Fremtidens tjenesteplattform i offentlig sektor

Christoffer Olsen/Finn E. Amundsen
2015.06.01

CGI

Experience the commitment®

CGI is a global end-to-end IT and business process services leader

High-end business and IT consulting

68,000 professionals, **75%** shareholders

4,500 clients across the globe

System integration, IT and business process **outsourcing**

400 offices, 40 countries around the world

9/10 client satisfaction score for the past 10 years

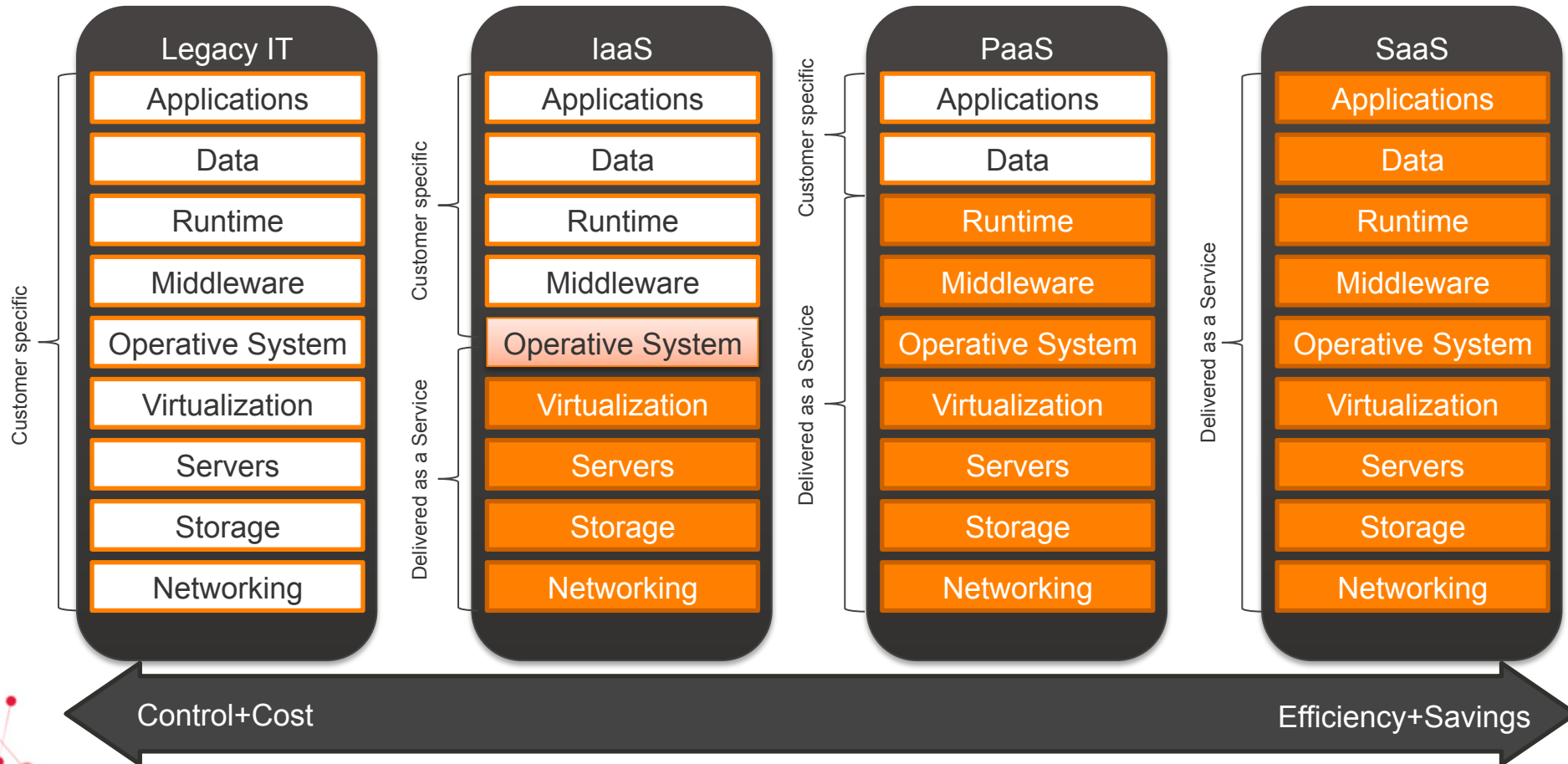100+ mission-critical **IP-based solutions**

