



# Cloud Computing Are the Benefits Real?

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# Agenda

Welcome

The New World of Work

The Cloud Business Model

A Cloud You Can Trust

Cloud Capabilities

Conclusion



New generations.  
New expectations.

**+50%**  
of workforce will be  
millennials by 2020\*

\*WSJ, May 2017



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# Flexibility to work from anywhere

## +42%

of the global workforce  
will be mobile by 2022\*

\*Strategy Analytics, Oct 2016



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From routine tasks  
to creative  
thinking

72%

of workers believe creativity  
fuels success\*

\*Whitepaper: The Future of Work is Creative Work, 2017



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# Cyberthreats are at an all-time high

# 74%


of businesses expect to  
be hacked in the next year

\*2016 State of Cybersecurity Study, ISACA and RSA Conference



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- The background of the slide features a light pink and white color scheme. On the left, there is a large, stylized gear. To its right, a network of thin, light pink lines connects various circular nodes, resembling a circuit or data flow diagram. On the far right, a large, detailed circular component, possibly a turbine or a complex gear, is visible. The overall aesthetic is technical and modern.
- The Utility Model
  - How Utilities Add Value
  - Similarities with “Cloud”
  - Trust and Reliability



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- The background features a light pink and white color scheme. On the left, there is a large, stylized gear. On the right, there is a complex circuit board pattern with various lines, dots, and circular components. A large, faint circular graphic is also visible on the right side.
- Productivity tools
  - Security and Identity
  - Datacenter
  - Business Application





- Types of Cloud
  - PAAS (Platform As A Service)
  - IAAS (Infrastructure As A Service)
  - SAAS (Software As A Service)
- Cloud Scope
  - Public
  - Private
  - Hybrid



# Challenges for US Government organizations

Protecting individuals and data is of critical importance

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Leaders require greater insight, accountability, and compliance

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Leaders and employees want better coordination and connection between agencies and departments

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IT needs to modernize legacy IT systems  
(US: Modernizing Government Technology Act of 2017)

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Section 508 Compliance

## Public outcomes

**More secure** citizen and government data

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**Better insights** drive new citizen services and economic growth

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**Reduced costs** and greater efficiency

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**Fully engaged** constituents and employees with accessible content

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- Security
  - Flexibility
  - Enables Workers
  - Provides Citizen Services
  - Continuity of Operations
  - Mobility
  - Cost Savings
  - Reliability





# Government Clients that Trust Cloud



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San Diego International Airport  
MASTERING THE ART OF AIRPORTS

SOUNDTRANSIT  
RIDE THE WAVE



# Office 365 ProPlus

Familiar and full Office user experience  
Fast deployment and broad management controls  
Roaming settings  
Office on Multiple Devices

# Skype for Business

Online meeting with desktop sharing  
IM & Presence across firewalls  
GAL search with contact card  
Skype for Business Federation

## Office 365

Access documents offline  
Real-time co-authoring  
1 TB Personal Storage  
Share documents securely

# Microsoft® SharePoint® Online

Free/busy coexistence  
Integrated personal archiving  
Retention policies and legal hold  
50Gb mailbox with voicemail & unified messaging

# Microsoft® Exchange Online



# Trust – Built-in capabilities and Customer Controls

## Security



### **Best-in-class security with over a decade of experience building Enterprise software & online services**

- Physical and data security with access control, encryption and strong authentication
- Security best practices like penetration testing, defense-in-depth approach to protect against cyber-threats
- Unique customer controls with Rights Management Services to empower customers to protect information

## Compliance



### **Commitment to industry standards and organizational compliance**

- Enable customers to meet global compliance standards in ISO 27001, IRS 1075, HIPAA, FEDRAMP
- Contractually commit to privacy, security and handling of customer data through Data Processing Agreements
- Admin Controls like Data Loss Prevention, Legal Hold, E-Discovery to enable organizational compliance

## Privacy



### **Privacy by design with a commitment to use customers' information only to deliver services**

- No mining of data for advertising
- Transparency with the location of customer data, who has access and under what circumstances, ISO/IEC 27018
- Privacy controls to regulate sharing of content and communications with external parties





# Security and Identity



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# Mobile First | Cloud First



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**61%** of workers mix personal and work tasks in their devices\*



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**>80%** of employees admit to using non-approved software-as-a-service (SaaS) applications in their jobs\*\*



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**>75%** percent of network intrusions exploited weak or stolen credentials \*\*\*

