



Informations- und Kommunikationsinstitut  
der Landeshauptstadt Saarbrücken

European local Government Conference, Berlin, June 7th – 9th

**„These are the good old days we‘ll be longing for in ten years‘ time.“**

Sir Peter Ustinov (1921-2004)

## Content of the presentation:

- **report of the MCE-workshop „Cloud Computing“**
- **definition**
- **levels of Cloud Computing**
- **pricing policy**
- **revolution of the IT-world**
- **risks and challenges**
- **a future model for public administration**

Topics of discussion:

- ◆ Outsourcing
- ◆ Shared services,
- ◆ PPP,
- ◆ Cloud computing

Participants:

- ◆ South West One - UK
- ◆ Liverpool Direct Limited - UK
- ◆ Birmingham City Council - UK
- ◆ IKS – Saarbrücken - Germany
- ◆ BIT – Bremerhaven – Germany
- ◆ Local Government Computer Services Board – Ireland
- ◆ Items International - France

## SOUTHWEST ONE

- ◆ public private partnership (ppp)
  - ◆ Somerset County Council, Taunton Deane Borough Council and Avon & Somerset Police: 25 %
  - ◆ IBM: 75%
  - ◆ 1800 employees
  - ◆ savings from operations and procurement
  - ◆ strategic projects to transform and modernize authorities work
- **Focus areas:** Customer access and Contact services, Enquiry offices, Finance, Human Resources, Procurement, ICT, Design and Print, Facilities Management, Property, Revenues, Benefits

<http://www.southwestone.co.uk/>

## LIVERPOOL DIRECT

- ◆ “High Quality People supported by high quality ICT Platforms”
- ◆ PPP: 81.1% British Telecom, 19.9% Liverpool City
- ◆ 1300 employees, more than 30 customers
- ◆ a new business model with shared services
- ◆ Focus Areas: Revenue Collection, Benefits, Rent, Payroll & Call Centre
- ◆ ‘Company of the Year’ 2009

<http://liverpooldirectlimited.co.uk/>

## SERVICE BIRMINGHAM

- ◆ Capita: 66,6%
  - ◆ Birmingham City Council (BCC): 33,4
  - ◆ 850 employees
  - ◆ delivery and support of ICT infrastructure
  - ◆ base for the Birmingham City Council transformational project
- Focus areas: Waste & Recycling, Housing, Council Tax & Benefits, Leisure and Tourism, Planning & Environment, Education, Learning & Libraries, Community & Living, Streets & Parking, Health & Social Care, Business & Economy

<http://www.birmingham.gov.uk/>

more information at:

[www.majorcities.eu](http://www.majorcities.eu)

(section dedicated to workshops)

Definition of „Cloud Computing“:

**„IT services delivered in real time as a service over a network, e.g. Internet and charged according to use. The access itself is possible by a general available standard application, mostly web browsers.**

(Wissenschaftliche Dienste, Deutscher Bundestag, March 2010)

## Examples of the public sector:

- **Los Angeles: Google Mail**
- **Miami: Microsoft Azure applications**
- **US-Government: „Apps.gov“**
- **England: „G-Cloud“**
- **Corby (England): e-Government-services from the cloud**

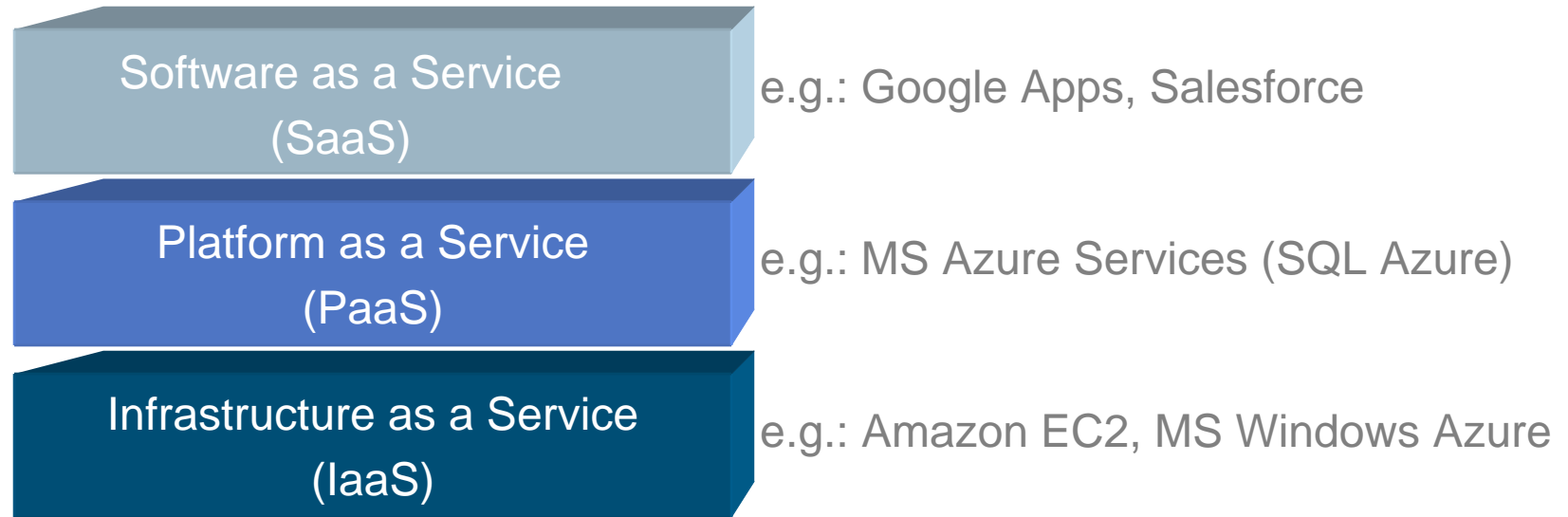
## Examples of the private sector:

