On the Move with the Colorado Springs Police Department

"Part of our territory is mountains, rolling hills, washouts—a wireless guy's worst nightmare." - Dave Slocum, Network Engineer, Information Technology

When the Colorado Springs Police Department evaluated NetMotion Mobility, up-front cost wasn't the driving factor. The major challenge they had with their existing mobile deployment was the desire to enable a single sign on with consistent connectivity, encapsulated with some unique security requirements. The wireless bridge between stations was secure, but the department wanted officers to be able to use WLANs in patrol divisions as well. Any technology had to address both public safety mission and security requirements.

Meet the Movers

In the shadow of towering Pike's Peak, Colorado Springs is Colorado's second-largest city. The military presence alone in the Colorado Springs area stands at over 48,000 people, more than 15% of the city's total population.

Apart from the massive activity generated by the five military bases in the area, the Visitors Center of Colorado Springs' new $23.8 million Olympic Training Center draws 140,000 visitors each year. Military personnel at the Fort Carson, Peterson, and Schriever Air Force Bases, plus the US Air Force Academy and the North American Aerospace Defense System (NORAD) account for over $2 billion in payroll. More than one-third of Colorado Springs families are military-related.

In this energy-charged, mobile environment, the Colorado Springs Police Department has its job cut out for it to keep ahead of the demands of growth, new technologies, and changing community needs. With over 260,000 calls for service (police, fire, medical) in 2002, the Police Information Technology group plays a key role in providing effective communications support for field and headquarters personnel everywhere in their challenging territory. The Colorado Springs Police Department currently has over 800 sworn police officers.

IT's commitment to delivering the ultimate in data network performance wasn't an instant miracle as much as it was a product of careful planning, smart choices, and a lot of hard work. NetMotion Wireless specialists helped from the start.

On the Move with Mobility XE

ORGANIZATION
Colorado Springs Police Department

INDUSTRY
Government

OBJECTIVES
- Enable single sign-on
- Ensure consistent connectivity
- Implement WLANs in patrol division

SOLUTION
- Mobility XE® Mobile VPN

RESULTS
- Provided firewall capability for wired network
- Increased level of encryption and session persistence for wireless system

"With NetMotion Mobility our wireless users could stay connected without different log ons and re-logins when moving between our main building, parking garage and outlying sites."

The department originally did a 90-day test with NetMotion Mobility®. Dave Slocum, network engineer in the IT department for the police department, says, "We started using it extensively six months ago with laptops in vehicles. Officers now have secure access to the wireless network and most department applications."

That secure access was an important aspect for the Colorado Springs Police Department. Slocum explains, "NetMotion Mobility provided a firewall capability for our wired network, while wireless traffic was protected by Mobility's authentication, encryption, and secure VPN tunnel. Our wireless system has the highest level of encryption and session persistence."

Because of NetMotion Mobility's ability to differentiate between different levels of access to data for different categories of users, Mobility fit into the department's existing IT infrastructure. Slocum says, "Mobility allows us to fix workstation problems, perform remote patch management, and continue to use static IP addresses as needed."

"Mobility gave us compatibility between different operating systems and fit into our existing setup."

> **" Our officers needed less time in the building, more in the street— and bulletproof wireless security.**
>
> – Dave Slocum, Network Engineer, Information Technology, Colorado Springs Police Department **"**

The Colorado Springs Police Deparment has NetMotion Mobility installed on over 350 workstations with Windows 98, 2000, and XP. Officers log in at high speed, check e-mail, have access to criminal records, and print case reports in the car. "We are more efficient because headquarters personnel no longer need to re-enter data into disparate databases," says Slocum. "We are very excited about future increases in productivity."

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