

# Public Safety News

## Solutions spotlight

### Computer forensics solutions.

Get outstanding performance for the acquisition, analysis and storage of digital evidence in law enforcement investigations — at an affordable price. While most computer users have good intentions, a small minority do not. Computers can hold confidential information captured by identity thieves, photographs hoarded by online predators, and calendars that divulge the recent activities of criminals. Law enforcement and security officials need flexible, powerful tools for examining the computers of those suspected of wrongdoing.



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## Vendor highlight

### Fighting crime through computer forensics.

Now that computers, cameras, cars and even watches can store digital files, computer forensics has emerged as one of the most powerful tools for investigating and prosecuting criminals. As digital tools and data proliferate, and as more people interact with e-mail, the Internet and social media networks, the effectiveness of computer forensics professionals is paramount. Whether investigating the contents of a storage medium, an electronic document like an e-mail message or image, or even a series of packets moving over a computer network, law enforcement professionals must be able to answer questions such as “What information is here?” and “What sequence of events led up to the present situation?” From identity theft and counterfeiting to terrorism and homicide, law enforcement and security professionals need to acquire, analyze and store digital evidence. Because their jobs are multifaceted, computer forensics experts require an array of tools and techniques to help them uncover the how, what, why, when and where of today’s complex crimes. Today, for a variety of reasons, the top computer forensics professionals increasingly turn to Apple® solutions to outwit criminals at their own game.



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## Announcements and events

### Catch up on current CDW·G happenings.

- CDW·G is pleased to support the Georgia EMS Panasonic Laptop Contract
- Read the Public Safety ARRA White Paper
- Visit our interactive 21st Century Community
- Coming to a location near you — 2010 Public Safety Events
- Congrats! The state and local team awards the Public Safety Sales Team of the Quarter

The 21<sup>st</sup> Century  Community

## Department spotlight

### CDW·G is pleased to introduce you to the Security Solutions Team.

CDW·G has built one of the industry’s leading security consultancies. We first started to build our practice more than ten years ago in response to a deceptively simple question from a customer: “What are the risks?”





In the past, the collection and analysis of digital evidence were performed at centralized labs. But with the proliferation of crimes with electronic ties — and a growing backlog in caseload — many law enforcement agencies are realizing the benefits of developing in-house computer forensic capabilities. Forward-thinking IT departments are also realizing the importance of forensic tools in investigating staff malfeasance and ensuring compliance with federally mandated regulations.

The Apple Macintosh platform is an ideal solution for computer forensics because it:

- Features a UNIX-based operating system that gives investigators a secure and reliable desktop platform for performing forensics
- Is a platform that can both run and analyze virtually all operating systems and file systems you will encounter in your investigations\*
- Runs leading Windows and Mac OS forensic software, including EnCase, Macintosh Forensic Suite and MacForensicsLab\*
- Has built-in support for vital USB and FireWire attachments, such as write blockers
- Provides seamless support for high-performance, high-capacity storage and servers
- Offers a great sandbox environment, safe from Windows-specific malware

No wonder that Mac computers are used extensively in federal, state and local law enforcement agencies, as well as by computer forensics consultants and professionals.

**Flexible.** You never know what type of computer or software will hold crucial evidence. That's where Macintosh really shines. Of course, it's a platform of choice for analyzing other Mac computers. Beyond that, virtualization software from vendors such as Parallels and VMware enables you to run Mac OS, Windows, UNIX, Linux, Solaris and other operating systems simultaneously on a single Mac. Such versatility means you can perform all of your analyses on one system. If that system is a MacBook Pro notebook, you can even examine a host of different operating environments right in the field.

**Secure and reliable.** If your computer is compromised, so is your investigation. Apple's Mac OS X is based on UNIX, an operating system renowned for its security and reliability. Mac OS X gives you the secure platform you need for capturing, storing, managing and protecting crucial evidence. It also enables you to run your forensic investigation applications with greater stability than is possible with non-UNIX operating systems.

