



CGI Information Systems and Management Consultants
(Australia) Pty Ltd
Level 13, 100 Pacific Hwy / PO Box 6451
North Sydney / NSW / 2060 / Australia
Tel. +61 2 8062 3000 | Fax +61 2 9021 7000

cgi.com

26/11/2013

Mr. Tony Shepherd AO
Commission Chair
National Commission of Audit

Via email: submissions@ncoa.gov.au

Dear Mr. Shepherd and Commissioners,

Re: Realising efficiencies through Cloud-based ICT infrastructure for government

Thank you for providing private sector companies, like CGI, with this opportunity to present submissions and ideas as part of the National Commission of Audit process.

This submission has been prepared primarily in response to the call for greater efficiencies, such as through the adoption of new technologies, on Page 2 of the Terms of Reference.

This paper discusses the financial efficiency and security benefits of the Federal Government commissioning a whole of Government Cloud for the use of Federal agencies, State and Local Governments.

About CGI

CGI is a global end to end IT service provider who employs 69,000 staff in more than 40 countries.

For over 35 years we have served federal, State and Local governments across the United States, Canada, Europe and Australia. CGI strives to help governments serve as prudent, transparent and accountable administrators of scarce resources.

CGI fosters local accountability for client success while bringing global delivery capabilities to client's front doors. CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

Challenges to information storage

Governments are in the business of collecting and using information, much of which is both personal and sensitive.

Traditionally the information has been stored on-site, in servers or mainframes, but increasingly this information has started to be stored externally to Government and provided "as a service".



Indeed the Federal Government has attempted to move aggressively towards an external environment through “Cloud first” policies, a move that has been more or less followed in other states.

Most State, Territory and Local Governments, recognising the financial and productivity benefits of moving information to the Cloud, have begun to formulate their individual Cloud strategies. This has resulted in disparate and fragmented policies, in which some jurisdictions have been lax with security and few jurisdictions have been able to achieve economies of scale and any return on their investment.

A Federal solution

Commissioning a Federal Government Cloud and making it available for all Federal, State, Territory and Local Government organisations would allow those bodies to move speedily to Cloud based storage with confidence, significantly reducing the cost of storage and improving the provisioning of infrastructure “on demand” across the Australian Public Sector.

Such a solution would remove the imperative for each jurisdiction and Local Government area to establish their own policy and would give each body an automatic point of price and service comparison when procuring their infrastructure services.

Such a solution does not necessarily come at a cost to the Federal Government as State, Territory and Local bodies would pay commercial rates; either back to the Federal Government for a small section of the available space in the federal Cloud, or otherwise as required.

This model has also been successfully applied by the Local Government Association of Queensland (LGAQ) who established a shared Cloud for the use of their members.

Of course, due to the nature of Cloud based storage, Governments or individual agencies could decide to opt in or out of the system at their will or as different products become available.

Benefits to Australian Governments

The benefits of moving infrastructure to the Cloud are well opportune. Such a move allows Governments to preserve capital, easily scale investment and frees IT staff to focus on business improvement and innovation rather than maintenance of existing infrastructure.

Further details can be found at:

<http://agict.gov.au/sites/default/files/Australian%20Government%20Cloud%20Computing%20Policy%20Version%202.1.pdf>



What makes us different

- You have the advantage of our scale and a global footprint for delivery.
- You can leverage our extensive experience in security with:
 - over 600 security experts
 - 40 years of working across market sectors.
- Our end-to-end offerings help you transform and meet business requirements.
- We 'lift, standardise and transform' infrastructure as opposed to simply 'lift and shift'.
- We'll reduce your on-going operational costs.
- We'll help improve service levels and user satisfaction by applying world-class processes in your organisation.
- Our standard service offerings come with defined costs based on the service catalogue.

Testimonials

CGI's government Cloud Computing offering is the result of the US GSA cloud initiative

CGI Federal is well positioned. With 50+ agencies serviced by CGI's data centers, we understand federal security requirements. We were the first to move CMS into the cloud to meet the President's health care agenda.

CGI's Cloud has received full "Authority To Operate" and positions us to meet strict US public sector requirements

Highly secure Cloud IaaS services (compute, storage and network capacity) to support US government applications.

Offering Highlights:

- *For US federal agencies, State and Local governments*
- *Delivered from 2 data centers (Phoenix, Philadelphia)*
- *Virtual machines by the hour or monthly web hosting*
- *Comprehensive service management capability through User Portal*

Reference Customers

- *CGI Federal Cloud Enterprise IaaS: U.S. Homeland Security*
- *CGI Federal Cloud Enterprise IaaS and SaaS: U.S. Department of Labor*

Based on the results in other jurisdictions and our extensive experience, CGI believes that the establishment of a whole of Australian public sector Cloud would benefit taxpayers across the nation, reduce the cost of public sector storage, have a strong uptake, high user satisfaction, and be comparatively cost-effective.

This approach is in line with the National Commission of Audit's aim to find greater efficiencies including through the adoption of new technologies. Creation of a Federal Government-led Cloud



would also help to address an area of unnecessary duplication between levels of government, while providing a more secure solution.

It would be our pleasure to assist further in the consideration of these issues.

We thank the Federal Government for engaging with industry in their Commission of Audit, and for the opportunity to provide this submission.

Please contact us if you have any questions or would like additional information.

Yours faithfully

A large black rectangular redaction box covers the signature of the Vice President.

A smaller black rectangular redaction box covers the name of the Vice President.

Vice President
CGI Australia

A large black rectangular redaction box covers the contact information, likely including a phone number and email address.