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# Cloud Computing: Government Adoption Case Studies

**Information Security and Privacy Advisory Board (ISPAB)**

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- **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...



## 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

Agency / Application	Use	Time to Implement	Security
<b>US Census Bureau – Partnership management</b>	<p><b>Replaces 3000 user legacy CRM system</b></p> <p><b>Tracks partner commitments</b></p> <p><b>Provides near real-time reporting for congressional inquiries</b></p>	<b>3 months</b>	<p><b>Spearheaded all phases of C&amp;A effort</b></p> <p><b>Pending accreditation at Low Impact level</b></p>
<b>US Army - Recruiting</b>	<p><b>Helps recruiters identify persons likely to join Army</b></p> <ul style="list-style-type: none"> <li>◆ Coincided with launch of Army Experience Center</li> <li>◆ Fosters communication</li> <li>◆ Allows detailed statistical/marketing analyses</li> </ul> <p><b>Future capabilities</b></p> <p>Google Maps integration</p> <p>Link to Facebook</p> 	<b>3 months</b>	<p><b>Security design and development</b></p> <p><b>Interface with legacy system</b></p>
<b>Department of State – Project Management</b>	<p><b>Project tracking</b></p> <p>Budgeting</p> <p>Tracking</p> <p>Workflow</p> <p><b>Four month follow-on started</b></p> <p>PDA access</p>	<b>4 months</b>	<b>Security categorization</b>

- **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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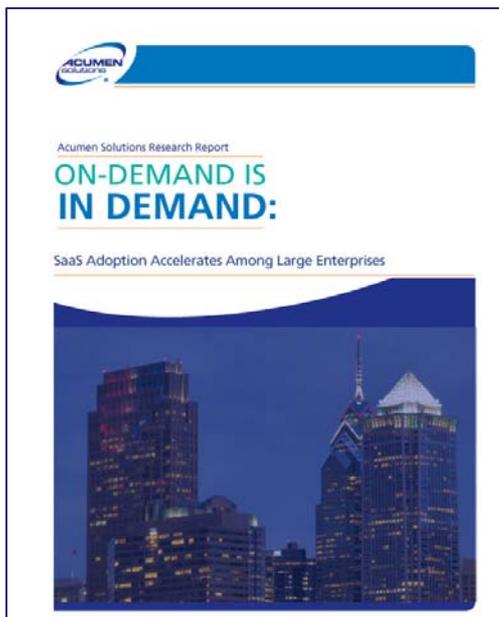
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# Backup Slides

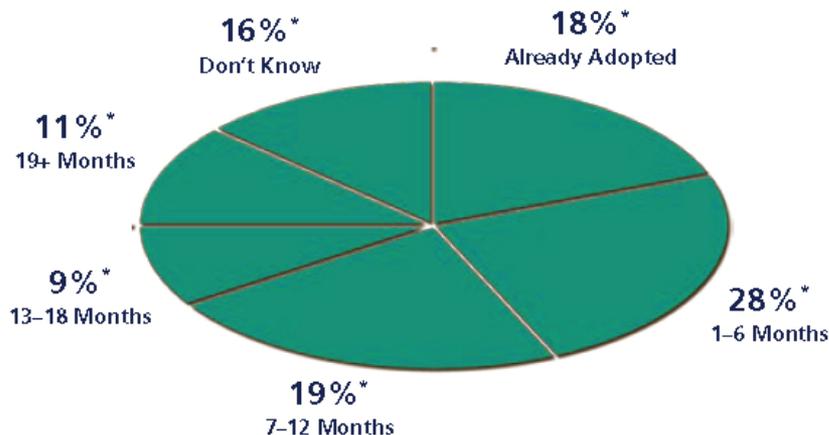


- **Acumen Solutions commissioned leading national public opinion company Kelton Research to conduct a survey intent on understanding how larger enterprises view SaaS.**
- **Kelton reached out to IT managers, marketers, CFOs, and other executives at Fortune 500 companies, nonprofits and government agencies. 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.**

