The Computerworld Honors Program

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Final Copy of Case Study

Status:
Laureate

Year:
2013

Organization Name:
Good Technology

Organization URL:
www.good.com

Project Name:
United States Coast Guard Moves Towards Good to Provide Secure Mobile Access

Please select the category in which you are submitting your entry:
Mobile Access

Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less)

The mission of the United States Coast Guard (USCG) is to ensure the security, safety and well being of the country's coast, ports and inland waterways, and its citizens, so the ability to communicate efficiently, reliably and securely is paramount. Given the sheer size of the geographic area covered by the USCG, finding the right mobile communications solution was difficult. After an extensive search, the USCG found the solution it was looking for and deployed Good Mobile Messaging from Good Technology. The initial implementation focused on senior staff at Coast Guard headquarters and regional operational offices as a way to communicate wirelessly. As word of Good spread throughout the USCG, more personnel wanted to use it for mobile email, access to their Outlook calendar, and contacts.

When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)

In June 2011, the Coast Guard began deploying Good for Enterprise on Android and iOS smartphone based platform in support of operational and administrative missions. The Good For Enterprise software was updated in September of 2012 to the latest version available.

Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)

Yes, the implementation is complete. However, deployment on Android and iOS smartphones continues to expand as personnel switch over from Windows Mobile 6.x smartphones to new devices. Today there are more than 8,000 active users across the USCG benefiting from Good. The USCG has standardized on the Good Mobility Suite running on Android and iOS devices with carrier service from AT&T, Sprint, T-Mobile and Verizon Wireless.

Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)

Security is the USCG's number one priority for allowing mobile access to enterprise data. Until Good Mobility Suite, this wasn't possible. With Good Mobile Connection, the USCG can now provide secure mobile access to information behind the firewall allowing users to improve and streamline the way they work. For example, the USCG uses Remedy for its trouble ticket software. With Good Mobile Connection, the USCG could access and manage trouble tickets on their Windows Mobile devices. This eliminates the need for service technicians to print tickets, drive to the station, address the problem, come back to their office, and enter in the information manually. "Good Mobile Connection allows us to do work more quickly, efficiently, and accurately," said LTJG Ronald Wright, United States Coast Guard. The USCG also relies on an application to collect and report information on everything from safety inspections to data from oil spills. Currently, personnel on the front lines have to gather information, enter it into their PDAs, go back to their offices, and sync the devices with their desktop computers. Because Good Mobile Connection provides a secure link to the network, users can collect information on their PDAs and wirelessly send the data back to their home offices. "These are just two examples from the many possibilities," said LTJG Wright. "We see Good Mobile Connection as driving the next opportunity for growth in the USCG." Good Administration Center offers a single, browser-based interface that provides end-to-end visibility into the USCG's entire mobile deployment, with the ability to drill down into individual devices in granular detail. "With Good, our administrators can drill down into each mobile server from a web-based browser making it easier to operate our Good deployment," said LTJG Wright.

Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)

This project is an innovation in how the USCG is able to carry out the mission of quickly and securely protecting the public, the environment, and U.S. economic and security interests in any maritime region in which those interests may be at risk, from international waters to America's coasts, ports, and inland waterways. Good was able to provide technology that enhanced the delivery of services by the Coast Guard, while working within current government requirements and technology frameworks. For example, Good seamlessly integrates with the Coast Guard's Public Key Infrastructure (PKI) for managing digital certificates, encrypts data both on the device and over the air, and can remotely wipe a device if it is misplaced or stolen. Good also offered the ability to manage servers from one central administration interface, which is important for the USCG.

If there are any other details that the judges should know about this project, please note them here. (In 300 words or less.)

In summary, the challenge was to enhance the USCG mission by providing efficient, effective, reliable, and secure mobile communications across a vast geographic area. By using technology solutions including the Good Mobility Suite running on the latest mobile devices, Good and the USCG are able to provide secure mobile access to important applications, browser-based administration of servers and devices, and efficient wireless communications. The payoff is that personnel can be more effective in their jobs by providing timely information, IT can resolve problems faster, increasing overall personnel productivity, and the USCG can better achieve its mission. Following is a link to a presentation given by RADM Bob Day, Assistant Commandant for C4IT & Director/CIO of Coast Guard Cyber Command, that provides an overview or how the USCG is enabling its workforce to be more efficient in securing our nation's seas and coastlines, ports and inland waterways, and its citizens:
http://www.uscg.mil/c4itsc/docs/IndustryDay-RADM-Day-Nov-14-2012.pdf