



Managed Services Computing

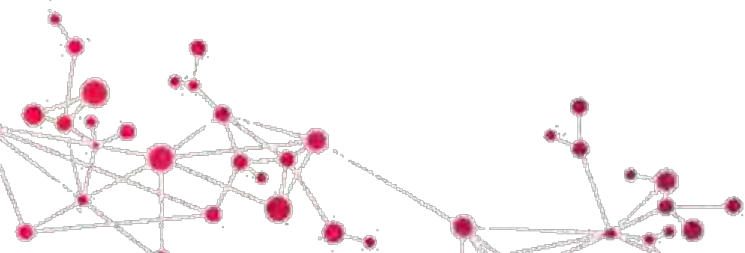
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Tim Blevins, CGI

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Managed services defined

Transferring responsibility for some aspect of operations (IT or Business) to a private third party who will deliver that as a service

Application Management Outsourcing (AMO)

- Provider hosted and maintained business processes and services
- Customer manages service provider performance and outcomes

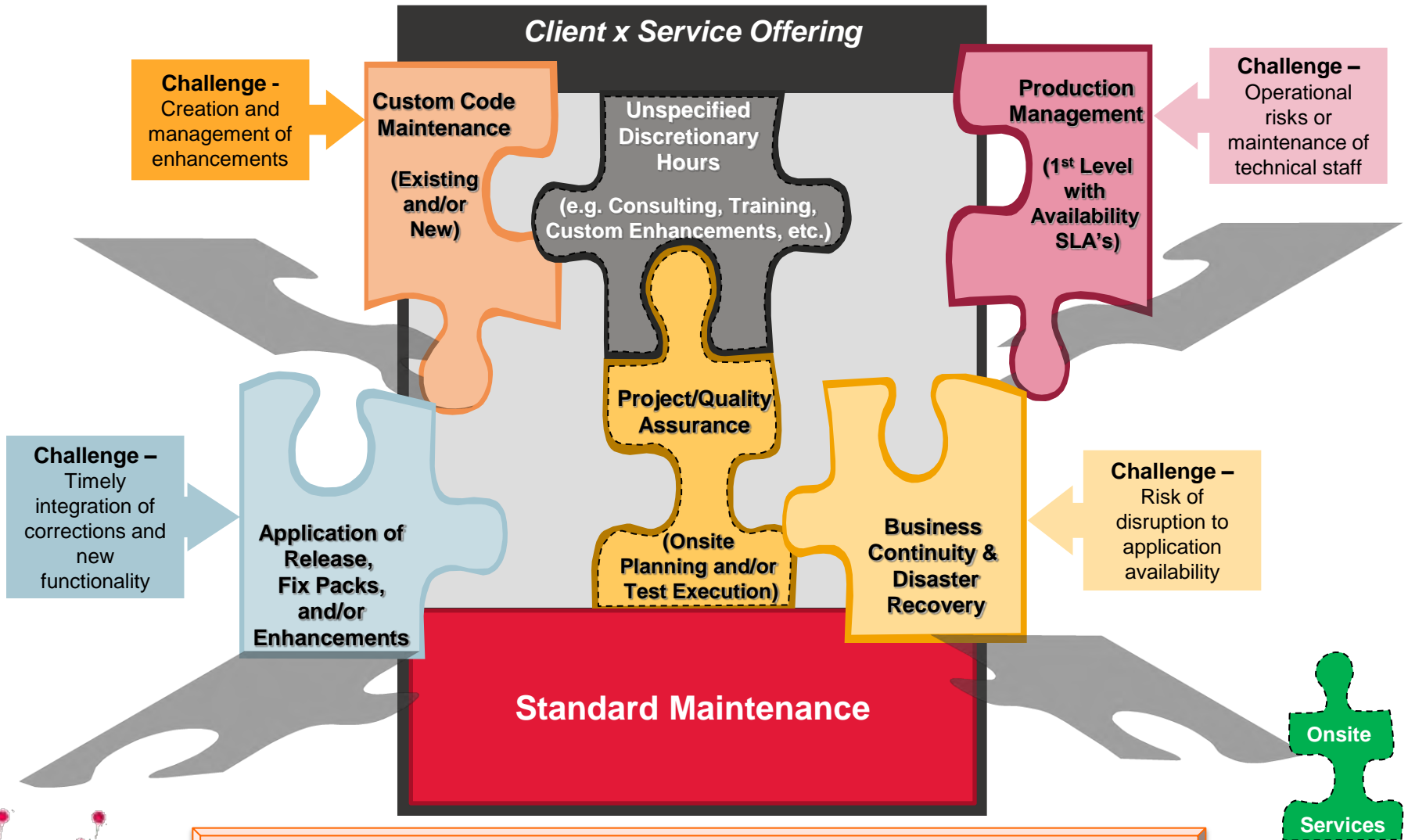
Business Process Outsourcing (BPO)

- Buying a business outcome
- Service Level Agreement driven by business outcomes

Multi-Year Engagements with upfront costs spread over a multi-year contract reduces cost and establishes cost certainty



AMO allows you to purchase only the services you need



Based on your challenges and the operating model, a qualified provider assembles services to right-size the solution to your needs.

Managed Services provide high value outcomes at a lower cost

Cost Predictability and Visibility

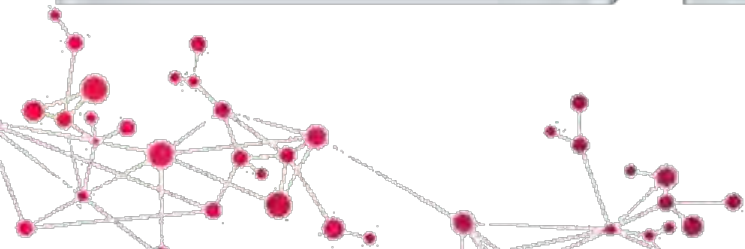
- Lower cost
- Committed **service levels** that are aligned to IT/business needs
- **Predictable, fixed level of spend**
- Increased visibility through service reporting supports ongoing assessment
- Payment options can **defer initial investment** cost and align spending with benefits

Application Stability and Reliability

- **Expedite defect resolution** and reduce backlogs
- Improve availability
- Best use of aggregate industry talent
- **Eliminates reliance on few personnel** and challenges of staff redundancy
- Flexible and adaptable to changing client needs

Management and Governance

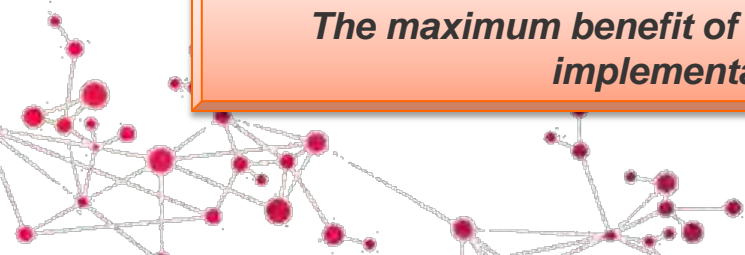
- Internal staff available for redeployment on value-creating projects
- Risk mitigation through **singular, consolidated accountability**
- Responsive access to product thought leadership
- Alignment of IT and business priorities
- Allows client senior management to **stay strategically focused**



What are the benefits of undertaking a managed services implementation?

