"Everything should be made as simple as possible, but not simpler."

Albert Einstein

Enterprise Mobility Dutch Government

April 2013

Wijnand Lodder

Els van Engelen

Agenda

- Introduction SSC-I

- Enterprise Mobility
  Dutch Government

- Our solution: Good

- Workshop

Introduction SSC-I
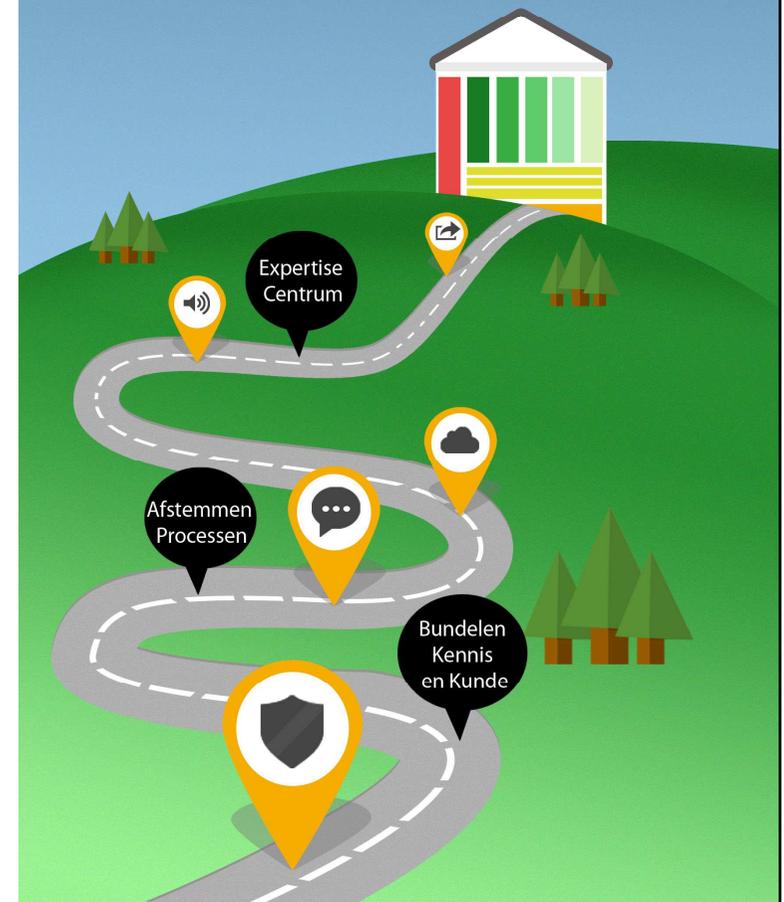
Characteristics SSC-I

- Shared Service Center IT:
  The IT service provider for Dutch
  Custodial Institutions Agency
- Develop and manage all IT-services
- Execute all IT-projects
- Nationwide support coverage
- Multiple customers
- Innovation centre
- Certified:
  - ISO 9001
  - ISO 27001
- Senior Responsable Owner of
  Enterprise Mobility

Indicators SSC-I

100+ locations

5 datacentres

110 M€ turnover

2000 servers

550 employees

600 applications

60 Service Level Agreements

5000 mobile devices

13000 work stations for 17000 end users

500 work stations for inmates

Introduction SSC-I

Standardized IT services

based on
Operational Excellence

- New datacentre with standardized building blocks
- Back- and frontoffice
- Servicemanagement
- Central skilled servicedesk
- OnSite Support
- Telecom/VOIP
- Secure workspace
- Secure tabletservice (iPad)
- Full Operational BYOD platform
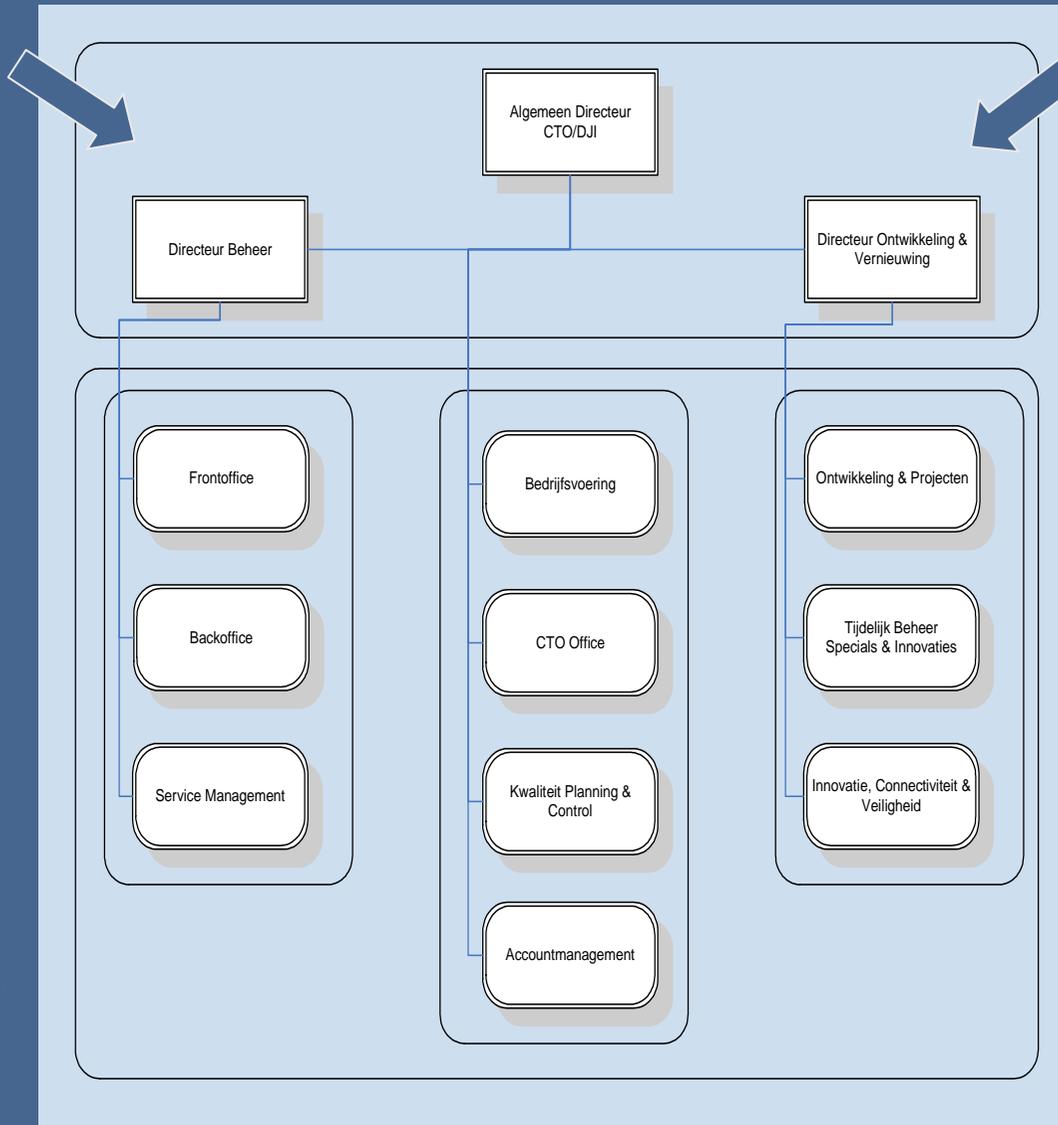
Change and renewal of the IT landscape

based on
Customer Intimacy

- Softwarehouse
- Projectmanagement
- (Project)architecture
- Telematics and WAN
- Testing
- Information analyses
- R&D
- Digital research

