Heightened security concerns across the board
It’s not surprising that recent catastrophic events have boosted security and privacy concerns to positions of acute importance. Today, governments of all sizes must address both organizational and data-security issues at nearly every turn—from revisiting current disaster-management planning to documenting processes and assessing responsibilities mandated by legislation and newly created departments.

The broad challenge for governments is how to provide a secure environment in which the right information is available to the right people at the right time. While doing so, they face ever-constrained budgets and must consider questions such as:

- Is the necessary infrastructure in place to deliver information when an incident occurs?
- Are the correct processes present to ensure efficient, effective resolution to a breach of security?
- Are people inside our organization really who they claim to be?
- Is a recovery plan in place and tested that will respond to our constituents’ needs?

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IBM security solutions for state and local governments

**Highlights**

- **Optimizes IT investments and helps improve performance, availability and scalability**
- **Identifies critical business continuity and recovery needs**
- **Takes advantage of innovative solutions and technologies to meet important security requirements and recent mandates**
- **Enables a central point of control for security monitoring**
Enter IBM: A leader in government e-business services
IBM understands that both state and local governments must address security issues while providing citizens with higher levels of service. Consequently, our security solutions include products and services for everything from cryptography and data recovery to security management, intrusion detection and interagency interoperability.

For the past two years, Gartner has recognized IBM as a leader in providing e-business services to governments. Aware that IT products and services must reflect governments’ current security concerns, the IBM Safety and Security Service practice has expanded its e-government capabilities to answer the needs of today’s environments. Within this practice, IBM offers time-tested methodologies, such as Business Continuity and Recovery Services, plus new offerings like biometric identification for border access and control, which a European airport recently implemented.

IBM provides consulting to assess, plan, design, implement and manage a security-rich infrastructure for online applications and transactions. These services encompass a comprehensive security and privacy plan that can include many elements of the following categories:
- IBM Infrastructure and Systems Management Services
- IBM Business Continuity and Recovery Services
- IBM Video Surveillance and Access Control solutions
- IBM First Responder Interoperability solutions

IBM Infrastructure and Systems Management Services
IBM Infrastructure and Systems Management Services provide a comprehensive set of services to help governments optimize their IT investments, achieve availability objectives, avoid costly problems and improve performance overall.

- **Infrastructure resource management** manages IT infrastructure assets across the entire lifecycle—from acquisition to disposition—to help ensure a resilient infrastructure and a stronger return on investment (ROI).

- **Performance management, testing and scalability** helps improve, plan and validate the performance and scalability of the IT infrastructure and applications that support a government’s key business objectives.

- **Systems management consulting and design** enables governments to assess the readiness and resiliency of their IT environments, identify specific IT requirements and develop strategic systems management solutions for leveraging existing investments.

- **Systems management services** are designed to optimize the performance and availability of complex IT infrastructures—including those with pervasive and wireless devices—with end-to-end systems management capabilities.

IBM Business Recovery and Continuity Services
Business continuity and disaster recovery are issues that no longer reside in the realm of the IT department alone. IBM Business Recovery and Continuity Services furnish processes that are vital to the success of any governmental organization. These services can help governments determine their continuity
and recovery requirements, and identify and integrate critical business and IT priorities into a comprehensive continuity program:

- **Backup and recovery options for multivendor environments** protect and recover critical technology and data, allocate alternate end-user environments, and arrange for replacement equipment—regardless of hardware platform—with unparalleled scalability.

- **Services to help assess and improve recoverability** identify and mitigate risks to multivendor technology infrastructures with a proactive plan for maintaining business operations in the event of a disruption.

- **Services to protect critical business processes** help governments achieve continuous availability of, and access to, enterprise information and critical business processes.

- **Services to help assess the impact of a disruption** determine risks, vulnerabilities and financial impact that a disruption can have on business with a plan for effectively managing emergency situations.

- **Continuity services operated and managed for governments, by IBM** focus on core business processes; IBM professionals can design, manage and execute a customized, integrated continuity program.

- **Managed security services** assess, prevent, detect and respond to information security risks. IBM can help governments evaluate current security exposures, detect misuse and violations, respond to incidents and implement changes to improve their overall defense posture.

These solutions enable a central point of control for facilities requiring security monitoring and allow governments to collect and synchronize data from numerous input locations, then store it in a central facility. Methods of data capture can range from barcodes to biometrics via fingerprinting or iris scans.

IBM Global Services teams with leading IBM Business Partners skilled in these types of technologies. Together, we offer unparalleled systems integration skills, plus targeted expertise in the area of security software. These services include network infrastructure; network hardware; cabling and electrical installation; consulting integration and deployment services; and mobile and wireless solutions.
IBM First Responder Interoperability solutions

Often, inadequate mobile communications capabilities can impede the ability of first-responder agencies to coordinate with other units, departments and governments. IBM First Responder Interoperability solutions help address the challenges that first responders face when managing incidents. These solutions use open, industry-standard technologies that help minimize the impact to legacy mobile data systems. When employed, these offerings:

- Enable an integrated, mobile data system for improving intergovernmental communication and coordination
- Provide first-response personnel with critical “instant messaging” and access to multiple databases
- Permit interagency communications for managing incidents

Find out more

For more information on IBM security solutions for state and local governments, please contact your IBM representative or visit us online at:

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