The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

Final Copy of Case Study

LOCATION:
Redwood City, CA, US

ORGANIZATION:
Good Technology

YEAR:
2011

ORGANIZATION URL:
http://www.good.com

STATUS:
Laureate

PROJECT NAME:
Good for Government

CATEGORY:
Business Responsiveness

PROJECT OVERVIEW

Government workers are increasingly turning to smartphones to juggle both their personal and work lives. But rather than carrying two separate devices for work and play, they want one device. With the high level of security risks associated with government work, special considerations must be made when deploying any mobile device that may access sensitive information. Good for Government bridges the gap between social and secure, protecting government business and personal information so that an increasingly mobile workforce can connect and collaborate on today's most popular smartphones, without fearing the information transmitted will reach any unintended party. Good for Government brings security, visibility, and manageability to mobile deployments used for critical communications with constituents, vendors, and other agencies. Users benefit from enterprise-class messaging and secure access to behind-the-firewall data and applications and IT can secure and manage its mobile deployment from a simple Web-based console. Good for Government includes Good Mobile Control (comprehensive mobile security and device management), Good Mobile Messaging (mobile e-mail and personal information management), and Good Mobile Access. The Good Mobile Messaging S/MIME component of Good for Government provides an additional layer of confidentiality and privacy that's been put to use at agencies like the United States Department of Defense (DoD). Good Mobile Messaging S/MIME is a wireless email solution that extends security benefits such as authentication, non-repudiation, privacy, and integrity of email. Users experience improved productivity with the ability to compose, send, receive, and read encrypted and/or signed email messages from a mobile device. Good Mobile Messaging S/MIME includes an intuitive user interface that simplifies set-up and use and is optimized for use on Windows Mobile smartphones. Users can even personalize the way they view, prioritize and find information, and select RSS news feeds to stay up-to-date with the information they always want to have current. In a time when national security is a high priority, Good for Government provides a useful advancement for technology and safety. Through the use of Good for Government, agencies that work in high level government fields with

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sensitive information can increase productivity and efficient communication securely through mobile enterprise. Sectors of the government which implement Good for Government such as the Coastguard and District of Columbia, are assured the flow of documents, emails, and communication across the Good platform are protected from unauthorized viewers.

SOCIETAL BENEFITS

In an era of increasing consumerization of IT, sensitive government information must stay secure for a mobile workforce. Good for Government provides a secure platform for employees to go mobile, increasing communication and efficiency in order to deliver better public services.

PROJECT BENEFIT EXAMPLE

The Government of the District of Columbia has undergone a significant technological transformation to modernize, consolidate, and unify disparate technologies across all of the district's mayoral agencies. A key component of the transformation was unifying and modernizing the district's wireless messaging capabilities for more than 80 district agencies. The District of Columbia selected Good for Government from Good Technology because the product represented best-of-breed technology. The citywide messaging group was also impressed with the product's support for multiple devices, functionality, ease of use, reliability, management, and security. In addition, Good was cost effective—an important consideration as the city strives to make the best use of taxpayer dollars. Now just three years, the number of Good users has grown from 300 to 2,250. And although this growth is impressive, it still represents only about 5 percent of the government's total workforce of approximately 39,000 people—a trend the citywide messaging group sees continuing. Good for Government also benefited the City of Honolulu. Covering the entire island of Oahu, Hawaii, the City and County of Honolulu is the 12th largest municipality in the United States with a population of more than 900,000 people and is comprised of 30 executive and legislative agencies. After 20 years, the City of Honolulu experienced a change in its administration by appointing Mufi Hannemann as mayor. Shortly after taking office, Hannemann committed his staff to several guiding principles including technology. Mayor Hannemann brought a deep appreciation for IT and a keen understanding of what leading-edge technology could do for the citizens of Honolulu. The new mandate from the Mayor called for quick and more efficient responses to communication. In order to meet and exceed these expectations, the organization's mobile solution had to be functional, reliable, and secure. Good meets these requirements. Good was quickly deployed to the new administration's leadership team and was well received. Over time, Good has grown to provide mobile messaging to other organizations within the City and County of Honolulu including the police and fire departments, the Mayor's Office, and the Department of Emergency Management. These organizations have service plans from AT&T, Sprint or Verizon Wireless depending on the coverage and service that best suits their needs. Today Good for Government has become ingrained into the culture of the City and County of Honolulu. "We had high expectations as we evaluated Good, needing a functional, reliable and secure solution to enable our departments to communicate wirelessly. Good has become a critical component of our overall IT and government transformation strategy to provide better services to the citizens of the City and County of Honolulu." -Gordon Bruce, CIO and Director of the Department of IT City and County of Honolulu.

IS THIS PROJECT AN INNOVATION, BEST PRACTICE? Yes

ADDITIONAL PROJECT INFORMATION

Good for Government has the following certificates and assurances: • Federal Information Processing Standard (FIPS) 140-2 certification • Good for Government has a Security Technology Implementation Guide (STIG) Checklist for Windows Mobile and is a contributor to the iOS STIG. • US Army certifications and assurances • Technology Integration Center (TIC) tested; Good for Government is on the Information Assurance Approved Products List (IA-APL) • Authority to Operate (ATO) • Certificate of Networthiness (CON) • US Air Force: Tested and approved for AFNET deployment • Approved by Air Force Communications Agency (in INOSCs) • Department of Homeland Security (DHS) Technical Reference Model (TRM) listing as an approved product • Deployments in every branch of the U.S. military and multiple DoD commands (DISA, DARPA) as well as Joint Commands (NORAD Northcom, SOCOM, and JTF North)