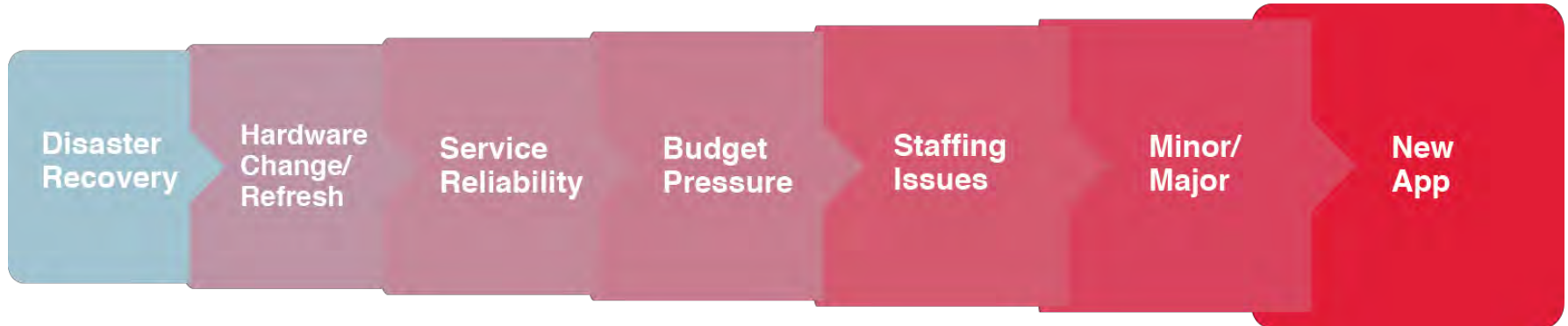
Benefits	Explanation
Defers Spend	One time costs for hardware, software, and services can be amortized over the contract term, reducing overlapping spend
Reduces Schedule Risk	The only IT dependency still remaining is the initial technical knowledge transfer at the outset of the engagement
Mitigates Staffing Constraints	Current client staff remain focused on maintaining the existing system while the implementation is underway
Leverages Quality Assurance	The testing and implementation for the service offering transition is undertaken only once
Secures Future Upgrade Funding	The effort to secure funding for future infrastructure refreshes is already budgeted, so there is no risk of not obtaining future upgrade funding

The maximum benefit of this offering is obtained by transitioning during an implementation or upgrade of a service offering



When is it best to consider managed services?

Drivers for considering Managed Services are not all equal...



- Factors above provide a stronger case as they are key decision triggers.
- These factors are not mutually exclusive; most government agencies presently have multiple reasons to consider managed services.
- An organization's financial expectations generally take one of two paths compared to in house support.

“More for about the Same”

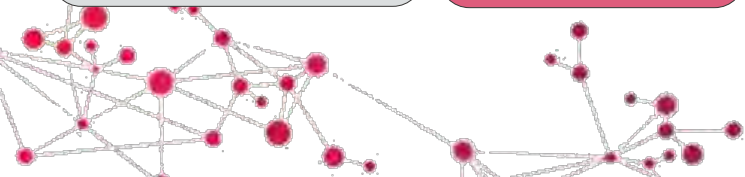
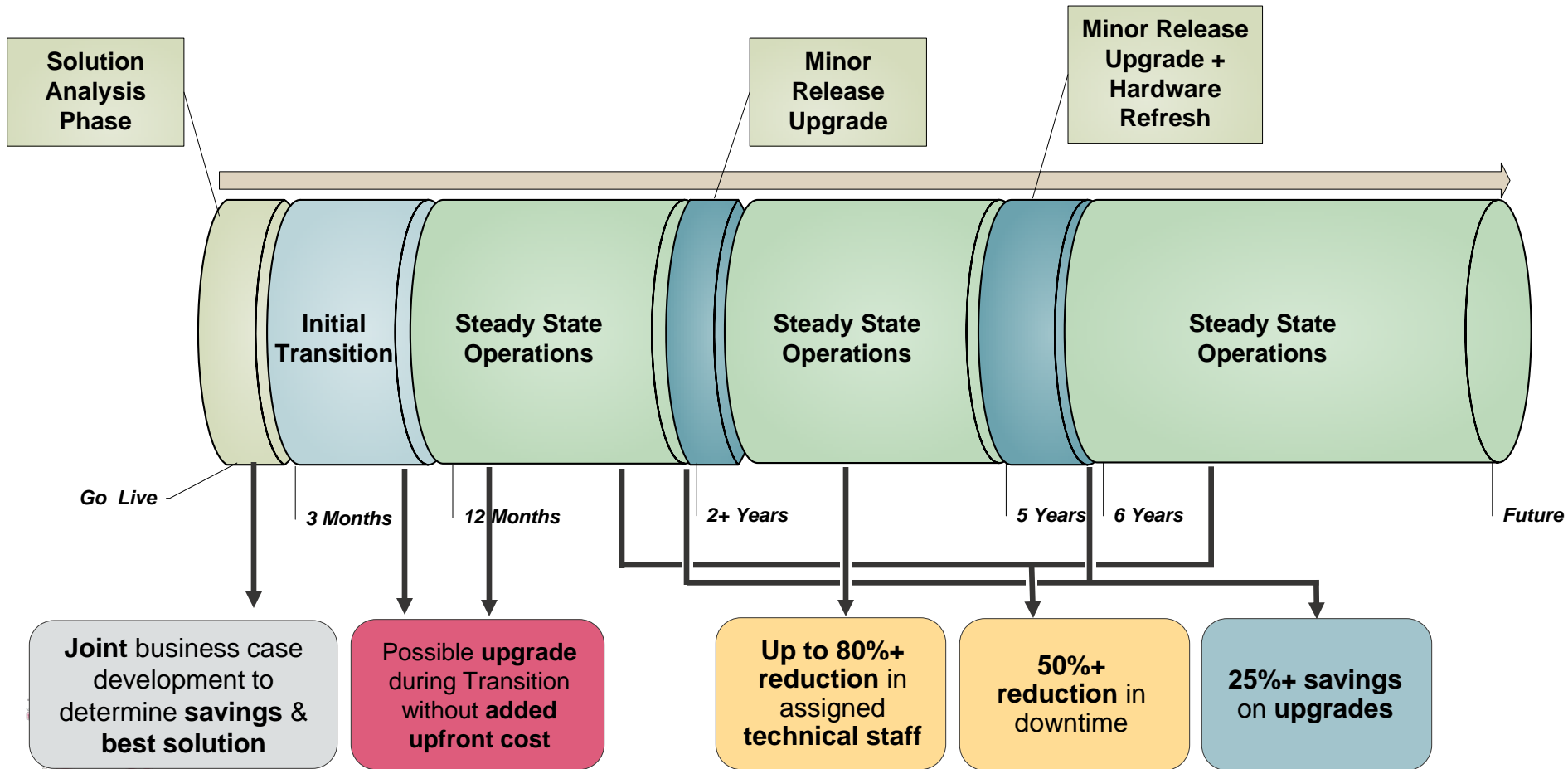
Reliability, Staff, SLAs, & Upgrades are the principle benefits being sought within a projected level of spend

“Reduced TCO”