Algemeen Directeur CTO/DJI

Directeur Beheer

Directeur Ontwikkeling & Vernieuwing

Frontoffice

Backoffice

Service Management

Bedrijfsvoering

CTO Office

Kwaliteit Planning & Control

Accountmanagement

Ontwikkeling & Projecten

Tijdelijk Beheer Specials & Innovaties

Innovatie, Connectiviteit & Veiligheid

SSC-I

Introduction SSC-I

SSC-I: your IT service provider. We ensure that your IT works.

Secure

Reliable

Innovative

Mission

Core

SSC-I delivers trendsetting and future-oriented ICT solutions.

Added Value

SSC-I delivers secure, innovative services at a competitive price.

Focus

SCC-I delivers services within the Government, the focus being on DJI and public order and security.

Vision

"All clients always have access to their digital workspace."

SSC-I develops total solutions with nationwide coverage, integrating the solutions of partners, where necessary.

SSC-I facilitates 'The New Way of Working' securely and in such a way that all clients are masters of their own information

SSC-I

Enterprise Mobility Dutch Government (EMR)

"By 2018, 70 percent of mobile workers will use tablets or tabletlike devices."

- Gartner -

Dutch Government in transition…

Enterprise Mobility

5 Trends with significant implications for the enterprise

1 **Mobile is primary**
91% of mobile users keep their device within arm's reach 100% of the time

2 **Insights from mobile data provide new opportunities**
75% of mobile shoppers take action after receiving a location based message

3 **Mobile is about transaction**
96% year to year increase in mobile cyber Monday sales between 2011 and 2012

4 **Mobile must create a continuous brand experience**
90% of users use multiple screens as channels come together to create integrated experience

5 **Mobile enables the Internet of things**
Global Machine-to machine connections will increase from 2 billion in 2011 to **18 billion** at the end of 2022

*"Technology is **evolving faster** than established standards…"*

*"Enterprises **expect** their workers to respond to requests **after work hours** and **outside** the office…"*

*"Driven by the unprecendented **succes of smartdevices**, particularly the high adoption of Apple iPhone, the mobility market is witnessing a **transformational impact** on the enterprise…"*

*"Mobility is the **new face** of engagement…"*

Source: IBM

Enterprise Mobility

Movie

Enterprise Mobility

Source: IBM

Three key drivers are accelerating transition

IT investment priorities in 2013

Enterprise mobility	Data center transformation	Consumerization
Smart phones and tablet PCS Small apps Security Wireless networks Virtual desktop	Software-defined enterprises Hybrid IT consumption Converged infrastructure Reference architecture Big data and analytics	Bring your own technology IT buyers/users Apps and app stores Social media and UC integration

Customer challenges

Economic uncertainty/ budgets	Changing IT consumption models	Shortage of internal skills	Compliance	Decreasing IT control

Source: Canalsys

Enterprise Mobility

Enterprise Mobility...

...Is the trend that discribes a shift in work behaviour where more and more employees perform (business)tasks outside the office using mobile devices and cloud services.

Consumerization...

...Is the growing tendency for new information technology to emerge first in the consumer market and then spread into business and government organizations.
...is seen as a major IT industry shift.
...is NOT a strategy.
...can not be stopped.

Mobile Device Management (MDM)...

...secures, monitors, manages and supports mobile devices deployed across mobile operators, service providers and enterprises.

Mobile Application Management (MAM)...

...describes software and services responsible for provisioning and controlling access to internally developed and commercially available mobile apps used in business settings.

BYOD CYOD	Any place, Anytime, Anywhere
Smartphones Tablets	Cloud SAAS/PAAS

[1] Aragon Research: The Aragon Research Globe for Enterprise Mobile Management Software, 4 januari 2013
[2] Gartner: Magic Quadrant for Mobile Devise Management Software, 17 mei 2012

Enterprise Mobility

Enterprise Mobility Management (EMM)

"EMM[1] Approaches mobility within organisations from another perspective."

More than…

- Mobile Device Management (MDM)
- Mobile App Management (MAM)

A shift…

- from 'simply' managing devices and Apps,
- to a change in the business through mobilisation of business activities.

Needed[2]…

- Enterprise Mobility Strategy
- Ability to Execute

Characteristics EMM

- Totally new concept
- Explosive growth
- High changing rate
- Can not be stopped

Drivers EMM

- Consumerization
- A new perspective on work:
  Any place, Anytime, Anywhere
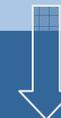
Enterprise Mobility Dutch Government
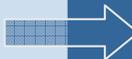
[1] Aragon Research: The Aragon Research Globe for Enterprise Mobile Management Software, 4 januari 2013
[2] Gartner: Magic Quadrant for Mobile Devise Management Software, 17 mei 2012

