble ticket to deploying software to updating a knowledge base article can be done from our BlackBerry,” Guzy said, adding that the mobile functionality from Cingular allows IT technicians to remotely serve more than 20 offices without sacrificing customer satisfaction.

The BlackBerry device supports several applications that previously would have required desktops.

One application allows the IT staff to perform several functions normally carried out on a server, such as adding active directory users, creating mailboxes, changing theories in a database, changing a store procedure and many other functions.

“You name it. If it’s done on a server, we can also do it right from the BlackBerry,” Guzy said. “If I’m at a conference or meeting and an issue occurs, I can quickly resolve it without leaving to go to a PC.”

Guzy and his team slashed response time for fixing technical problems, eliciting cheers from users. Response to trouble tickets previously took between an hour and a full day, depending on the problem and priority placement. Now Guzy and his staff can address IT issues from almost anywhere.

“From clicking the selection from within the BlackBerry, I can deploy a piece of software, run a repair, uninstall and reinstall, kick off a maintenance job or change something in the database to correct an error that somebody’s getting on an application,” he said.

The BlackBerry device lets IT staff quickly process trouble tickets, assigning them priority levels and repair technicians within 15 minutes. The devices also enable technicians to rapidly resolve nearly any nonhardware problem remotely.

“The average response time now is about nine and a half minutes at most. Most calls are taken and responded to within five to seven minutes,” said Guzy.

### **BlackBerry Magic**

Guzy said Pennsylvania legislators continually pass new laws heaping added responsibility onto the Attorney General’s Office, though technical staff does not increase to support those changes. Some hardware repairs take three to four days to resolve under the current system, which won’t do under future strains, according to Guzy.

The devices haven’t been used to provide hardware support in the past, he said, but that is about to change.

Through a new application Guzy’s team is implementing, whenever a trouble ticket requiring a hardware replacement enters a technician’s BlackBerry device, a replacement order will immediately travel from the BlackBerry device to the hardware vendor. The replacement arrives 24 hours later without the technician doing anything else.

His team also is implementing a printer management application that will immediately diagnose printer malfunctions and route service requests through the BlackBerry device to printer vendors, typically before users know a problem exists.

The application will automatically log a ticket with the vendor and notify all technicians via the BlackBerry device about the problem. The program also sends a confirmation to the IT staff when the vendor dispatches a technician.

“When the system’s fully implemented, a ticket will be logged and service will be dispatched most likely before the end-user even reports the problem. They’ll be looking at the printer and hitting ‘file, print’ again and trying to figure out what’s going on,” Guzy said. “We’ll have already logged a ticket.”

### **Pinpointing Bad Guys**

Guzy’s team collaborated with RIM to allow its BlackBerry Enterprise Server™ the appropriate security parameters to let BlackBerry device users access the Pennsylvania Justice Network for criminal lookups.



“We’re not the only law enforcement agency in the state of Pennsylvania,” said Guzy. “Other agencies are starting to leverage the BlackBerry.”

Now police officers can use a BlackBerry device to access driver’s license information and criminal history, as well as physical identifiers on suspects, including scars, tattoos and other characteristics.

In the past, for example, if an agent monitored a potential drug house and saw a car pull up, he would have scribbled down the license plate number and notable physical characteristics. The agent then passed the information via telephone to someone who entered it into a desktop application. If there was photographic or other visual information that needed to be transmitted, another person from that office would attempt hand-delivering that information to the investigating agent as inconspicuously as possible or the agent would have to attain a faxed copy at a local Kinko’s.

Now agents rely on a BlackBerry device using Cingular’s network to securely and reliably access that information from their vehicles.

“They get immediate results and are potentially able to coordinate whatever law enforcement response might be necessary, based on that information,” Guzy said.

Now his team plans to roll out another BlackBerry device-supported application focusing on investigations happening elsewhere in the Attorney General’s Office. The solution would enable agents to learn if the suspect they are watching is part of other ongoing investigations.

Guzy said the IT staff already announced to prospective software vendors that anything they propose must be functional on a BlackBerry device.

