

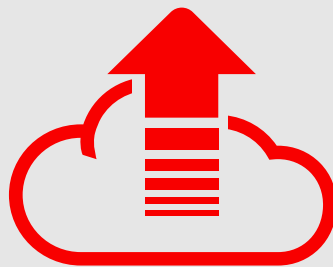


# Modern Cloud for a Modern Government

Public sector organizations are increasingly driven to improve operational efficiency, share information, and integrate processes across operational and jurisdictional boundaries while maintaining control and reducing costs. Recently, cloud computing has captured significant attention as both a business and computing model that enables public sector organizations to achieve these daunting objectives.

Adoption and use of cloud computing is now growing at a compound annual growth rate of **26%**. Further, cloud computing is expected to account for roughly **20%** of the overall global IT market, excluding IT services and client devices, by 2015. Public sector organizations are already at the forefront of this trend. In fact, many major government IT organizations around the world, including the U.S., Canadian, U.K., Japanese, Australian and South Korean national governments, have already defined their cloud strategy and determined to run centralized government clouds, leveraging public clouds where appropriate.<sup>1</sup>

**More than 10,000 customers**  
**and more than 25 million**  
**users that rely on Oracle**  
**Cloud every day**



<sup>1</sup> Source: <http://www.oracle.com/us/industries/public-sector/cloud-solutions-public-sector-wp-323002.pdf>

Oracle offers the most comprehensive cloud on the planet, with a complete suite of enterprise-grade applications, deployed on a common platform, enhanced with modern, socially enabled technologies and applications.

Today, we have more than **10,000 customers** and more than **25 million users** that rely on Oracle Cloud every day. Oracle is a clear and well-positioned leader in public and private cloud computing solution. Building upon our market leading commercial-off-the-shelf enterprise software, Oracle has enhanced its hardware, software and management capabilities through investments in innovation and strategic acquisitions, as well as key partnerships. Oracle is equipped to provide highly scalable and flexible technology to accelerate customers' requirements for cloud-based solutions.

Within Public Sector it is not only important to deliver modern citizen facing systems that reduce the cost of interacting with the public but also systems that enable employees to benefit from proven, best-in-class functionality in applications that are easy to use and can be personalized for each user.



Additionally, Oracle is a profitable and viable industry leader. Vendor viability and profitability are important indicators: They provide current and potential customers with assurance that the capabilities will continue to benefit from research and development and continued innovation. Our solutions are based on open standards and built upon a modern architecture. We deliver a full suite of enterprise applications as subscription based software-as-a-service, so customers can avoid the data and business process fragmentation that results from using multiple, siloed clouds. These solutions enable customers to adapt to business changes, and the flexibility to configure and extend the applications to meet those demands. They can also be easily integrated with existing on-premise applications, to help you extend your existing investments.

This paper outlines Oracle's cloud computing strategies, solutions and services for public sector customers and partners, and articulates Oracle's value.

## PUBLIC SECTOR DEMAND FOR MODERN DEPLOYMENT MODELS

Public service agencies, including government, education, and healthcare, are increasingly looking for lower cost and more flexible ways to improve efficiency, flexibility, operational agility and integrity of systems, Cloud computing has come to be recognised as both a business and deployment model that enables public sector organizations to achieve these aspirations.

Responding to business and legal mandates to manage costs and improve efficiency, public sector organizations are looking to cloud computing as a potential solution. U.S. Federal government agencies are exploring cloud computing with the support of the Federal CIO, the Office of Management and Budget and the General Services Administration. Meanwhile, worldwide, governments and local agencies, burdened by severe budget cuts, a rapidly aging workforce and increased service demand, particularly in health and social care, have initiated several strategies.



**'In the UK the Digital by Default strategy estimates that moving services from offline to digital channels will save between £1.7 and £1.8 billion a year'**

## An estimated **\$20 billion** of the Federal Government's **\$80 billion** in IT spending is a potential target for migration to cloud computing solutions

Federal Cloud Computing Strategy, Kundra,V., 2011, The White House, Washington

In the UK the Digital by Default strategy estimates that moving services from offline to digital channels will save between **£1.7** and **£1.8 billion** a year<sup>2</sup> while in Australia they plan with their Digital First policy that by 2020, four out of five Australians will choose to engage with the government through the internet or other types of online service<sup>3</sup>. Public Sector organizations being driven by the publics' increasing expectations to access services quickly and conveniently, at times and in ways that suits them. By developing a culture that puts people's needs first you need to plan and design your services around what users need to get done, using digital technology to drive better services and lower cost.

