



Office of the  
**Chief Information Officer**  
Washington State

June 11<sup>th</sup>, 2014

# Cloud Strategy Overview



Michael DeAngelo

# Cloud Strategy





- ❑ Hosted a half day Cloud Symposium March 11<sup>th</sup>
  - Business Track: How using cloud services can transform you business
  - Development track: accelerating develop through the use of application platforms in the cloud (PaaS)
  - Infrastructure track: benefits of cloud based infrastructure
- ❑ Hosted training opportunities
  - Salesforce Developer Day
  - Existing cloud services available
- ❑ Annual IPMA event May 21-22<sup>nd</sup>
  - Why cloud
- ❑ Review cloud strategy documents
  - Michigan, NC, DHS, White House, Australia, Gartner

# Impact of Cloud Approach



Delivering Cloud-Scale services requires  
a radical restructuring of technology, processes and people

	Enterprise IT		Cloud-Scale		Enterprise IT		Cloud-Scale
Seats	10,000	→	1,000,000,000	Hardware	Custom	→	Commodity
Talent	Custodians	→	Designers	Deployment	Manual	→	Automated
Data Quality	Directional	→	Foundational	Availability	Infrastructure	→	Service
Data Access	Pull	→	Push	Operability	MTBF	→	MTTR
Assessment	Physical	→	Statistical	Reliability	Hardware	→	Software
Supply Chain	Process	→	Strategic	Security	Audit	→	Intrinsic
Budget	Fixed Cost	→	Rates	Network Downtime	Impacting	→	Irrelevant
Architecture	Silo'd	→	Integrated	Network Availability	99.999%	→	99.9%
Application Integration	Loose	→	Tight	Design	Primary/Backup	→	Active/Active
Infrastructure	Overhead	→	Enabler	Deployment Time	Weeks	→	Minutes
Reach	Regional	→	Global	System Admin	UI	→	API

Source: Microsoft



- ❑ *“Using cloud computing services, a Federal agency does not need to own data center infrastructure to launch a capability that serves millions of users “*
- ❑ *“Cloud computing can allow IT organizations to simplify, as they no longer have to maintain complex, heterogeneous technology environments. Focus will shift from the technology itself to the core competencies and mission of the agency.”*



*“It’s not a technology strategy.... It’s an organizational change strategy.”*

*- Michael DeAngelo*





# Cloud Strategy Elements



## Business Imperative

- Business value
- Why now?
- How will we measure success?



## Policy

- Cloud First
- Investment decisions



## Operational Plan

- Hybrid cloud
- CTS and DES brokering
- Centralized IM and Security



## Resources and Support

- Contracts
- Procurement processes
- Guidance (security and records)



