Enabling Your Journey to Government Cloud Brief

Primary Trends and Factors

• The move to the cloud can help governments reduce costs and improve agility to enable organizations to do things in new ways.

• Location independence is the foundation of the modern, flexible public sector workforce and a key to realizing cost savings. Network infrastructure should allow civil servants to work transparently from home, a branch office, or a shared desk. Immediate benefits include travel time and cost reduction, increases in efficiency, and improved work-life balance.

• Video allows civil servants to transparently communicate between different locations (for example, between headquarters and satellite offices in the provinces) and also deliver high-quality public services (for example, social, legal, and fiscal services) to your citizens.

• Typically, the government owns a large number of buildings in any country. The cost of those buildings, and of managing them, is very significant. The government should implement a real-estate strategy to optimize the number and location of buildings, as well as minimize operating and maintenance costs. The strategy should draw extensively on technology to make sure of timely delivery of the potential cost savings from having a workforce that is no longer dependent on the facilities at any physical location.

• Citizens and businesses have come to rely heavily on web applications offered by the government (for example, for handling taxes and for getting customer service).

• A surprisingly large proportion of the budget is taken up by the provision and support of desktops and laptops. Virtual workspace technology represents a tremendous cost savings and efficiency potential.

• In the past, individual ministries and agencies tended to overemphasize the uniqueness of their needs and to demand expensive, custom-built solutions that then become difficult to update or change. The government can get better value for its money by embracing standardization and leading a shared services model in which multiple organizations can adopt the same solution.

• The move to cloud computing can involve buying some IT services on short-term contracts from the private sector, but building an internal cloud can provide many of the same benefits. The government needs to assess which IT services it prefers to source internally and which it might be prepared to purchase on a short-term contract from an external supplier.

A Unique Strategy: Enabling the World of Many Clouds

Cisco’s unique strategy is to not build another one-size-fits-all “megacloud,” as many of our competitors aim to do. Instead, Cisco provides prevalidated designs (www.cisco.com/go/cvd) based on best-in-class technology building blocks, which our customers and partners can use to efficiently build solutions adapted to the local needs.

Cisco’s approach is based on recognition that cloud technologies and markets are continuing to evolve and that customers’ solutions need to be flexible and future oriented. In this context, it is particularly important to have an intelligent network capable of supporting private cloud, public cloud, and hybrid cloud solutions.

The Cisco® Cloud is based on four core components:

• Cisco Unified Data Center, the converged engine for compute, storage, and network resources, revolutionizing how the IT as a service (ITaaS) stack is deployed and maintained, greatly improving efficiency

• Cloud Intelligent Network, enabling secure, reliable, and predictable delivery of cloud services

• Cisco Cloud Enablement Services portfolio

Primary benefits of cloud include:

• Reduced time to deployment: Provides a fully tested and validated architecture that enables technology adoption and rapid deployment.

• Reduced risk: Enables your IT teams to deploy new architectures and technologies with confidence and in compliance with current regulations.

• Increased flexibility: Through a web portal (called the Government App Store), you can provide users (including those in other agencies) access to the catalog of information and communications technology (ICT) services that you control. Cisco or a partner might potentially operate these services.

• Improved operational efficiency: Integrates automation with multitenant resource pools (compute, network, and storage) to improve asset use, reduce operational overhead, and mitigate operational configuration errors.
Governance Models

The importance of the role of IT in national government is illustrated by the increasing number of governments that are appointing a senior official in their administration to oversee policy, procurement, and delivery of IT. An administrationwide IT policy was almost unheard of just a few years ago, with each department doing its own thing. The need to reduce expenditures, combined with high-profile IT investment failures, has resulted in demand for greater control on the way IT is being deployed in the public sector. Cloud computing is seen as being a primary strategy in the effort to bring down IT expenditures and achieve administrative efficiency gains. Governance models include:

- **Ministry-led/agency-led cloud**: One agency or ministry takes a lead role in providing cloud services to other public sector entities.

- **Government ICT provider**: In many countries, the ministry-led model has evolved through a political decision to a spin-off of the ICT organization as an independent entity, while being 100 percent owned by the original ministry.

- **Government ICT broker**: Governments are keen to focus on their core mission and use commercial offerings where it makes sense (for example, workspace as a service).

Business and Technology Architecture to Enable Government Cloud

There is much more to cloud computing than technology. It covers multiple aspects of doing business, such as billing and chargeback, sourcing model, capital and operating expenditures (CapEx and OpEx), bring-your-own-device (BYOD) policies, service-level agreements (SLAs), change management, planning and providing service desks, and more. These must all be developed and documented in a robust business architecture. To assess the maturity of cloud in an organization, Cisco recommends a model based on flexible criteria that determine the requirements for the technology architecture.

Your organization requires an end-to-end platform to promote the transition toward ITaaS. Cisco’s innovation engine is focused on building this platform, which integrates the data center, intelligent network, and collaboration applications. When these three service pillars are aligned, your organization can deliver IT as a service to end users (including those in other departments) while mastering the complete delivery chain to guarantee high-level SLAs.

Why Cisco?

Cisco has years of experience working closely with government agencies and has built a collection of network, security, and management best practices for deploying successful computing environments based on Cisco® Cloud architecture and validated network designs, which have been successfully deployed and tested in Cisco labs.

Learn More Today

Cisco Cloud can help you keep up with workforce demands while maintaining security, simplifying operations, reducing cost, and increasing agility. For more information, visit [www.cisco.com/go/government](http://www.cisco.com/go/government) and [www.cisco.com/go/cloud](http://www.cisco.com/go/cloud)

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