**Powerful and expandable.** From their powerful processors to flexible connectivity with external devices, Mac computers meet the demanding

requirements of forensic investigations. Mac Pro desktops come standard with two Quad-Core Intel Xeon processors; MacBook Pro notebooks use the impressive Intel Core 2 Duo processor. Both systems have USB and FireWire 800 ports for connecting high-speed peripherals, such as write blockers for securely extracting data from storage devices.

Xserve is Apple's powerful 1U rack-optimized server. With up to two Quad-Core Intel Xeon processors for 8-core performance, Xserve offers the ideal platform for high-performance cluster computing.

Apple-certified storage solutions provide the security and reliability that forensic labs need, including highly reliable RAID systems. You can deploy a separate archival or backup system to meet legal obligations for retaining case files.

Xsan, Apple's enterprise-class SAN solution, allows multiple computers to simultaneously access your RAID storage volumes. By connecting users through a high-speed Fibre Channel network, Xsan enables them to stay productive. Xsan is platform independent, so no matter what workstations (Mac OS X, UNIX, Windows, or Linux) you already have in your forensic lab, they can access your shared storage using Xsan.

**Affordable.** Because a Mac Pro or MacBook Pro computer with virtualization software can run virtually any operating system, it eliminates the need to purchase many different types of computers. That means it provides a significant cost savings over purchasing and maintaining multiple systems. The multitude of built-in capabilities in both Apple desktop and notebook systems also significantly reduces the number of accessory cards and external devices you need to purchase to do your job.

**Summary.** Federal, state and local law enforcement agencies can no longer afford to wait for overburdened centralized labs to gather computer evidence for them. Under public pressure to get criminals off the street, these agencies must be able to process seized computers themselves, swiftly and accurately. Apple Macintosh systems offer the flexibility, security, reliability, power and expandability that enable even small agencies to set up outstanding computer forensic labs — at an affordable price. Mac computers also reflect Apple's legendary commitment to ease of use, so your investigators can spend their time focusing on their cases, not on managing technology.

**For more information, please contact your dedicated CDW-G account manager.**

\*May require third-party virtualization and/or operating system software, sold separately

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# Vendor highlight



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## Fighting crime through computer forensics.

Digital forensics has become pivotal to today's law enforcement and security efforts. Computers — not to mention a host of other devices like cameras, cars and even home appliances — can harbor invaluable clues. From confidential information captured by identity thieves to photographs hoarded by online predators and computer-based calendars that divulge the recent activities of criminals, digital evidence can provide a trail that leads to better investigations — and ultimately more informed prosecutions and convictions. The Mac®, Mac OS® X operating system, Apple Xserve® systems, and Apple-certified storage combine to provide a superb platform for computer forensics. Apple computers, software and storage are a solution of choice among leading law enforcement and security agencies at the federal, state, local and metropolitan level for computer forensics.

### Run multiple operating systems — all on one Mac — for the ultimate flexibility.

While in the field, forensics investigators need to be ready for surprises. When they arrive at a crime scene, there might be Windows-, Mac-, Solaris- or Linux-based platforms as well as any array of devices such as DVDs or thumb and FireWire drives containing pertinent information. The Mac offers built-in software that allows it to boot in either Mac OS X or Windows operating systems. When combined with virtualization software such as Parallels Desktop for Mac or VMware Fusion, the Mac is the only platform that can both run and analyze virtually all operating systems and file systems that field personnel will encounter in investigations.

The Mac also offers a wide array of ports — such as Ethernet, FireWire®, USB, DVI, audio in and out, and a PC Express card slot — required to connect data storage devices to the Mac and investigate their contents. This means investigators can analyze everything on one system. The Mac also supports Write Blockers that ensure data integrity during each case, from seizure of evidence through to the courtroom and archival storage.

**Mobile yet powerful.** MacBook® Pro notebook computers offer exceptional performance in a small package, a useful trait when forensics professionals in the field need to acquire and mount data images efficiently. Users have a choice of 2.53GHz or 2.66GHz Intel Core 2 Duo processor with 3MB on-chip shared L2 cache running 1:1 with processor speed; or 2.8GHz or 3.06GHz Intel Core 2 Duo processor with 6MB shared L2 cache. The MacBook Pro, like other Mac systems, offers superb graphics handling so law enforcement can view and triage images on the spot by quickly determining which are pertinent to the case.