## KEY DRIVERS OF CLOUD INVESTMENTS

Cloud computing is a technology model that changes the way public service entities consume IT services and how they deploy these services to their stakeholders. Although some see cloud computing as an IT initiative, many public sector customers are considering changing the way they do business to optimize services towards their constituents. Their goals are to achieve lower computing costs, improved quality of service, and

faster deployment of new capabilities. The movement of applications and data to cloud architectures has also accelerated due to readily apparent economies of scale and new consumption models enabled by cloud architectures.

The U.S. federal government's Cloud First policy mandates that agencies take full advantage of cloud computing benefits to maximize capacity utilization,

improve IT flexibility and responsiveness, and minimize cost<sup>4</sup>. G-Cloud is a UK Government initiative to encourage the adoption of Cloud Services across the whole of the Public Sector. It aims to simplify how the Public Sector buys and delivers services by creating a marketplace of pay-as-you-go commodity services that can be easily scaled up or down, based on the changing needs of a business and its users<sup>5</sup>.



### Business Drivers

#### Improve citizen services and experiences.

Many governments are looking for ways to providing better, more integrated and targeted services to their constituents, while reducing long term cost of delivery.

#### Overcome budget cuts and rising costs.

In the current economic climate, governments all are faced with declining tax revenues and other incomes, while the costs for running the country are generally rising.

#### Deliver more innovation.

Agencies have a need to deploy personalized solutions for their line of business unique demands. Furthermore there is a need to do so, in a much more rapid fashion than ever before.



### Operational & IT Drivers

#### Reduce escalating operational costs.

Adopt technology solutions that reduce costs such as maintenance, power, cooling, rack and floor space and staff.

#### Enable process improvement.

Deliver business capabilities that provide improvements in overall costs and effectiveness of government processes.

Improve service levels around performance, availability, security and compliance. Provide regular cadence of smaller upgrades, which are less disruptive and less costly.

Many public sector organizations are demonstrating that they are taking cloud computing seriously by engaging in pilot projects and even awarding contracts to operate some part of their business "in the cloud".

<sup>2</sup> See: <https://www.gov.uk/government/publications/government-digital-strategy/government-digital-strategy#executive-summary>

<sup>3</sup> See: [http://www.archive.dbcde.gov.au/2013/september/national\\_digital\\_economy\\_strategy/advancing\\_australia\\_as\\_a\\_digital\\_economy/part\\_three\\_achieving\\_our\\_goalsbuilding\\_on\\_the\\_2011\\_national\\_digital\\_economystrategy/online\\_government\\_service\\_delivery](http://www.archive.dbcde.gov.au/2013/september/national_digital_economy_strategy/advancing_australia_as_a_digital_economy/part_three_achieving_our_goalsbuilding_on_the_2011_national_digital_economystrategy/online_government_service_delivery)

<sup>4</sup> See: [http://www.gsa.gov/portal/content/190333?utm\\_source=FAS&utm\\_medium=print-radio&utm\\_term=cloud&utm\\_campaign=shortcuts](http://www.gsa.gov/portal/content/190333?utm_source=FAS&utm_medium=print-radio&utm_term=cloud&utm_campaign=shortcuts)

<sup>5</sup> <http://govstore.service.gov.uk/cloudstore/>

## ORACLE MODERN CLOUD

Oracle offers cloud applications for every business function and every cloud application comes with modern technologies. Oracle Cloud is built to be citizen centric – to empower your organization to transition to modern practices that deliver better access to services quickly and conveniently, at times and in ways that suit both citizens and employees. Oracle Cloud is personalized, connected, and secure.

Oracle Cloud is personalized for each LOB's demands allowing business users to deliver innovation quickly. It has automated upgrades with built in timing flexibility and allows you to extend beyond what's in the box using tools you already know and use.

Oracle Cloud allows constituents/ citizens, employees, and processes to stay connected with one mobile, social, cloud strategy. It avoids data silos and fragile point-to-point integrations with one standards-based, connected platform.

The Oracle Cloud offers complete customer data isolation and security at multiple tech layers for maximum security, control, and visibility. Global data centers

are available for localized data residency and compliance requirements. Oracle continues to be a leader in cloud security products and an expert in managing public and hybrid cloud environments.