Enterprise Mobility
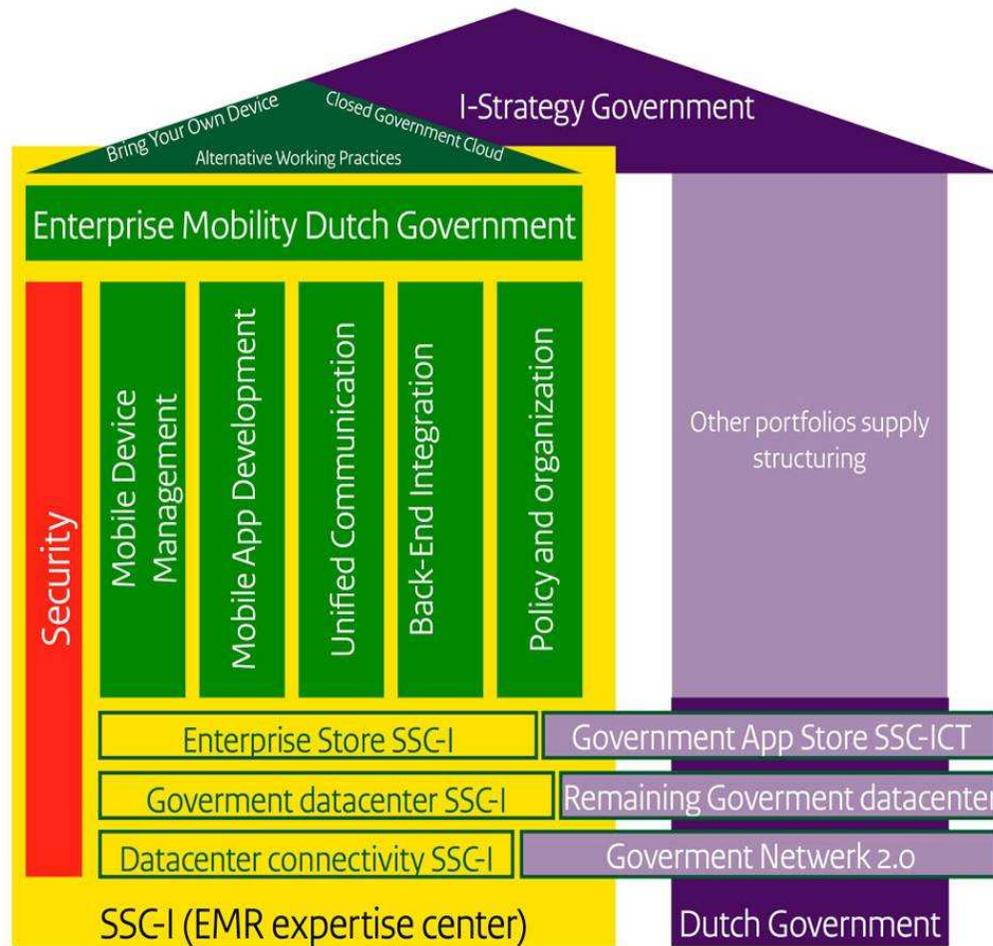
Enterprise Mobility Dutch Government

- Foundation:
  - Mobile Device Management
  - App Development (incl. MAM)
  - Unified Communications
  - Back-end Integration
  - Policy and Organization
- Orchestration vs. execution
- Governance with I-Strategy
- Special attention for security
- Variation in offered services: security, functionality, cost, etc.

Enterprise Mobility

Dutch I-Strategy

- 25 measures divided into seven themes
- Goals:
  - A more coherent I-infrastructure
  - Enabler of working
    Any place, Anywhere, Anytime
 - Large projects in order

New State-Of-The-Art datacentres

- Consolidation Government datacentres into a grid (64 -> 4)
- Connected to Nationwide Governmental network
- Dutch Enterprise Architecture
- Dutch Private Cloud
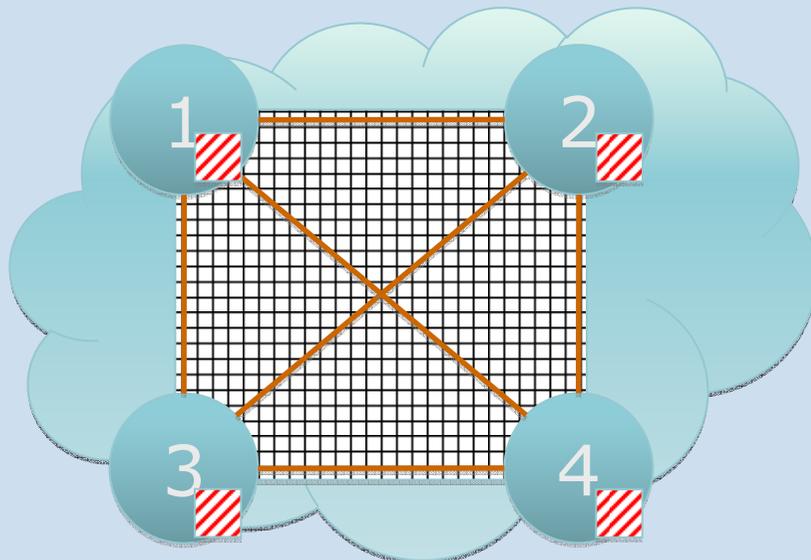
Characteristics