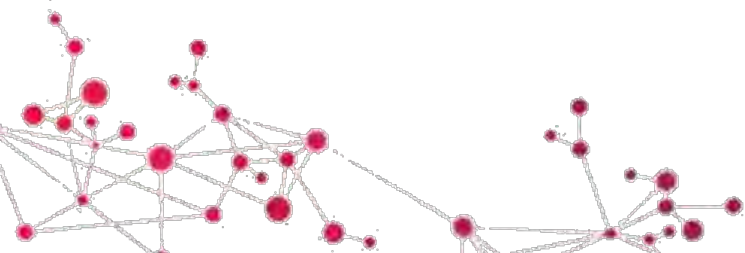
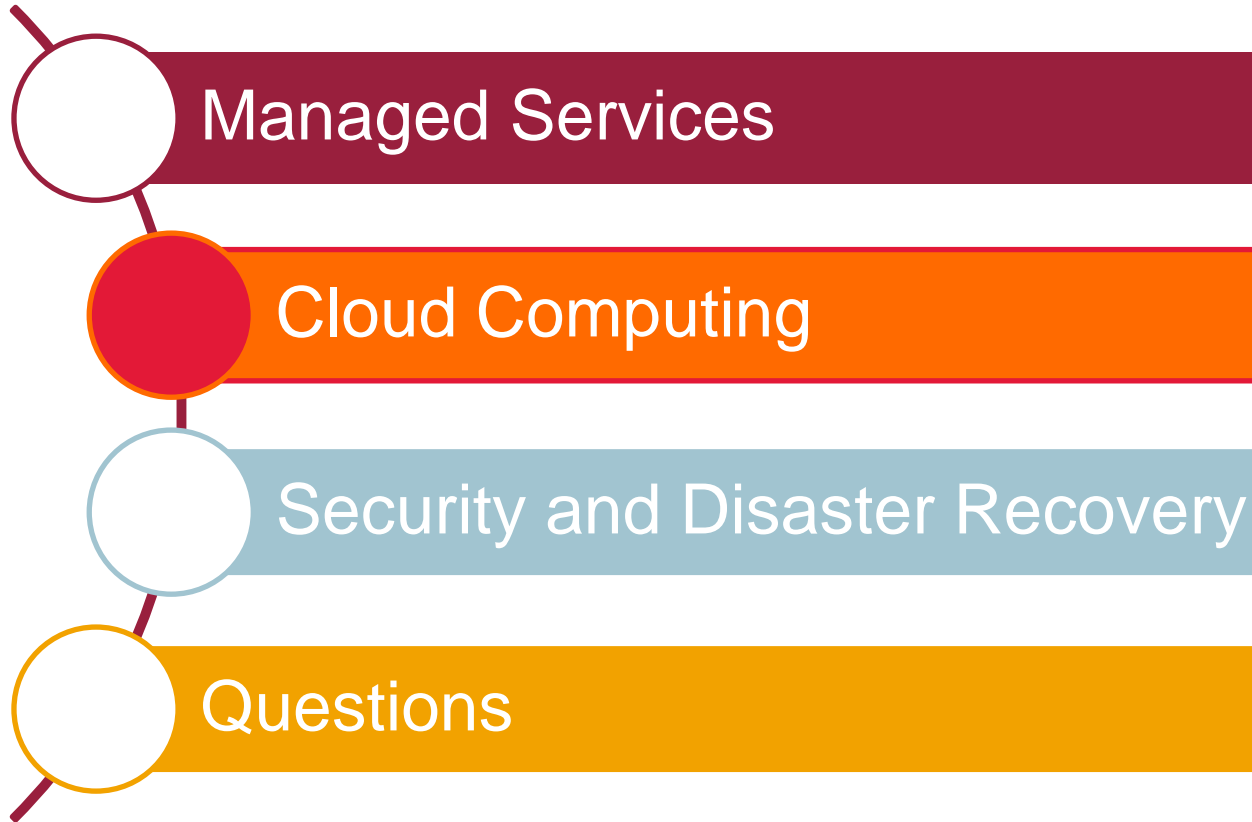
Savings are a requirement and the 1st hurdle, but other benefits are also a consideration

Why does AMO examine the full solution lifecycle?

AMO Service Lifecycle



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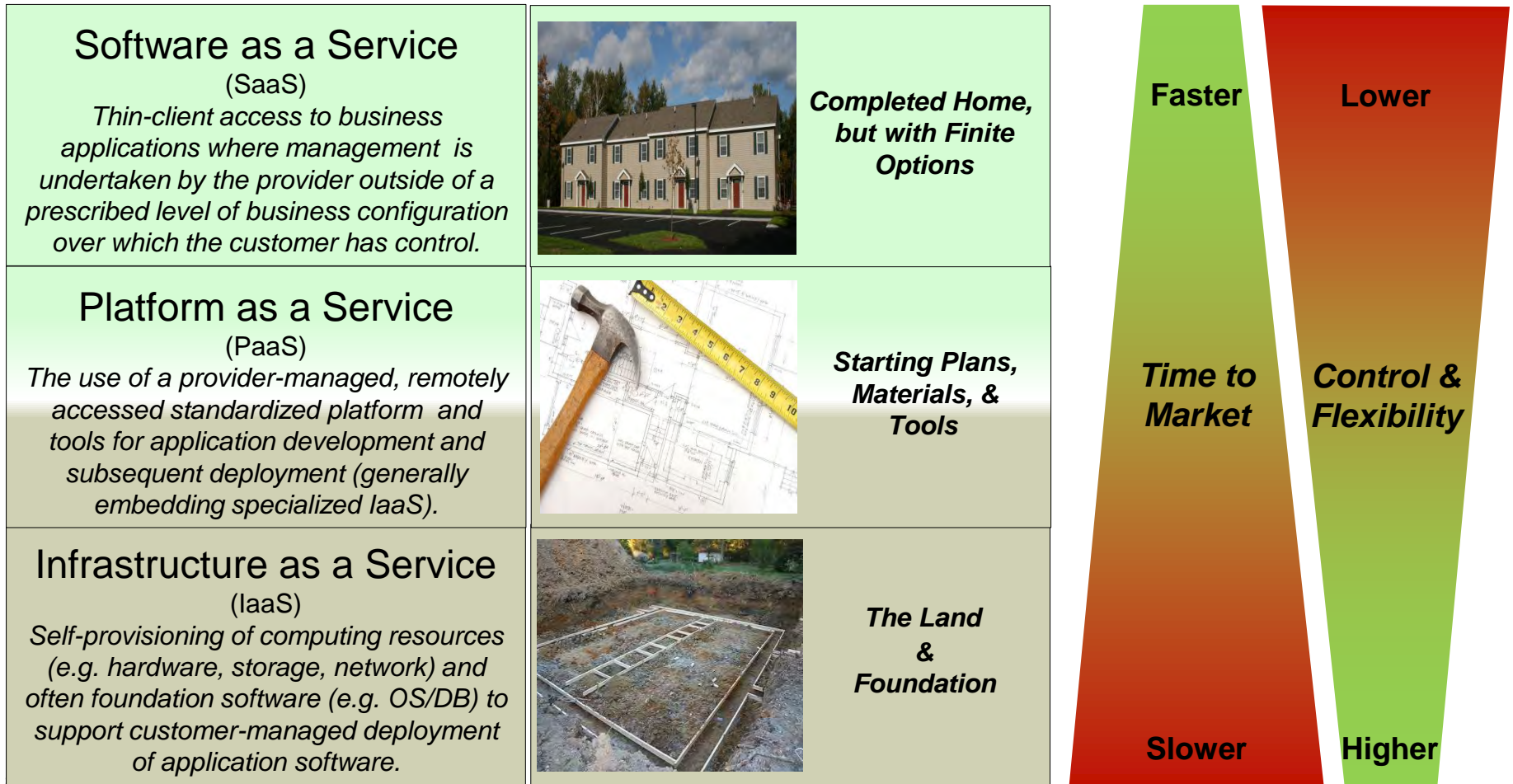


What is cloud computing?