## Community and Development

- Experts
- Barriers discussion
- Education



## Promote Success

- OCIO promoting
- NASCIO awards

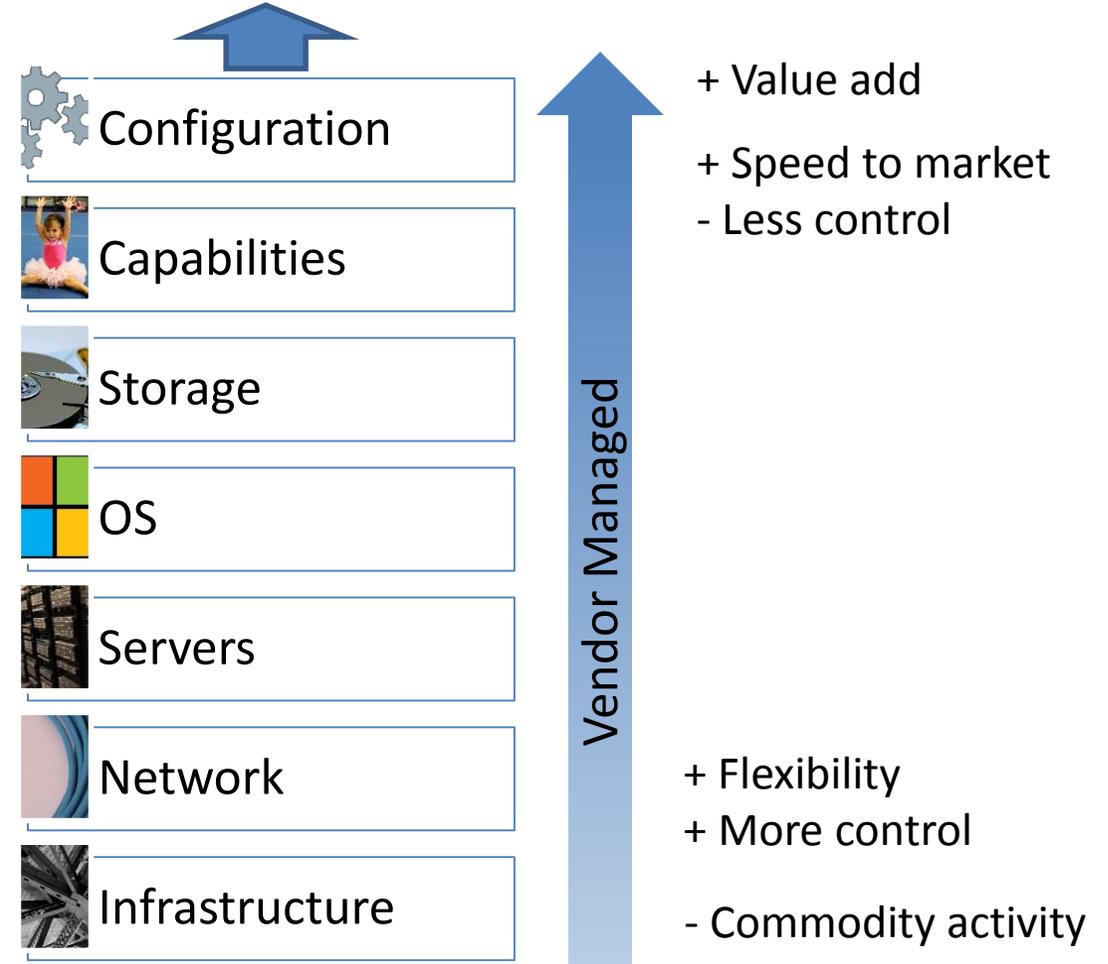


# Cloud Defined



- ❑ Suppliers manage part of the technology
- ❑ Delivered as a service
  
- ❑ Essential characteristics
  1. Provision yourself
  2. Accessible from anywhere
  3. Shared with other customers
  4. Grow and shrink to need
  5. Pay based on usage

## Business Solution





# Cloud Defined



SaaS



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Microsoft



APPTIO

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servicenow



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Microsoft



salesforce

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terremark



Configuration



Capabilities



Storage



OS



Servers



Network



Infrastructure



# Business Imperative



- ❑ Why Cloud?
- ❑ Why Now?
  - The state is unable to keep up with the pace of innovation
  - Expectations of citizens
  - Can't compete as an employer
  - Opportunity cost

*“Our responsibility in government is to achieve the significant cost, agility, and innovation benefits of cloud computing as quickly as possible.”*