- 4 separate datacentres
- Interconnected
- Grid computing
- Cloud concept
- State-secret (Confidential)
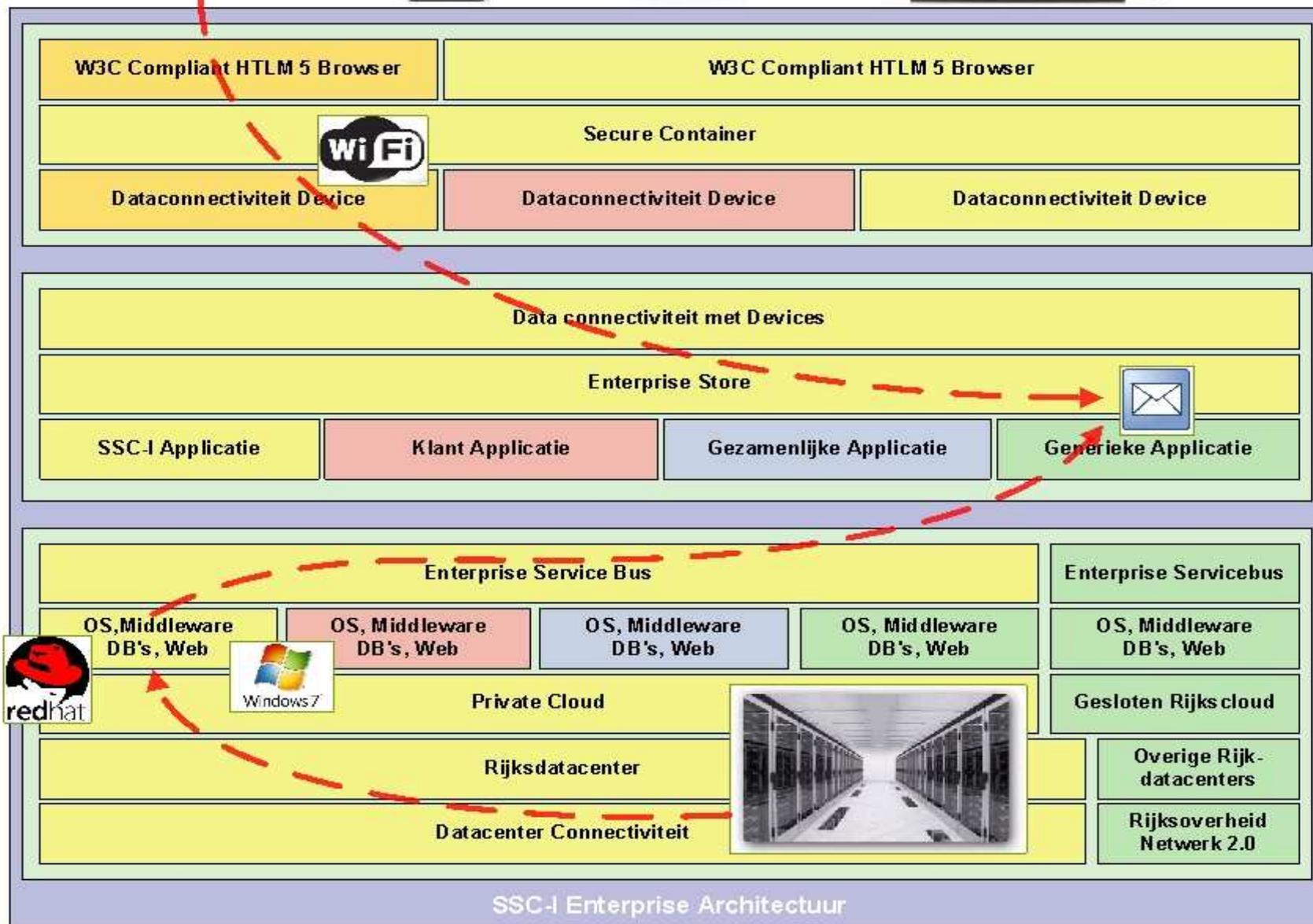
Enterprise Mobility
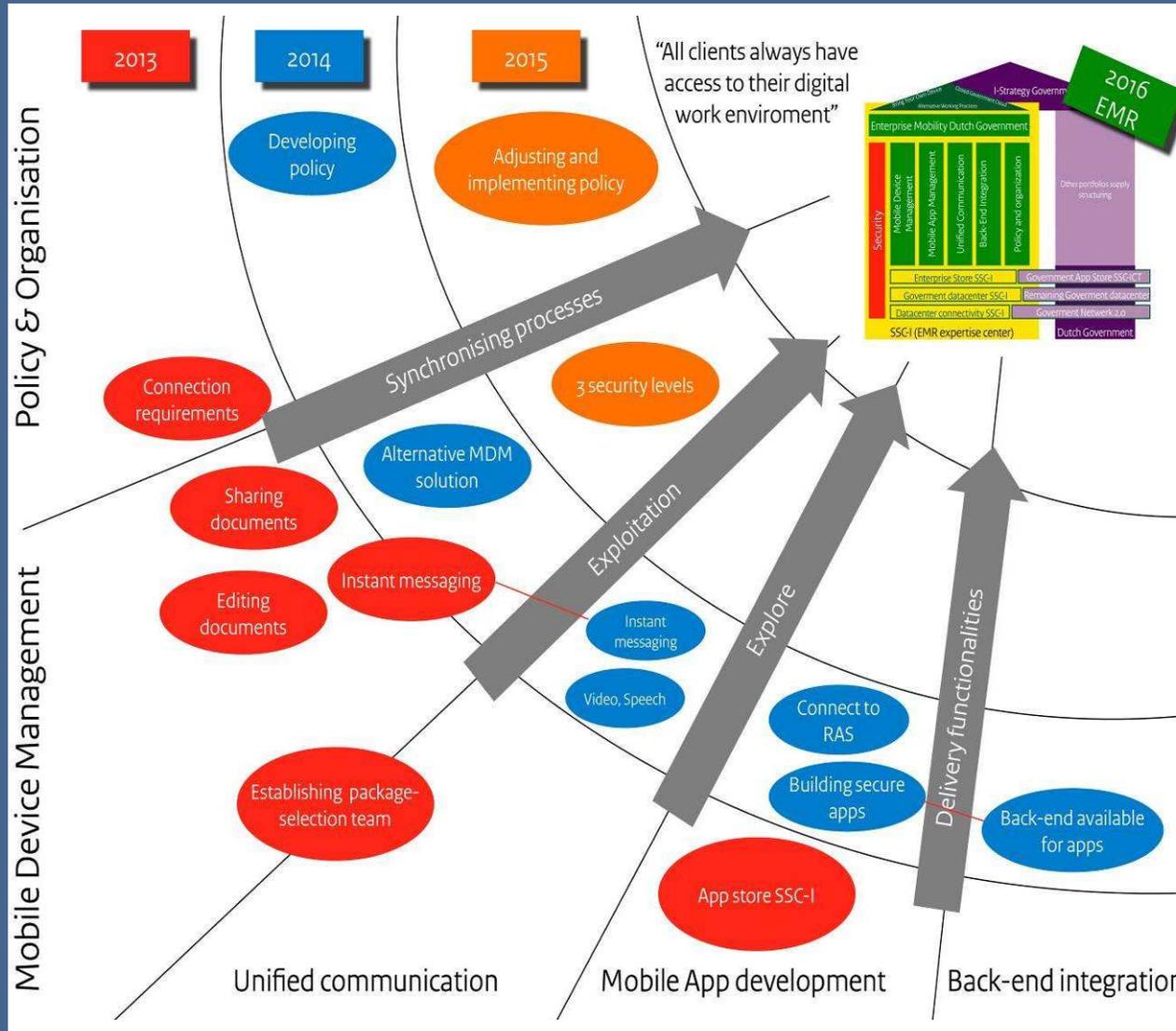
A succesful strategy covers four areas

Defining processes
-Policy
-Organization

Exploitation
-Integration existing solutions
-Partnerships
-Alignment mgt processes

Exploration
-Expertise Center
-R&D
-Orchestration

Delivery (new) functionality
-Standarizing existing solutions
-Develop/deliver new functionalities

Enterprise Mobility

Roadmap: planning and navigating towards the future

	Custom made apps?		**Which MDM Software?**
Off-The-Shelf apps?	**HTML?**	**Back-end Integration?**	**Which App. Store?**
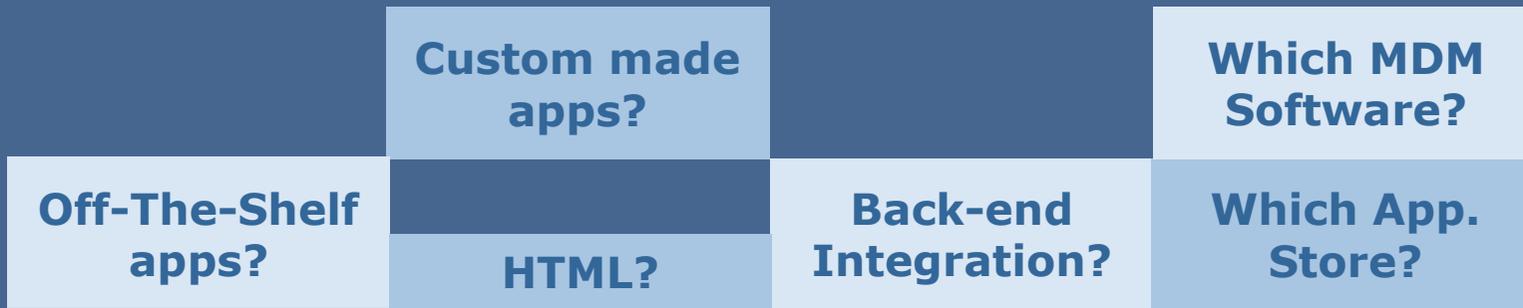
Differentiation of MDM Software

Go live MDM2

Proof Of Concept MDM2

Review NBV/AIVD

Start research

Q1 2013 Q2 Q3 Q4 Q1 2014 Q2 Q3 Q4 Q1 2015 Q2

Good

airwatch™

MobileIron

Enterprise Mobility

Our worries...

