

U.S. Department of Health and Human Services
Indian Health Service

The Federal Health Program for American Indians and Alaska Natives



Vinnie Chin

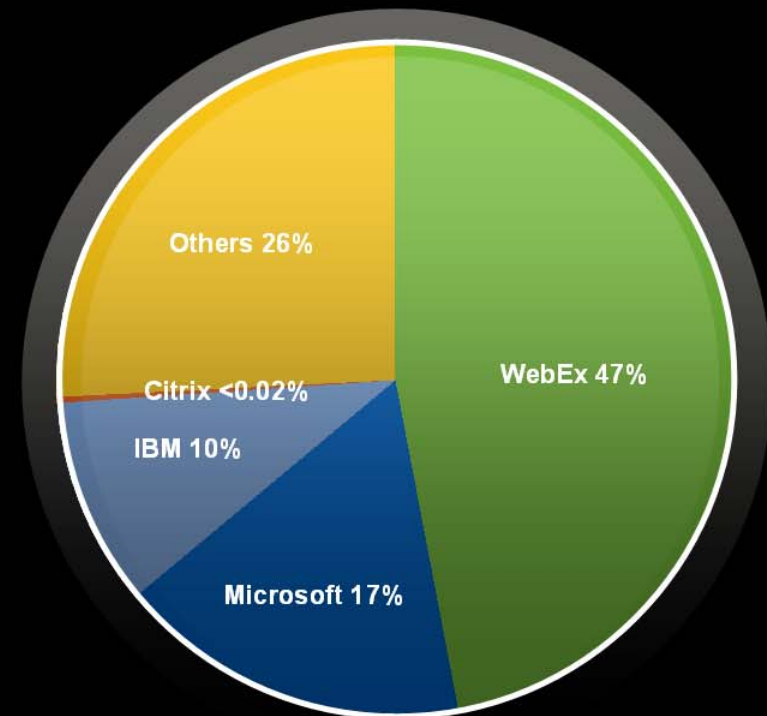
Cisco, WebEx Technology Group

*Cisco WebEx Collaboration:
Align IT strategy with
business strategy*

WebEx Snapshot

- 10+ year history of innovation, growth, and market leadership
- Pioneer in cross-company collaboration
- Pioneer in SaaS
- 35,000 customer companies
- 2.6 million registered users

Global Web Conferencing Market



Source: Frost and Sullivan

Cisco Collaboration Portfolio

End-User Clients



Customized "Mashups"