$10B annual revenue

World's 5th largest independent IT and BPS firm

CGI

Legacy (2009)

Cloud Stack
Traditional Managed Services vs. IaaS, PaaS, SaaS

Legacy IT	IaaS	PaaS	SaaS
Applications	Applications	Applications	Applications
Data	Data	Data	Data
Runtime	Runtime	Runtime	Runtime
Middleware	Middleware	Middleware	Middleware
Operative System	Operative System	Operative System	Operative System
Virtualization	Virtualization	Virtualization	Virtualization
Servers	Servers	Servers	Servers
Storage	Storage	Storage	Storage
Networking	Networking	Networking	Networking

Customer specific

Delivered as a Service

Control+Cost

Efficiency+Savings

CGI

NIST

- **On-demand self-service**. A consumer can unilaterally provision computing capabilities, such as server time and network storage, as needed automatically without requiring human interaction with each service provider.
- **Broad network access**. Capabilities are available over the network and accessed through standard mechanisms that promote use by heterogeneous thin or thick client platforms (e.g., mobile phones, tablets, laptops, and workstations).
- **Resource pooling.** The provider's computing resources are pooled to serve multiple consumers using a multi-tenant model, with different physical and virtual resources dynamically assigned and reassigned according to consumer demand. There is a sense of location independence in that the customer generally has no control or knowledge over the exact location of the provided resources but may be able to specify location at a higher level of abstraction (e.g., country, state, or datacenter). Examples of resources include storage, processing, memory, and network bandwidth.
- **Rapid elasticity.** Capabilities can be elastically provisioned and released, in some cases automatically, to scale rapidly outward and inward commensurate with demand. To the consumer, the capabilities available for provisioning often appear to be unlimited and can be appropriated in any quantity at any time.
- **Measured service.** Cloud systems automatically control and optimize resource use by leveraging a metering capability1 at some level of abstraction appropriate to the type of service (e.g., storage, processing, bandwidth, and active user accounts). Resource usage can be monitored, controlled, and reported, providing transparency for both the provider and consumer of the utilized service.

CGI

Just a normal day and yet another project

- Plan
  - Purpose
  - Scope
  - People
  - Financials
  - Timescale
  - Risk
  - Implementation

- Where we failed
  - Purpose
  - Scope
  - People
  - Financials
  - Timescale
  - Risk
  - Implementation