- **SAP: Business by Design** (only for SME's at the moment)
- **Continental: T-Systems** (since 9/2009, 55.000 employees)
- **Coca Cola** (MS Sharepoint) [www.server-in-heaven.de](http://www.server-in-heaven.de)

## Motivation for Cloud Computing:

- reduction of the costs
- flexibility
- fast implementation

## The levels of cloud computing:



## Pricing policy:

- storage space
- the number of transactions
- data transfer

## Examples of pricing:

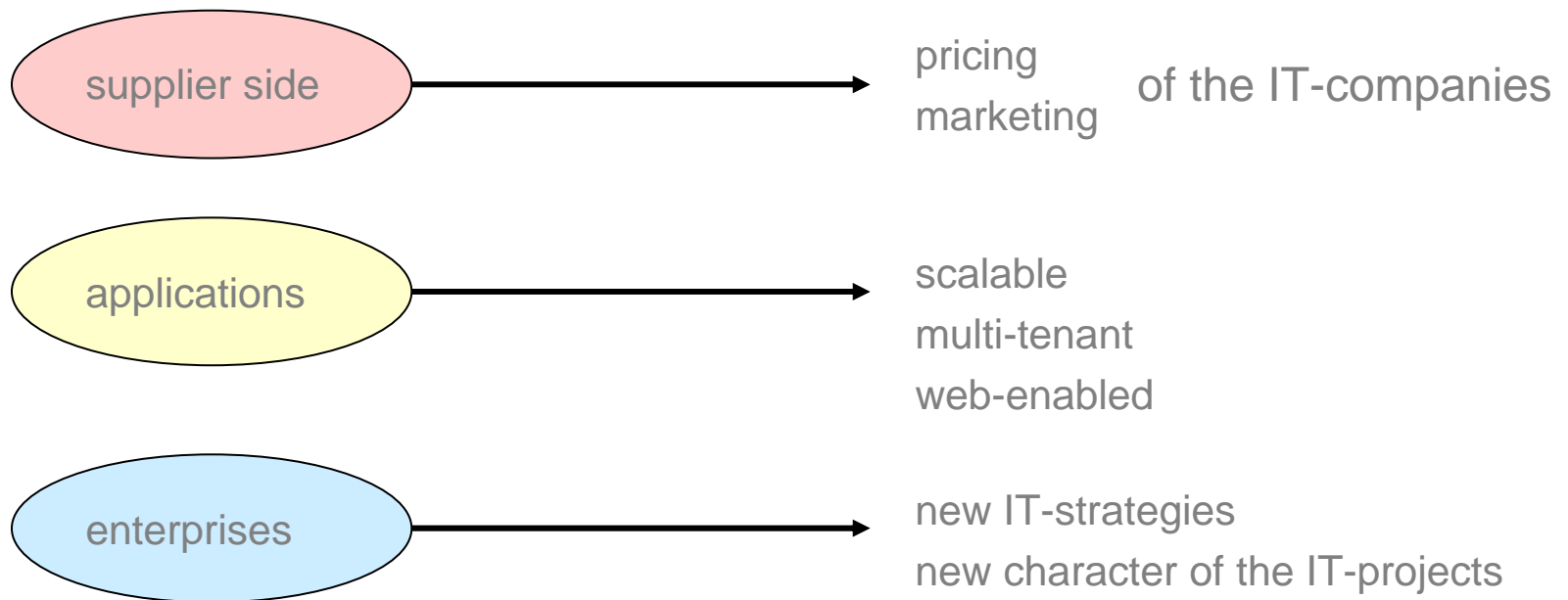
➤ [www.mydrive.ch](http://www.mydrive.ch) 2 GByte free

➤ Amazon 1 GByte: 10 Cent / month

➤ Google apps standard (Mail, text and tabs, calendar): free

premier edition (25 GB Mail, text and tabs, calendar, sites, groups, video, SSL) 40 € / User / year

