116. Cloud Technology and On-Demand Solutions for Citizen Needs
This presentation provides an overview of cloud technology and how it can be deployed to help county surveyors, county engineers, and other transportation officials operate their departments efficiently and responsively using document management and workflow technologies. We will also discuss how to efficiently process citizen requests, whether they be complaints, requests, or ideas for improvement.

SPEAKER
Chekuri Raju, SBS Portals
Agenda

• Emerging Trends
• Government on Demand
• Cloud Technologies
• Practical ideas to implement on-demand solutions in Departments
• Review - Real life applications
• Video- Overview of a Best Practice solution

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Emerging Trends

On Demand

Digital

Cloud

Mobile

Instant

Social

Transparency

Big Data

Analytics

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What is Government on Demand?

• On Demand implies providing services to customers
  – **When** they want
  – **What** they want
  – **How** they want
  – **Where** they want

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Self-Service is No Longer Just a Trend: How Government Agencies are Improving Citizen Engagement and Streamlining Digital Transformation

Throughout all industries, self-service automation has become key to driving next-generation workflows and to saving money. The same holds true for government agencies, who, in the early stages of modernizing business processes, tended to look only at reducing costs. As their strategy and implementation developed, the digital transformation process included a move towards improving user engagement and experiences. Today these efforts continue, with a particular focus on delivering better user experiences, including improved engagement and transparency. According to a global survey by Deloitte University Press, “The Journey of Government’s Digital Transformation”:

- 94% of maturing organizations have a digital strategy aimed at improving overall experience and engagement
- 82% of government agencies aim to improve customer experience through digital transformation
- 45% of public sector agencies have a clear and coherent digital strategy
- 37% say citizen demand was one of the primary drivers of digital transformation

Governments understand that the expectations of their citizens have changed and a workflow or program that met their requirements yesterday may no longer be sufficient today. Throughout all facets of our day, we as citizens now expect immediate answers and the convenience of self-service at our fingertips. Citizens
What are Cloud technologies?

• Cloud computing, often referred to as simply “the cloud,” is the delivery of on-demand computing resources—everything from applications to data centers—over the Internet on a pay-for-use basis.
  » Elastic resources—Scale up or down quickly and easily to meet demand
  » Metered service so you only pay for what you use
  » Self service—All the IT resources you need with self-service access
Acronyms

- IaaS
- PaaS
- SaaS
- SolaaS*
- Public Cloud
- Private Cloud
- Hybrid Cloud
IaaS*

- Infrastructure as a service provides companies with computing resources including servers, networking, storage, and data center space on a pay-per-use basis.
Platform as a service provides a cloud-based environment with everything required to support the complete lifecycle of building and delivering web-based (cloud) applications—without the cost and complexity of buying and managing the underlying hardware, software, provisioning, and hosting.

* as defined by IBM
SaaS*

• Cloud-based applications—or software as a service—run on distant computers “in the cloud” that are owned and operated by others and that connect to users’ computers via the Internet and, usually, a web browser.

* As defined by IBM
Solution as a Service**

- (IaaS+PaaS+SaaS)+Industry Knowledge+Best Practices+Rapid Implementation +Ongoing support packaged as a solution to a specific problem and offered as a service

**as defined by Chekuri Raju/SBSPortals
Current Cloud Usage

HOW LOCAL, STATE AND FEDERAL GOVERNMENT AGENCIES ACHIEVE RESULTS IN THE CLOUD

A FEW KEY INSIGHTS

>50%

Public sector cloud will account for more than half of global software, server and storage spending growth by 2020, according to IDC.

21%

Annual average growth rate in federal operating cloud spending, reaching $6.6 billion by 2019.

EASIER, FASTER, BETTER: THE CITY OF MIAMI

THE CLOUD:

- "Makes [us] more efficient so we can focus on the true needs of our citizens."
- "Is easier, faster and better: so much more flexible, so much easier to maintain, so much more cost-effective and so much more secure—it doesn’t make any sense to do it any other way."

— Kevin Burns
COO, the City of Miami

5,000

- Reduction in the number of calls per month since launching a new cloud-based building department application.
- 1,000 today / 1,700 by midyear 2015
- Number of city workers using a cloud-based environment for their basic IT needs

200%

- Increase in the number of building/permit inspections being scheduled in an efficient online manner versus the prior, "call and wait all day" model.
5 Reasons Businesses Use the Cloud

Every year, more and more businesses are adopting cloud. While traditionally thought of as an IT decision, cloud is increasingly being considered a business decision to enable company functions. Take a look at five reasons why more businesses are adding the cloud to their technology arsenals.