BYOD vs. MDM
Demand to use Consumer Mobile Devices

% Adoption of BYOD
% Controlled by MDM
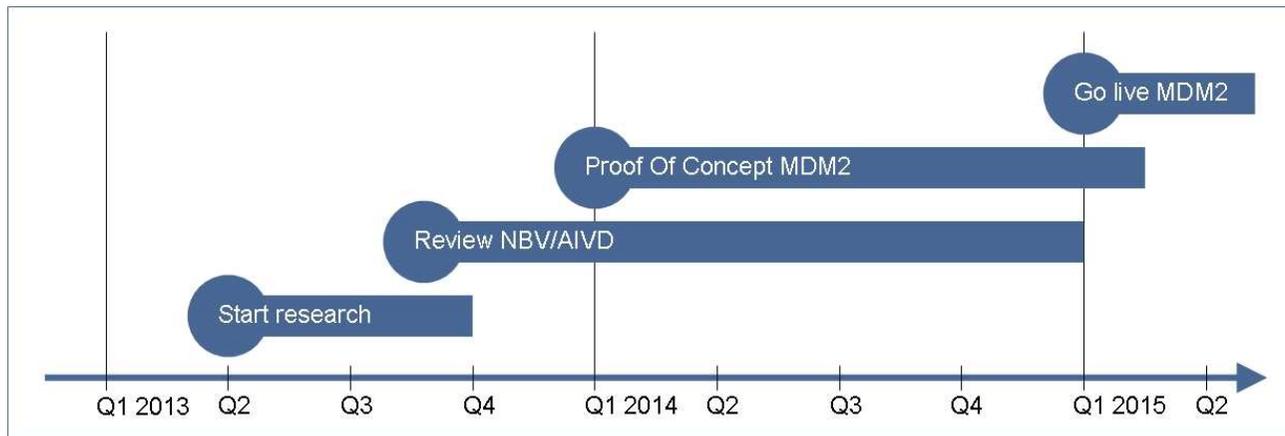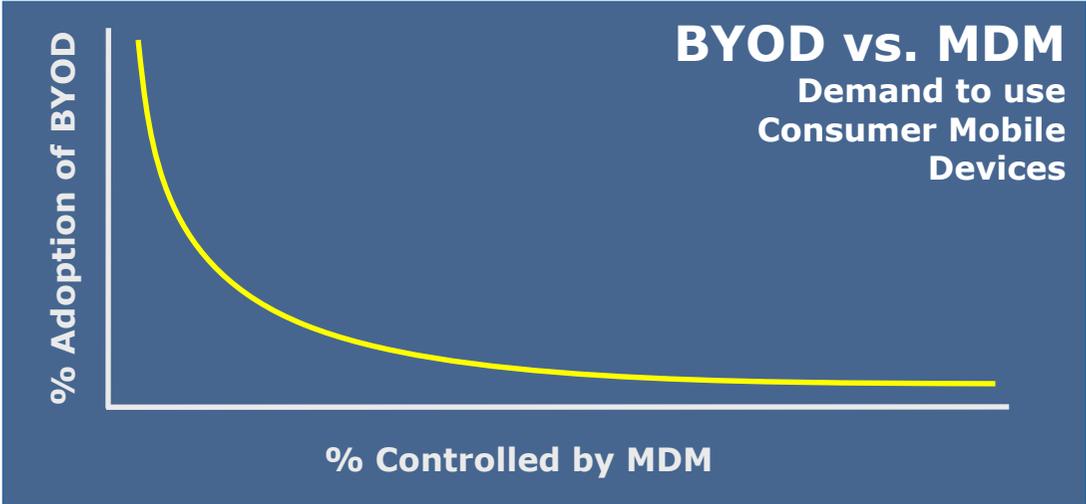
Defining Potential Business Benefits

⬇

Defining the Business Case

Incorporate existing... → **Applications**

→ **Infra-structure**

Transformation from a traditional rigid model to a model that responds to consumer demand

→ **People**

→ **Place**

→ **Process**

→ **Technology**
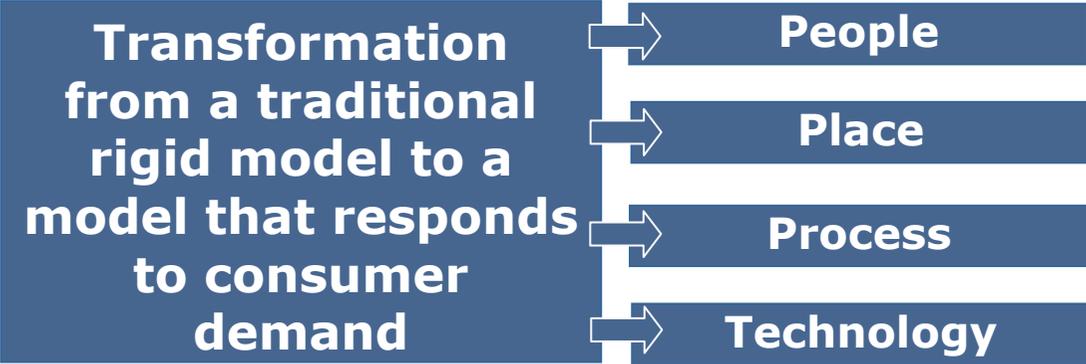
Security
Control vs. Freedom
Professionals vs. Consumers
Security vs. Usability

Our Solution:

Good

Movie

Requirements: Security and Usability

Three options for Security...

- Device management
- Secure container*
- Zero footprint:
  secure connection to a portal

We think usability means..

- And private and business
- Bring Your Own Device
- Efficient and effective
- Easy to learn User Interfaces

*Our choice

We evaluated Good on...

- Ease of IT management
- Reliability of security
- Risks of new functionalities
- Multi-platform

- Usability
- Servicing multiple organisations
- Off-line use
- Theft

"Carefully weighing these aspects and considerations, led to the decision to use the concept of the **secured container**. After product selection, **Good** was chosen which also got positive reviews of **Gartner**."

