# Government Connectivity & IT Infrastructure **Playbook**

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Future-focused governance and engagement starts with a **solid IT foundation.**

The "one-size-fits-all" approach does not work when choosing IT infrastructure services for government organizations. Having the right combination can be a competitive differentiator, but it's important to choose wisely. With so many options, analysis paralysis can set in fast.

Let the nature and purpose of your industry be your guide.

There's one thing successful government organizations all have in common – a winning technology game plan focused on connectivity, cybersecurity, voice, cloud, and colocation. We created this playbook to help you sort through the noise.

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CITY HALL
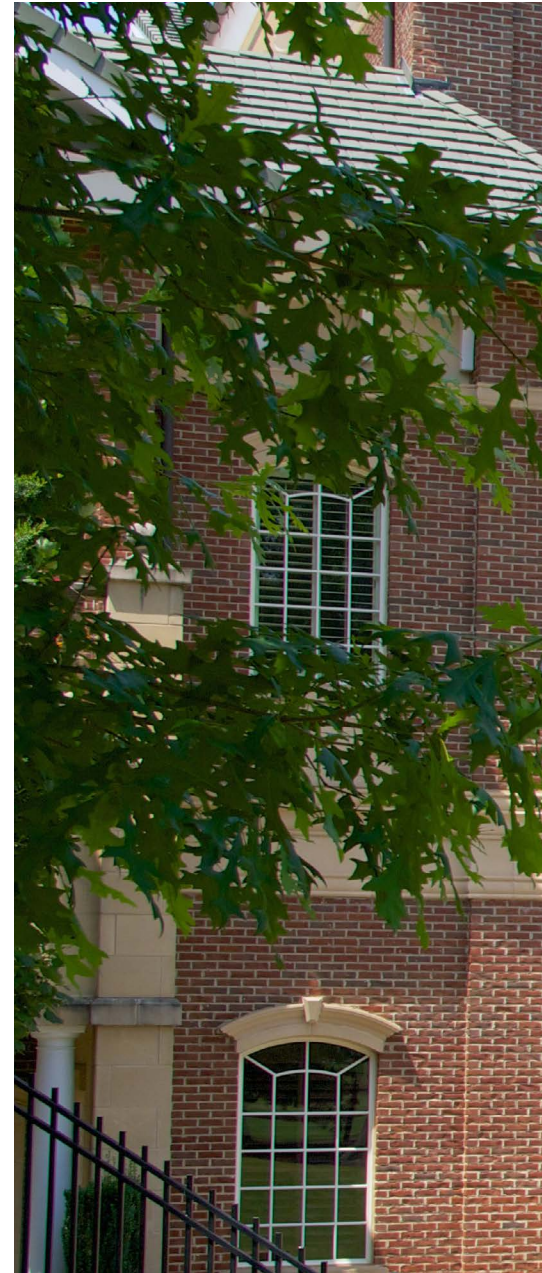
A Winning Technology Lineup.

Choosing the right IT foundation is critical to delivering superior public services. Given the high stakes, it can also be intimidating. There are many options to build your foundation across four key domains:

THE PLAYING FIELD

● CONNECTIVITY

The foundational network enabling secure communication between departments, public safety operations, and community services.