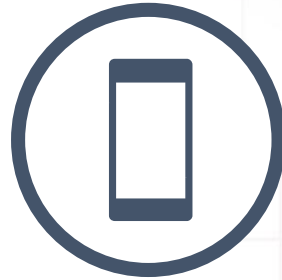
# Security Matters

## Identity & Access Management



Easily manage identities across on-premises and cloud. Single sign-on & self-service for any application

## Mobile Device & App Management



Manage and protect corporate apps and data on almost any device with MDM & MAM

## Information Protection



Encryption, identity, and authorization to secure corporate files and email across phones, tablets, and PCs

## Behavior based threat analytics

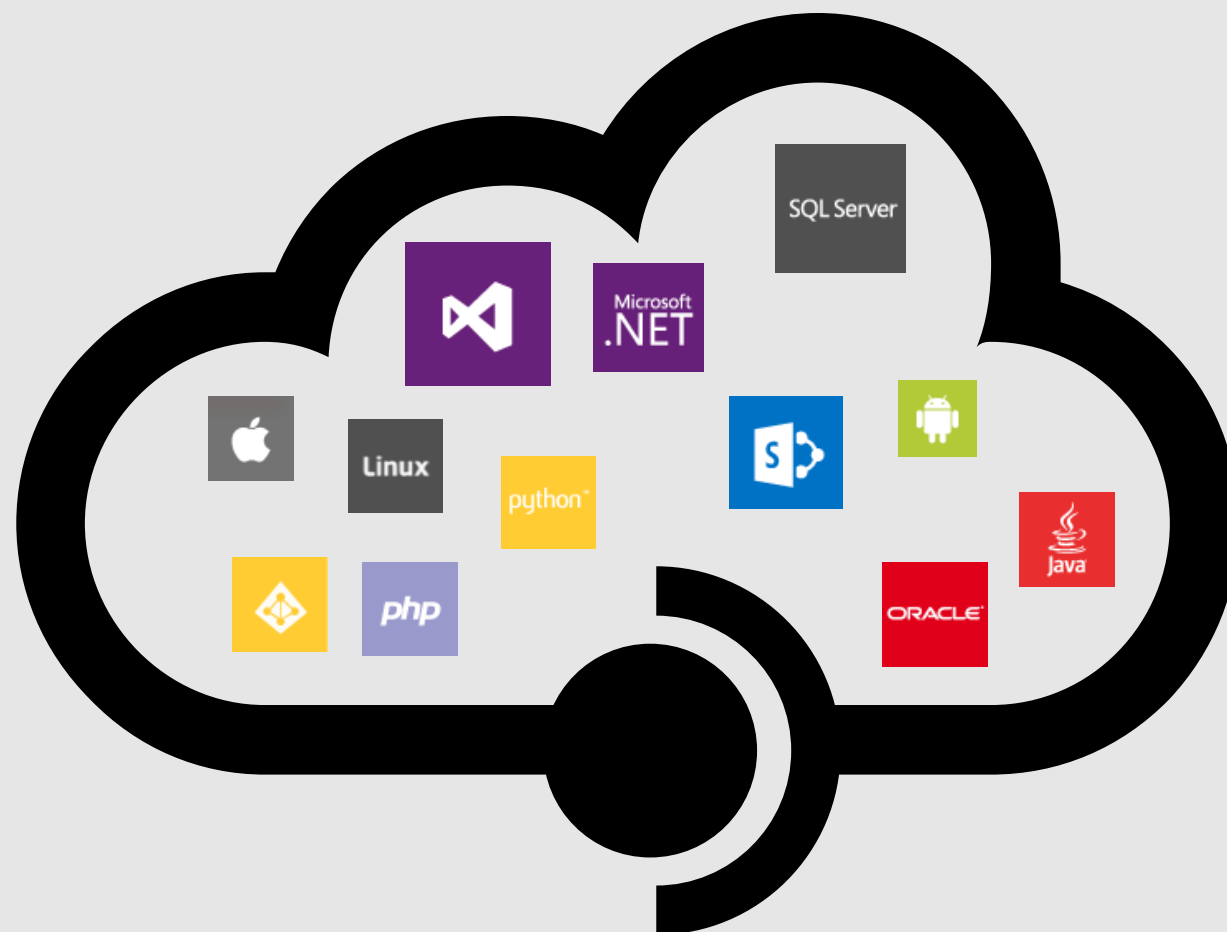


Identify suspicious activities and advanced threats in near real time, with simple, actionable reporting