One Way Trust

To be dedicated separation

CDS.minjus.nl

ADDJI.minjus.nl

GMC GMM1 GMM2

Exchange WebApp SQL

One Way Trust

Private LAN

Private LAN

Active Directory

Exch. WebApp SQL

Other Sector

GMM(X).CDS.minjus.nl

Firewall

Good.com

Tablet
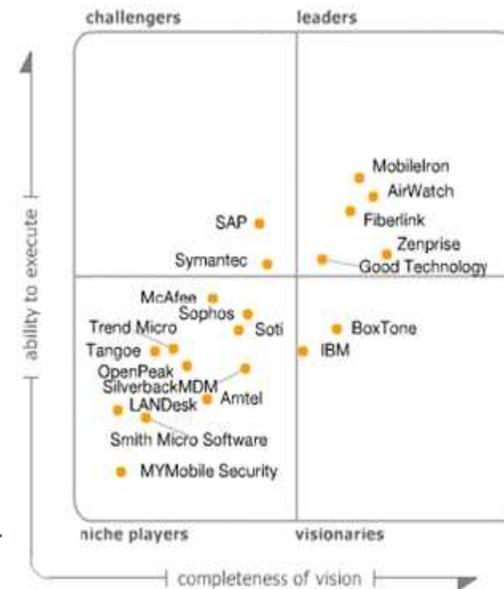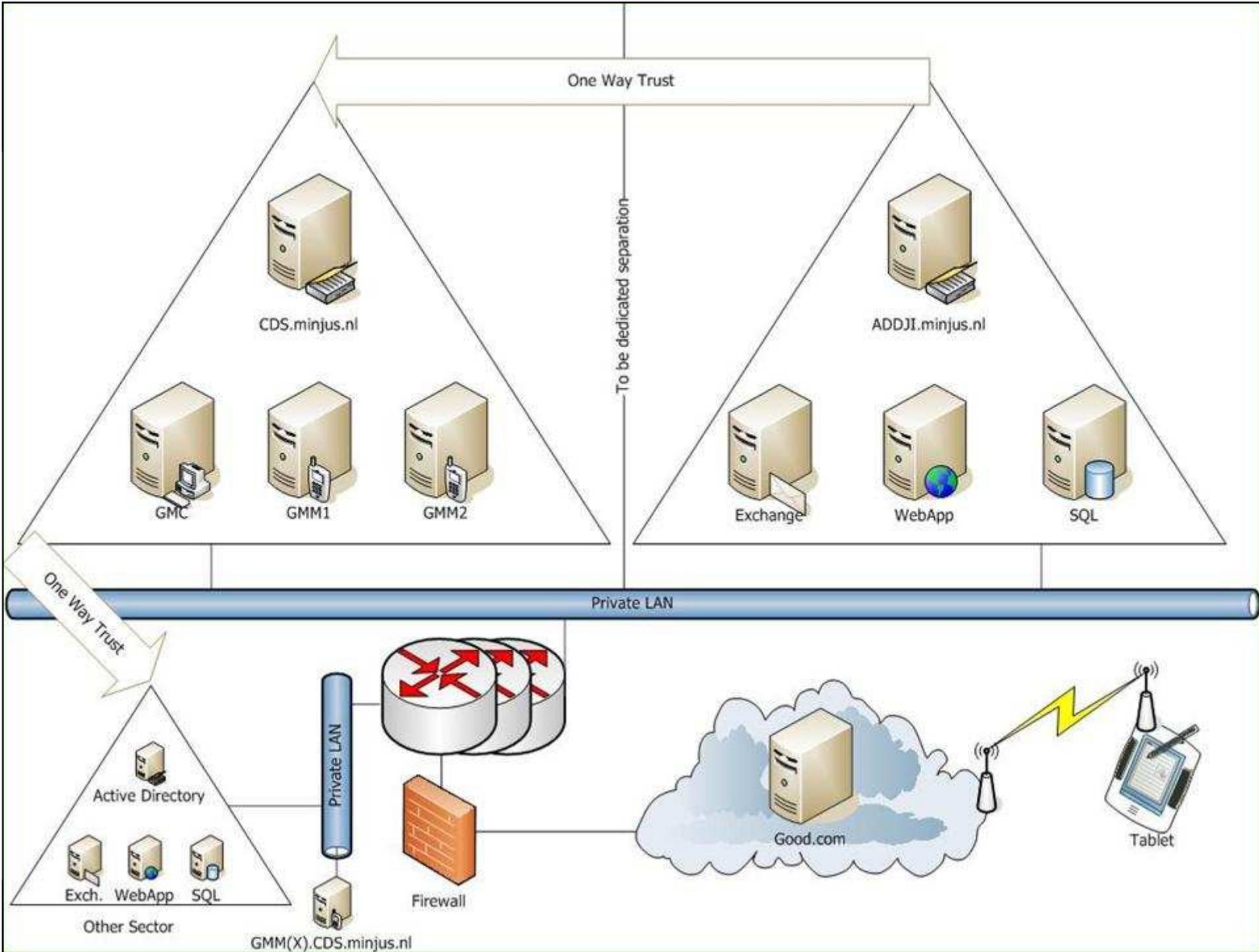
Our solution

