

Standard Operating Environment – A Services Based Implementation Model to Improve TCO

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Technology for better business outcomes

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Overview

- Presentation features HP's winning qualities for setting up and managing standard operating environments for large enterprise and government clients
- Highlight benefits of one of HP's largest standardized IT projects in Asia, SOE
- Point out the complexity of solutions dealing with standardization of IT
- Offer general recommendations to prepare for a project of this scale



About HP

- HP was founded in 1939
- Corporate headquarters are in Palo Alto, California
- Meg Whitman is CEO and President
- HP is the world's largest IT company, with revenue totaling \$126 billion for fiscal 2010
- HP's 2010 Fortune 500 ranking: No. 11

In Whitman's words...

“Without HP, the US Navy doesn't sail. Without, HP British pensioners don't get paid. Without HP, the International Space Station isn't connected. And without HP, credit card transactions aren't processed”

“HP is the world's largest provider of information technology infrastructure, software, services, and solutions to individuals and organizations of all sizes”



NMCI Success, an HP story



<http://h10131.www1.hp.com/public/nmci/>

About SOE

SOE stands for **S**tandard Information & Communications Technology (ICT)
Operating **E**nvironment

Valued at S\$1.3 billion over 8 years

The largest Singapore Government Infocomm project in terms of scope, scale and value

Represents one of the largest ICT projects ever undertaken in Asia

Primary objective of SOE is to enhance the work efficiency of public officers and encourage greater collaboration between different agencies, through the provision of an integrated ICT environment across its public sector

- Providing Singapore Government agencies with Messaging and Collaboration Services, Desktop Services, Network Services and Common Services
- These services will be rolled out to over 60,000 public officers from 89 agencies in more than 800 locations in Singapore and other countries



SOE Profile

Business Overview:

- 8 Year US\$1b outsourcing contract with Government of Singapore
- Contract award: 28 February 2008; Contract start: 1 March 2008
- Managed by Infocomm Development Authority (iDA) in role as government CIO, with the Ministry of Finance as the sponsor
- oneMeridian consortium led by HP
- 89 Government Agencies serving more than 60,000 users (excluding schools, institutes of higher learning and Ministry of Defense)
- 800 Sites in Singapore and overseas
- Dual GNOC sites – 24/7 Command Centre
- Full redundancy – PKI enabled
- 6000+ Service Levels

SOE Services Profile:

- Data Centre Services & Computer Hosting
- Network Services (LAN, WAN & Firewall) -9,500+ devices
- Central Services (e.g. email, security, print, collaboration, asset management etc.)
- Desktop Services and Field Support
- Service Desk – 180+ Agents



oneMeridian Consortium



**oneMeridian balanced consortium -
global service providers and local capabilities**



SOE Charter, TCO considerations

- The project aims to add value to the work of Singapore Government and improve it's service to the public by achieving the overarching themes of **Agility@Work**, **Innovation@Work** and **Resiliency@Work**.
 - **Agility@Work** is achieved through establishing a common environment that enables the public sector to respond faster to the changing infocomm environment and the needs of its customers, thereby enhancing operational excellence
 - **Innovations@Work** is achieved through establishing simple and intuitive collaborative tools that enhance the public officer's daily work experiences and opens a new dimension to cross-agency collaboration
 - **Resiliency@Work** is achieved through establishing a robust and reliable infrastructure that provides ease of mind with respect to work data and security



