Cloud Program Update

Infrastructure as a Service

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Cloud Program

Migrate servers and applications from on premise data centers to a secure and scalable cloud hosting provider (infrastructure as a service)

Why Cloud?

Elastic Compute

High Availability & Disaster Recovery

Quicker time to market

Enhanced Security

Future Proofing Business Systems

Context

Information Systems Advisory Committee Presentations

03/12/2019
Cloud Strategy Presentation

09/10/2019
Cloud Implementation Update

IT Steering Committee Presentations

06/29/2017
Cloud Strategy Overview

02/20/2020
Cloud Business Case

02/21/2019
Cloud Strategy Update

11/19/2020
Cloud Migration

09/22/2019
Cloud Foundations

08/24/2021
Cloud Migration Update

Cloud Strategy mentioned in various Information Systems Advisory Committee and Board of Governors presentations during 2020/2021

Accomplishments

Microsoft Azure Cloud

Microsoft Teams

Cloud File System (OneDrive)

Non Production servers in Cloud (in progress)

Upcoming
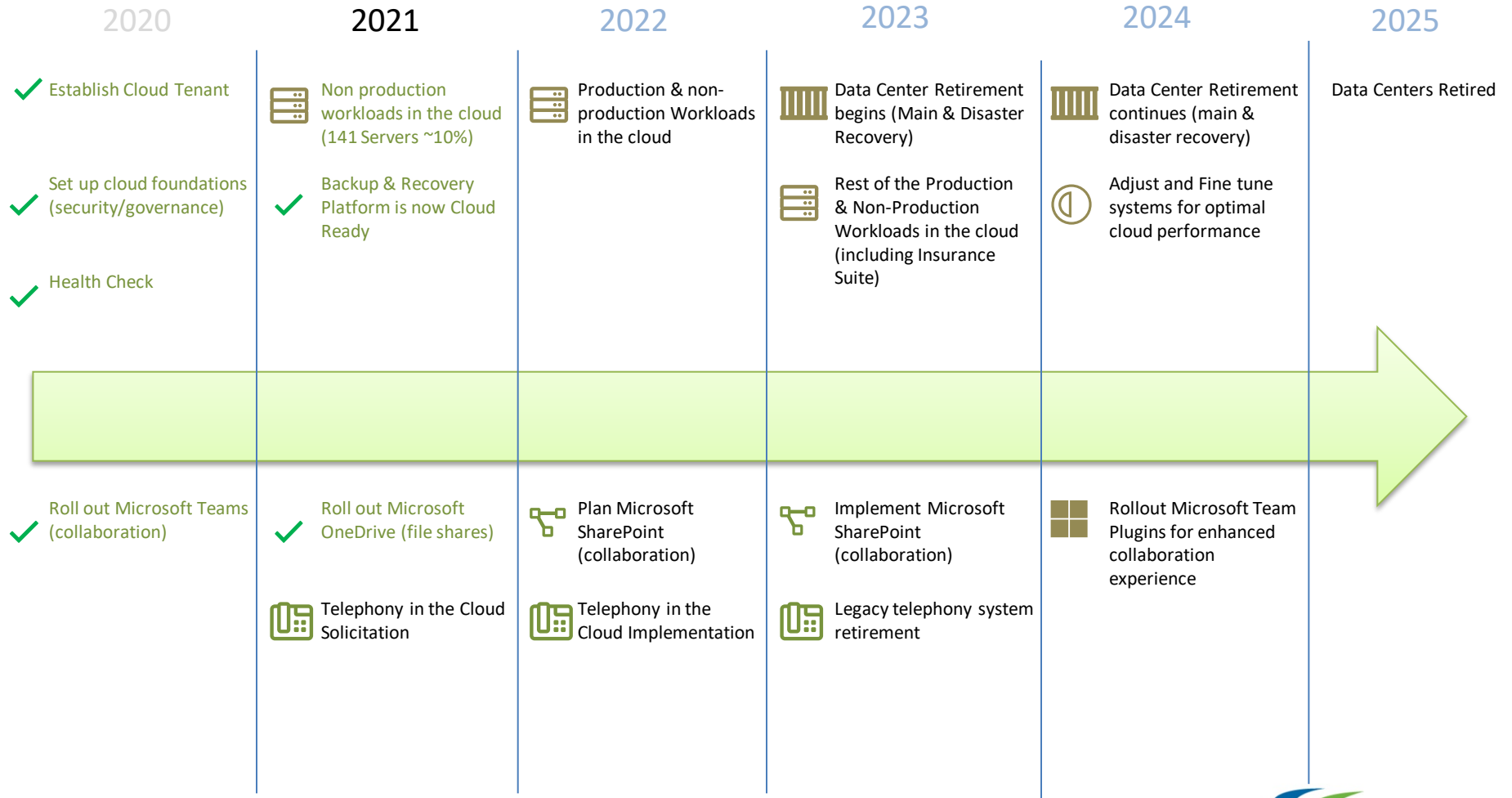
Production Servers in Cloud

Microsoft Sharepoint for Collaboration

Telephony in the cloud

Cloud Infrastructure Roadmap

2020	2021	2022	2023	2024	2025
✓ Establish Cloud Tenant	Non production workloads in the cloud (141 Servers ~10%)	Production & non-production Workloads in the cloud	Data Center Retirement begins (Main & Disaster Recovery)	Data Center Retirement continues (main & disaster recovery)	Data Centers Retired
✓ Set up cloud foundations (security/governance)	✓ Backup & Recovery Platform is now Cloud Ready		Rest of the Production & Non-Production Workloads in the cloud (including Insurance Suite)	Adjust and Fine tune systems for optimal cloud performance	
✓ Health Check					

2020	2021	2022	2023	2024	2025
✓ Roll out Microsoft Teams (collaboration)	✓ Roll out Microsoft OneDrive (file shares)	Plan Microsoft SharePoint (collaboration)	Implement Microsoft SharePoint (collaboration)	Rollout Microsoft Team Plugins for enhanced collaboration experience	
	Telephony in the Cloud Solicitation	Telephony in the Cloud Implementation	Legacy telephony system retirement		

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Appendix

Why Microsoft Azure?

- Citizens' existing environment is heavily Microsoft
  - Microsoft Authentication and Security
  - Operating Systems for laptop and servers
  - Communications (Instant Messaging and Email)
  - Databases mostly Microsoft SQL Server
  - Monitoring and management solutions were for Microsoft and were extendable to the cloud (Hybrid)
  - Primary applications (Guidewire) run on Microsoft solutions
  - Existing investment in Microsoft System licenses can be leveraged in the Microsoft Cloud and reduce operating cost
- Citizens' staff knowledge and experience aligned to Microsoft. Little to no Amazon skills existed in the organization.
- Cloud Foundations Project approach and strategy was developed to be vendor agnostic; the same base connectivity and configuration approach can be applied to other cloud vendors
- Strategic Fit
  - Tighter integration with Office 365 services already in place
  - Microsoft environment supports a Hybrid Deployment – Operate both on-premises and in the cloud (for the duration of the migration effort);
  - Microsoft provides the full cloud technology stack.
  - Interoperability with Citizens business systems and technology products.