



Deploying Tablets: *A Use Case Tour*

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Tablets Win

- When consuming content
- For collecting data
- For access to cloud solutions
- For Geographical Information Systems



iPad Electronic Flight Bag
\$1.5M Annual Savings

photo: Flickr/Simon_sees

Tablets Lose

- When creating complex content



- When you need hands free

photo: Flickr/Horia Varlan
photo: Flickr/rootseven

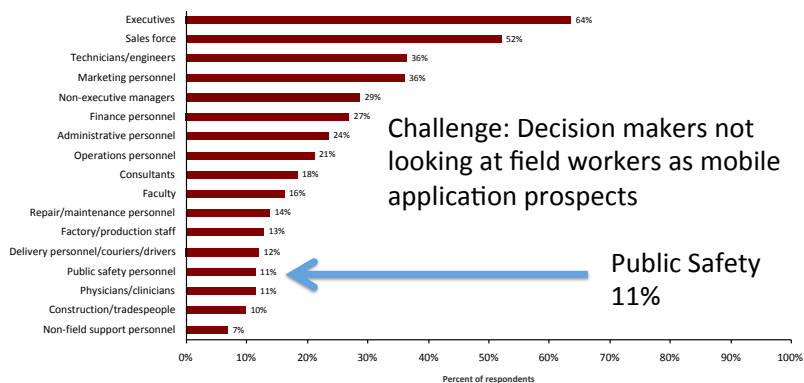
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US Enterprise Mobility IT Decision-Maker survey

Top employee candidates for using mobile applications on tablets?

Which groups of workers are your top priority when deploying applications on a smartphone and tablet? (n=400)



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The Use Case Tour

Law Enforcement



photo: Flickr/torbakhopper

Fire Service



photo: Flickr/KOMUnews

Emergency Medical Service



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photo: Flickr/Andreanna Moya Photography

Electric Utilities



photo: Flickr/Editor B

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These Use Cases Are Not Comprehensive

- Limited applications
- Limited hardware options
- We are in early days . . .
some work is a bit
experimental



photo: Flickr/Horia Varlan

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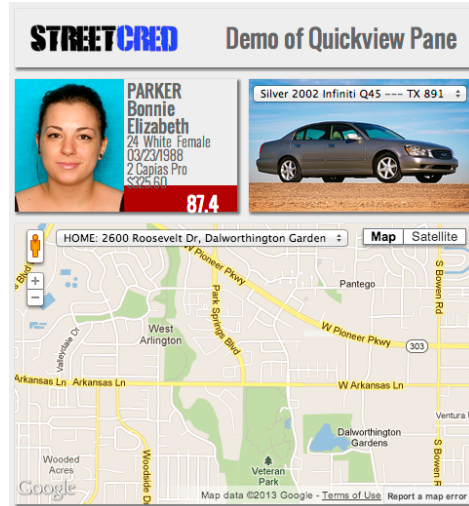
Law Enforcement Use Case

- Street Cred Software

Fugitive task force

- Dashboard for the hunt
- Manage target priority

<http://streetcredsoftware.com>



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Tablets and the Officer

Opportunities

- Investigative case management
- Crime scene investigation and documentation
- GIS / ShotSpotter
- Major crash investigation
- SWOT incident management

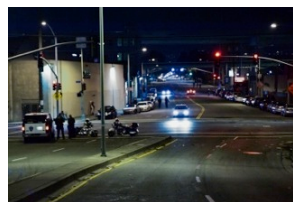


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Tablets and the Officer



Challenges

- Justification for return on mobility investment
- Form factor
- Culture
- Security
 - Criminal Justice Information System (CJIS) requirements