He said his team is noticing clear improvement since implementing its mobile technologies.

“We’re arresting more people than we have before and enforcing the laws more efficiently. The more we push this out to our agent community, the more efficient we’ll be,” Guzy said.

## Staying Secure

Government agencies demand wireless access to sensitive information, and a sharp security focus is a cornerstone of the RIM BlackBerry Enterprise solution. System administrators breathe easily knowing the RIM BlackBerry has mechanisms that protect their operating environments. Communications between the BlackBerry and the BlackBerry Enterprise Server are secure and authenticated connections.

The BlackBerry uses powerful AES-256 encryption technology to handle the demanding security needs linked to wireless data transmission. The BlackBerry comes with the technology as an out-of-box feature, saving procurement administrators from the task of seeking third-party encryption mechanisms that integrate with the devices.

The RIM BlackBerry allows users to manage security-related IT policies, including what applications are allowed to run on a device, the permissions those applications receive, password management and local database encryption.

The BlackBerry ensures governments don’t trade security for mobility. The device supports the numerous Internet standards governments need for protecting mobile security, including S/MIME, AES, PGP, TLS, SSL, PKI and smart cards.

RIM BlackBerry users have peace of mind knowing numerous security organizations around the world independently validate RIM solutions.

The BlackBerry received the first ever FIPS-140 validation for a mobile device with its embedded encryption technology, and RIM is still an active participant in that program with multiple validations covering both its handheld and server encryption modules.

The Pennsylvania State Police plan to implement BlackBerry Enterprise Server v4.1 for tapping into the Pennsylvania Justice Network, he said, and it will mirror the Attorney General’s Office’s new application for accessing local in-progress investigation files from a BlackBerry device.

## Mobile Lawyers

In addition to making it easier to catch criminals, the Attorney General’s Office is revamping its system to prosecute and convict criminals more efficiently. Guzy’s team plans to introduce a prosecution management appli-

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cation on the BlackBerry device that would make life easier for agency lawyers.

For example, many of a lawyer’s responsibilities for a case hinge upon certain dates assigned by the court. One date can correspond to several tasks and deadlines connected to that case. Judges often change those dates for various reasons, leaving the lawyer or an assistant to go through several different parts of the lawyer’s electronic calendar, adjusting all of the dates associated with the activities that lead up to the court-assigned date.

The agency’s new prosecution management application will allow lawyers to enter a date change into their BlackBerry when the judge announces it. The application will adjust that date everywhere it exists on the agency’s server in connection with the case, as well as the lawyer’s BlackBerry device.

Any reminders, contacts or other information pertinent to the case entered for the original date will instead appear on the new date.

“They don’t have to go back and sit in front of a computer, going piece by piece to change these dates and then updating their PDA device. They’ll make one change securely into our back-end system from their BlackBerry device,” Guzy said. “They’ll be able to get in and not only update the application, but then have all that updated information pushed back down to their BlackBerry device. You want to talk about an increase in productivity? That could be dramatic,” he said.

The application would also empower lawyers to quickly access information stored on their office servers if a judge unexpectedly requests it.

According to Guzy, lawyers would especially appreciate this feature because it would save them from looking foolishly empty-handed in front of the judge if the judge made such a request.

Guzy’s team is developing a function for that application that would let lawyers print documents from their office servers to a courtroom printer using their BlackBerry.

“Let’s say it’s a PDF that was not considered necessary as part of the case, but the judge says, ‘Well, I want it.’ They’ll be able to print it from within the courtroom, rather than sending somebody back to the office to retrieve the electronic or paper copy and then start making photocopies,” he said.

At the Pennsylvania Attorney General’s Office, the innovation the BlackBerry device allows not only enabled IT staff to better respond to help desk requests, but it also has enabled Pennsylvania’s entire criminal justice system to better protect the public.

As government IT leaders dream up more innovations than ever before, breaking the trappings of deskbound work is central to these exciting new changes. Freedom of movement means there are no limits on what the imagination can conjure.



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