



Bureau of Alcohol, Tobacco, Firearms, Explosives (ATF)

Telework Briefing:

Innovation and Way Forward
Architecture and Security
Solving Funding Issues
Benefits

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ATF's Agent/IOI IT Spt. Challenge

- Law enforcement agents and inspectors (IOIs):
 - Would like to spend most of their time in the field rather than be tethered to the office:
 - To fill out paperwork
 - To collect and analyze electronic intelligence
 - And they would like to work from home when practical
 - When in the field need:
 - Reliable communications
 - Real-time information
 - Inconspicuous devices



Future Agent IT Support

- In the next 4 to ~7 years wearable computers with heads-up displays and virtual keyboards will become practical and affordable. OST has the lead to make this a reality for ATF.
- In the meantime, ISD has developed a Mobile Agent/Inspector Concept Requirements Target. This target is not entirely:
 - Affordable under current budget
 - Enabled under current support contract
- Never-the-less we need to have a goal to work towards while we wait for DoD's technology to work its way to us





Mobile Agent/Inspector Concept Requirements Target 1 of 4

- Laptop (all ATF 5000 employees and 1500 contractors):
 - Light weight under 4 pounds
 - Long battery life over 4 hours w/o wireless
 - Multifunction power supply (car/overseas/extra battery) and portable surge protector
 - Long technology lifetime
 - Rugged (solid state hard drive)
 - Windows 7 (4GB main memory)
 - DVD writer can be external
- Memory Stick PCs being considered along with virtualization



Mobile Agent/Inspector Concept Requirements Target 2 of 4

- Out of office communications:
 - Redundant voice:
 - Primary/backup on alternate network systems
 - Remote area capability (Satellite, tactical radio)
 - Desired:
 - push to talk
 - Interoperability with other law enforcement agencies
 - Encrypted cell phones
 - Secure wireless ear piece and/or hands free
 - ~1800 BB/PDAs (Tethering to reduce costs planned)
 - Medium speed data capability (Broadband cellular) (~4000 for 5000 employees and 1500 contractors)



Mobile Agent/Inspector Concept Requirements Target 3 of 4

■ Other:

- Video (xx mega pixels)
- Camera (xx mega pixels)
- GPS
- Forms ready (Tablet?)
- Roller bag carrying case with laptop only mini-case or backpack
- Optional:
 - LCD with port extender (for those that work in office part time)
 - Light weight printer/scanner/copier/fax





Mobile Agent/Inspector Concept Requirements Target 4 of 4

- Security:
 - Two-Factor authentication
 - Encrypted hard drive, USB, DVD
 - Encrypted email
 - Encrypted thumb drive, 2GB or more
 - Automated backup of key files including email without significant system degradation
 - 2 security cables one for desk and one for travel
- Other: 24 by 7 Help Desk and on-site break fix



Architecture and Security Innovation

1 of 2

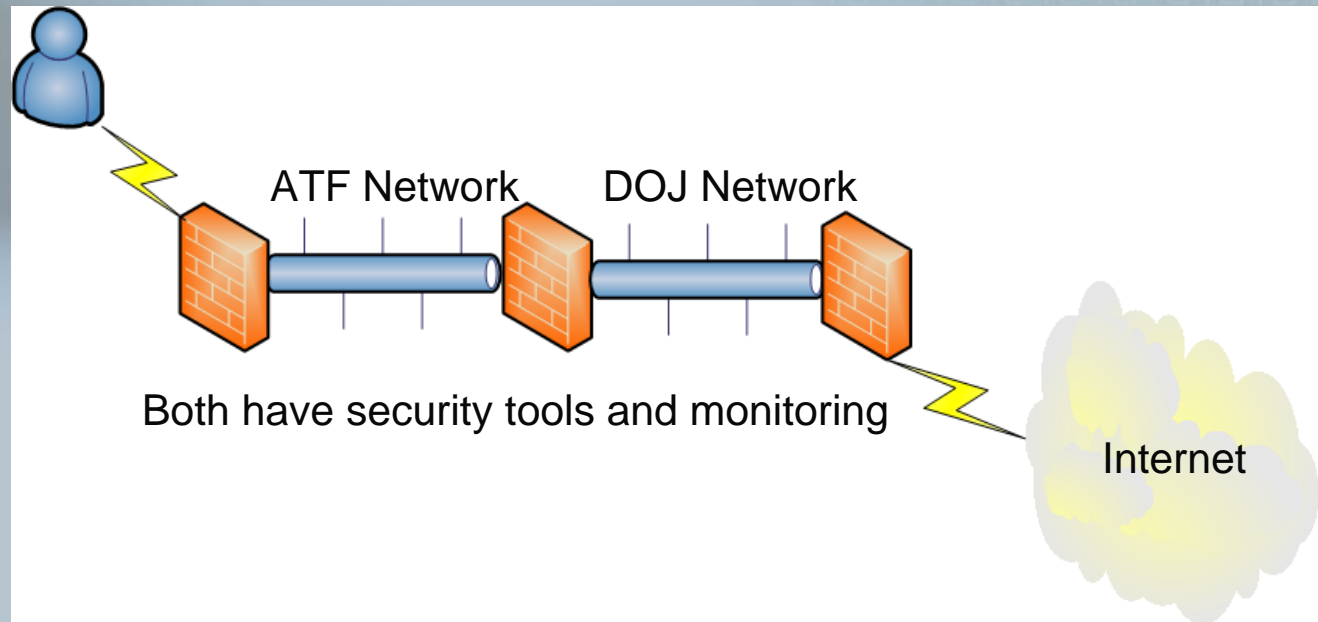
- Everyone:
 - Encrypted hard drive at Root, 2010 Bitlocker or similar
 - No "dual homing"
 - When off-site, may only log into ATF private network via VPN and two-factor token
 - User access only, no administrators



Architecture and Security Innovation

2 of 2

External ATF users
with VPN Tunnel





Funding Innovation

- ATF's Mobile Agent Concept is expensive, when compared with agencies who don't:
 - Support one laptop computer per person
 - Refresh every 4 years
 - And have such robust mobility and support capabilities
- Cost reductions being implemented:
 - Wireless small offices (no land lines, no Ethernet)
 - Tethering
 - Equipment pools for less frequent:
 - Travelers
 - Teleworkers



Benefits

- Agents and IOIs can work anywhere, stakeout, explosives bunker, car, home:
 - Increased time at work sites (more bad guys caught, more inspections conducted.)
 - Reduced travel costs
 - All agents and IOIs have this capability although not all are using. YET!
- Reduced wiring and fixed telecomm costs
- Increased morale (just like the rest of us)
- Robust contingency capability (Pandemic, Katrina, terrorist attack)