Convenient, on-demand network access to a **shared pool** of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be **rapidly provisioned** and released with minimal management effort or service provider interaction.

Deployment Models		Service Delivery Models	
Private	The cloud infrastructure is operated solely for an organization. It may be managed by the organization or a third party and may exist on premise or off premise.	IaaS Infrastructure as a Service	Raw compute power and storage
Public	The cloud infrastructure is made available to the general public or a large industry group and is owned by an organization selling cloud services.	PaaS Platform as a Service	O.S. and development tools
Community	The cloud infrastructure is shared by several organizations and supports a specific community that has shared concerns. It may be managed by the organizations or a third party and may exist on premise or off premise.	SaaS Software as a Service	Remotely accessible applications
Hybrid	The cloud infrastructure is a composition of two or more clouds (private, community, or public) that remain unique entities but are bound together by standardized or proprietary technology that enables data and application portability.		

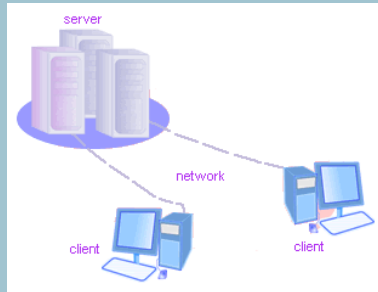
What are the primary 'flavors' of Cloud Computing?



Each Cloud derivative provides a different starting point in the development and deployment of one or more business applications.

How did all our heads end up in the Cloud?

Service Models & Expectations



Application Service Provider (ASP) Model

Widespread Internet Connectivity



Browser Access

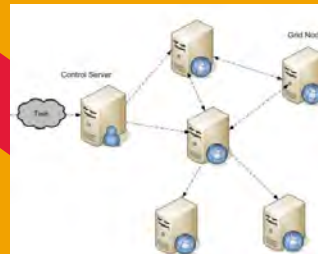
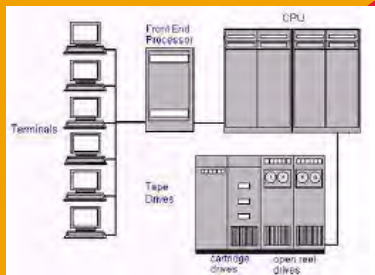


Self Service



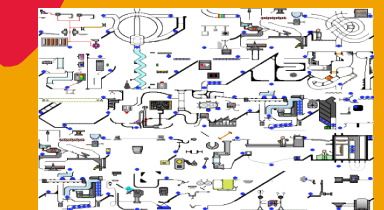
Technology Trends

Mainframe LPARs (logical partitions)