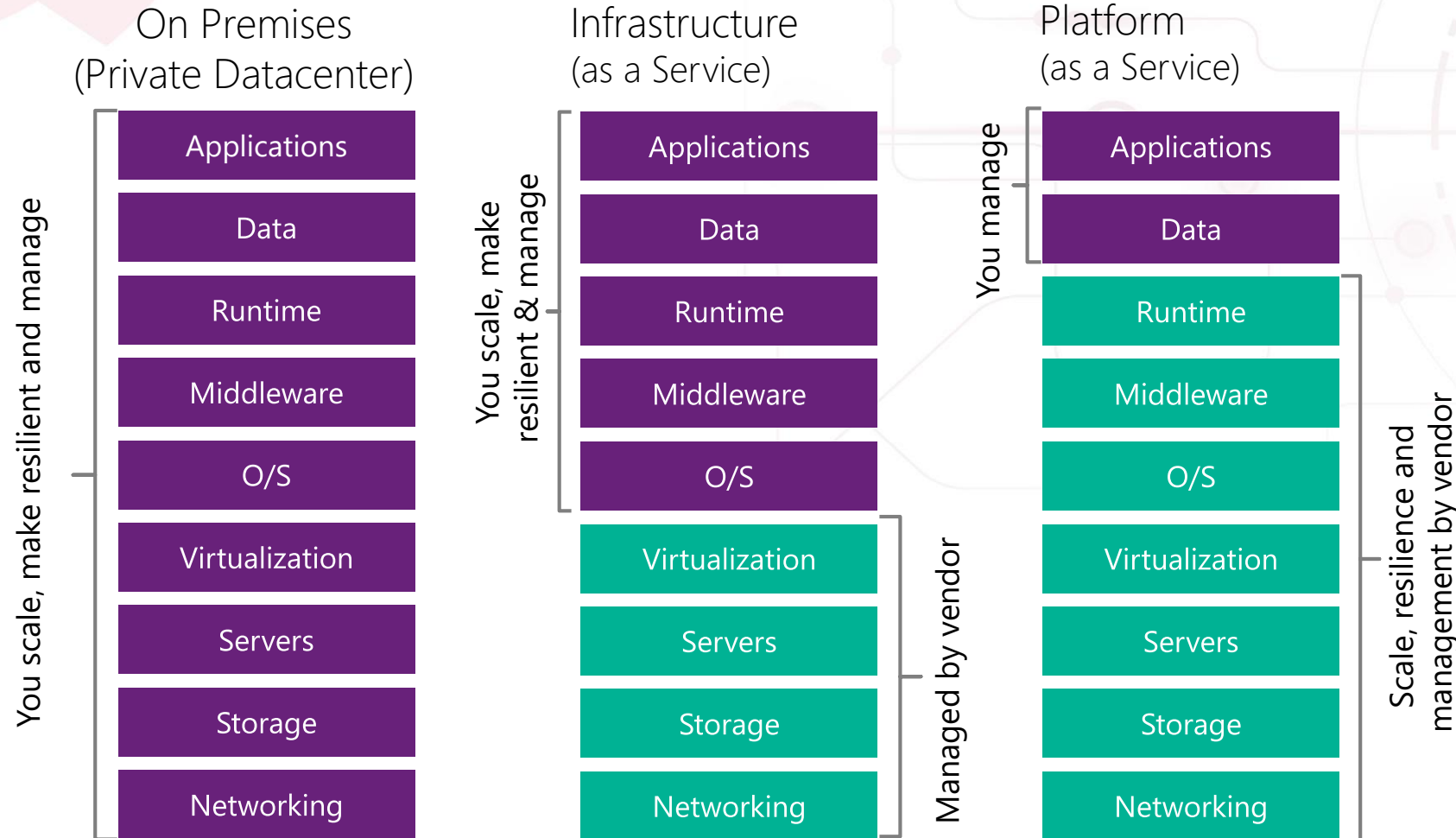
# Cloud Datacenter Overview

- **An open and flexible cloud platform**
- **Rapidly build, deploy and manage secure applications to scale**
- **Leverage current skills and the world's most popular languages, tools, and frameworks**
- **Deploy applications on our secure and reliable global datacenter network or your own on-premise datacenter**

