Microsoft Surface

How Surface can help governments protect citizens

When South Korea suffered a large initial outbreak of COVID-19 in January 2020, the government swiftly began using technology to stem the spread. The county initiated epidemiological investigations supported by GPS data, which tracked an infected person's movements over the preceding two weeks through credit card use, security camera footage, and mobile phone tracking. People received text messages when a new infection emerged in the areas where they lived or worked.

This and other digital innovations have worked, and South Korea has been able to slow the initial spread of COVID-19 in January. The efforts were called world-class best practices by infectious disease experts at the time, and 121 other countries asked South Korea for help with high-tech coronavirus testing..

Upping efficiency with technology

Governments leveraging technology to curb pandemics is just one example of why efforts to transform governments into digitally savvy organizations is becoming more common. By digitizing, governments can more easily provide services that meet the evolving expectations of citizens and businesses, even in periods of tight budgets and complex socioeconomic and geopolitical challenges.
There is a general consensus that getting governments to transform how they leverage technology improves efficiency and provides better services and outcomes for citizens.

However, governments face obstacles when going digital. Decision makers typically feel pressure when they assume that employing a new technology—either hardware or software—requires a complete infrastructure change that could compromise functionality or security.

Microsoft Surface makes it easy for your organization to digitally transform while meeting the highest security standards.

> **"We're pleased that Surface can help government organizations update their IT infrastructure in a safer, more secure way We want to make it easy for government agencies, given that they have limited personnel, budgets, and time"**
>
> Charlie Bolen, Surface Customer Success Manager & Architect, at Microsoft

Surface offers safety measures that other technology platforms do not and makes it simple to be in compliance with security standards at the government level—all while saving time and energy. Surface provides:

Firmware and hardware that are highly secure by design. Surface security features include managed firmware with automatic updates, the highest level of FIPS-certified TPM, and an antimalware solution. This means your organization will have access to the newest Microsoft Teams and Office 365 security features on their Surface devices as soon as they are rolled out.

"While having highly secure software is important, the firmware and hardware are the bread and butter of robust security," said Tyler Ross, Surface Technical Team Lead at Microsoft.

Modern, remote device management to keep devices safe. The Surface Enterprise Management Mode (SEMM) tool allows you to remotely secure and manage firmware settings within your organization. IT professionals can remotely control firmware elements, such as microphones, speakers, USB, cameras, Wi-Fi, and Bluetooth.

"Especially in today's environment, where remote work is the norm, the SEMM tool is a game-changer when it comes to security," said Ross. "Devices can be configured and better protected, no matter who is using them or where they are in the world."

Software with built-in security features. Teams and Office 365 on Surface devices are automatically encrypted, both at rest and in transit, making it harder for transmitted data to be hacked. Office 365 is also automatically updated, so you always have the latest security patch for the software.

A better experience. Windows 10 comes with Microsoft Defender, which delivers built-in and ongoing advanced security protection, simplifying management and optimizing device startup.

New solution for a new era

With Surface, government organizations can achieve digital transformation while keeping data more secure.

"As we've seen from recent current events, governments that are more technologically savvy have an easier time managing problems and crises than do those that aren't," Ross said. "And going digital is more than just containing fires. It also enables governments to enhance services and programs, save money, advance priorities, and improve citizens' quality of life."

To learn more, please reach out to your Microsoft Certified Partner.