GRID Computing

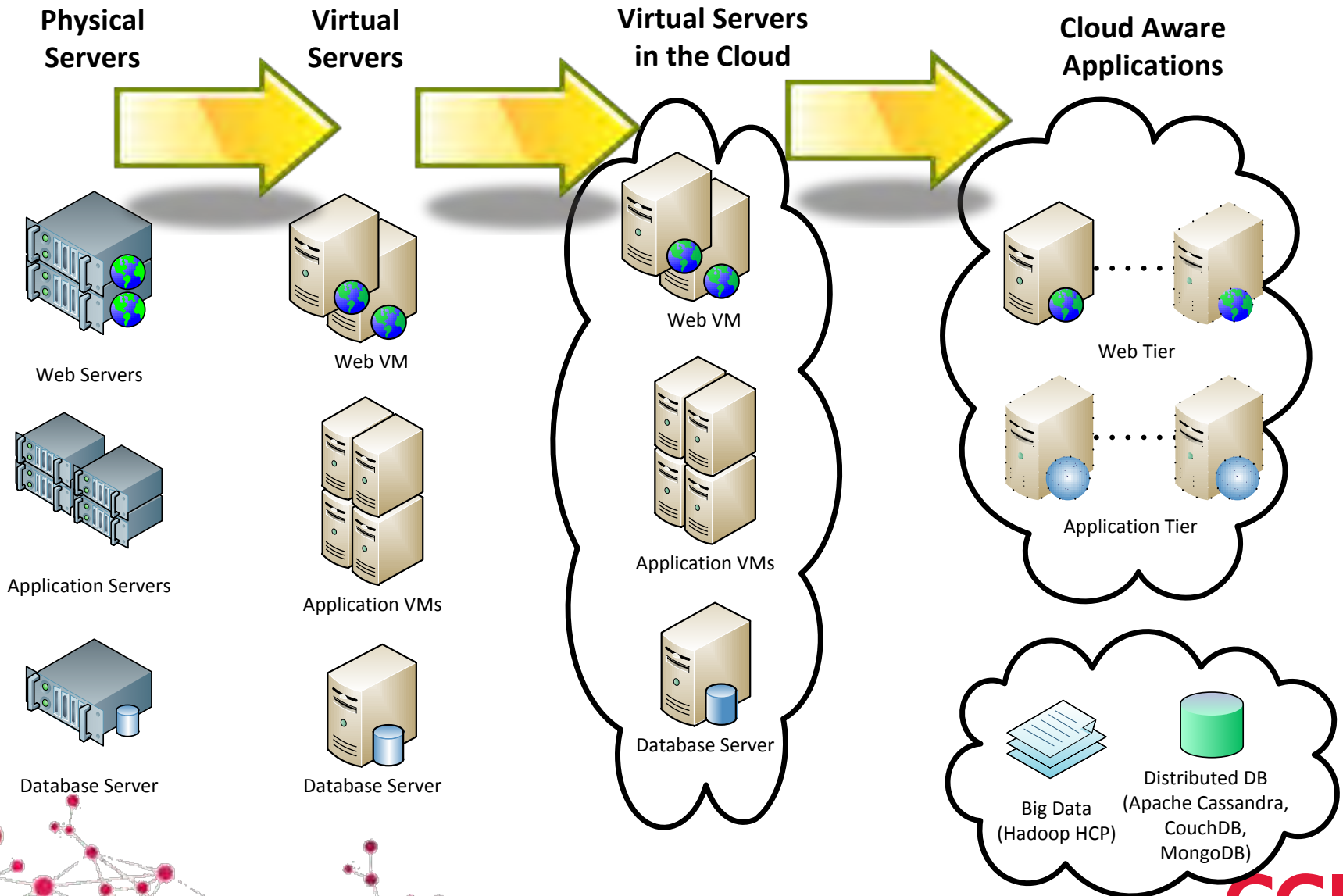
Virtualization



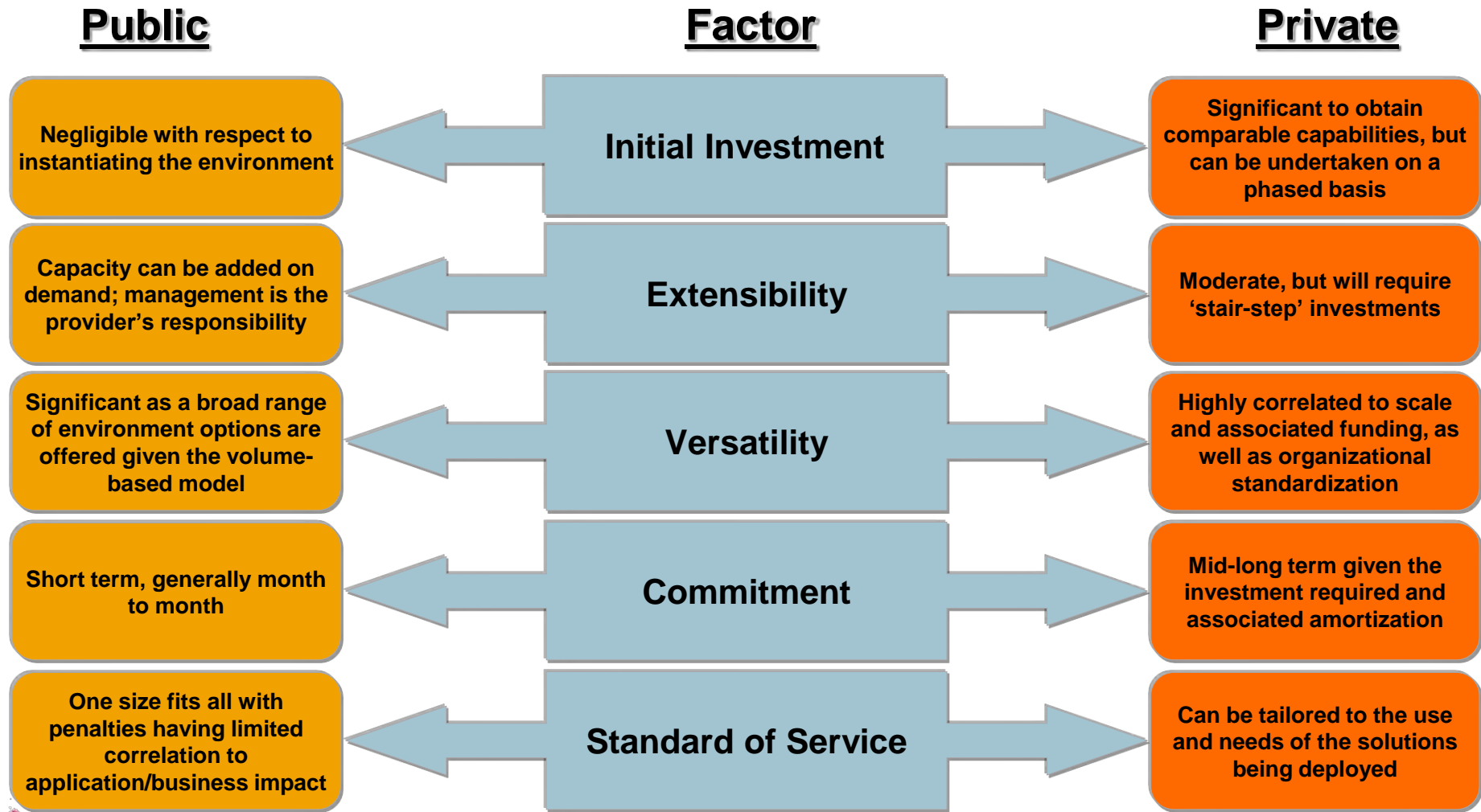
Architectural Complexity

Application deployment and access models in conjunction with technology evolution drove the manifestation of the Cloud.

Application Architecture Progression to Cloud

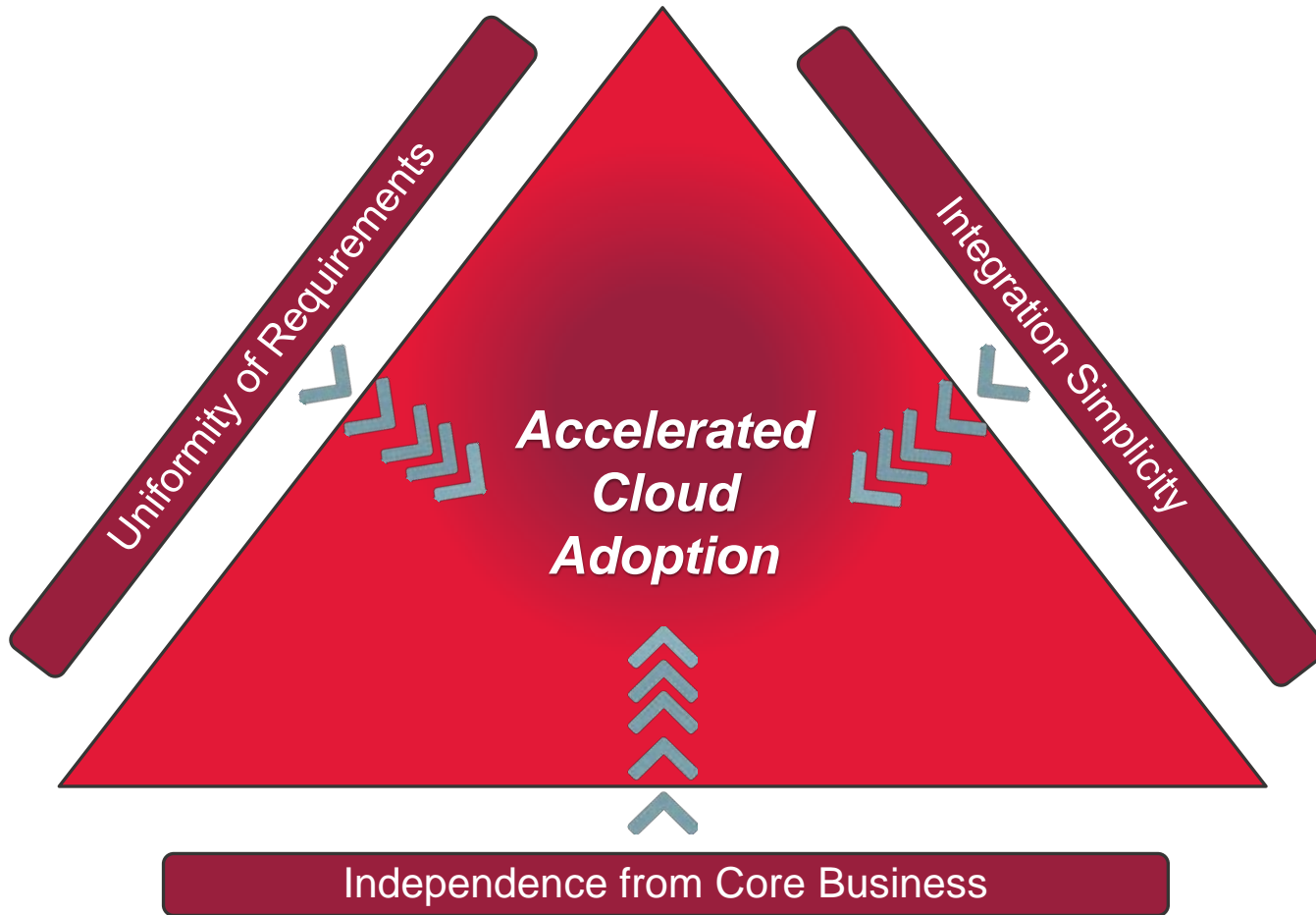


How should you compare public vs. private Clouds?