*- Vivek Kundra, U.S. Chief Information Officer*



Speed to Market



Organizational Focus



Rapid Elasticity



Security Support



Disaster Recovery



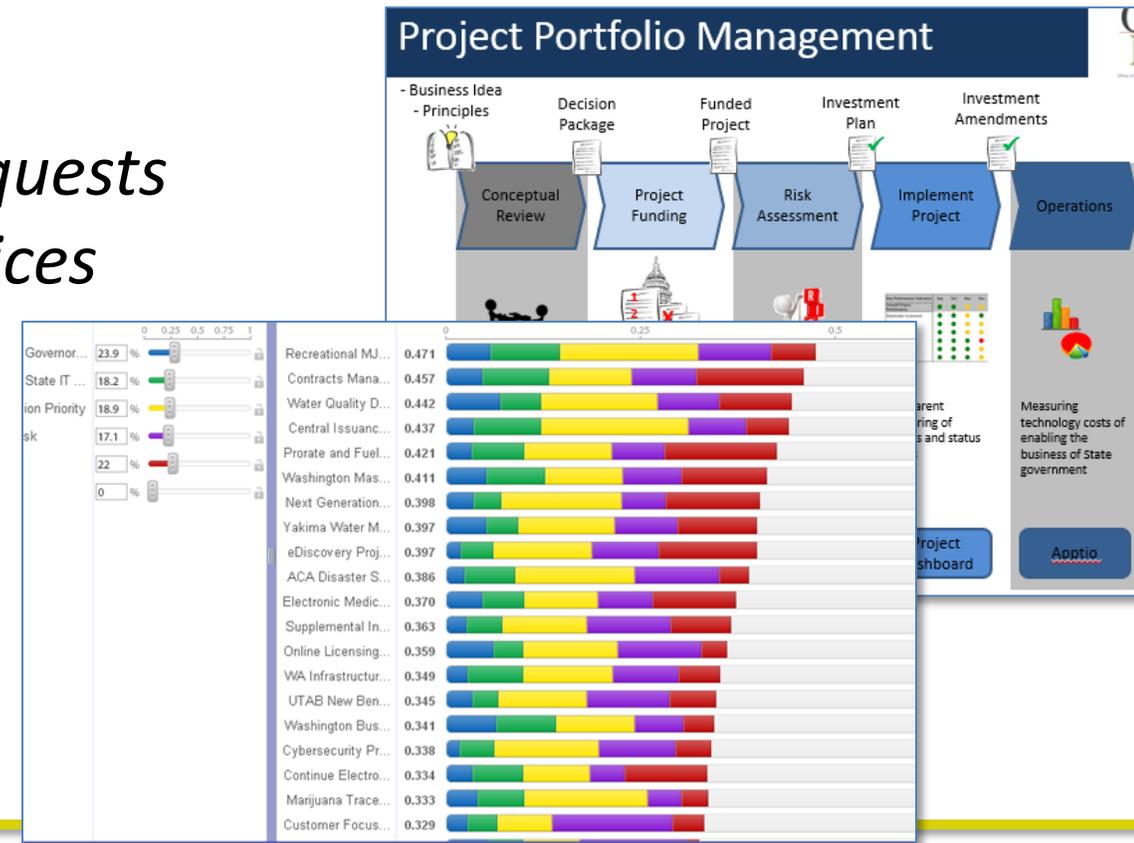
Lower Unit cost



# WA “Cloud First” Policy defined



- ❑ *“When building business solutions, agencies must look to cloud based services first to maximize the value of the technology approach for the money and with the appropriate level of security controls.”*
- ❑ *“Major investments and Legislative requests will have a bias to adopting cloud services as a means to deliver value to citizens sooner and increase agility of State government.”*

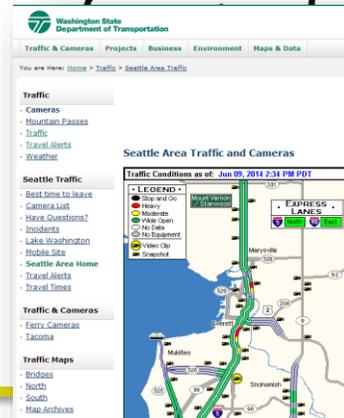
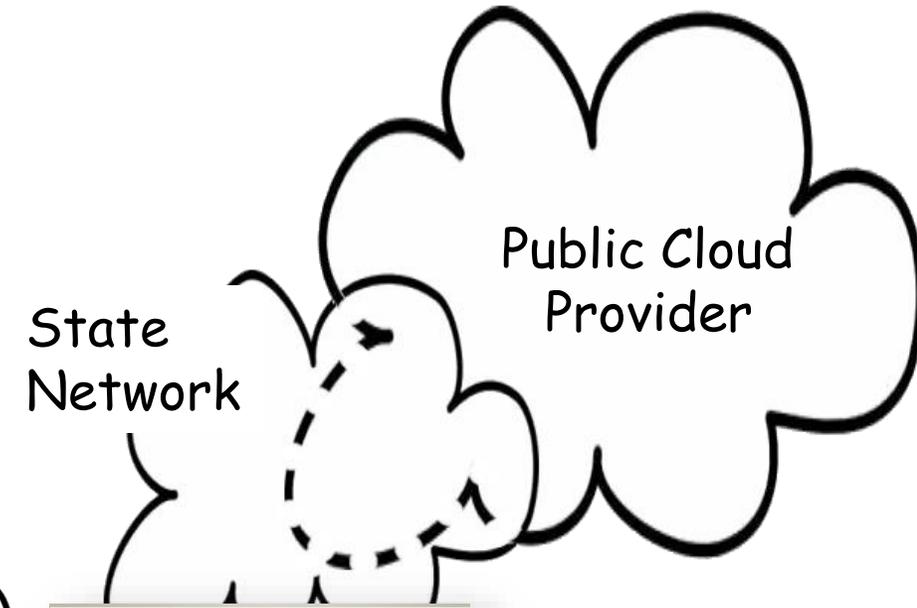




# Operational Plan



- ❑ Hybrid cloud
- ❑ CTS IaaS public cloud brokering for agencies
  - Extend State Governmental Network
  - Broker public cloud services from 2-3 partners
  - Experts at architecting in the cloud
- ❑ DES SaaS public cloud brokering for agencies
  - SaaS based approach to enterprise services
  - “Manage” common use SaaS solutions
- ❑ Identity Management approach
- ❑ Security approach





# Resources and Support



- ❑ Business architecture
  - Cloud based contracts
  - Standard T&Cs
  - FAQ and guideline materials
  - Procurement process
  - Records management



## Records management and the cloud

Cloud computing poses both benefits and risks for Australian Government agencies. Gains in cost and efficiency need to be weighed up against the risks associated with privacy, security and records management.