**Secure and reliable.** Capturing evidence requires a deft, thorough hand — and a rock-solid computer that can't be compromised. Mac OS X is based on UNIX, an operating system renowned for its security and reliability. Mac OS X also features sandboxing, which builds a shield between the Mac and the suspect's machine. If there are hidden booby traps or malware ready to destroy evidence, the Mac system will not execute the data.

**A wide array of solutions for the Mac.** Computer forensics experts need a wide array of tools, depending on the type of investigation at hand. Counterfeiting cases, for instance, require in-depth image analysis while homicide cases call for exploration of e-mail exchanges and search engine queries. In most instances, a tool for the Mac is ready and available to deal with the situation. There are also many open-source tools that can be downloaded to complement existing packaged solutions.

Equally important, a range of solutions is already built into Mac OS X — tools with functionality that often must be purchased separately when using other platforms. Namely, Mac OS X lets investigators instantly mount image files — exact replicas of the suspect's data — onto their desktops for analysis. Mac OS X also offers built-in PDF support, so investigators can share information with lawyers, prosecutors and others, regardless of their operating systems or available applications — simply by printing images and files directly to PDF from Mac OS X. Preview and Cover Flow®, key features of Mac OS X, enable investigators to view and flip through images quickly to determine which are pertinent, without spending hours sorting through files one by one.

**Storage: cost-effective, scalable and rock-solid.** Each case generates huge amounts of data that must be replicated to the digit and preserved indefinitely. This requires a huge amount of highly reliable storage so that investigators can archive and recall what they need at any given time. With Xserve systems, clustered to support a multi-user network, as well as Apple-certified storage and Xsan®, Apple provides a complete, scalable storage and data-sharing platform. With an Apple solution, law enforcement and security organizations can serve up large amounts of data to multiple users and scale up as performance and data needs increase.

Apple technologies have become a preferred solution for the world's top law enforcement and security agencies — and for good reason. They provide a powerful, cost-effective platform that, when combined with powerful third-party and open source tools, enables computer forensics investigators to meet the challenge of investigating and prosecuting criminals whose tools and methods have — to a large extent — gone digital.

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# Announcements and events

Catch up on current CDW-G happenings.

## CDW-G is pleased to announce a new contract.

Joining the CDW-G state and local government contract listings is Georgia EMS, opening the doors to Contract Panasonic Laptop Pricing to our valued customers. CDW-G is proud to be an authorized reseller of this contract.

The Georgia EMS Panasonic Laptop Contract offers customers a wide range of Toughbook solutions, including rugged mobile computers, accessories, and data storage and services, to eligible agencies in the state of Georgia.

Utilize the value of contract purchasing through Georgia EMS Panasonic and CDW-G. Contact your account manager today for more information.



## Public Safety ARRA White Paper

The American Recovery and Reinvestment Act (ARRA) funding creates opportunities for law enforcement and emergency management agencies to acquire technologies critical to success in the 21st century. This white paper, entitled "Upgrading Public Safety: ARRA Funding Helps Increase Mobility, Interoperability and Communication in Law Enforcement and Emergency Management," reviews various public safety agency initiatives that are improving community safety and efficiency, as well as outlines the grant and funding options available for such initiatives.

Visit [CDWG.com/StateLocalARRA](http://CDWG.com/StateLocalARRA) to read the full white paper and learn more.

## The right technology makes all the difference.

For law enforcement agencies, fire departments, emergency medical service providers and other public safety organizations, nothing is more important than communication. In an emergency situation, information needs to be disseminated to as many people as quickly as possible. The better the quality of information and the faster it is delivered, the better the potential outcome.