Public and private Clouds each have their role and are not mutually exclusive in providing IaaS to government.

How are software attributes affecting SaaS adoption?

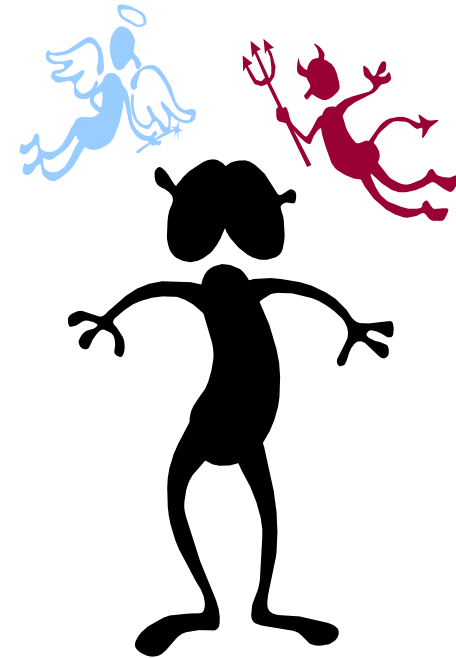
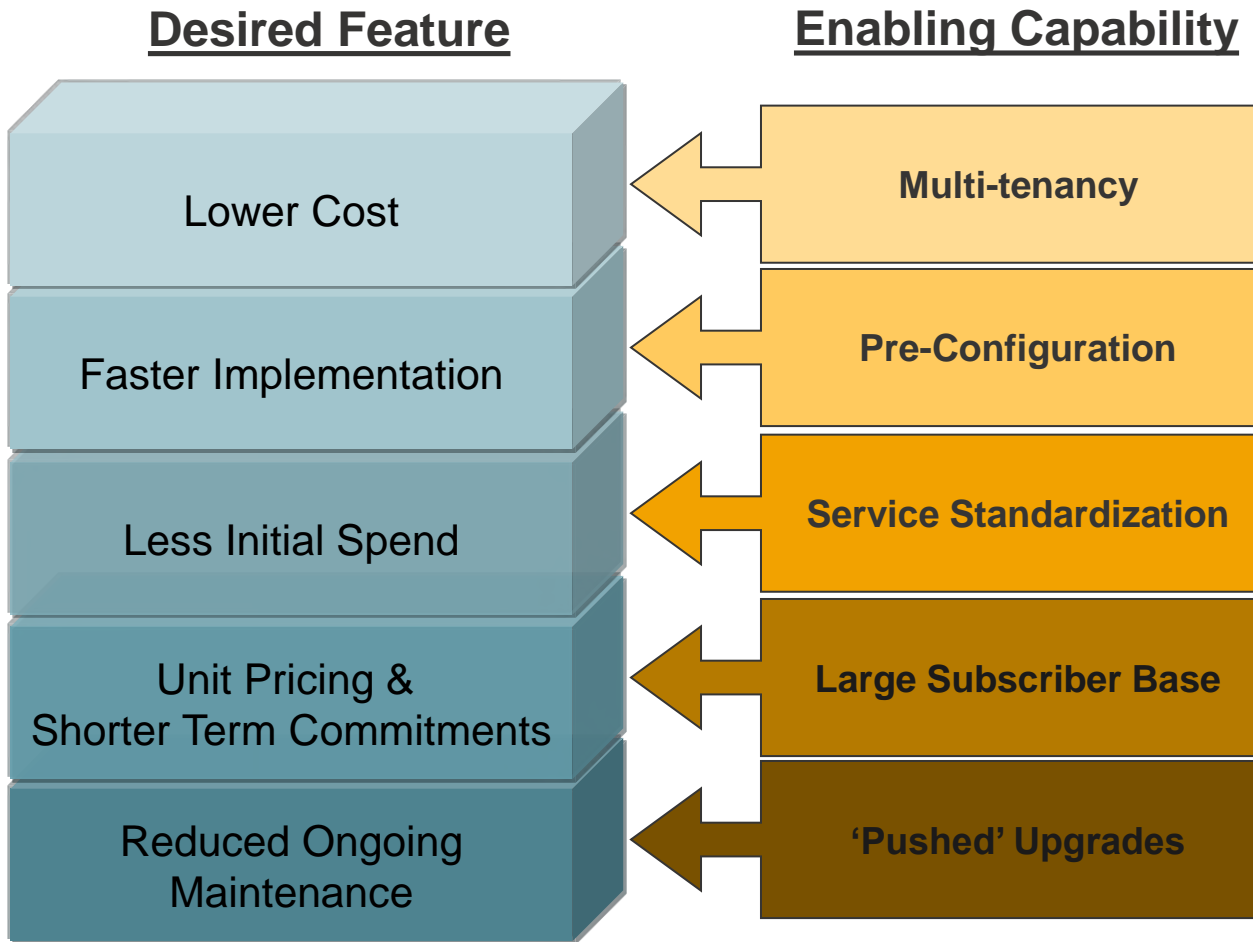


Consider growing government adoption of eMail as a Service...

- All organizations have the same function/feature requirements
- There are a finite number of integration points, minimizing upgrade risk/impact
- eMail is not a core business of government; on a temporary basis, alternative channels of communication exist