As a result of Oracle's uniquely comprehensive, modern approach to cloud applications services, customers can:

- Quickly execute complete and integrated business processes – Access market-leading capabilities at their fingertips to solve an end-to-end business problem, coupled with unified execution, visibility, and control
- Innovate faster with less risk – Roll out solutions faster with less burden on IT and in incremental steps, accelerating time to value and flexibly responding to changing market conditions
- Transform user experiences and insight – Deliver greater value to their teams and their own stakeholders/ customers with advanced, embedded reporting and social capabilities accessible anywhere, on any device

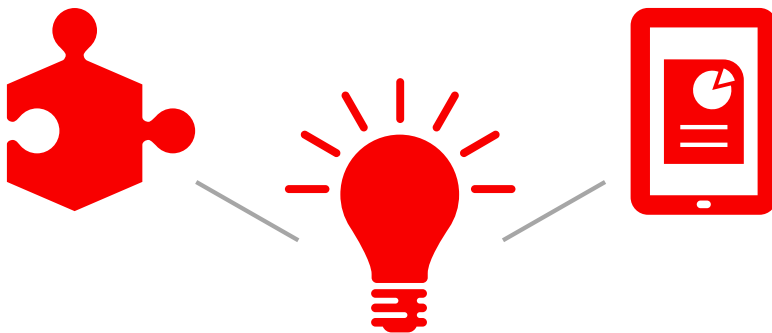
### Oracle Cloud Offerings

#### Software-as-a-Service

- Global Human Resources
- Talent Management
- Enterprise Planning
- Financial Reporting
- Enterprise Resource Planning
- Marketing
- Citizen Portal
- Government/Public Services
- Billing and Revenue Management

#### Platform-as-a-Service

#### Infrastructure-as-a-Service



## ORACLE CLOUD OFFERINGS\*

Choose, as needed, from a complete portfolio of modern business solutions that provide continuous innovation from a stable and proven global technology provider:

BUSINESS FUNCTION	DESCRIPTION	CAPABILITIES
<b>Engage Customers/ Citizens</b>	Deliver great citizen experience throughout the service journey, and across all interaction channels. Socially enable your enterprise, empower mobile access anywhere, and apply learned insights from actionable data, all with the speed and agility of the Cloud. The Oracle Customer Experience Cloud helps organizations transform customer relationships into loyal brand advocates. <a href="https://cloud.oracle.com/engage_customers">https://cloud.oracle.com/engage_customers</a>	Oracle Customer Experience Cloud: Marketing, Service, Sales
<b>Empower people</b>	Modern HR differentiates the business with a talent centric and consumer based strategy that leverages technology to provide a collaborative, insightful, engaging and mobile HR, employee and executive experience. Oracle Human Capital Management Cloud enables modern human resources to find and retain the best talent and increase global agility. <a href="https://cloud.oracle.com/empower_people">https://cloud.oracle.com/empower_people</a>	Oracle Human Capital Management Cloud: Global Human Resources, Talent Management
<b>Empower business</b>	Streamline your enterprise business processes with Enterprise Resource Planning. With Financials, Procurement, and Project Portfolio Management Applications you can increase productivity, lower costs and improve controls. <a href="https://cloud.oracle.com/empower_business">https://cloud.oracle.com/empower_business</a>	Enterprise Resource Planning: Financials, Project Portfolio Management, Procurement
<b>Manage enterprise performance</b>	Oracle Enterprise Performance Management Cloud combines market-leading applications with cloud-based delivery to help organizations unlock business potential. For Finance executives who are drowning in spreadsheets or strapped to legacy applications, a cloud-based performance management solution offers an easy on-ramp, lower IT resource requirements and accelerated time to value. <a href="https://cloud.oracle.com/manage_enterprise_performance">https://cloud.oracle.com/manage_enterprise_performance</a>	Oracle Enterprise Performance Management Cloud: Enterprise Planning, Financial Reporting**
<b>Get social</b>	Oracle's vision is to socially enable the enterprise to provide a better understanding and engagement with customers and stronger collaboration and efficiencies within the workforce. Every organization should have the tools to integrate social seamlessly across every mission-critical department — to listen, engage, collaborate, manage and maximize social media for business efficiencies that will lead to an enhanced customer experience. <a href="https://cloud.oracle.com/get_social">https://cloud.oracle.com/get_social</a>	Oracle Social Cloud: Social Network, Social Engagement and Monitoring, Social Marketing, Social Data and Insight**
<b>Build Apps</b>	Oracle Cloud Platform as a Service (PaaS) offers a complete and comprehensive set of cloud services that allow developers to build rich applications and business users to harness the platform. <a href="https://cloud.oracle.com/build_apps">https://cloud.oracle.com/build_apps</a>	Oracle Cloud Platform as a Service (PaaS): Database, Java, Developer, Documents, Business Intelligence, Mobile
<b>Leverage Infrastructure</b>	Oracle Cloud Infrastructure as a Service (IaaS) offers a set of core infrastructure capabilities like elastic compute and storage to provide customers the ability to run any workload in the cloud. <a href="https://cloud.oracle.com/leverage_infrastructure">https://cloud.oracle.com/leverage_infrastructure</a>	Oracle Cloud Infrastructure as a Service (IaaS): Compute, Storage, Messaging

\* Subject to change. See [www.oracle.com/cloud](http://www.oracle.com/cloud) for latest updates

\*\* Planned Functionality

## DEPLOYED GLOBALLY TO MEET REGIONAL REQUIREMENTS

As Cloud growth continues, Oracle is expanding the number of Oracle Cloud data centers to continue its commitment as being the industry's leading cloud service provider. Oracle's global cloud infrastructure includes 19 data centers supporting the most comprehensive portfolio of Application, Social, Platform, and Infrastructure Services, all available on a subscription basis. Oracle continues to invest in global cloud data center locations to meet its customers' needs to comply with local data residency and regulatory requirements.