CGI

CGI SDE

CGI Norway have for the last 5 years been building and running a cloud environment together with Microsoft in Norway.
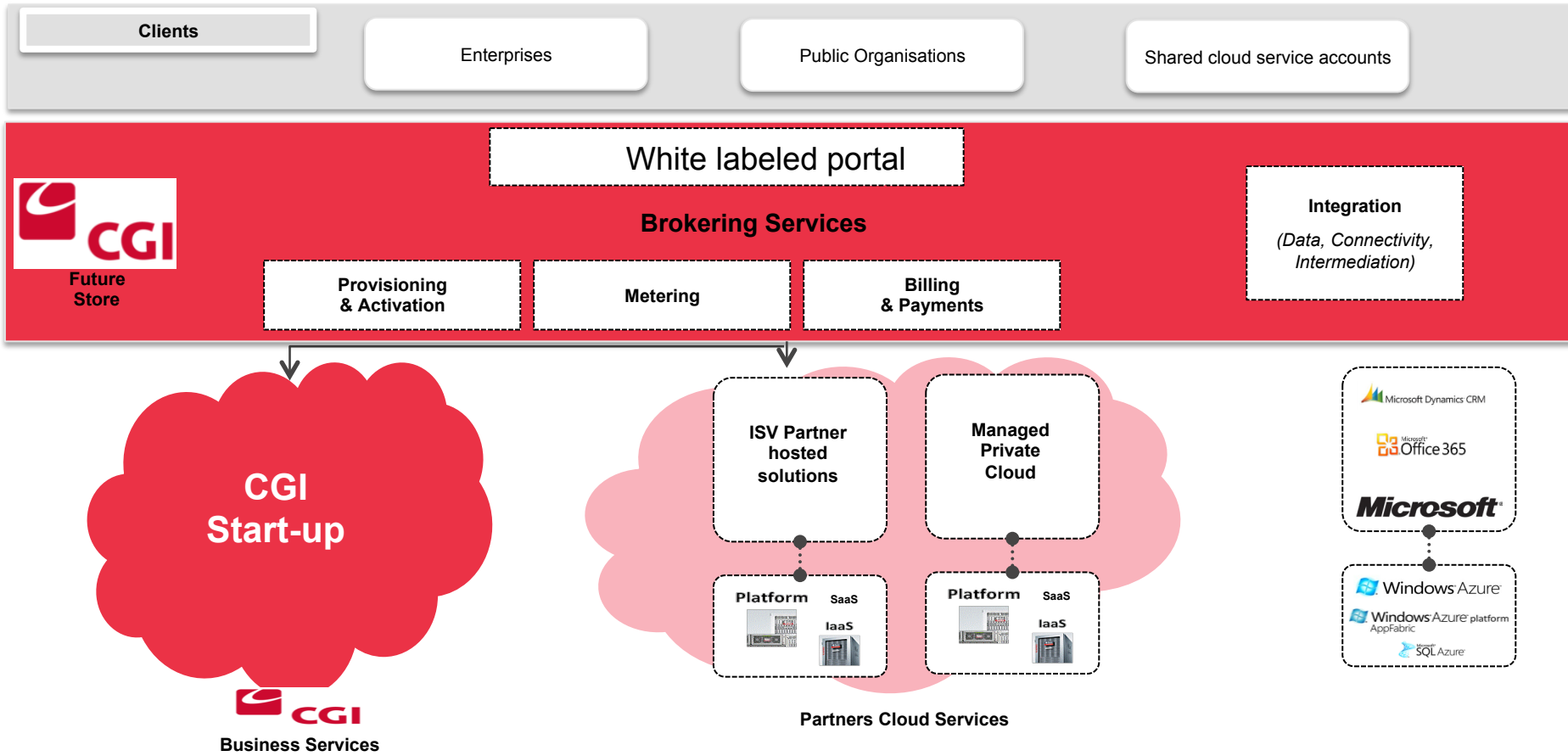
Last great win, a Hybrid cloud solution including public clouds like Azure and Office 365, and CGI's DC's in Norway for 100.000 users.

UDE's own presentation of this solution

https://vimeo.com/124928251

CGI

CGI: Broker and Service Integrator

Clients	Enterprises	Public Organisations	Shared cloud service accounts

CGI Future Store

White labeled portal

Brokering Services

Provisioning & Activation	Metering	Billing & Payments

Integration
(Data, Connectivity, Intermediation)

CGI Start-up

CGI Business Services

ISV Partner hosted solutions

Platform · SaaS · IaaS

Managed Private Cloud

Platform · SaaS · IaaS

Partners Cloud Services

Microsoft Dynamics CRM
Microsoft Office 365
Microsoft
Windows Azure
Windows Azure platform AppFabric
SQL Azure

CGI

SDE 2.0 Fremtidens tjenesteplattform

CGI

Experience the commitment®

Customer Point of View

- ## Always On
  There is no downtime in the cloud. Build infrastructure that automatically reallocates resources so maintenance windows or system failures do not affect the end users.

- ## On Demand
  The customer choses at any point in time when and where to consume the service.

- ## Pay as you go
  The customer only pays for the services they consume.

- ## Self-service
  The customer have the ability to leverage the services without any IT involvement.

CGI

Value chain

The project has focused on the cloud model applied to the whole value chain.

- Sales
- Market
- Finance
- HR
- Operations
- Vendors
- …

CGI

Vendors

"High cost for on-prem cloud?"

Traditional business model for an on-prem cloud is similar to traditional box buying.

- Cloud approach to deliver services
  "Pay as you go, and only for what you use"
- Guarantee that capacity is available