● CYBERSECURITY

Robust security solutions to protect sensitive data and critical systems from accidental exposure or malicious exploitation.
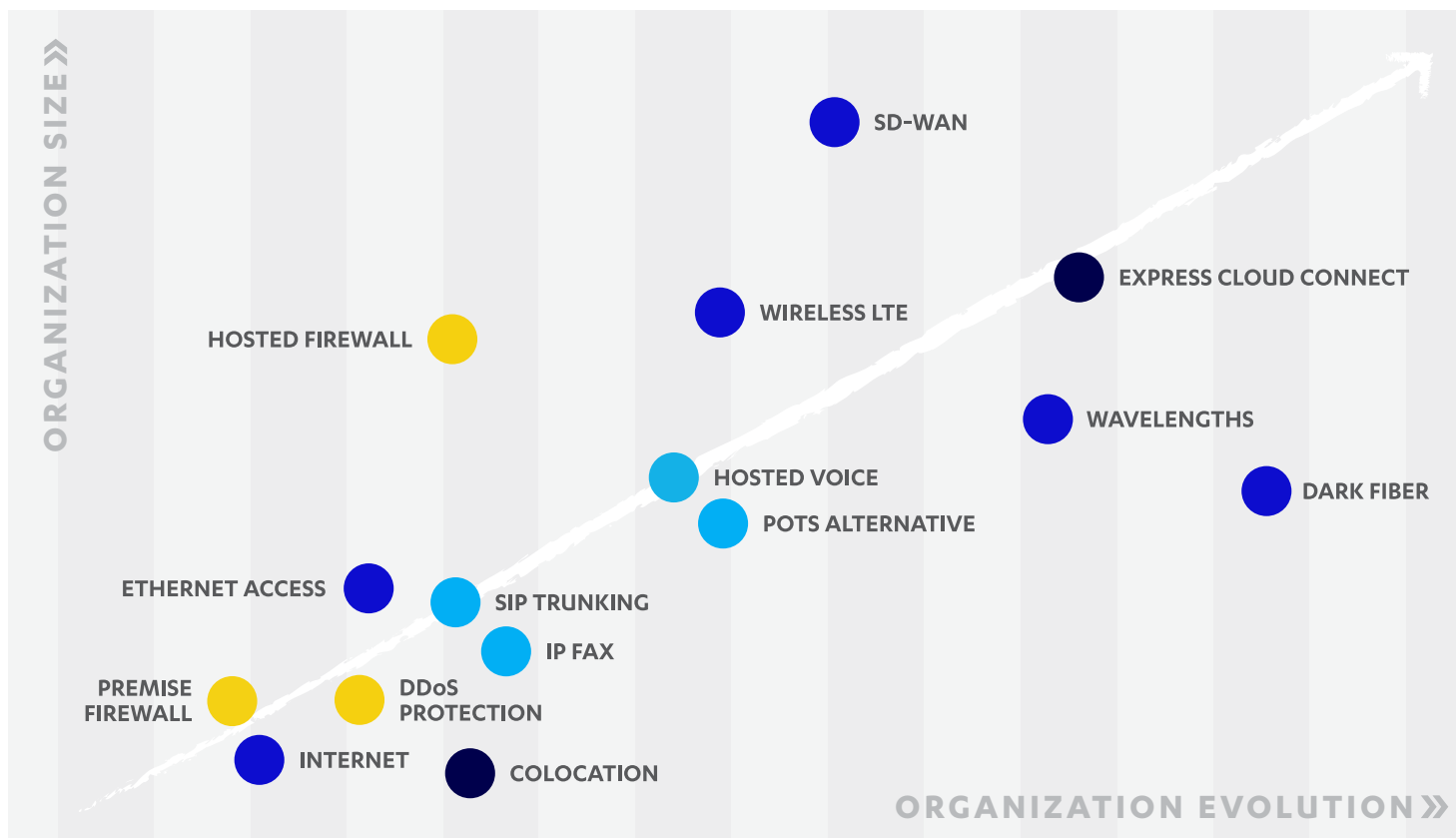
● CLOUD & COLOCATION

Secure, reliable data center solutions for traditional and hybrid environments, and a fast, dedicated connection.

● VOICE

Combined voice and data solutions and tools to enable shared, seamless conversations across multiple platforms.

ORGANIZATION SIZE »

- SD-WAN
- EXPRESS CLOUD CONNECT
- WIRELESS LTE
- HOSTED FIREWALL
- WAVELENGTHS
- HOSTED VOICE
- POTS ALTERNATIVE
- DARK FIBER
- ETHERNET ACCESS
- SIP TRUNKING
- IP FAX
- PREMISE FIREWALL
- DDoS PROTECTION
- INTERNET
- COLOCATION

ORGANIZATION EVOLUTION »

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Compromise in government is inevitable, but the need for the right technology and IT services that promote and enable effective leadership is something everyone can agree on.