For records management, it is essential for agencies to consider:

- where records will be stored – there may be risks to Australian Government records when they are stored outside Australia
- the value and nature of the records – the higher the value of the records the more control there needs to be over their integrity, authenticity and reliability
- the risks that may arise – different models of cloud service provision will present different risks to records management
- whether risks can be satisfactorily mitigated – this may depend on the ability to negotiate contracts that meet legislative obligations.

Agencies are ultimately responsible and accountable for managing their records wherever they are held. Records management requires:

- retain their integrity, authenticity and reliability
- be accessible and retrievable
- be able to be securely destroyed when authorised, or transferred to the National Archives of Australia

## Legislative context

The custody of Australian Government records is governed by section 24 of the [Archives Act 1983](#). It prohibits the transfer of custody or ownership of a Commonwealth record unless under the express permission of the Archives or in accordance with a normal administrative practice of which the Archives is a party.



# Community and Development



- ❑ Yammer communities
- ❑ IPMA professional development
- ❑ DES Training Center

Washington State Department of Enterprise Services

SERVICES ABOUT CONTACT

hr & payroll > training

Training

Details about our training programs, course descriptions, and more can be found on the [state HR website \(hr.wa.gov\)](http://hr.wa.gov) using the links below:

Instructor-Led Training

- About the Learning Management System(LMS)
- LMS Login Screen and Instructions for New Users
- Browse by Course Title (alphabetical list)
- Browse by Category (sorted by subject)
- 4 Month Course Schedule (PDF file)
- How to Register
- Reasonable Accommodations
- Training Locations and Maps
- Attendance Policy

Online and Remote Training

- No e-learning courses are currently available

Enterprise Services is actively seeking a new vendor for e-learning courses.

Information for Training Managers

Related Topics

- Safe driving and other Risk Management training videos

ipma Information Processing Management Association

Leadership · Education · Networking

Professional Development SEMINAR

Tuesday, June 17, 2014

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Michael DeAngelo

Update Poll Praise Event

What are you working on?

Groups

All Network 20+

Browse Groups Create Group

Networks 3

Michael DeAngelo To All Network

Here is an article forwarding around about "why governments are developing software." Basically it speaks to government's more waterfall approach to things but it also touches on agile and regulations in government. It makes me wonder why we have at the OCIO which may be a barrier to a more agile approach. I'd love to get specific examples of our policies NOT so we can change them.

<http://www.innovationamerica.us/index.php/innovationamerica>

Why Exactly Does The Government Buy Software Badly At Software? Co.Labs community ...

www.innovationamerica.us

Everyone agrees that the governments are becoming more agile platforms for the services they provide to their citizens--so why is that so hard? Here's



# Promote Success



- ❑ OCIO website promotions of successes for agencies
- ❑ National awards for agencies

SOLUTIONS FOR STATE AND LOCAL GOVERNMENT

## GOVERNMENT TECHNOLOGY

MAGAZINE / SUBSCRIBE / NEWSLETTER / NEWS / EVENTS / REPORTS / FOR DIGITAL GOVERNMENT / ABOUT / MORE

CENTER FOR DIGITAL GOVERNMENT

ABOUT

**DGAA**  
Digital Government Achievement Award

The Digital Government Achievement Awards (DGAA) agency and department Web sites and projects at the application and infrastructure level. ALL United States and international GOVERNMENT AGENCIES - all levels and all countries - may enter their actively functioning, fully operational applications and projects. The contest is held concurrently with the

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### Travel and Expense Management System training now online

Home » Travel and Expense Management System training now online

Travel and Expense Management System (TEMS) training used to last 3.5 hours and was held only in person, and only in Olympia.

Thanks to the eLearning team at Enterprise Services, users can now access TEMS training online, for free. The training runs just 35 minutes and is broken into multiple chapters, allowing users to learn as much, or as little, as they need to about the system.

Learning Management System (LMS) users should log into LMS to access the training. If your organization does not use LMS, you can [access a separate version of the training](#) that provides a certificate of completion.

**Contact name:** [Rhonda Polidori](#), eLearning Program Manager, (360) 407-8734

**Website:** <http://www.des.wa.gov/services/IT/SystemSupport/Training/Pages/Enterprise-Systems-Courses.aspx>

Q&A 10 ans

**NASCIO**  
Representing Chief Information Officers of the States

## 2013 State IT Recognition Awards

25 YEARS



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# Next Steps



- ❑ Construct strategy document
- ❑ Review with key stakeholders
- ❑ Agency review
- ❑ TSB approval
- ❑ Publish