1. It offers better insight and visibility
   Businesses are using cloud technology to support their analytics efforts. Of leading organizations:
   - 54% use analytics extensively to derive insights from big data
   - 59% use cloud to share data seamlessly across applications
   - 59% intend to use cloud to access and manage big data in the future
   - 58% collaborate across the organization and ecosystem
   - 53% improve integration between development and operations

2. It makes collaboration easy
   Cloud allows work to be accessed from anywhere on multiple devices, making cross-functional collaboration much easier. Here’s what leading organizations—those that are gaining competitive advantage through cloud—cited as popular uses:

3. It can support a variety of business needs
   Companies are forging a tighter link between technology and business outcomes. Take a look at the business functions companies have migrated to the cloud:
   - 18% messaging
   - 15% storage
   - 13% office/productivity suites

4. It allows for rapid development of new products and services
   The cloud offers businesses valuable capabilities. Here’s what leading organizations say it enables them to do:
   - 52% use it to innovate products & services rapidly
   - 24% are able to offer additional products & services

5. The results are proven
   From business growth to increased efficiency, businesses using cloud are realizing benefits across the company:
   - 25% of businesses saw a reduction in IT costs
   - 55% saw an increase in efficiency
   - 49% saw improvement in employee mobility
Benefits reported by cloud adopters:

- 51% reduces time spent managing IT
- 50% requires fewer internal IT resources
- 94% produces security benefits
- 75% improves service availability
- 96% creates less worry about outages
Reinventing Government: Get Ready for a Surge in Cloud Adoption

Forbes Insights
Thought Leadership In Action  FULL BIO
Opinions expressed by Forbes Contributors are their own.

Bill Millar, Contributor

Take our word for it: cloud adoption among government agencies is well behind that of the private sector. Moreover, government cloud adoption trails even its own expectations. Nonetheless, a growing...
Cities and counties start to adopt cloud computing

Government Product News  Feb 10, 2011

For years, the 3 million attendees of the 10-day Taste of Chicago festival lugged around a 28-page brochure to find the food and music offered at different times and locations around the city. In May 2009, the city posted the schedule online and built an application that brought the information right to festival-goers' smartphones.
Creating User-Centric Services for Residents Is Crucial

Public agencies are finding that they must upgrade their digital service delivery to match users' expectations from the private sector.

BY RYAN MCCAULEY MARCH 2, 2017
PRACTICAL IDEAS ON HOW YOU CAN OFFER ON DEMAND SOLUTIONS
Types of Services- Requested by Citizens

I. Get information/Directions
II. Report (Problem/Suggestion/Complaint)
III. Review records
IV. Seek permissions (Approvals/Permits/Inspections)
V. Request official records
VI. File records
VII. FOIA information
VIII. Process payments
How to be ready for Government on Demand

• Convert Paper/Books/Film to Digital
• Implement Document Management
• Use some workflow technology
• Define & document how you want to process departmental requests
• Select a solution Provider
• Implement, Train staff and Launch
• Communicate to Citizens
Document Management

• Organize and Store in Digital File cabinets
• Easy Search
• Retrieve & view, Print or Forward
• OCR for intelligent search
• Control Versions
• Redact
• Expose to Public ……
Workflow

- Ad-hoc & Predefined structured processes
- Ability to electronically route Tasks/documents
- Track Cycle times of steps & process
- Reports to track status, workloads etc.
- Ability to reroute tasks and requests
- Automatic Notifications, escalations
What to look for?

• Vendors focusing on county departments
• Look for Solution Providers not just technology
• Make sure you own the data
• Make sure you are not tied by contracts
• Get a copy of your data on a periodic basis
• Ensure high availability with reimbursement for excessive outages
Government Departments
- Key Measures

- Accountability
- Transparency
- Responsiveness
- Efficiency
- Effectiveness
Tippecanoe County

“SBS Portals allows us the ability to leverage technology to serve all of our constituents better and improve our internal processes in a dramatic fashion. Implementing the system has been relatively easy to do, and the training is simple. As for the cost, there is no capital investment or annual fee. As you add on users and create efficiencies the system pays for itself. This has been a great process & experience.”
Tippecanoe Clerk- Christa Coffey
My entire office loves the program! It is so much more convenient to be able to access the books online. We appreciate that both pages are scanned together so we can see the digital product exactly as we look at the books; there is no clicking from page to page to see one specific transfer, it is all on the screen at once and the scans are more clear than they are in the actual books. We are especially excited about being able to offer researching capabilities outside our office hours. Researchers can now search our books anytime of the day or night!

We love the product and our taxpayers love the price! It was a fraction of the cost of the competitors. Searching is quick and easy and self-explanatory so no special training is necessary. The product fits our needs to a tee!

Gayle Rogers
White County Auditor
Questions

• Is anyone already using cloud to offer services?
• Based on what we have discussed, how many of you would like to implement these types of services?
• How many of you think that cloud solutions are less secure than premise-based solutions? i.e. On-site servers
What’s next?

For additional ideas on how to implement On-Demand Cloud Solutions:

Attend ongoing online webinars:

• 5 ways to make Government on Demand applicable to your county & department
• How to select suitable Cloud solutions
• Five Steps to launch “on-demand services” in your county department

Call to register: 800 974 1841