- Providing convenient, equitable access to public services through digital government initiatives and citizen engagement platforms
- Closing the "digital divide" with broadband infrastructure development and smart city connectivity initiatives
- Defending critical infrastructure against escalating ransomware attacks and nation-state threats targeting water systems, transportation networks, and 911 dispatch centers
- Leveraging AI and real-time data to inform policy, improve service delivery decisions, and enhance operational efficiency across agencies
- Compliance with government transparency and public access legislation while maintaining zero-trust security architectures
- Protecting sensitive, non-public records against accidental and malicious exposure during transport, storage, and inter-agency data sharing
- Supporting economic development and smart city initiatives with reliable, scalable connectivity infrastructure
- Maintaining clear communication between departments, with constituents, and across interconnected public entities during both normal operations and cyber incidents

Successful execution across these strategic imperatives supports growth while maintaining resilience and security.

A solid IT infrastructure foundation must be flexible enough to support evolving demands, scalable enough to accelerate data transfers and secure enough to thwart bad actors.

Government Offices

"Smart city" technologies are transforming the way people engage with government and management offices to make their voices heard. Working with current systems while striving to create a future-ready environment starts with a scalable, secure IT lineup.

● **CONNECTIVITY:** Internet + Dark Fiber + Wireless LTE + SD-WAN

Dedicated fiber internet with guaranteed bandwidth makes it easy for personnel to connect in real time and send large volumes of information across your network without congestion or data loss.

- Larger municipalities connecting multiple facilities, public safety operations, emergency dispatch, or critical infrastructure sites can use dark fiber to maintain complete control over network infrastructure and deploy. Agencies deploy their own equipment, establish secure connections for sensitive systems, and keep mission-critical communications operational.

- Reliable wireless backup keeps you connected when the unexpected occurs.
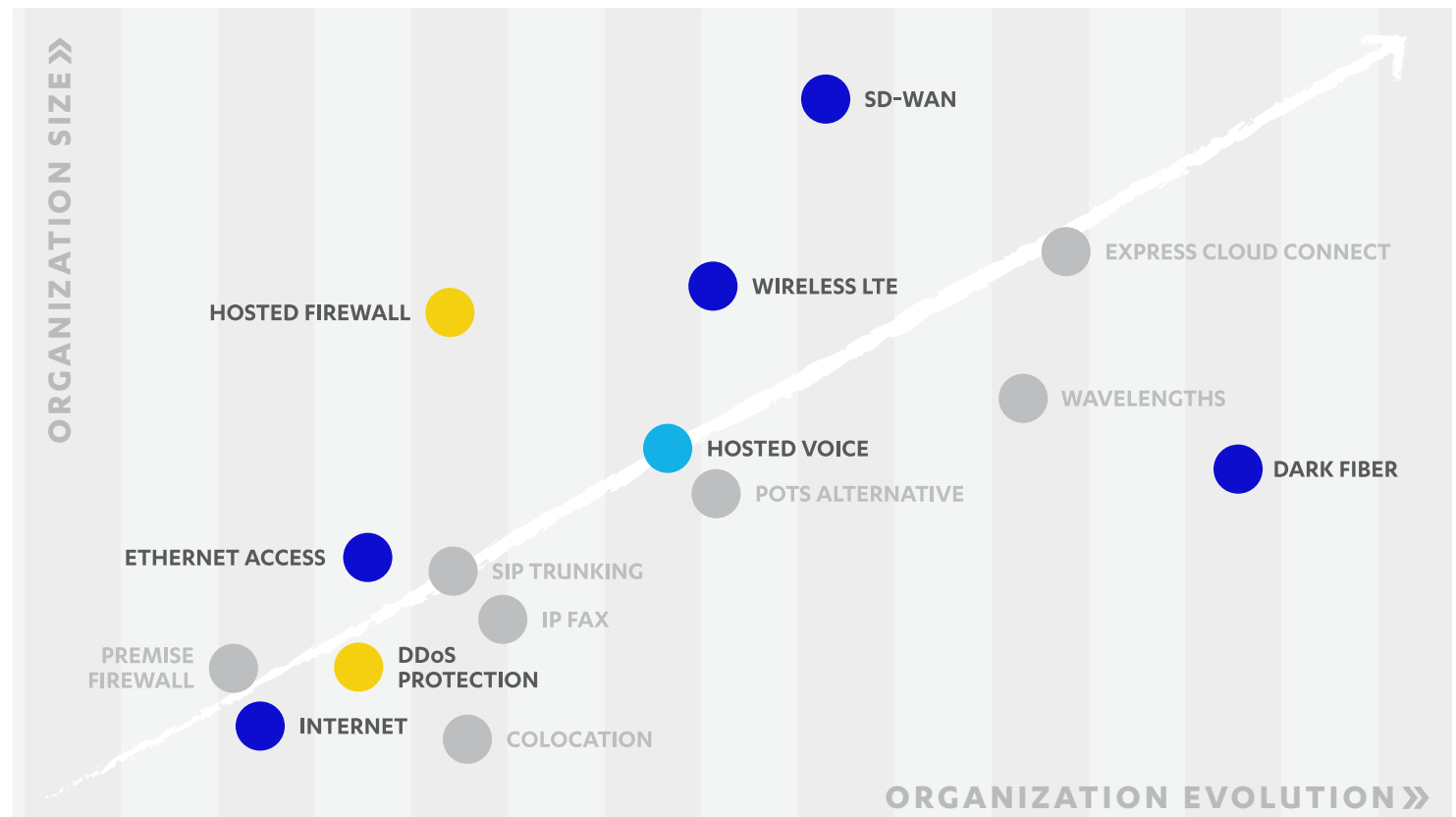
- Streamlined network management delivers consistent connectivity across distributed offices, ensuring critical applications run smoothly even during high demand.

