# Shared Services in Government:
# Architectural Requirements

## What is the Value of Shared Services from an IT Perspective?

State and local governments are complying with mandates to consolidate infrastructure, applications, and organizations. Government IT teams can increase the value of consolidation efforts by delivering shared services to multiple organizations. Popular shared services in government include virtual desktops, collaboration, and infrastructure provisioning. One organization builds and manages the infrastructure and acts as the service provider, offering service-level agreements (SLAs). Other organizations participate voluntarily and pay a fee to the service provider—monthly, per-user basis, or per unit of compute. The business value of shared services includes economies of scale and faster introduction of new capabilities.

## What Problems Do Shared Services Help Solve?

Shared services help government IT teams address the following challenges:

· **Sustaining or increasing service levels despite constrained budgets:** Shared services generally cost less because you are sharing infrastructure, software, and management with other organizations.

· **Enabling the same size IT staff support more services and users:** Reinventing a service that another department already offers wastes human resources.

· **Supporting environmental sustainability goals:** Energy consumption increases when multiple organizations build infrastructure for the same services.

· **Increasing government agility:** Programs to improve citizen service levels or improve workforce efficiency do not have to wait until the department has procured, implemented, and tested new infrastructure and applications.

## Cisco Solutions for Shared Services: Technology and Professional Services

Cisco provides the technology and services your department needs to either become a shared services provider or to partake of shared services:

· **Desktop virtualization services:** With Cisco® Virtualization Experience Infrastructure (VXI), each employee's desktop applications and data reside in the data center, not on the device. Employees can securely access their desktop from anywhere, using any device, including a personal or government-owned tablet or a thin client. Unlike traditional virtual desktop infrastructures (VDI), Cisco VXI delivers the department's voice and video services as well as the virtual desktop.

· **Infrastructure-as-a-Service (IaaS):** One organization owns and manages a private cloud platform based on Cisco Unified Computing System™ (UCS). Any authorized employee who needs a server just visits an online catalog and orders servers, storage, and bandwidth with a few clicks. The main benefits are lower costs and more rapid provisioning, leading to increased agility.

· **Collaboration services:** Sharing Cisco collaboration services lowers costs, helping departments afford advanced capabilities to improve citizen services or workforce efficiency. These include presence and instant messaging, the ability to click to dial, start a web conference, or initiate a Cisco TelePresence® session on any device.

· **Cisco Intelligent Automation for Cloud:** An advanced software stack, Cisco Intelligent Automation for Cloud automates provisioning of cloud resources (compute, network, storage, and applications) on physical and virtual infrastructure.

· **Professional services:** Cisco Services works with your IT team to develop processes and implement software for activity-based costing, chargeback and billing, SLAs, performance management and reporting, and customer account management.

## What Are the Benefits of Shared Services?

**For the Service Provider Organization:**
The organization providing the shared service generates revenue from fees. For example, Hamilton/Clermont Cooperative Association in Ohio, serving 38 public and 70 private schools, is paying for its Cisco Unified Data Center platform from the fees it earns by providing Cisco Unified Communications and other shared services to schools.

**For Departments Using Shared Services:**
- Eliminate redundant expenditures that result when multiple departments all pay to buy, manage, and maintain their own infrastructure for Bring-Your-Own-Device (BYOD) programs, voice and collaboration applications, and so on.

- Gain new capabilities to improve public safety, mobile workforce productivity, continuity of government, and agility.

- Eliminate redundant IT efforts and avoid the need to hire or train IT staff to administer new services.

- Improve collaboration within and across government organizations.

- Accelerate response to requests for servers to support citizen services or organizational efficiency.

- Comply with data privacy and security regulations.
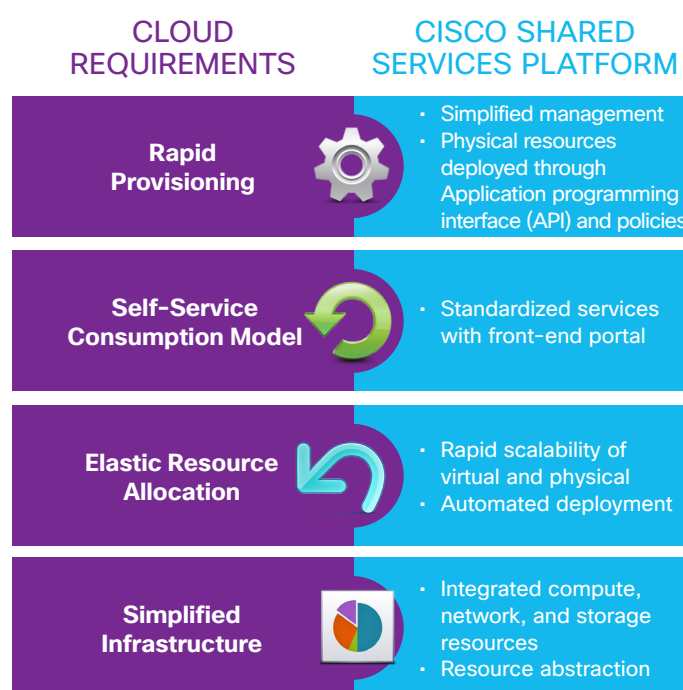
## Why Cisco?

Cisco provides end-to-end technology and services you need to provide or use shared services (Table 1).

**Table 1.** Complete Shared Services Solutions from Cisco

| Technology | Cisco Services |
|---|---|
| • Desktop Virtualization: Cisco VXI<br>• Collaboration: Cisco Hosted Collaboration Solution<br>• IaaS: Cisco Unified Data Center, including Cisco UCS® and Cisco Nexus® Series Switches<br>• Cisco Cloud Intelligent Network<br>• Cisco Intelligent Automation for Cloud | • Planning and Organization<br>• Current-State Analysis<br>• Future-State Design<br>• Transition Planning<br>• Planning and Implementation |

As a platform for shared services, Cisco Unified Data Center provides low total cost of ownership and a consistent quality of experience that helps to attract customers. Powerful, easy-to-use management tools enable rapid provisioning, self-service, and elastic resource allocation (Figure 1). A simplified infrastructure reduces data center space, power, and cooling requirements and helps to increase availability.

**Figure 1.** Benefits of Cisco Shared Services Solutions



| CLOUD REQUIREMENTS | CISCO SHARED SERVICES PLATFORM |
|---|---|
| **Rapid Provisioning** | • Simplified management<br>• Physical resources deployed through Application programming interface (API) and policies |
| **Self-Service Consumption Model** | • Standardized services with front-end portal |
| **Elastic Resource Allocation** | • Rapid scalability of virtual and physical<br>• Automated deployment |
| **Simplified Infrastructure** | • Integrated compute, network, and storage resources<br>• Resource abstraction |

## For More Information

To learn more about Cisco Shared Services solutions, visit: **www.cisco.com/go/usgov**.