WebEx Connect Collaboration Services

Cisco Apps

Partner Apps

Customer Apps

End user applications primarily delivered on demand

UC APIs

API

WebEx Connect APIs



On-Premise: Cisco Meeting Place, UC manager, Cup-C, Securant, Etc



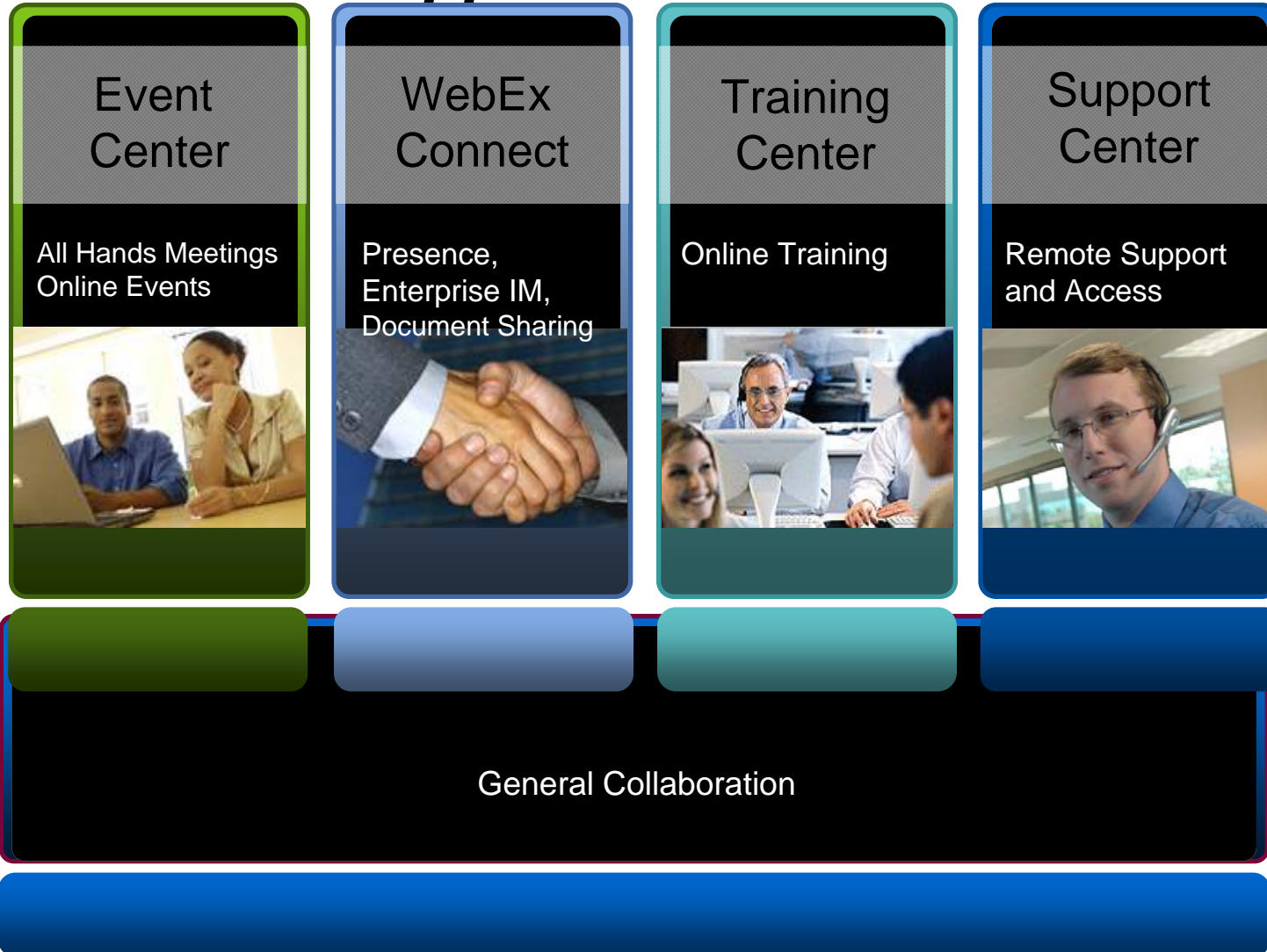
On-Demand: WebEx Collaborative Services and On-Demand Platform for Composite Applications

Cisco Intelligent Network

WebEx Media Tone Network

Global Delivery Network

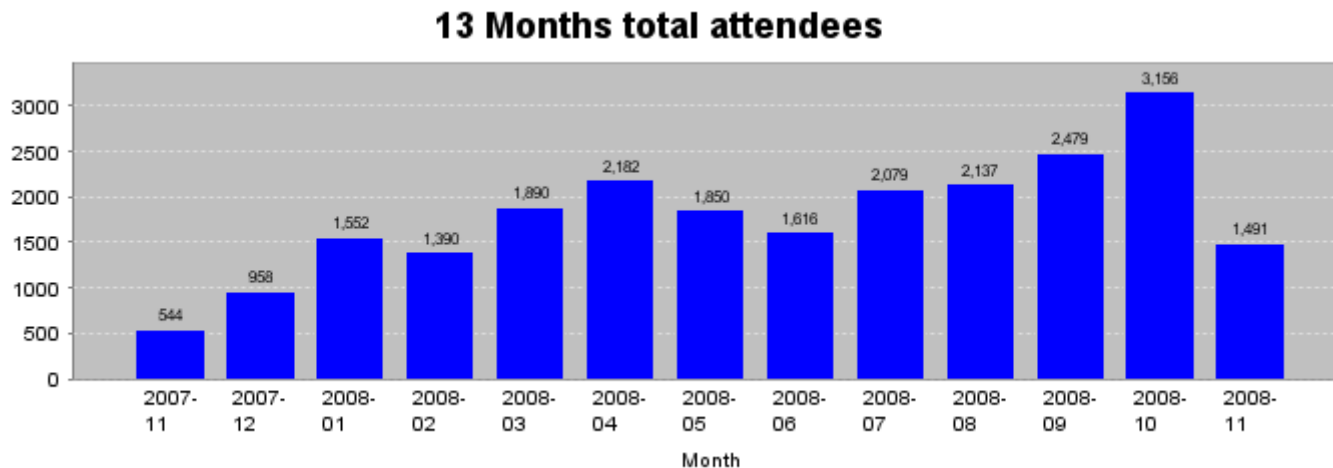
Suite of Mission-Specific Collaboration Applications