Tablets must not compromise officer safety

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Fire Service Use Case

■ StreetWise CADlink *Incident Response Tool*

- Receive CAD data
- Combine with GIS
- Pull in preplan data

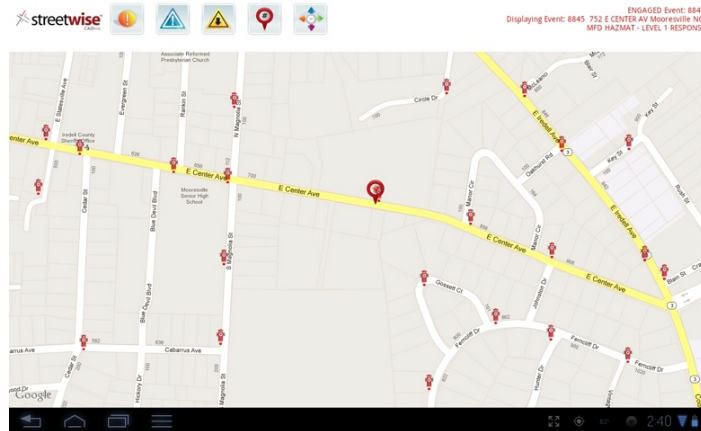
www.streetwisecadlink.com

FIRST DUE	WATER SUPPLY	CONSTRUCTION & FEATURES	FIRE SYSTEMS & SECURITY	LIFE SAFETY	BLOG SYSTEMS & UTILITIES
Father & Son Produce Market					
1774 Sherillsford Road					
Key Vault:	No				
Access Restrictions:	None				
Main Water Supply:	Pressurized hydrant				
Required Flow Exceed	Available Supply? No				
Sprinklers or Standpipes?	Wet sprinkler system- full				
Lighweight Components?	Yes, stamped roof trusses				
Recommended Initial Actions:					
Defensive attack only, unless fire is small in nature. Ensure evac, adequate supply using 400' of 5" hose, drop 3" attack line along					

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Fire Service Use Case (Continued)



Drives efficient and rich communication

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Tablets and the Fire Fighter

Opportunities

- Response information
- Pre-plan development
- Technical manuals
 - Apparatus maintenance
 - Inventory
 - Standard operating procedures
- Incident management



photo: Flickr/BLM Nevada

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Tablets and the Fire Fighter

Challenges

- Durability
- Partial solutions
 - Missing ties into Incident Command System (ICS)
 - Missing ties into personnel accountability report (PAR)
- Funding
 - Justification for Return on Mobility
 - Budgets
- Device Management



photo: Flickr/LoCo Steve

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Emergency Medical Service Use Case

■ WebMedicPro

Electronic Patient Care Report

- Turnkey Document patient care system
- Receives dispatch data
- Interfaces to billing systems



<http://www.webmedicpro.com>

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Tablets and the EMT

Opportunities

- May be only realistic way to meet health bill requirements on EDI
- Puts medical protocols and references at finger tips of field providers
- Elimination of paper report helps accuracy and completeness



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Tablets and the EMT

Challenges

- Affordable ruggedization
- Security
- Small organizations have little IT support resources
- Applications must meet HIPAA privacy standard
- Future National EMS Information System (NEMSIS) support



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Electric Utility Use Case

- Clearion Software

Mobile GIS for electric utilities

- Asset mapping
- Vegetation management

<http://www.clearion.com/>



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Tablets and the Line Worker



Opportunities

- Rapid and accurate damage assessment after storms
- Outage management
- Up-to-date distribution map

photo: Flickr/Sister72

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Tablets and the Line Worker

Challenges

- Culture
 - Union work rule impacts
 - Convenience issues
- Form factor
 - Durability
 - Temperature range
 - Screen visibility
- Communications
 - Must support disconnected mode



photo: Ken Rehbehn

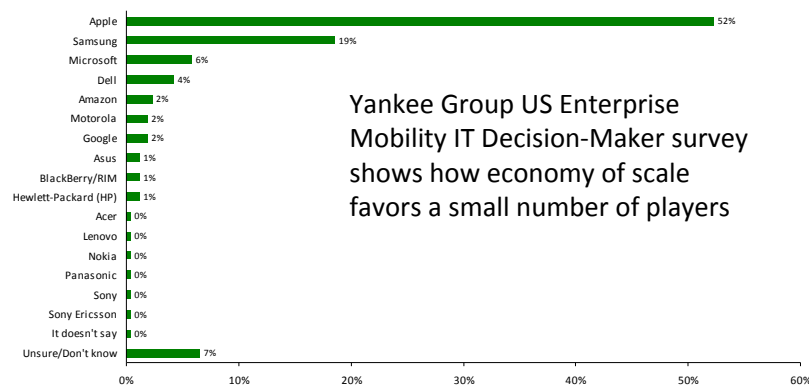
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A Word About the Devices

Manufacturer for next tablet?

Which device manufacturer are you considering for your next tablet purchase? (n=258)

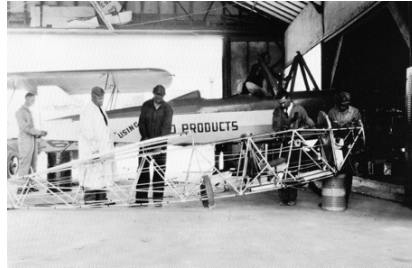


Yankee Group US Enterprise Mobility IT Decision-Maker survey shows how economy of scale favors a small number of players

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These are early days . . .



- Devices are evolving
- Enterprise software is progressing
- Corporate best practices are forming

Return on mobility remains a challenge

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Thank you

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