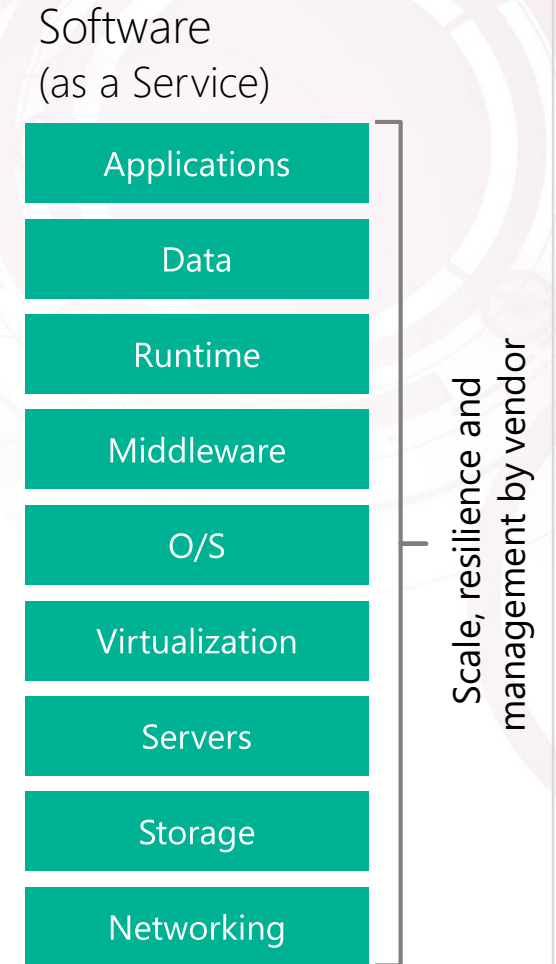


# On Prem - IaaS - PaaS - SaaS

## Hosting models



## Business model

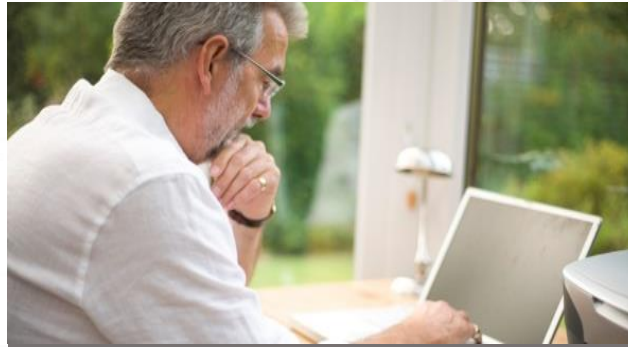




# Business Applications



Browser



Outlook



Mobile Devices

Constituent Contact  
Management

Constituent  
Correspondence

Case  
Management/FOIA

Extended CRM  
Applications (xRM)