## Revolution of the IT-world:



risks:

from a legal point of view	from a technical point of view	from a strategic perspective
<ul style="list-style-type: none"><li>•privacy policy</li><li>•data security</li><li>•organisational law</li><li>•contracts</li><li>•central point of attack?</li></ul>	<ul style="list-style-type: none"><li>•loss of knowhow</li><li>•internal integration</li><li>•backup</li><li>•migration</li></ul>	<ul style="list-style-type: none"><li>•loss of control over the data</li><li>•depending on the provider</li><li>•lack of transparency of the data location</li></ul>

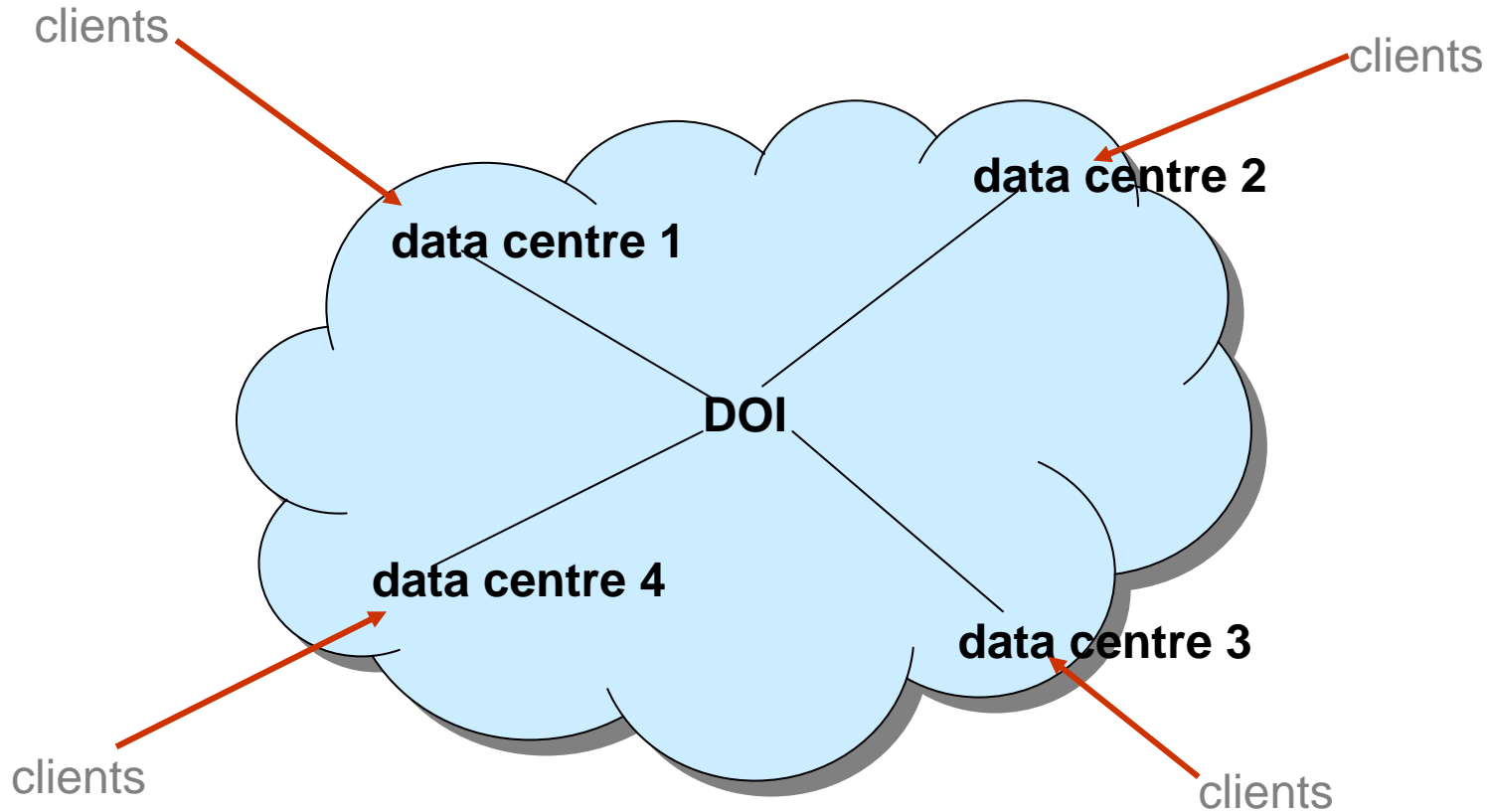
## Challenges (1):

- secure and fast internet connection
  
- legal certainty:
  - Sophisticated contracts between administrations and IT-service organisations

## Challenges (2):

- standardisations of the applications
- pricing policy

## Private Cloud – a future model?



**„He who fears every cloud  
wouldn't make a good farmer.“**

( a wise old saying)

# Questions ?

**Joachim Schiff**  
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