Oracle Cloud offers a broad range of modern, functionally rich, and integrated services running in a secure, enterprise and standards-based cloud platform. Oracle is helping customers and partners further capitalize on the power of cloud computing as well as supporting the demand for local data residency and regulatory requirements. Some of the key security highlights include:



### Global presence with 19 Data Centers across North America, EMEA and APAC

- Most comprehensive security and compliance standards in the industry
- More than 13 years of enterprise and government data center management expertise
- Badged dedicated security experts support global data centers
- Optimized, layered security approach at every level of the technology stack
- Dedicated Government Clouds in various countries, e.g. U.S. FISMA, UK G-Cloud Framework
- Actively pursuing authority and accreditations to operate under the FedRAMP and IL3 program

- Oracle offers customers and partners choice and flexibility in where they deploy Oracle software: in Oracle Cloud and other public clouds, at traditional on-premise data centers, private clouds and private managed clouds, meeting the most comprehensive security and compliance standards in the industry (ISO 27001, HIPAA, ISAE 3402 / SSAE 16, NIST, DIACAP, PCI, CFR Part 11).
- With more than 13 years of enterprise and government data center management experience, Oracle data centers are systematically brought online, meeting the strictest standards for physical location, physical and information systems security, governance, infrastructure, and personnel.

- Oracle employs Oracle badged, dedicated security experts supporting its global data centers that are experienced and formally trained in the latest cloud security best practices.
- Unlike other clouds that offer security services in one or two layers, Oracle Cloud is the only cloud that delivers an optimized, layered security approach at every level of the technology stack, leveraging Oracle's broad portfolio of data security and encryption products, along with proven process controls at the applications, infrastructure, and systems hardware layer.

The Oracle Government Cloud offers U.S. and UK government customers a compliant government hosting facility (NIST 800-53 and the HMG Security Policy Framework) and is working with other countries continuing to improve the security accreditation levels, working towards OFFICIAL and seeking authority to gain connectivity to the Public Services Network (PSN).

Solutions available today through the Oracle Government Cloud – including Oracle Service Cloud, Oracle RightNow Policy Automation and Oracle Learn Cloud – will help agencies streamline a breadth of business processes, from financial and human resources management to customer service and project management.

## KEY CONSIDERATIONS TO GET STARTED

Moving cloud computing forward requires a series of thoughtful and calculated steps to make sure there is the right level of support and alignment to be successful.



**1. Define the Business Objectives.** Looking at the as-is environment and determining how to cut cost, deliver better services and be positioned to grow and expand.



**2. Define the Cloud Strategy.** Evaluate transaction, program and policy services that are candidates based on the strategic intent and which organizations will be target customers.



**3. Create the Roadmap.** Don't forget to look at current initiatives underway to potentially pick up more support, eliminate confusion if there are competing programs and identify activities that should be aligned to the shared services vision.



**4. Deploy Cloud Services.** Determine the first components of the new operating model. Core decisions on the operating model impact the business case and implementation strategy.



**5. Achieve New Operational Efficiencies.** Start leveraging new business capabilities to drive process improvement and help users do their job more efficiently.

Moving to cloud does not mean that you rip and replace every single system you have. Cloud is complementary to the existing Oracle and third-party applications you have spent many years and invested financial resources to implement. The goal should be to identify which ones would be more efficient in the cloud and would provide the greatest return on investment, and deliver the most business value to the users.

Everyone's journey to cloud is slightly different and based on the environment certain steps will be more challenging than others. The road to success will have some roadblocks and detours along the way. Having the right blueprint and gaining upfront support is a key part of making sure you have make it to the finish line.

To assist customers in their transformation and journey to cloud computing, Oracle provides a number of strategic advisory service, process and change management, and technology implementation services. Oracle can help you plan your path to cloud.



### Getting started

**Moving cloud computing forward requires a series of thoughtful and calculated steps to ensure there is the right level of support and alignment to be successful.**

- Define the business objectives
- Define the cloud strategy
- Create the roadmap
- Deploy cloud services
- Achieve new operational efficiencies





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For more information, access:  
<https://cloud.oracle.com>

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