Indian Health Service WebEx Usage Growth

IHS changed to Enterprise Edition in October of 2007

- OIT combined 3 sites into one and increased the number of named hosts
- Usage has grown from 154 meetings (11-07) to 612 meetings (10-08)
- 544 attendees in Nov 07 to 3156 in Oct 08
- Each region has a site administrator and each program has been provided access to WebEx



What are the IT barriers that IHS facing today?

- Collaborating with remote health care providers, tribes and centers spread across the state
- Ensuring program goals are met through constant communication
- Training on new policy and procedures coming out of HQ and the respective programs
- Education of new program initiatives and road map
- Being to able communicate with not only within the agency but with IHS partners, tribes

4C's of Practice Management

Communication	Collaboration
Coordination	Control

IT Professionals Caught in the Middle

Enterprise Demands

- Compliance
- DR Strategies
- Security
- IP Protection
- QoS
- Scalability



Employee Demands

“I need to communicate remote health care centers...”

“I’m going to do it whether you support it or not...”

“Why can’t I get access to...”

Familiar and Used Daily

- No learning curve
- Part of business culture
- Pervasive



Access and Mobility

- Be productive anywhere, anytime
- Easy to deploy
- Internet access, phone line and VPN



Why Does the Government use WebEx?

- **Extend Collaboration & Training to Remote Sites**
- **Real Time Collaboration Tool/ Instant Feedback**
- **Cross-Cutting Agency Program**
- **Federal Advisory Committee Meetings**
- **Ethics, HR, Security and new application training**
- **Get Projects completed on time & under budget**
- **Maximize employee productivity, Save \$\$ by reducing travel time and increase interactive meetings**
- **Reduce Travel Costs, (Budget Cuts, CR)**
- **Tool for Continuity of Operations (COOP), Emergency & Pandemic Planning**
- **Enabler of Telework and Telecommuting/ Enhance quality of Life and employee satisfaction**
- **Save Energy, Reduce CO2 emissions from too much business travel & Being Green**
- **Executive Orders (President's Management Agenda)/ OMB provision to the Federal Acquisition Regulations requiring agencies to "buy green"**
- **Grants (Peer Review) & Program Management**



How is the Indian Health Services using WebEx?

Primary WebEx Initiatives:

- **Nationwide training efforts focused on HR, web-based systems use, quality improvement and more**
- **Innovations in Planned Care Collaborative run via 75% National meeting virtually**
- **National Diabetes program grant competition training and grants management training**
- **National Tribal management grant opportunities training**
- **Meetings bringing staff together from same office at several different locations**
- **All 12 Area offices working with Tribal and Federal facilities on many workstreams**
- **IHS facilities mentoring each other from disparate locations on many topics**
- **Grants (Peer Review)**
- Why is this important: budgetary pressure- extend training and communication reach, within the tribes
- WebEx Value: Supplement and enhance other IHS programs, telework, enable instant access to employee's & medical facilities around the country.

Best Practices, Demo & Q&A

- Best Practices
- Training- what types of trainings does IHS need?
 - Network Based Recording
 - Presenting online
 - Facilitating Effective Meetings
 - Best Practices in Engaging Learners