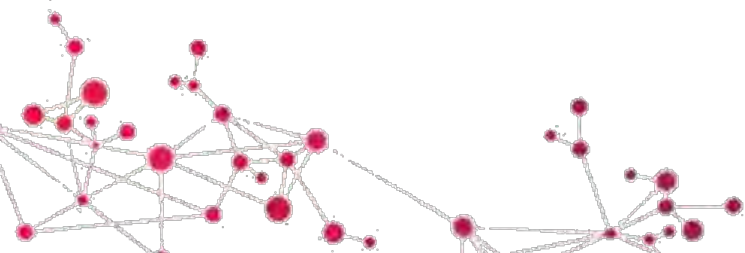
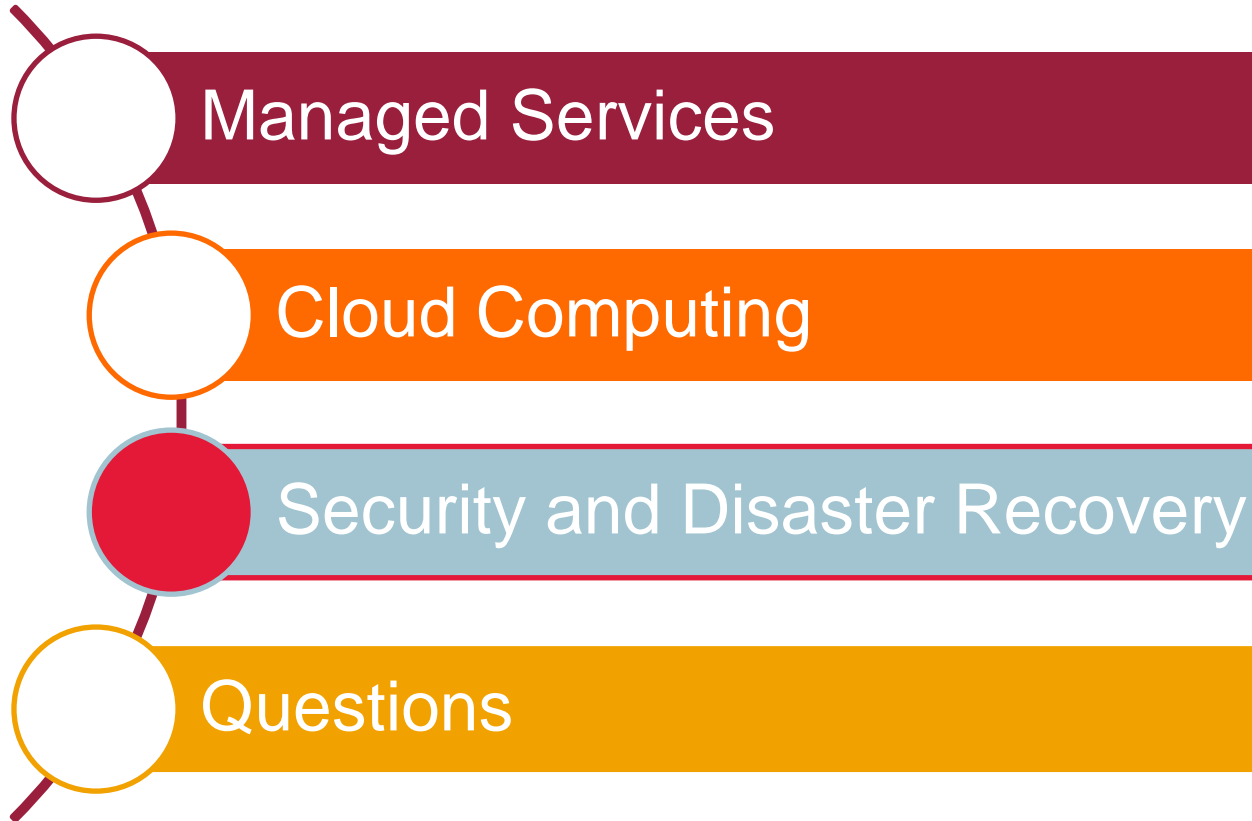
Key application characteristics are driving the pace of Cloud interest and particularly acceptance of SaaS.

What can you expect from SaaS?



SaaS is quite viable for some applications but focus should be on the desired outcome and features vs. the provider's capabilities.

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Data and Security Considerations

While apprehension has declined, security and data management are still key concerns with Cloud-based/SaaS ...



Do you know where your data is?

- What are the implications of a Public vs. Community/Private cloud?
- Are there regular audit requirements?
- Did you consider disaster recovery?



Can you prescribe how your data is handled?

- What is physical, logical, and multitenant data management?
- How is archive/retrieval/purge and encryption managed?
- Are there implications on nightly cycle/interface processing?

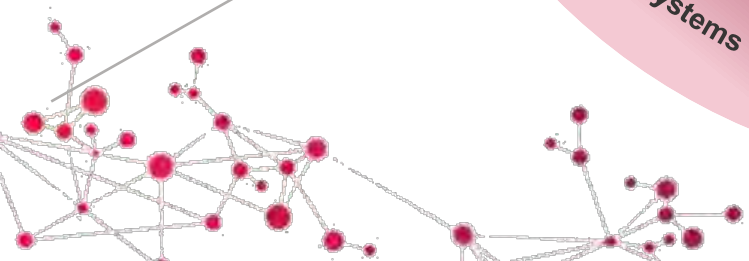
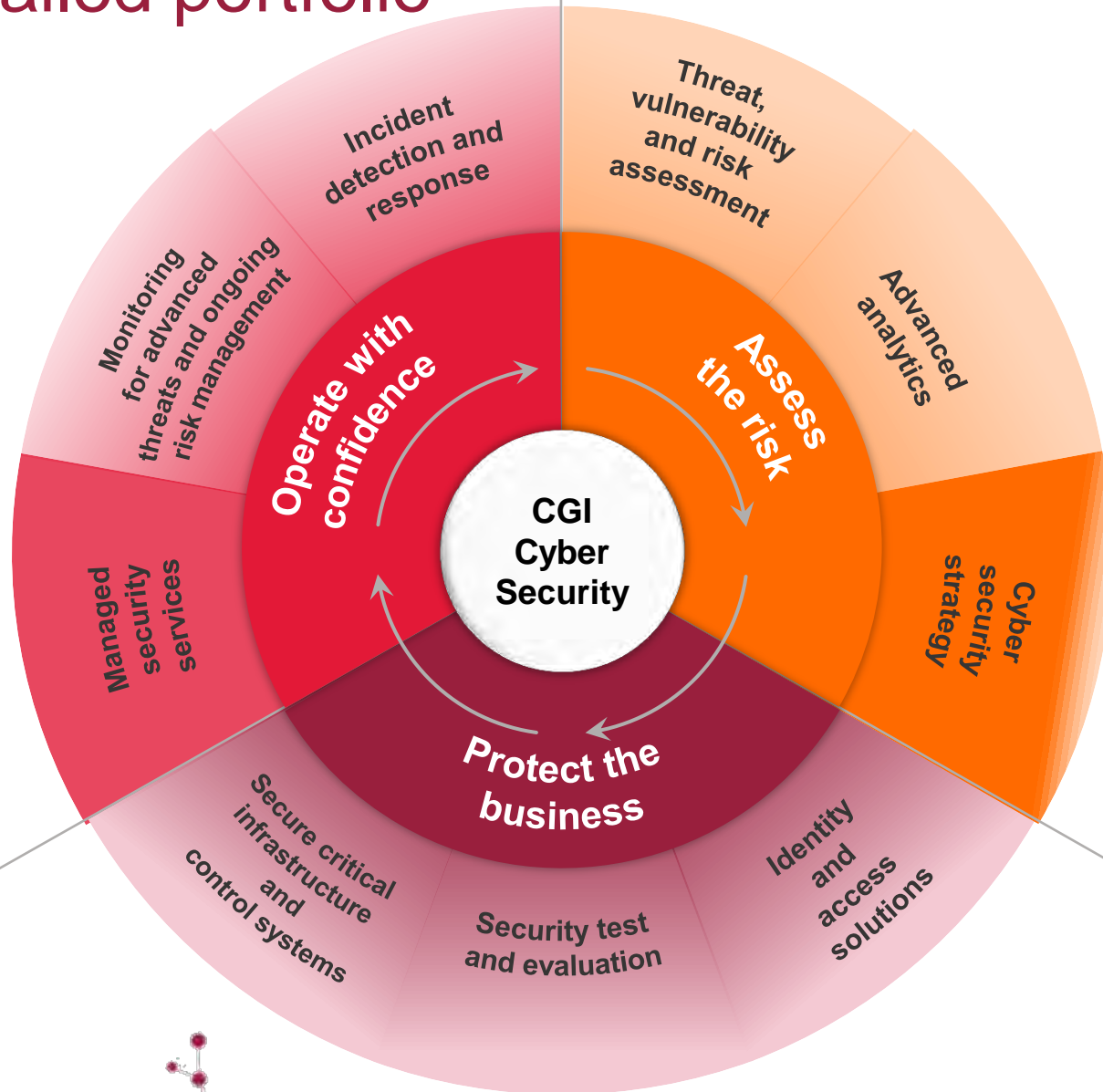


Can other tenants impact performance?