**Give your people the technology they need to plan and respond to any emergency.**

Find it at: [the21stcenturycommunity.com](http://the21stcenturycommunity.com)



## 2010 Calendar of Events

Event Name	Dates	Location
OpCom 2010 (Gov Tech)	March TBD	Phoenix, AZ
LEIM	May 24-27	Dallas, TX
OpCom 2010 (Gov Tech)	June TBD	Albany, NY
NJ Police Security Expo	June 23-24	Atlantic City, NJ
APCO	Aug. 1-5	Houston, TX
OpCom 2010 (Gov Tech)	Aug. TBD	Seattle, WA
OH Law Enforcement Expo	Sept. 14-15	Columbus, OH
NY Law Enforcement Security Expo	Sept. 15-16	New York City, NY
IACP	Oct. 23-27	Orlando, FL
<small>*All dates and locations are subject to change</small>		

Visit [CDWG.com/tradeshows](http://CDWG.com/tradeshows) for updated event schedules.



# Announcements and events continued

Catch up on current CDW-G happenings.

## Public Safety Sales Team of the Quarter

Each quarter, the newsletter spotlights a sales team that has demonstrated a consistent success in deploying CDW-G public safety technology solutions. This quarter's recipients have consistently proved themselves in the state of Florida.

Tom Grimes, CDW-G Account Executive for Central/South Florida, and Michael Lauman, CDW-G Account Manager for the Southeast Region, have demonstrated a consistent proficiency to provide public safety solutions to their first responder customers. We congratulate them on their dedication to the public safety market and the success they have obtained. Keep up the great work!

## Teaming up for success.

As a sales team, we have three major customers in the South Florida marketplace: the City of Miami, Miami-Dade County and the City of Ft. Lauderdale. All three of these customers are very large accounts with multiple contacts and, ordinarily, with large budgets. The shrinking of these budgets over the last year has required us to be even more diligent and persistent in our efforts, to meet our customers' prevailing needs with limited funds. As the public safety portion of a city or county budget will normally use 35-40% of the overall budget, we have focused our efforts in this area.

We talk several times a day during a normal day to keep tabs on what we are doing to align our efforts in breaking down the barriers we encounter in what is a very tough, competitive environment. In Miami-Dade County alone, the county purchases their technology from 105 separate contracts. Out of these 105, CDW-G formerly held only one contract, and this only applied to a select few departments. We have since expanded our authorized contract capabilities to have CDW-G included on several of these contracts, to better accommodate our valued customers who rely on state and national contracts for their technology purchases. We also recently received a purchase order for \$475K based on the National IPA contract, further proving the success and accessibility cooperative purchasing holds for our customers. We are penetrating into departments where we have had no traction in the past, and this is causing other departments to look to CDW-G as a viable technology partner. We have also gained valuable contract connections into Miami and Ft. Lauderdale and continue to build our success story there.

Teaming with our manufacturer partners has been a key ingredient in improving the reputation of CDW-G among our customers. We have proven to be reliable, and our partners know they can place their confidence in CDW-G to work with customers, develop opportunities, and in some cases, be the delivery method of choice. We have partnered with Panasonic, Havis, HP, Eaton Electric, Trend Micro, Wyse, Citrix, VMware, Microsoft and others

to increase our solutions knowledge and grow within our market. We have done well considering our starting point in this challenging market, but we have only just scratched the surface of possibility when it comes to our public safety customers, and we look forward to a continued successful partnership between our organization and theirs in the year to come.



**Tom A. Grimes** is a CDW-G Account Executive for state and local government customers in Central/South Florida. Born in Hialeah, Florida, he moved to Tallahassee to attend FSU in 1974. Tom attended the School of Music, majoring in classical guitar, graduating in 1979 with a Performance Certificate. Tom later moved

into technology and began his career with CDW-G in early 2007, serving as the North Florida account executive. He switched his focus to South Florida in January, 2009, where he now helps customers of CDW-G.



**Michael Lauman** is a CDW-G Account Manager for state and local government customers in the Southeast Region. Michael grew up in Rolling Meadows, IL, where he lived for 25 years before moving to Chicago. Michael started his career with CDW-G in November 2005 and has interests in

customer-specific public safety solutions. Outside of CDW-G Michael enjoys reading books about theology and playing his guitar. Michael also participates in recreational city sports leagues throughout the year.