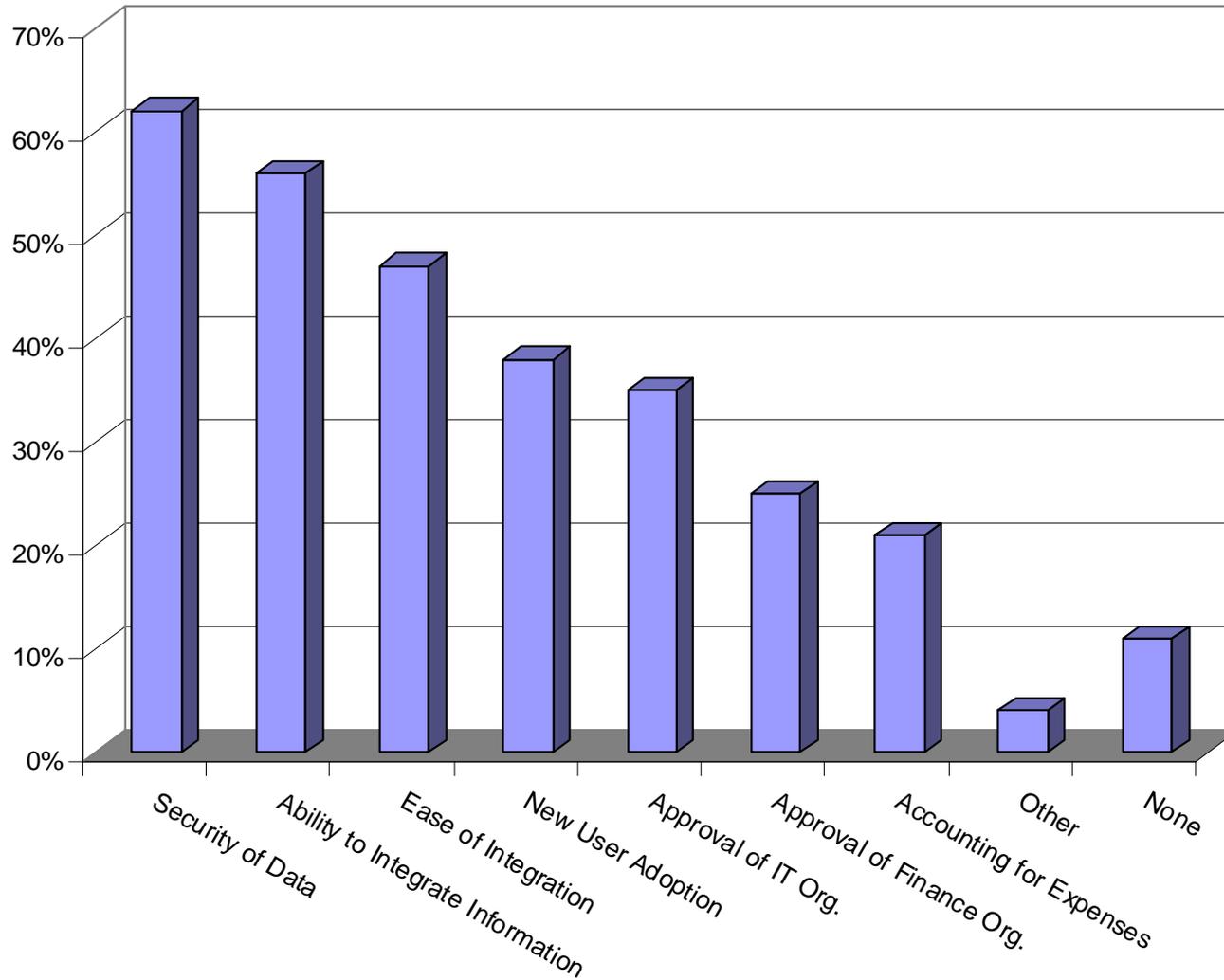
## Expected Benefits

- ◆ 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

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.



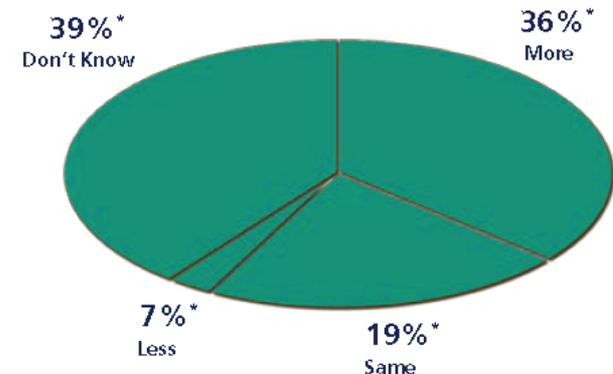
<sup>1</sup>On-Demand Is In Demand: SaaS Adoption Accelerates Among Large Enterprises, Acumen Solutions Research Report, 2008.



- **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

**Chart 4: The Overall Future Looks Bright for SaaS**

Q: Based upon what you know, which of the following best describes your current organization's spending plan for adopting or upgrading its on-demand software?



\* All decimals are rounded to the nearest percentage point. This may result in certain numerical totals adding up to slightly more or slightly less than 100%.