

Empower government organizations to prepare, manage and respond to domestic security challenges.



Highlights

- ***Facilitate effective, security-rich, on demand communication across departments***
- ***Enable the quick, efficient and security-rich exchange of data***
- ***Provide fully integrated incident management capabilities that allow a quick response to events***
- ***Integrate directories seamlessly within an organization or across organizations to allow for advanced collaboration***
- ***Protect your investment in systems***

Overcome the challenges of public safety and security

Today's government organizations responsible for security and clearance of cargo and passengers at country borders face a daunting task: to develop a robust, data-rich information infrastructure that enables multiple government organizations to instantly communicate, collaborate and share valuable information in a secure, cost-effective manner. For these organizations, these day-to-day tasks have become mission critical, often involving the safety and security of the public at large.

For example, airport security involves a variety of public sector organizations, from customs and on-site security to

local, state and national law enforcement. With a proper infrastructure in place — one that empowers individuals to collaborate and share data across organizations in real time — public sector organizations have access to the right information at the right time to make the right decisions. But without the proper infrastructure in place, vital information is lost, communication is stifled and the overall safety needs of the community are not met in an efficient and timely manner.

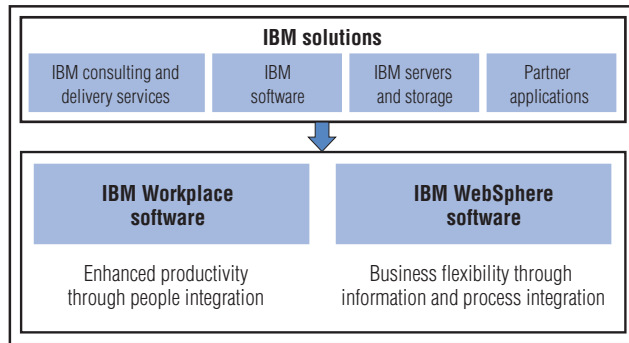
To help overcome these challenges, today's port authorities and border management organizations must create an information infrastructure that accomplishes several goals.

The solution must allow for collaborative communication and drive productivity and responsiveness, even as events unfold. It must be simple to use and build, using off-the-shelf technologies based on nonproprietary open standards. It must leverage existing systems to maximize interoperability and collaboration. And it must be achieved within the strict budget restraints common in today's public sector environment.

Establish an architecture that supports robust communication across organizations

IBM solutions for government bring together IBM's extensive portfolio of hardware, software and high-value services — and its wide network of partners — to address the most prevalent challenges for clients in the industry. IBM solutions and government experience help our clients accelerate their progress in becoming an on demand government — so they can respond with flexibility and speed to virtually any constituent demand, market opportunity or external threat.

IBM Workplace™ and WebSphere® are key software building blocks of the IBM solutions for government.



IBM software is a key building block of IBM solutions.

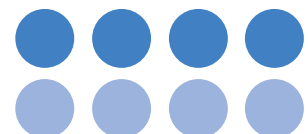
IBM Workplace helps transform the way government works — making people more productive by enabling them to make well-informed decisions and take targeted actions, rapidly. And IBM WebSphere delivers business flexibility through information and process integration, and IT infrastructure optimization.

Created expressly for the public sector, IBM WebSphere for Customs, Ports and Border Management enables an organization to implement a robust communication infrastructure that links multiple organizations and provides highly secure integration of data and resources.

IBM provides the software building blocks to help an organization create:

- *A framework for an instant mobile messaging network that can disseminate critical incident information to first-responder teams.*

- *The capability for cross-organization database access to facilitate response to domestic security and public safety situations.*
- *An environment that supports situational awareness in real time.*
- *Geospatial data for locational awareness and analysis.*
- *An IT systems architecture for a fully integrated command and control center.*
- *A collaborative team platform with tools for sending and responding to alerts and advisories that interoperate with instant messaging, file sharing and other collaborative applications.*
- *The capabilities to identify potential risks, analyze information before the arrival of people and cargo, and provide intelligence in easy-to-use formats.*
- *A Web-based system that provides users from government and the trade community with new, efficient ways of accessing, processing and sharing trade-related information.*



- *The capability to comply with legislation requiring a high level of organization efficiency and effectiveness to better serve the public.*
- *A service oriented architecture that offers information to users based on access management, allowing organizations to flexibly and dynamically match the right users with the right information – to protect sensitive data while enabling needed collaboration throughout the government network.*
- *A platform to help development teams build, integrate, extend, modernize and deploy domestic security public safety systems.*

The following details how software components from IBM can help government organizations build reliable, scalable, high-performance portals, deliver remote access

capabilities to end users and enable real-time messaging and collaboration among team members.

Create the foundation for an on demand government

In today's information-rich environment, where organizations have instant access to up-to-the-minute data, the management of Web-based resources can be challenging. However, with the advent of state-of-the-art Web portals, now security and public safety organizations can unite disparate information from multiple locations on one screen — helping to maximize data management capabilities and improve response times.

WebSphere for Customs, Ports and Border Management helps government organizations build a scalable and reliable portal that provides a

variety of users — from citizens and first responders to domestic security and public safety organizations — with online access to important applications, content, processes and people. IBM WebSphere Portal, a key component, enables a government organization to:

- *Optimize interaction across entities to streamline the processing of information.*
- *Help domestic security and public safety teams to efficiently coordinate the handling of emergency situations.*
- *Provide users from government and the trade community with a new, efficient way of accessing, processing and sharing trade-related information in an easy-to-use format.*
- *Implement much-needed collaboration capabilities across multiple organizations and locations, thus enabling a single point of personalized interaction with applications, content, process and people.*
- *Facilitate the flow of important data and, ultimately, provide the right information to the right people at the right time and place.*





Using IBM's experience in designing and building portal infrastructures across a wide scale of government IT environments, WebSphere Portal offers the ability to develop, customize and operate a high-performance portal to meet today's domestic security and public safety challenges.