# Department spotlight

CDW-G is pleased to introduce you to the Security Solutions Team.

In the 1990s the Internet was a place of grey pages with blue links; the very first shopping carts were being written for the very first e-commerce sites, and the networking — much less shift-to-the-cloud — of core operations functions was just starting to take off. Our company was at the forefront of enabling those transformational technologies. And we were amongst a select few to examine them critically; for example, identifying that giving users over a network access to crucial functionality also exposed that functionality to compromise.

Our customers want to network their users, their applications, their voice, their video and whatever is coming up next. They want the value that those transformational technologies provide, and they want to consume them safely. The industry has de facto proven that safety will not, and should not, stifle innovation. It has also proven that vulnerabilities are real and that as long as the slimmest of profits exists in their exploitation, risk must be managed. An industry expert, Bruce Schneier, is famously quoted as saying “No one wants to buy security!” They want to buy secure things.

The CDW-G Security Solutions practice exists to help our customers achieve those goals: to identify and manage risks, to design and build securely, and to provide the highest levels of security operational support. Our practice is, fundamentally, comprised of three pillars:

1. Risk Assessment
2. Design and Implementation
3. Security Operations

The **CDW-G Security Assessment Team** has completed more than six hundred assessments. This group exists solely to stay at the bleeding edge, in touch with the evolution of vulnerabilities and threats. Their charter is to identify the risks our customers face, and to provide thorough and detailed guidance. Members of the security assessment team are responsible for the creation of a toolset in use by most other security consultancies across the country, are authors of numerous research papers and white papers, and are regular speakers at industry events such as Blackhat and Defcon. Assessment services have been a specialization for more than ten years, and are fundamentally product and architecture agnostic. Our assessment team typically examines a customer’s environment from the perspective of an intruder, and rapidly identifies the true risks they face.

The **CDW-G Security Implementation Group** focuses primarily on integrating large-scale Cisco solutions, ranging from building hundreds of routers into an effectively managed network-wide firewall/IPS system to Network Admission Control to the next generation of virtual office experience

VPN technology. The implementation group was Cisco’s first Master level partner, and has been awarded some flavor of “Security partner of the year” (U.S and Canada, Central Area, Technology Excellence, etc.) every year for the past four years. This is the largest team of its kind, with a tremendous depth of experience and a draconian focus on project methodology to ensure the same strict standards of quality for each deployment from the first to the thousandth.

The **CDW-G Security Operations Group** offers a full suite of managed security solutions, ranging from firewall or IPS monitoring to ongoing maintenance to full security event management. This group existed as an internal function, supporting our three enterprise-class customer hosting/fully-managed-services facilities, and became a distinct and separate offering when customers expressed a strong desire to tap into that expertise to augment their security management, even in environments that were not otherwise managed by CDW-G. The simple fact is that our Managed Services group includes more than 110 senior engineers, hundreds of thousands of feet of data center space, and a tremendous number of disparate customer environments. We have had to build a formidable and scalable operations practice to effectively manage hundreds of perimeters, and a substantial Internet presence, and have been able to leverage that economy of scale into operational capabilities beyond the reach of an in-house security staff.

The true strength of the CDW-G Security Solutions practice is that each of the three branches build from each other’s strengths. The assessment group contributes expertise on what “the bad guys” do in the real world, and the operations group contributes insight and experience from supporting a diverse environment 24x7x365, to five nines of reliability. And the deployment group puts it all together, on a day-to-day basis, with security teams across the country.

We have a single group of **Security Solutions Architects**, each of them a former senior security engineer, available to meet with customers, discuss priorities, and to roll up their sleeves and design and scope the most appropriate project anywhere in the country. We can start with Risk Assessment, or move directly into executing a top priority initiative. All it takes is for you to reach out and have a candid discussion — that’s what we’re here for!

**Call your CDW-G account manager and ask to engage with a Security Solutions Architect today.**