Cloud Computing: Government Adoption Case Studies

Information Security and Privacy Advisory Board (ISPAB)

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Who We Are

- **Acumen Solutions** is a Leading Business & Technology Consulting Firm

- Specialize in SaaS implementations for commercial and public sector organizations

- Commissioned enterprise adoption study
  - On-Demand Is In Demand: SaaS Adoption Accelerates Among Large Enterprises

Our SaaS clients include...

- eBay
- Sprint
- comcast
- Sun Microsystems
- RCN
- The Washington Post
- ticketmaster
- charles Schwab
SaaS Benefits and Challenges

Benefits

- Implementation time comparable to prototypes
- Single platform used for wide variety of applications
- Limited upfront costs
- Predictable Operation and Maintenance costs
- Browser interface
  - Globally available
  - Easily deployed to large user base

Challenges

- Characteristics of software
  - Application security controls need to be properly configured
  - Specific federal standards might not be built in
  - Need to undergo C&A process
- Characteristics of a service
  - Loss of some system control
  - Security controls are proprietary – NDA needed
Early government adopters are business users
- Not “IT Guys”
- Dissatisfied with current legacy systems
- Want/need systems in months vs. years

Acumen Solutions has implemented SaaS solutions for several federal customers
- Census Bureau – Partnership management
- US Army – Recruiting
- State Department – Project management
<table>
<thead>
<tr>
<th>Agency / Application</th>
<th>Use</th>
<th>Time to Implement</th>
<th>Security</th>
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<tbody>
<tr>
<td>US Census Bureau – Partnership management</td>
<td>Replaces 3000 user legacy CRM system</td>
<td>3 months</td>
<td>Spearheaded all phases of C&amp;A effort</td>
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<td>Tracks partner commitments</td>
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<td>Pending accreditation at Low Impact level</td>
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<td>Provides near real-time reporting for congressional inquiries</td>
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<tr>
<td>US Army - Recruiting</td>
<td>Helps recruiters identify persons likely to join Army</td>
<td>3 months</td>
<td>Security design and development</td>
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<td></td>
<td>• Coincided with launch of Army Experience Center</td>
<td></td>
<td>Interface with legacy system</td>
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<td></td>
<td>• Fosters communication</td>
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<td></td>
<td>• Allows detailed statistical/marketing analyses</td>
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<td>Future capabilities</td>
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<tr>
<td></td>
<td>• Google Maps integration</td>
<td></td>
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<td></td>
<td>• Link to Facebook</td>
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<tr>
<td>Department of State – Project Management</td>
<td>Project tracking</td>
<td>4 months</td>
<td>Security categorization</td>
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<tr>
<td></td>
<td>• Budgeting</td>
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<td>• Tracking</td>
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<td></td>
<td>• Workflow</td>
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<td>Four month follow-on started</td>
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<td></td>
<td>• PDA access</td>
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Conclusions

- Cloud Computing and SaaS solutions are being successfully used in the federal government.
- Current C&A cycles don’t accommodate faster Cloud Computing implementation times.
  - Accreditations are not “portable”
- Privacy and security requirements can be met.
  - Cannot abandon up-front security.
  - Must understand interfaces with other systems / applications.
  - Vendors need to understand government privacy and security guidelines and requirements.
  - Government customers need to understand their responsibilities.
For More Information

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Backup Slides
• Acumen Solutions commissioned leading national public opinion company Kelton Research to conduct a survey intent on understanding how larger enterprises view SaaS.

• Kelton reached out to IT managers, marketers, CFOs, and other executives at Fortune 500 companies, nonprofits and government agencies. These professionals shared information and insights regarding the level of SaaS adoption they expect to see within their organizations over the near term.

• For the purposes of this survey, “on-demand software” was defined as software delivered as a service via a network such as the Internet. Sample on-demand applications include salesforce.com, ExactTarget, Constant Contact, RightNow, SpringCM, Sharepoint and Google Enterprise.
## Expected Benefits

- Faster speed to deployment
- Increased ability to meet aggressive program deadlines
- Greater system access for users worldwide while still insuring information control, distribution and security

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Q: Based upon what you know, in approximately how many months does your current organization plan to adopt on-demand solutions? Your best guess is fine.

- **11%** 19+ Months
- **9%** 13-18 Months
- **16%** Don't Know
- **19%** 7-12 Months
- **28%** 1-6 Months
- **18%** Already Adopted

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On-Demand Software Adoption Concerns

- Security of Data: 60%
- Ability to Integrate Information: 50%
- New User Adoption: 40%
- Approval of IT Org.: 30%
- Approval of Finance Org.: 20%
- Accounting for Expenses: 10%
- Other: 5%
- None: 0%
Leading adopters recommend these best practices

- Not All Data Is Created Equal. Have a detailed data strategy in place prior to implementation.
- Well Thought Out Systems Integration is Critical to Baking SaaS Into the Enterprise
- Rapid User Adoption = Success

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