- How is tenant usage insulated when the application is multitenant?
- What is the reliance on application code and/or excess capacity?
- Is the provider responsible for the actions of other tenants?

Data location and separation, as well as the model for tenant isolation, all need to be considered against organizational standards

Our detailed portfolio



Disaster recovery solutions

We work with each hosted client to determine the best Disaster Recovery solution by jointly optimizing across multiple dimensions



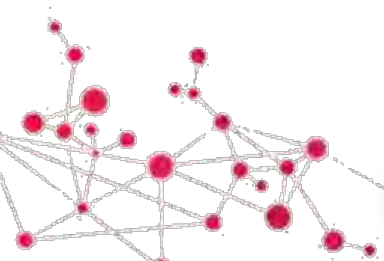
Cost

Application RTO/RPO

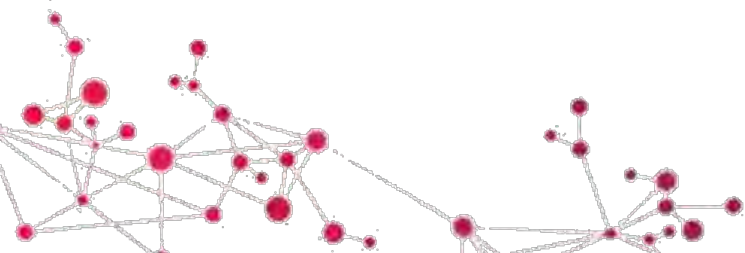
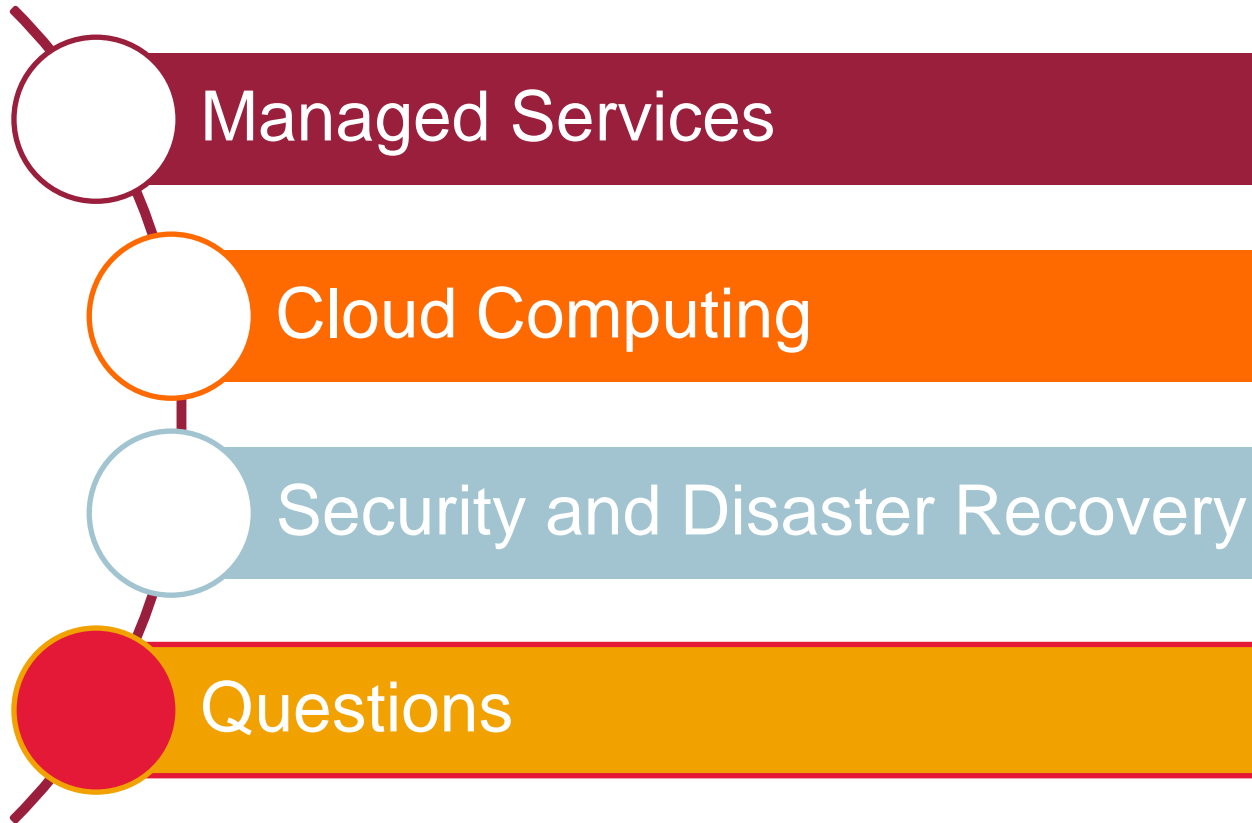
Climate/Homeland Security Risk

Resiliency of Primary Site

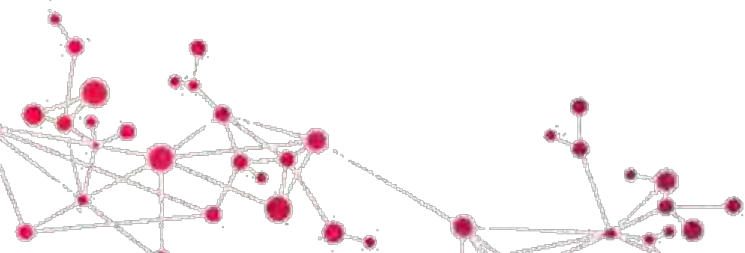
Geographic Separation



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Questions



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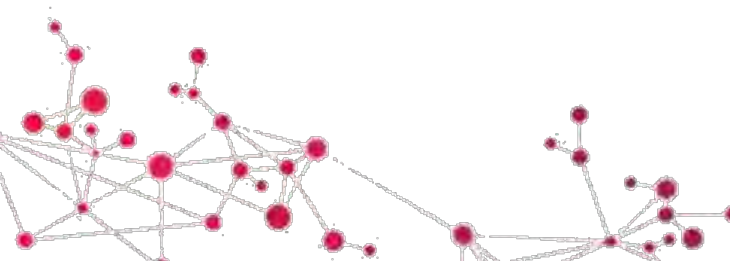
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- National Association of Chief Information Officers Security and Privacy Committee 2013-2014
- IRS Electronic Tax Administration Advisory Committee (ETAAC) 2012-2014
- CIO Kansas DOR 11 Years
- FTA/IRS State Co-Chair TAG 2005-2007
- FTA/IRS State Co-Chair TAG Security Committee 2006-2008
- MTC Technology Committee Chair 2000-2008
- FTA National Service and Leadership Award in State Tax Administration 2008
- Kansas IT Security Council Co-Chair 2000-2008
- Experience with Local, State, Federal, and International tax agencies
- 32 Years in Information Technology Development, Management, and Leadership in State Government



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