

IGFOA Conference

Staying Secure when Transforming to a Digital Government

September 19th, 2017



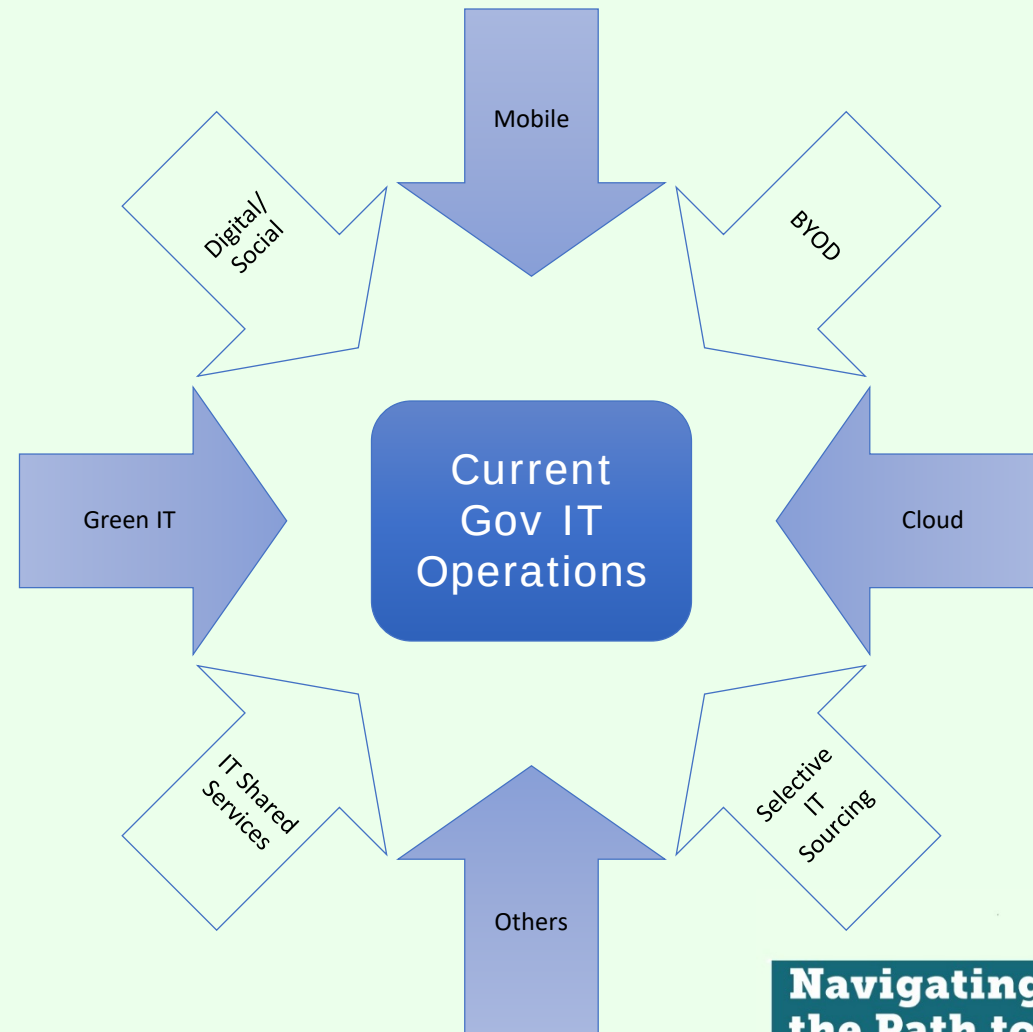
Plante Moran

Agenda

- Plante Moran Introductions
- Technology Pressures and Challenges Facing Government
- Technology Risks and Mitigation Strategies
- Technology Cost Considerations
- Technology Best Practices
- Questions

Technology Pressures Facing Local Government

- External influences will impact your future direction as much as or more than maintaining the existing environment
- Will drive future technology policy, planning, investments and **RISK**
- Not every IT “buzzword” should be immediately actionable



Technology Challenges Facing Government

- Insufficient staffing / skill-gap
- Budget constraints
- Lack of IT governance
- Competing project priorities
- Outdated infrastructure
- Aging software systems
- Accountability to citizens
- Slow changes due to bureaucracy
- Lack of reporting and transparency capabilities

Identify Risk & Develop Mitigation Strategies

- Develop risk management procedure
 - Identify and prioritize risks
 - Perform periodic risk assessments
 - Develop risk mitigation / contingency plan
 - Implement risk mitigation plan
 - Monitor progress
- Develop risk incident response plan
 - Communication
 - Continuity of operations
 - Recovery

Aligning IT Policy with Strategy

- Keep policy current
 - Who makes IT policy?
 - Who identifies policy requirements prior to a project?
 - *IT Governance is imperative*
- IT policy building blocks
 - Disaster Recovery Plan
 - Password Policy
 - Email Usage Policy
 - Change Management Policy
 - Infrastructure Refresh Policy
 - Patch Management Policy



Workforce Mobility

- Computer and Internet Usage Policy/Acceptable Use Policy
- Remote Access Policy
- Data Back-Up Policy
- Mobile and Personal Device Policy
- Portable Storage Policy



Collaboration

- Social Media Policy
- Acceptable Use Policy
- Compliance Policy



E-Commerce

- Security Penetration Testing Policy
- Compliance Policy
- Help Desk Policy



Business Intelligence/'Big Data'

- Data Management and Retention Policy
- Data Back-up Policy
- Performance Metrics



Strategic Sourcing

- IT Asset Management Policy
- IT Service Catalog
- Service Level Agreements



Cloud

- Cloud Computing Policy
- User Access Policy
- Compliance Policy
- Data Ownership
- Exit Strategy



Technology Deployment Methods

- **On-Premise:** Procure hardware & software and deploy on-premise
- **Private Cloud:** Procure software & deploy in hosted environment
- **Public Cloud:** Subscribe and implement “Public Cloud” solution (i.e. Amazon)



Deployment Method Cost Comparison

On-Premise

- *One-time*: License fees, implementation fees, hardware costs
- *On-going*: Software maintenance & support, hardware maintenance, internal FTE's

Private Cloud

- *One-time*: License fees, implementation fees
- *On-going*: Software maintenance and support, hosting fees, Internal FTE's

Public Cloud

- *One-time*: Implementation fees
- *On-going*: Software subscription fees, internal FTE's

“Cloud” Benefits

- Less up-front costs
- Upgrades handled by vendor require less effort
- Less organization’s FTEs required to maintain system / infrastructure
- Data security standards exceed many local government practices
- No additional infrastructure required to be purchased / maintained as organization grows
- Continual access to upgrades reduces chance of the system becoming obsolete

“Cloud” Risks

- Exit strategy
- Less control over system updates
- Potential higher overall cost



Technology & Management Best Practices

- Effectively manage / mitigate IT risk
- Align projects with strategic vision
- Align IT policies with the strategic vision
- Identify policy 'Gaps' proactively
- Budget for appropriate IT cost categories
- Implement IT governance model to create and enforce policy

IT Governance

Implement an IT Governance Model that determines:

- IT policy
- IT procedures
- IT standards
- Annual technology budgeting
- Project portfolio management
- Return on investment (ROI)
- Risk threshold



Questions



**Navigating
the Path to Leadership**

Thank you!

From Plante Moran