● **CYBERSECURITY:** DDos Protection + Firewall

- A DDoS attack could harm public confidence and cripple your ability to provide timely services. Instead of waiting for a threat to appear, always-on protection diverts malicious traffic before it disrupts your network.

- Securing your offices and critical services against bad actors starts with strong network perimeter defenses.

● **VOICE:** Hosted Voice

- Your ability to provide high-quality services requires high-quality conversations and interruption-free communications.

ORGANIZATION SIZE »

SD-WAN

EXPRESS CLOUD CONNECT

WIRELESS LTE

HOSTED FIREWALL

WAVELENGTHS

HOSTED VOICE

DARK FIBER

POTS ALTERNATIVE

ETHERNET ACCESS

SIP TRUNKING

IP FAX

PREMISE FIREWALL

DDoS PROTECTION

INTERNET

COLOCATION

ORGANIZATION EVOLUTION »

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Public Library Systems

Delivering educational resources and helping connect the community begins with a solid IT foundation.

● **CONNECTIVITY:** Internet

- Dedicated fiber connectivity delivers the secure bandwidth library operations and patron services require.
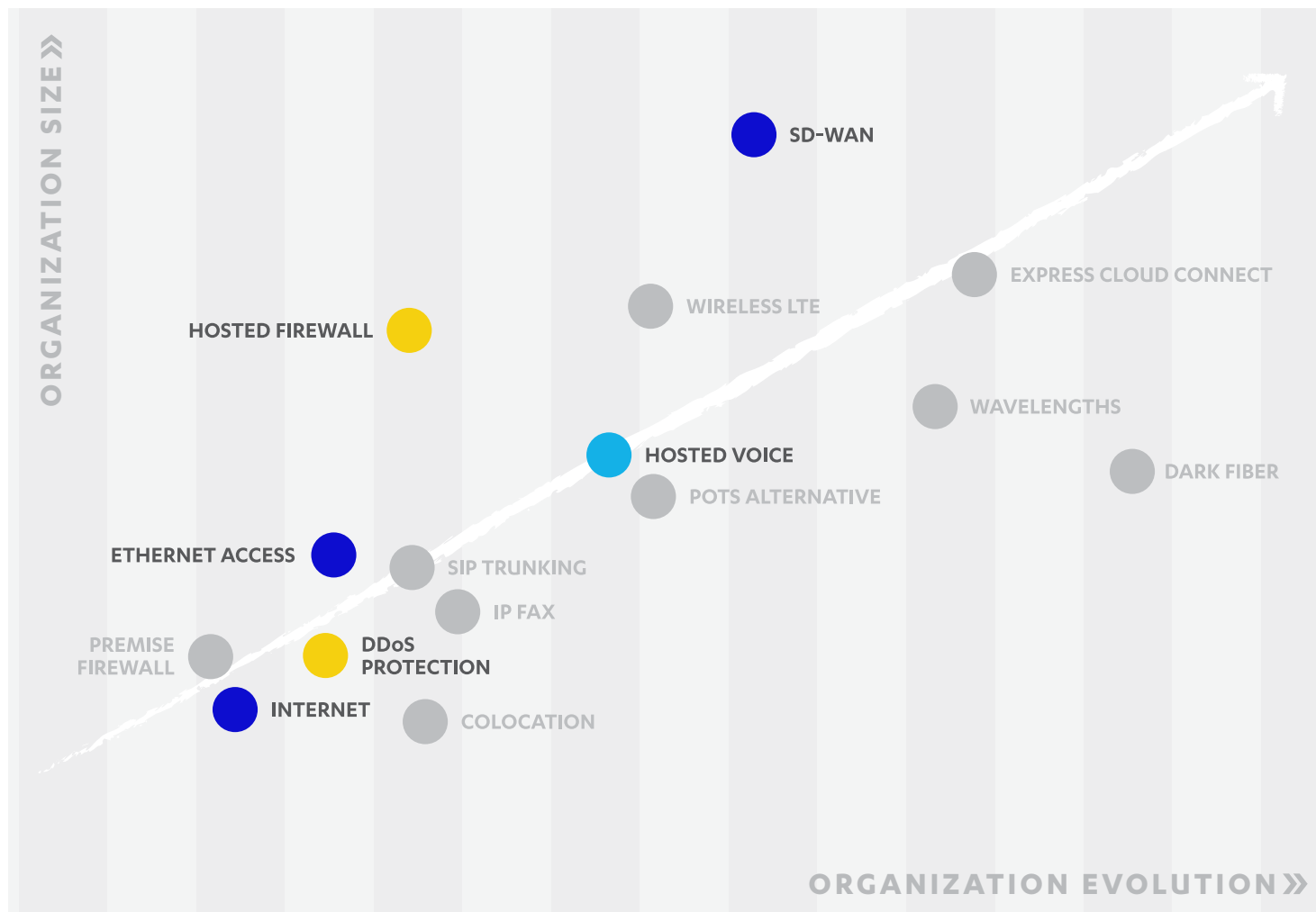
● **CYBERSECURITY:** Firewall + DDoS Protection

- Effective, edge-to-edge network security is the surest way to prevent the devices and equipment that support online library experiences from being targeted and compromised by bad actors.

- When it comes to providing seamless digital services, few things are more important than protecting your website from disruptive attacks that could easily overwhelm your systems.

● **VOICE:** Hosted Voice

- While digitized archives are the new standard, quality voice services ensure phones can perform when and as needed, from coordinating interlibrary book loans to cross-departmental communications and more.

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What's **Your Play?**

These are the most widely used connectivity plays government organizations and municipal agencies of all sizes swear by. Refer to this playbook every time you're thinking of adopting new technologies and use these plays as building blocks to put together your technology game plan. It can help you think through every move to ensure your organization is set up for success.

The tactics contained in this document address broad use cases. Some products may not be ideal for specific use cases or situations, and some products not included in the playbook may work better for other scenarios.

Segra offers a broad lineup of technology services and will help you design a winning technology game plan tailored to your unique needs.

Let's start a conversation today.

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