Our roadmap

Our solution
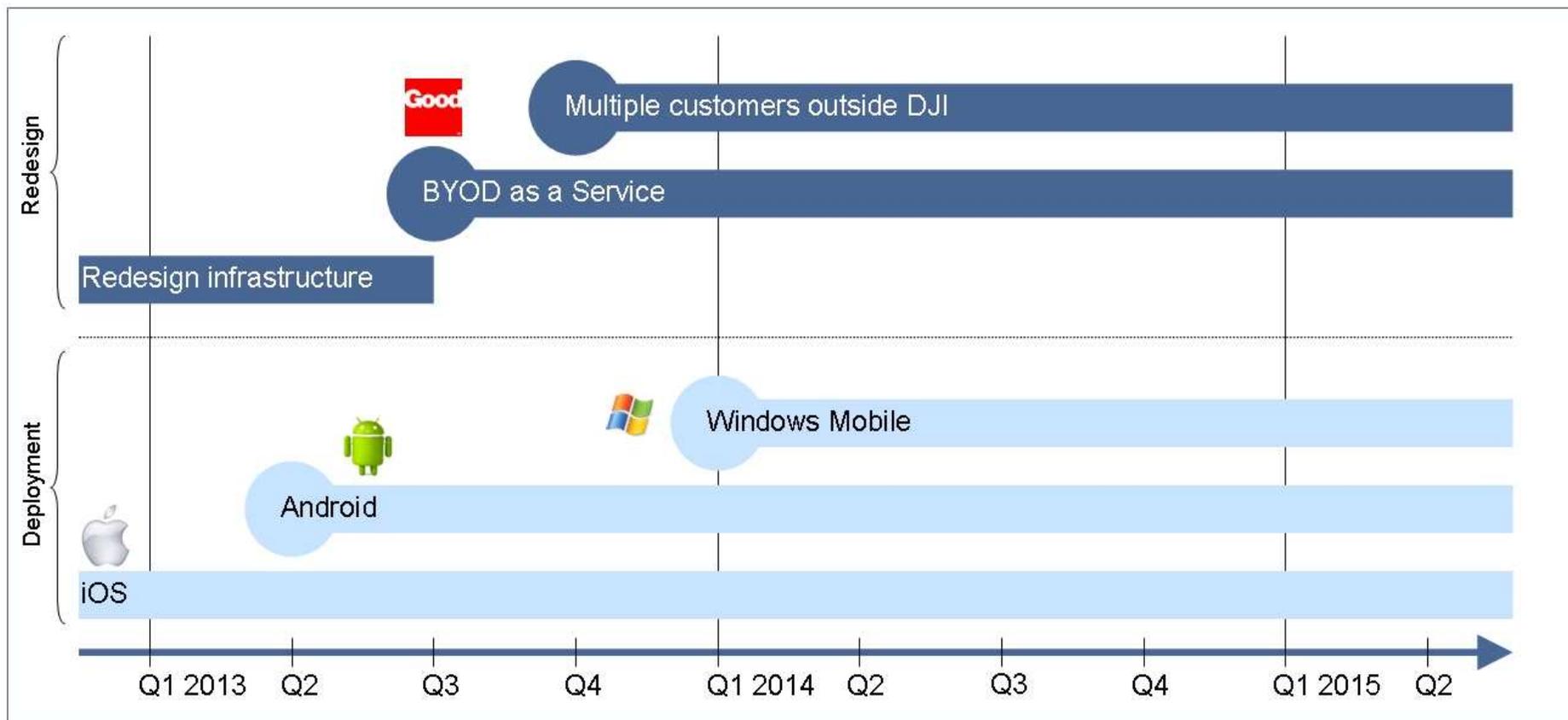
Movie

Workshop

Statement 1:
"Consumerization decreases ICT costs."

Statement 2:
"BYOD is only usefull to office personnel, not to e.g. prison guards."

Statement 3:
"The traditional workplace will be gone in the year 2018."

Statement 4:
*"Enterprise Mobility is an old concept in a new package."*

The end

SSC-I
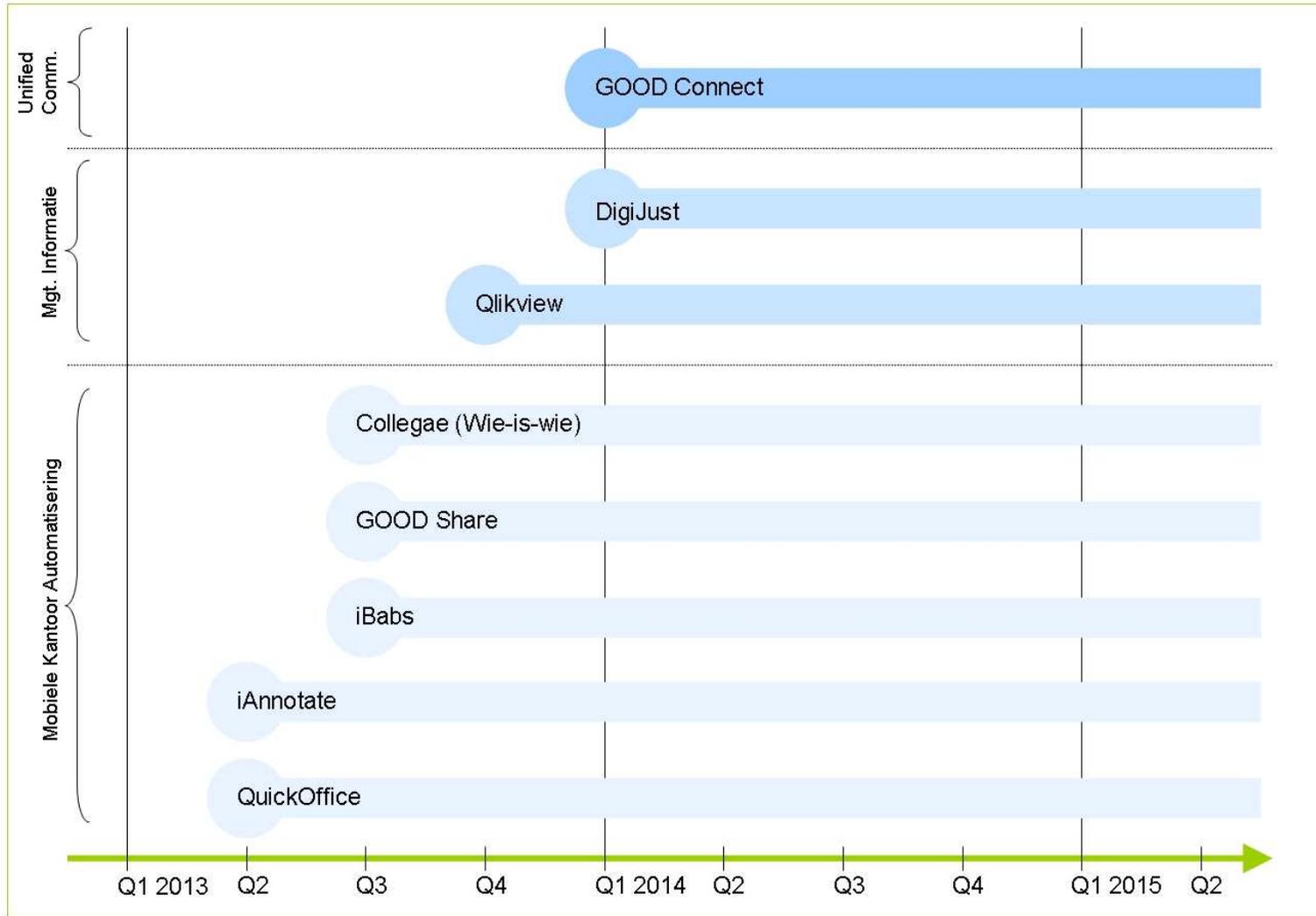
Compacte Rijksdienst

- Minister van Wonen en Rijksdienst: Stef Blok
- Programm: meer dan 6 miljard besparing in 2015 en 2016
- Doel:
  - rijksbrede infrastructuur
  - concentratie en ontdubbeling