Contracted Services

1. Legacy Services

Transition of existing contracts and SLAs

Transformation to Future Mode of Operation

9 Transitional Services

2. SOE Base Services

Desktop Services

Network Services

Messaging & Collaboration Services

Utility Based

3. Bulk Tenders

Network Services

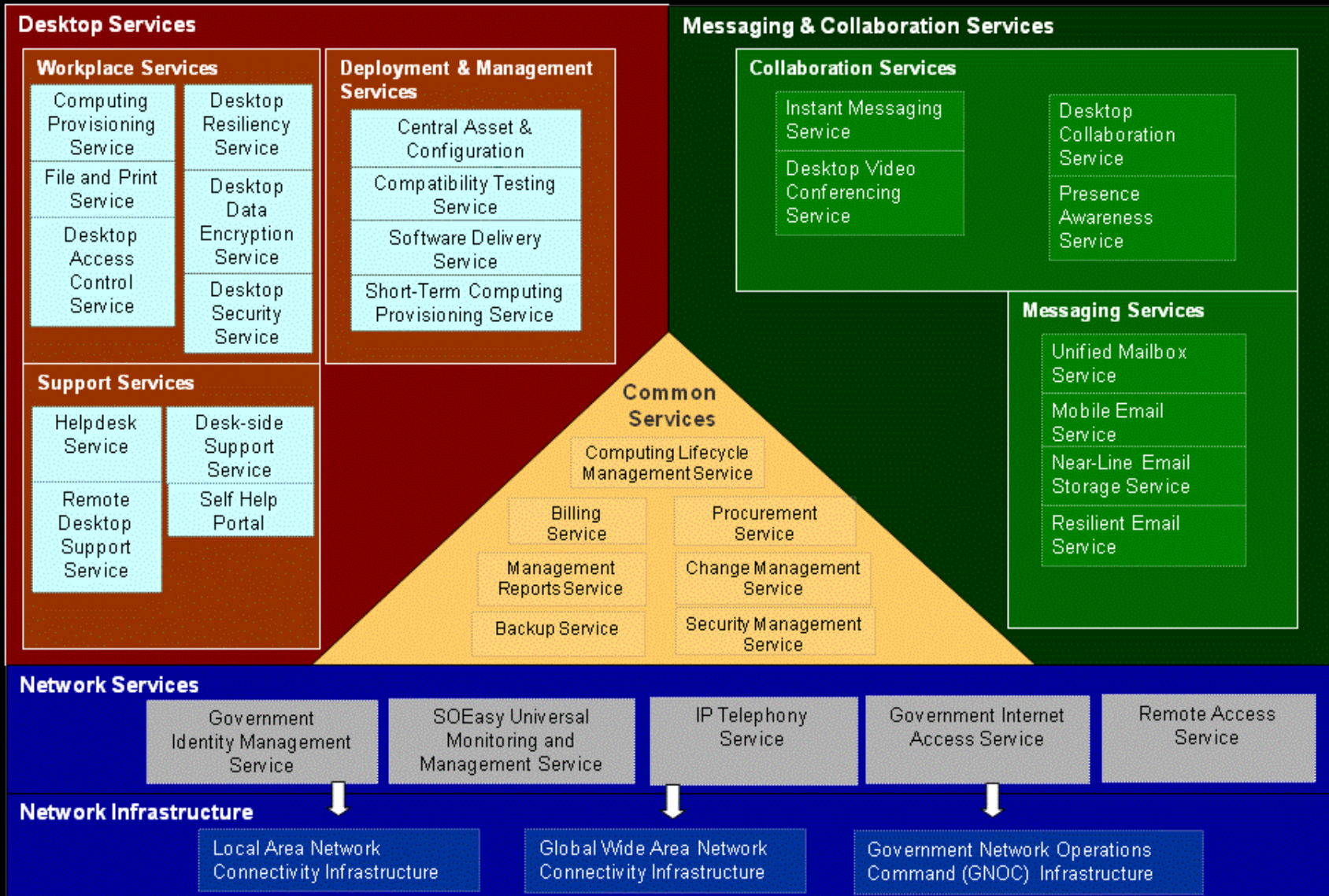
Messaging & Collaboration Services

Utility Based

4 18 Optional Services



Overview of SOE Services



TCO considerations

- Agility is achieved by standardizing desktop, messaging, collaboration and network environments
- Common infrastructure enables operational efficiency
- Complementary
 - Standardization of Desktop
 - Applications
 - Managed printing services
 - Utility based Email



Preparing for SOE type programs

- Scope; selection of services
- Logical & Physical assessments
- Security considerations
- Self Service vs Assisted Deployment
- Identity Management
- Data migration
- Exception policies, criteria

Questions?