We already have this capability in the public clouds.
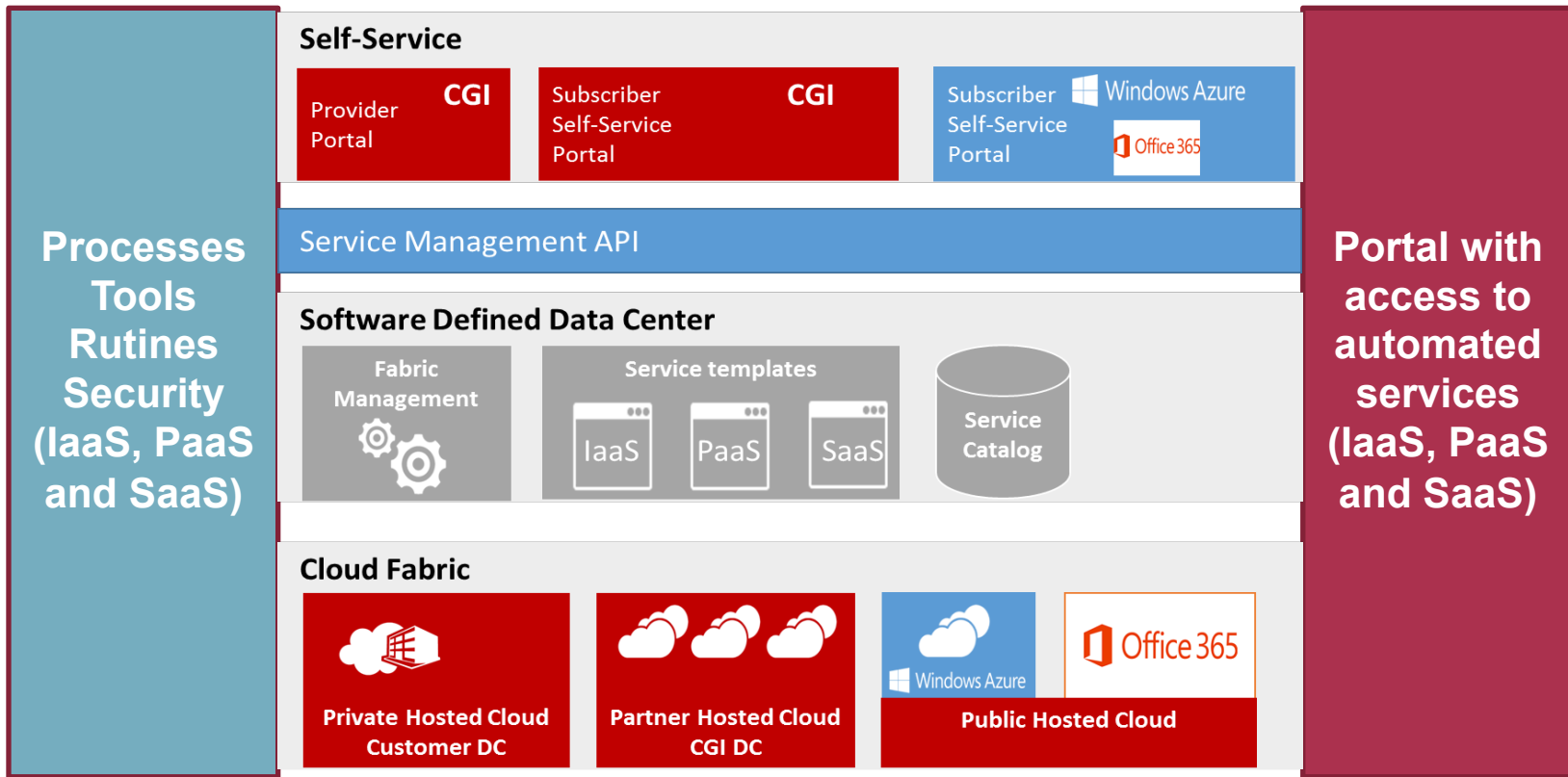
Why not in our datacenters?

CGI

Fremtidens tjenesteplattform

- Converged infrastructure with servers, data storage devices, networking equipment and software for IT infrastructure management, automation and orchestration

- Designed to reduce the complexity and risk of implementing a self-service cloud

- As a result, service providers can respond quickly to business opportunities—without worrying about having the ability to manage dynamic, highly virtualized workloads

- Microsoft Cloud Platform System – powered by Dell

CGI

CGI SDE 2.0 platform 2015

Processes Tools Rutines Security (IaaS, PaaS and SaaS)

Self-Service

Provider Portal — **CGI**

Subscriber Self-Service Portal — **CGI**

Subscriber Self-Service Portal — Windows Azure / Office 365

Service Management API

Software Defined Data Center

Fabric Management

Service templates — IaaS / PaaS / SaaS

Service Catalog

Cloud Fabric

Private Hosted Cloud Customer DC

Partner Hosted Cloud CGI DC

Public Hosted Cloud — Windows Azure / Office 365

Portal with access to automated services (IaaS, PaaS and SaaS)

Financial model based upon the cloud definition of «Pay as you go, and only for what you use».

13

Our commitment to you
We approach every engagement with one objective in mind: to help clients succeed

CGI