Productivity Applications and Existing Business Systems



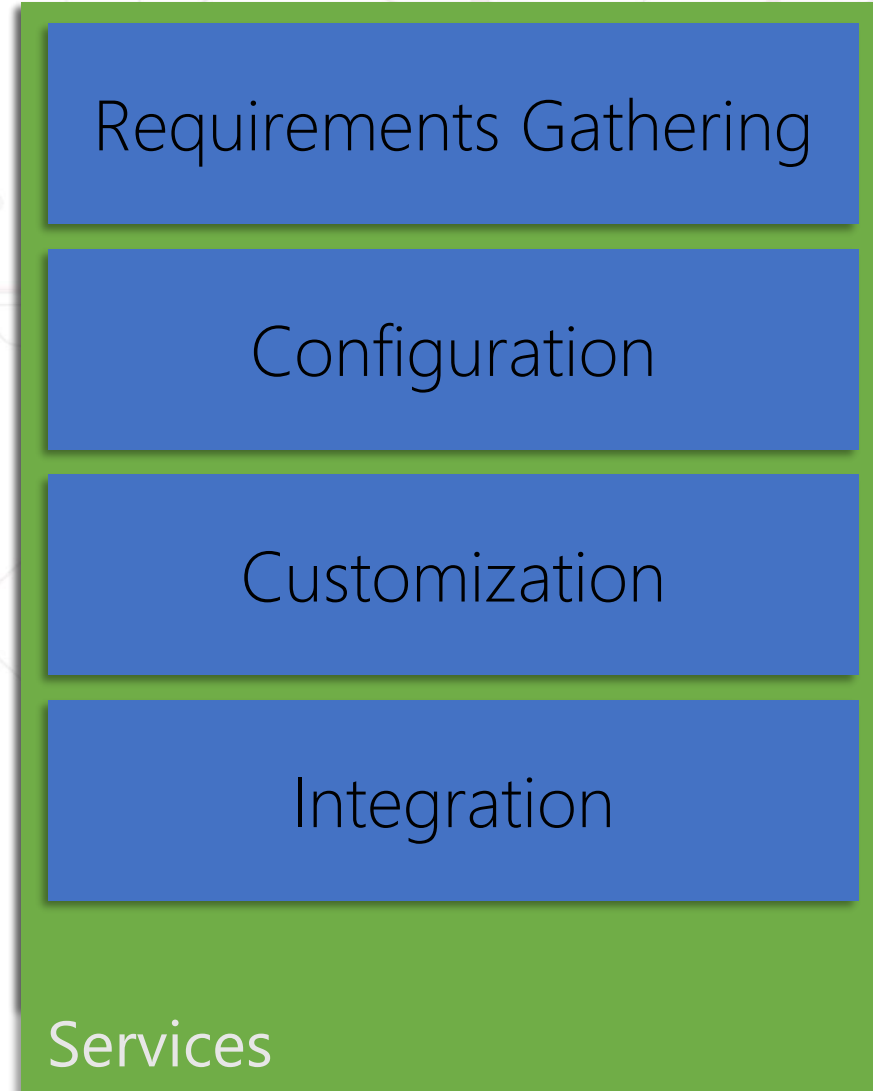
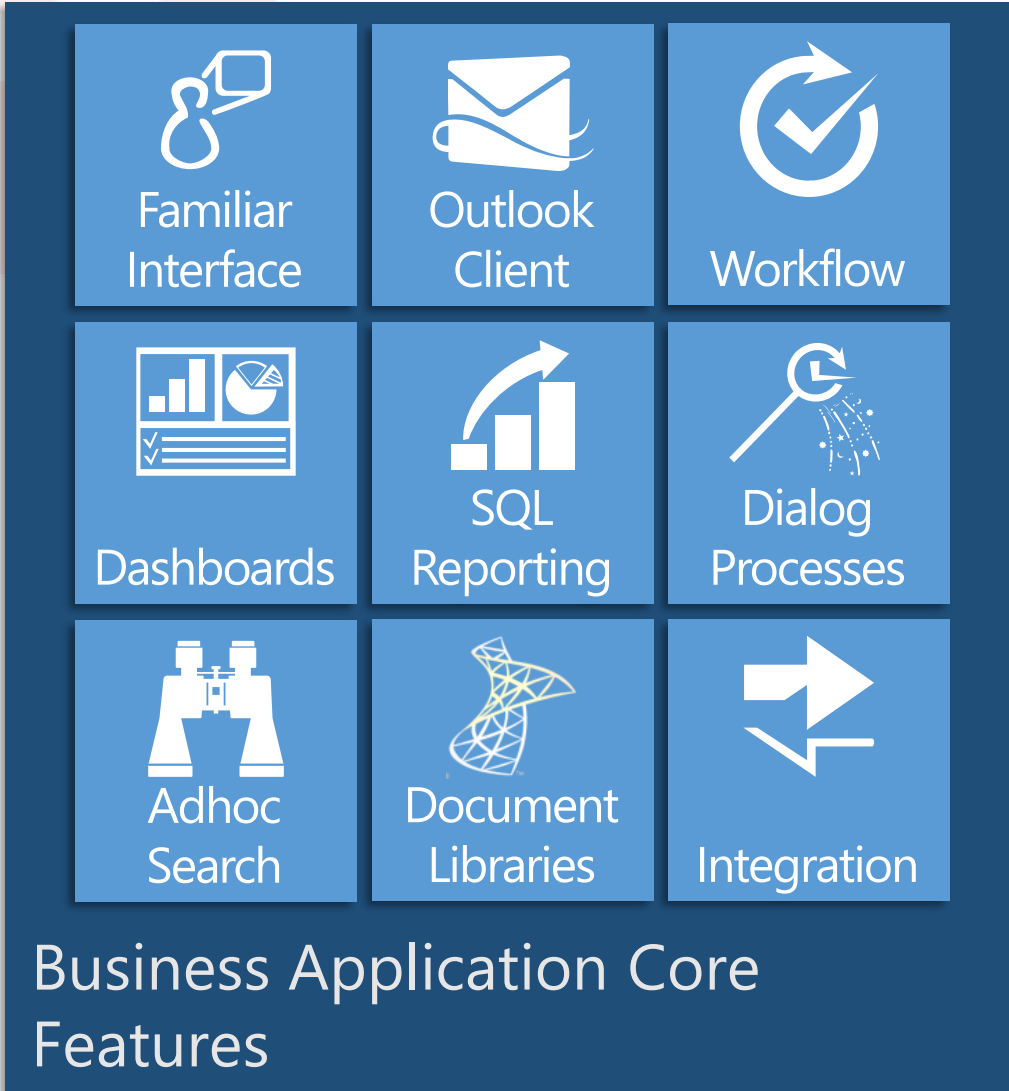
SaaS /IaaS



