NY Municipal Cloud:

Connecting cities to fuel

growth and prosperity

via the cloud

The State of New York

Running a state is expensive. In fact, New York State spent more than $118 billion in the 2013–14 fiscal year alone. But the state government—like many others—suffers from massive inefficiencies. In Albany, for example, more than a million square feet of office space sits vacant, yet as of December 2013, state agencies were still signing new leases.[1]

In the face of economically challenging times, governments have to find ways to spend smarter—reducing inefficiencies while improving infrastructure and citizen services to meet the needs of constituents.

Municipal governments on every level are facing huge challenges, but the answers lie in unity. Currently all 1,600 municipalities run independent applications on individual servers. They don't share data across departments, they don't share resources with each other. That means government employees can't work efficiently—and citizens have limited, and often frustrating, access to services.

In a research initiative designed to provide better information access for agencies, businesses and citizens, SCA Consulting and IBM Research Services have partnered with the State of New York to develop the IBM Municipal Shared Services Cloud. Once the state's IT operations are migrated to a mainframe-based cloud environment, it can offer a wide range of fully integrated and secure IT services for all levels of government.

By bringing together disparate applications and data on the cloud, good things are likely to follow. A single assessor will be able to serve several counties with a mobile device. Police officers will have access to outstanding warrants on a suspect from surrounding towns. Building contractors will be able to stay on the job site instead of constantly running to different offices for permits. Having access to information across state agencies will be game changing for cities and businesses and citizens alike.

> **"By 2016, 72% of business leaders say cloud will be extremely important to success."[2]**

As research has progressed, however, there has been an expansion in mindset from cloud solely as an efficiency play to cloud as a platform for competitive advantage. Through the shared services cloud, New York plans to give developers access to government agencies through a single access portal, so that necessary applications for permitting, surveying and zoning can be run seamlessly without data synchronization issues.

By creating a more efficient development process, the state will attract more development—empowering individual municipalities to join together and nurture growth across the state.

A Platform for Growth

With the help of the mainframe, New York is redefining what it means to run state government. It's critical to the cooperation, exchange of information, and discussion of new solutions—three key requirements for increasing efficiency and solving common municipal problems. Importantly, the multi-tenancy capability of the mainframe enables safe information sharing and

collaboration among governments, as well as the ability to customize the cloud to local needs. By hosting the shared cloud environment on the mainframe, state government departments will have a uniform view of the same citizens and information—on a platform they can trust.

> "Expeditious transmittal of information will facilitate development—because basically time is money. It's just going to enable information to be shared not just quickly but in a more effective way."