I-Strategy

- CIO Dutch Central Government: Maarten Hillenaar
- Doel: uitwerken, uitvoeren en aanvullen informatiseringsparagraaf Compacte Rijksdienst…
  - Een meer samenhangende I-infrastructuur
  - Een platform voor tijd-, plaats en apparaatonafhankelijk werken
  - De grote en risicovolle projecten zijn op orde
- 25 maatregelen verdeeld over 7 Thema's

http://www.rijksoverheid.nl/documenten-en-publicaties/jaarplannen/2011/02/14/uitvoeringsprogramma-compacte-rijksdienst.html
http://www.rijksoverheid.nl/documenten-en-publicaties/kamerstukken/2011/11/15/kamerbrief-informatiseringstrategie-rijk.html
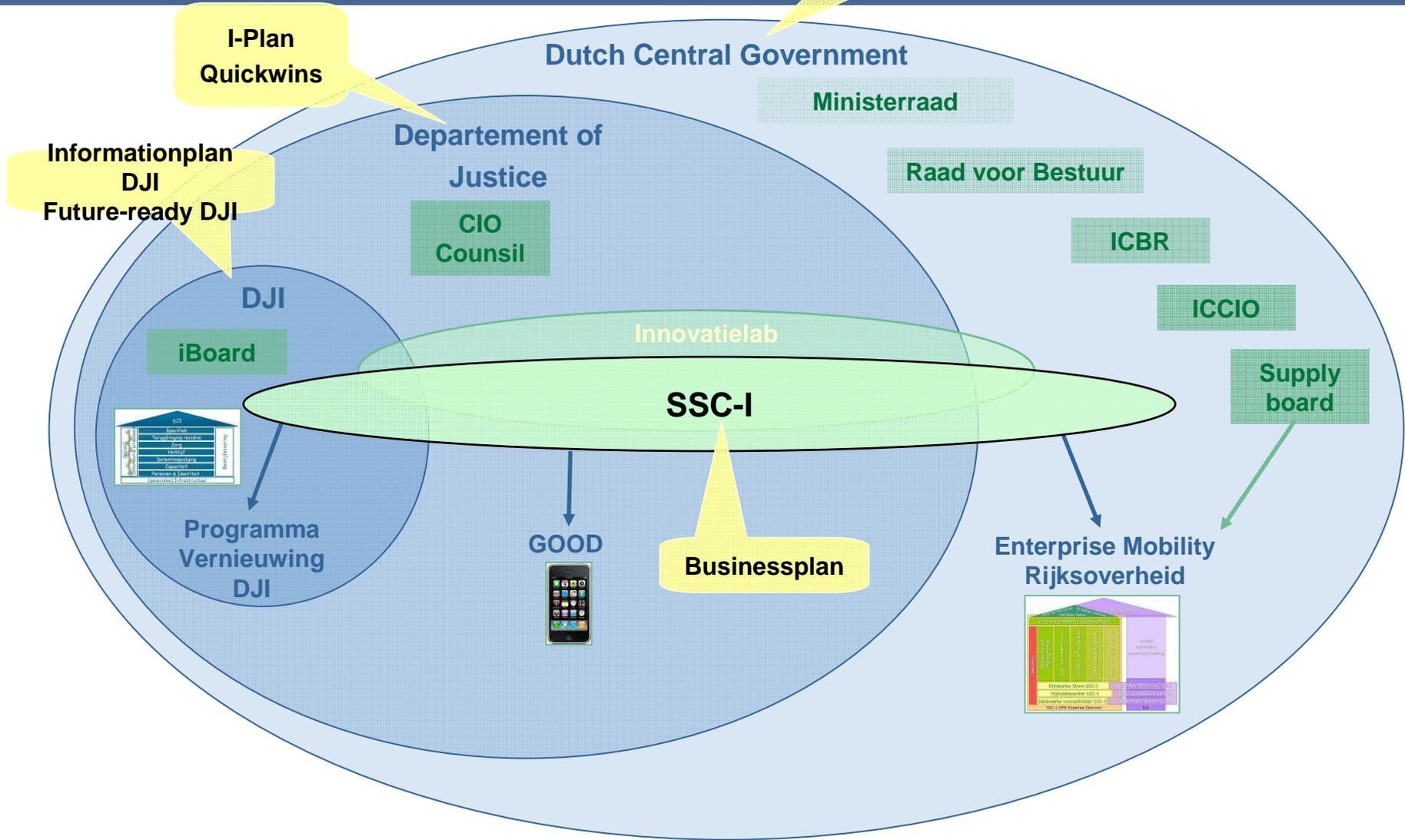
BESLUITVORMINGSSTRUCTUUR RIJKSBREDE BEDRIJFSVOERING

Legend:
- —— besluitvormend
- - - - adviserend
- - · - voorbereidend

Ministerraad

Raad voor Bestuur

ICBR
(Bedrijfsvoering Rijk)

Voorzitter: Jaap Uijlenbroek
Secretaris: Edwin Kools

ICFH
(Faciliteiten en Huisvesting)

Voorzitter: Siep Eilander
Secretaris: Roeland Bol

ICIA
(Inkopen en Aanbesteden)

Voorzitter: Siep Eilander
Secretaris: Coen Schreiner

ICOP
(Organisatie en Personeel)

Voorzitter: Olav Welling
Secretaris: Margaretha Burger

ICCIO
(Informatisering)

Voorzitter: Maarten Hillenaar
Secretaris: Melissa Montoya

CBIB
(Integrale Beveiliging)

Vz: Maarten Hillenaar
Secr: Kim Pfeifer

Landelijk Facilitair Management Overleg

Fysieke Beveiliging

Compacte Rijksinkoop

Categorie-management

1 Werkgever Rijk / ICRA

Shared Services

Generieke Informatie-voorziening

Informatie-beveiliging en privacy

Portefeuilleoverleg Huisvesting

Monitoring en management-informatie

Duurzaam inkopen

Organisatie-vraagstukken / ICOR

Het Nieuwe Werken

Aanbod-structurering en sourcing

Projectsturing en verantwoording

Portefeuilleoverleg Facilitair

Juridisch kader en aanbestedings-recht

Professiona-lisering van de inkoopketen

Arbo en Gezondheid / IC PSZ

Sturen op kwaliteit en resultaat

Personeel en Kwaliteit

Architectuur en Standaarden

In-, door- en uitstroom

Strategie

Markt

Aansluiten op I-Strategie

- De Gesloten Rijkscloud
- Het Nieuwe Werken
- Bring Your Own Device
- Rijksoverheidsnetwerk 2.0
- Enterprise Architectuur Rijk

Het EMR Expertise centrum…

- is Single Point Of Cont(r)act
- kanaliseert alle zaken en activiteiten rondom EMR
- bundelt kennis en kunde
- zoekt binnen het Rijk actief naar samenwerkingsverbanden

Portefeuille
Enterprise Mobility
Rijksoverheid

Single Point Of Cont(r)act

SSC-I

Exploitatie

Managed Services
Mobile Device Management
Mobile App Management
Systems Integrator

Exploratie

R&D
Innovatie
Regievoering
Bundelen kennis en kunde

Slagvaardig
beheerteam

Expertise
Centrum

Ingevuld door een slagvaardig beheerteam die waarnodig, en conform afspraak, hulp inschakelt van andere partijen binnen de Rijksoverheid.

Ingevuld door het inrichten van een EMR Expertise Centrum die naast R&D-achtige activiteiten ook alle vragen rondom EMR kanaliseert en bij de juiste partij belegd.