

CASE STUDY: The Cloud

INDUSTRY: Government

End-to-end solution for cloud trial

The Queensland Government Chief Information Office (QGCI0) is part of the Department of Science, Information Technology, Innovation and the Arts. The office sets Information and Communication Technology (ICT) strategy, policies and standards as well as facilitates strategic relationships with industry partners for cost-effective outcomes.

Challenge

As part of the focus on efficiency, and in line with its five-year ICT strategy, the Queensland State Government has implemented a plan to refurbish its ICT systems to create a time and cost-effective experience for government agencies and the community. A key part of this strategy is to move from owning technology assets to an ICT cloud service model, which will eliminate the need for costly upgrades and enhance user functionality.

QGCI0 completed a six-month trial of operating in a total cloud environment, which included shifting from XP to Windows 8. The trial tested the boundaries of a large enterprise operating within the cloud to ascertain if this solution could be applied across government operations. QGCI0 is assessing the findings.

Solution

Datacom created a functioning cloud office, including desktop management, new Active Directory (AD), Domain Name Services (DNS), internet gateway services, web filtering, identity management, cloud storage, mail and apps in compliance with security requirements.

Datacom was instrumental in managing the integration of all cloud services and worked closely with QGCI0 throughout their trial to ensure a flexible and responsive project delivery.

Result

With the assistance of Datacom in managing and troubleshooting integration issues, the trial provided QGCI0 with useful insights into the benefits and challenges of large, complex enterprises operating within the cloud. Initial results have found ongoing operating costs dedicated to ICT have been significantly reduced, with the need for expenditure on hardware almost eliminated. The Datacom solution provided their staff with enhanced functionality, particularly in regard to fast and easy remote network access and greater flexibility for storing, searching and sharing files. Following the trial, Datacom's limited help desk management role has now been expanded for QGCI0.

“The trial was about testing whether a government department could operate fully in the cloud and so we pushed the boundaries of our ICT services to see what would and wouldn't work, and to test troubleshooting solutions. Datacom worked with us to integrate the cloud system so that it all worked end to end.”

Alby Cartner – **Senior Consultant,
Technology Architecture, QGCI0**