Aileen Rohr
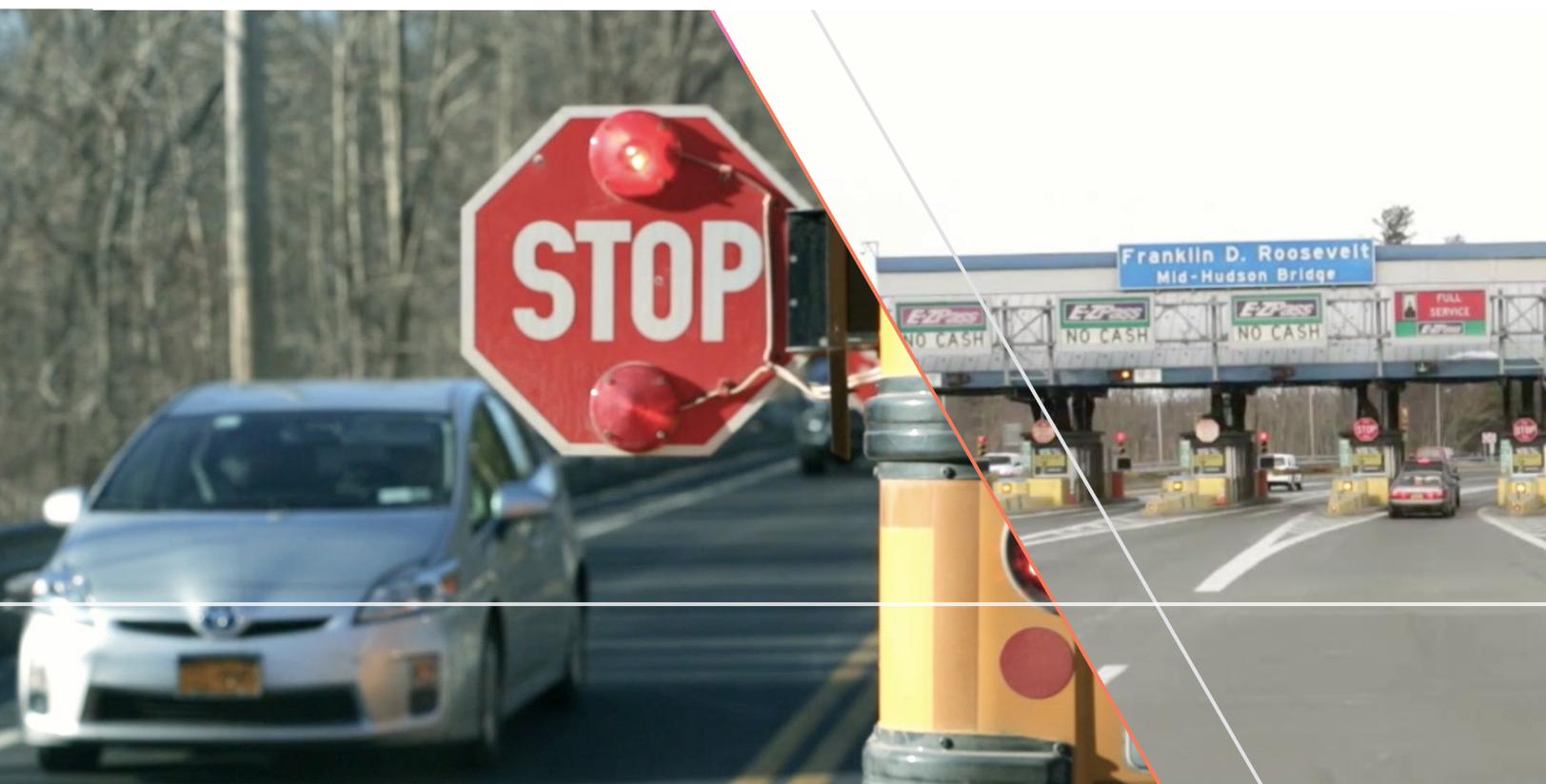*Town Supervisor, Town of Hyde Park*

CLOUD

The mainframe is the only cloud platform that will enable resources to be automatically adjusted in seconds to adapt to quickly changing citizen and municipal demands. Plus, independent software vendors can leverage the shared services cloud to deliver services for local governments over a low-cost, scalable and secure platform.

Importantly, the cloud will eventually include a Web-based citizen portal—creating transparency and accessibility for citizens, and building a more trusted relationship with the state.

MOBILE

New York State will deliver exponential value by enabling citizens and agencies to access and share information whenever and wherever they need it. The mainframe is the only platform that has the reliability to support this volume and variety of mobile traffic, and is trusted to keep services available on any device 24/7, 365 days a year.

CONSOLIDATION

Some municipalities in New York State spend about $8 million on IT infrastructure and services. Based on prototypes and models for shared services and cloud computing, the mainframe can help reduce that number by at least 25%.

> "Change starts by asking the difficult questions and finding innovative solutions. Cloud isn't just for IT anymore; it's for the business. Our cities cannot sustain and succeed without a real partnership within our state government."

Wil Labossier
President, Software Consulting Associates

Looking Forward

For the state of New York, a cloud system is solving more than an IT problem—it's solving a business and economic development problem. Cloud on the mainframe redefines what it means to run government, because it helps break down the boundaries among offices without fear of failure. And it's the only platform New York trusts to support its plans for growth. With cloud on the mainframe, the future is bright and the opportunities are endless.

About the Municipal Shared Services Cloud

The IBM Municipal Shared Services Cloud will be available through IBM Global Technology Services. This asset is the latest in a long line of technologies developed as part of the IBM First of a Kind program, where IBM Researchers and industry experts collaborate with clients to apply technology to solving business problems.

Sources

1. Audits Find Widespread Waste in Spending by State Government. NY Times Online. April 28, 2011. www.nytimes com/2011/04/29/nyregion/audits-find-widespread-waste-in-albany-spending.html?pagewanted=all&_r=0. Accessed March 20, 2014.

2. IDC and TELUS Enterprise Cloud Study, 2013: Capitalizing on Cloud's Window of Opportunity for Business Value. May 2013. www.cdmn.ca/wp-content/uploads/2013/06/2289d917-2850-4c07-9820-acba5328aa77_2013_Cloud_Study_FINAL.pdf. Accessed March 20, 2014.