On Premises

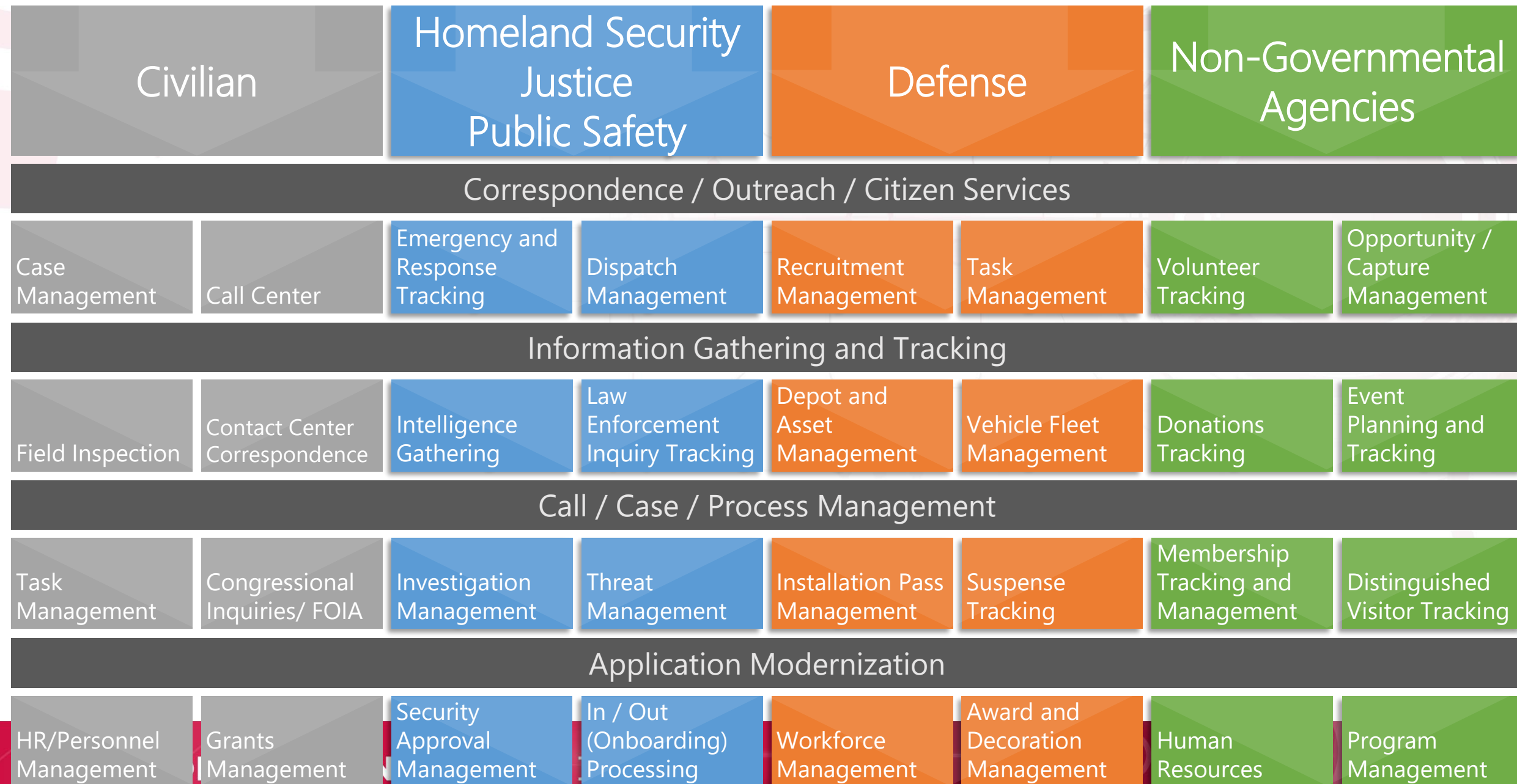


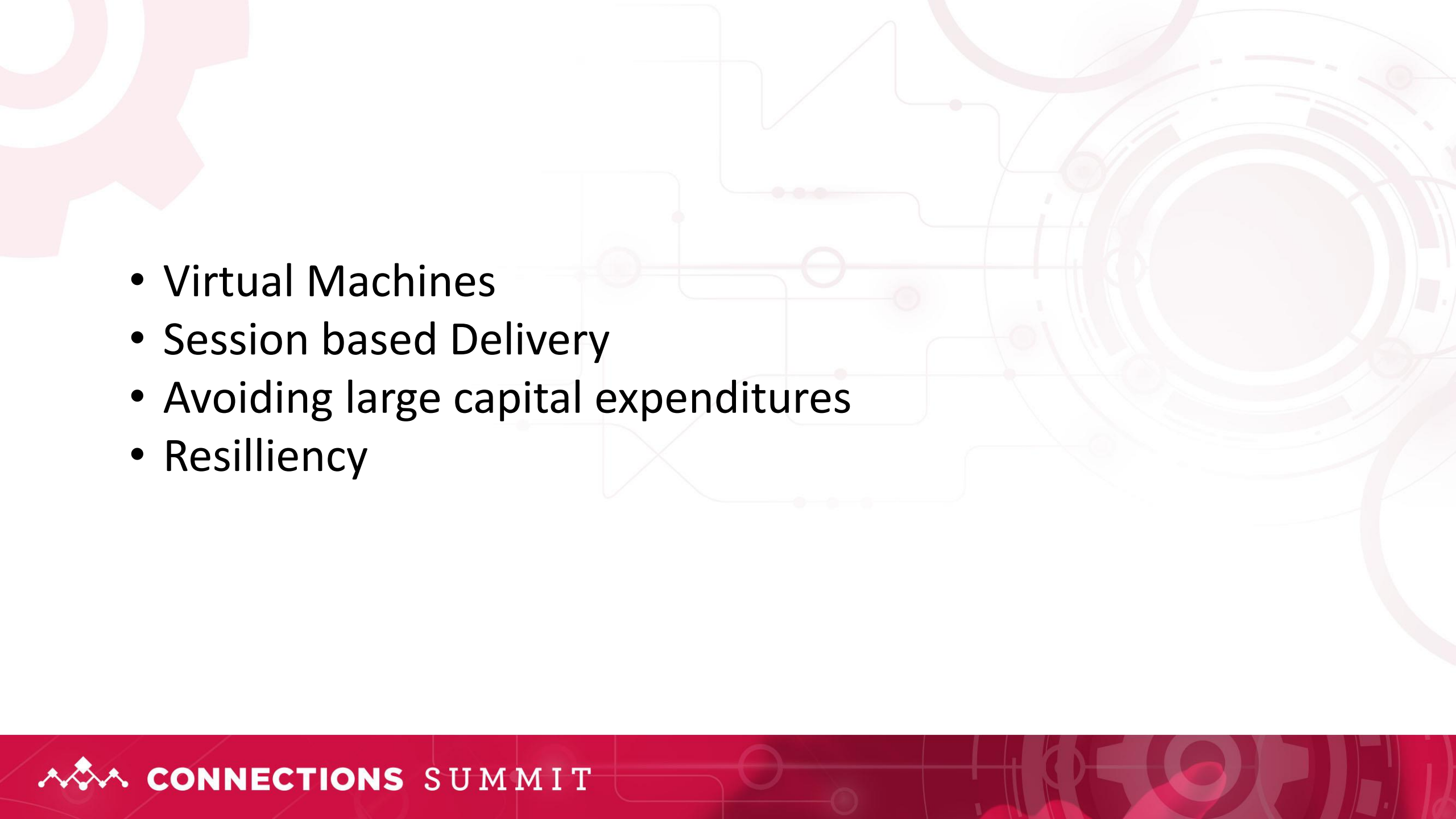
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Solutions

# Real-World Solutions for Real-World Government



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- Virtual Machines
  - Session based Delivery
  - Avoiding large capital expenditures
  - Resiliency







# Thank You!



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