Help eliminate barriers of communication with remote access capabilities

When it comes to public safety and security, timely and unhindered access to important data is essential. Mere minutes can mean the difference between success and failure. For this very reason, public safety and domestic security agents need unobstructed access to vital information — from anywhere, at any time. IBM WebSphere Everyplace® Access makes it all possible.

WebSphere Everyplace Access breaks down the communication barriers by allowing mobile users to link to and view portal content — either online or offline — through a broad set of mobile devices such as

mobile phones and personal digital assistants (PDAs). The end result is a well-informed workforce that's equipped with the resources needed to perform at optimal levels — no matter where their jobs take them. In addition to remote access, WebSphere Everyplace Access also provides:

- *Multiformat mobile access — information created for one format (mobile phone, PDA and so on) can be converted to another, so it can be easily read by a user's mobile devices, helping optimize the scalability and reach of current and future remote access technology.*
- *Synchronization capabilities — mobile devices can be synchronized from back-end databases such as IBM Lotus® Domino® or Microsoft® Exchange, enabling users to continually stay informed.*
- *Relational database data access — includes both server and client components that enable access to virtually any industry-standard database.*

Enable real-time messaging and collaboration among colleagues, departments and organizations

Domestic security and public safety have always been top priorities of government. But only recently have organizations begun to realize the importance that collaboration and resource sharing can play in the day-to-day tasks of today's security initiatives. To help spur collaboration and the exchange of resources and information across government organizations, IBM developed an additional software building block: IBM Workplace Collaboration Services. IBM Workplace Collaboration Services delivers world-class, off-the-shelf technology that enables seamless interoperability for interorganization and intraorganization collaboration and data exchange.

The robust IBM Workplace Collaboration Services facilitates real-time, cross-organization collaboration by providing the ability to:



“Our requirements for database integration and functionality were high. We needed a database that could allow us to leverage our legacy data—without replacing or revamping existing systems. For us, DB2 provides the best overall solutions.”

— Erich Seamon
Geographic Information Officer
City and County of San Francisco

- *Locate — rapidly assemble a team across organization boundaries based on a variety of factors: name, department, role, geography, skill and more.*
- *Invite — prompt qualified recipients to collaborate and share valuable information.*
- *Authenticate — authorize individuals to collaborate using up-to-date authentication data.*
- *Collaborate — enable users to work together, synchronously or asynchronously, to solve a problem.*

A key component of IBM Workplace Collaboration Services, IBM Tivoli® Directory Integrator provides a way to coordinate information (name, title, position, telephone number, badge number, radio number, skills and more) from existing applications — using prebuilt connectors to a variety of formats and schemas. This enables organizations to quickly reach the

right personnel and establish a feature-rich environment for seamless interoperability, data exchange and team collaboration across a multitude of government organizations. The end result? Government is better equipped to quickly implement security plans and efficiently manage emergency situations.

Another component of IBM Workplace Collaboration Services, IBM WebSphere Information Integrator enables data to be integrated from disparate databases on various platforms owned by different organizations into a single, searchable virtual database — further leveraging the expansive resources of a multiorganization collaborative network.

IBM Workplace Collaboration Services also offers users advanced instant messaging — a capability that redefines how government personnel

communicate and disseminate urgent information. With access to the latest instant messaging technology, colleagues can share knowledge in real time, which can maximize the overall efficiency of domestic security and public safety organizations. And because this off-the-shelf technology is nonproprietary and based on commercial open standards, it interoperates with existing applications, databases and collaboration technology, thereby helping organizations make the most of their existing technology investments.

Additional software building blocks

Leveraging IBM's powerful software portfolio and our experience with government clients, organizations can quickly develop and deploy solutions for customs, ports and border management.

IBM has tailored combinations of its software products with industry-specific expertise and content such as:

- *Reference architectures and models for government data and processes.*
- *Industry portlets and adapters, including IBM DB2® Spatial Extender, that help organizations support and incorporate versatile geospatial analysis in their management operations.*

Extend the value of existing systems

Further modernize and extend the value of an investment in existing applications with the IBM Software Development Platform. This platform provides a comprehensive solution to assess and revitalize government applications and systems — thereby further aligning IT with government needs, strategy and mission. An organization can use the IBM Software Development Platform to discover assets within existing portfolios, determine the steps needed to modernize portfolios and then revise, extend, preserve, migrate, integrate and build applications. The IBM Software Development Platform includes IBM Rational® and WebSphere Studio software, a shared set of proven best practices and industry-leading services.

Business partners help further leverage IBM software capabilities

WebSphere for Customs, Ports and Border Management is complemented by applications and services provided by our IBM Business Partners, helping to make this solution a world-class foundation for incident management, information sharing and collaboration across organizations. Working in partnership with government, IBM and IBM Business Partners can help meet the needs of today's domestic security and public safety organizations.

For more information

To learn more about WebSphere for Customs, Ports and Border Management and other government-specific offerings, contact your IBM representative or IBM Business Partner, or visit ibm.com/software/industries/govt



© Copyright IBM Corporation 2005

IBM Corporation
Software Group
Route 100
Somers, NY 10589
U.S.A.

Produced in the United States of America
06-05
All Rights Reserved

DB2, Domino, Everyplace, IBM, the IBM logo, Lotus, the On Demand Business logo, Rational, Tivoli, WebSphere and Workplace are trademarks of International Business Machines Corporation in the United States, other countries or both.

Microsoft is a trademark of Microsoft Corporation in the United States, other countries or both.

Other company, product and service names may be trademarks or service marks of others.