Reach for the Cloud

2023 Data and Actionable Tips for Safe and Compliant Cloud Migration

Public Sector Organizations

Live Webinar | January 24th 2023
Housekeeping Items

- Webinar is scheduled for up to **45 minutes**
- **Chat** is located on the right. Add your questions there.
- The recording will be **emailed within 24 hours**
- **Polls:** Interact LIVE with us
Meet Your Speakers

Gil Alter
Director of Revenue Growth

Jason Whittet
Head of Cities Government Transformation Team

Stephen Du Plessis
IT Manager Lanseria International Airport

Ilan Farhi
VP Customer Experience
Agenda

01  SysAid and AWS Partnership
02  2023 Data & Trends for Public Sector - AWS
03  How to migrate to Cloud in safe and compliant way? Lanseria International Airport
04  Migrate to Cloud with SysAid
Founded: 2002
Customers: 5,000+
SysAdmins: 100,000+
Named end users: 9 million
Global presence: 140 countries, 42 languages

IT hours saved:
It’s got to be a gazillion
Headaches averted:
More than you can count
Leadership & Awards

2022 Gartner’s Magic Quadrant For IT Service Management Tools

SysAid is named as a Niche Player and one of 10 recognized vendors for IT Service Management Tools.

SysAid is one of only 10 vendors included in the report.
Leadership & Awards

Our Customers Love Using SysAid

Rising Star Partner of the Year (ISV)
EMEA Winner 2022
Work Made Easy with Service Automation

We do the heavy lifting for people delivering service in the digital workspace.
We Have Been Recognized

Rising Star Partner Of The Year (ISV)

EMEA Winner 2022
Building better governments to service citizens with the cloud

Jason Whittet
Head of Cities
Government Transformation Team
Amazon Web Services
Technology is critical to improve citizen services, with cloud as the backbone

- Citizens are raising their expectation of government interaction with responsive, digitally connected services
- Many governments have now seen the importance of ensuring that citizen services are available online, and have worked to improve their e-government efforts
- Cloud technologies, in particular, are considered “important” or “extremely important” to facilitate most key initiatives that governments are undertaking

![Image of bar chart]

**“Which of the following digital initiatives are in your organization’s budget or plan for the next fiscal year?”**

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile app development</td>
<td>25%</td>
</tr>
<tr>
<td>Integration of multiple customer-facing websites</td>
<td>20%</td>
</tr>
<tr>
<td>Mobile-enabling existing website(s)</td>
<td>19%</td>
</tr>
<tr>
<td>Technology to comply with new regulations (e.g., GDPR)</td>
<td>20%</td>
</tr>
<tr>
<td>New security/privacy protocols</td>
<td>17%</td>
</tr>
<tr>
<td>Deploy connectivity infrastructure</td>
<td>18%</td>
</tr>
<tr>
<td>Cloud infrastructure deployment</td>
<td>22%</td>
</tr>
<tr>
<td>Implementation of public WiFi</td>
<td>19%</td>
</tr>
<tr>
<td>Upgrade or modernize legacy applications</td>
<td>17%</td>
</tr>
<tr>
<td>Improvements to employee digital workflows</td>
<td>16%</td>
</tr>
</tbody>
</table>

Base: 212 public sector decision makers responsible for IT requirements driving citizen services in Europe

Source: A commissioned study conducted by Forrester Consulting on behalf of AWS, November 2018

Source: Build a better Government in the cloud – Forrester, 2018
Benefits of cloud computing

- Security
- Availability
- Performance
- Scalability
- Flexibility

Low Cost
“70% of government officials believe they lag behind private sector organisations.”

— Deloitte, Digital Government Transformation: The journey to government’s digital transformation
Why governments get “stuck” in their digital transformation journey

Regulatory, privacy and security compliance

Legacy systems

Digital skills gap

AWS in the public sector

7,500+ Government agencies

14,000+ Educational institutions

35,000+ Nonprofit organisations
Government, education, and nonprofit organisations are using AWS for digital transformation
Security is a shared responsibility
AWS is architected for government security requirements

AWS CloudTrail & AWS Config
Call logging and configuration management for governance and compliance
Organisations are moving legacy applications and data to the cloud

GOALS

- Accelerate business transformation
- Increase agility and innovate quickly
- Reduce operating costs
- Access cloud scale, performance, and operations
- Improve security and compliance

>50% of enterprise workloads and data are expected to be in a public cloud within 12 months

SOURCE: Flexera 2021 State of the Cloud Report
How to migrate to Cloud in safe and compliant way?
Lanseria International Airport

Gil Alter
Director of Revenue Growth

Stephen Du Plessis
IT Manager
Lanseria International Airport
Your Journey to the Cloud
Ilan Fahri, VP Customer Experience at SysAid
## Your Journey to the Cloud

SysAid migration experts will work closely with you to define success and required steps in order to bring this project to completion in minimum time and disruption.

<table>
<thead>
<tr>
<th>Kick-Off</th>
<th>Build</th>
<th>Initiating Process</th>
<th>Completing the Process</th>
<th>Launch</th>
</tr>
</thead>
<tbody>
<tr>
<td>● Project Kickoff</td>
<td>● Preparing the new cloud environment</td>
<td>● Initiating the client side data collection tool</td>
<td>● Data is uploaded to SysAid new environment</td>
<td>● Review and final configurations post production migration Including: Agents, LDAP / Email, DNS</td>
</tr>
<tr>
<td>● Project Planning</td>
<td>● Select Region (US Vir, US OR, AU, EU, CA)</td>
<td>● Automatic Upload of the data to AWS bucket</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Defining success, requirements, and timeline</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Schedule project milestones dates</td>
<td>● Provide new (empty) environment URL and credentials</td>
<td>● Confirmation that the data was uploaded Successfully</td>
<td>● Live Cloud Environment</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>● O/P disabled, Can be shut down in agreed time frame</td>
</tr>
</tbody>
</table>

### Activities
- Assess & Plan
- Prepare
- Migrate
- Roll Out

### Outcomes
- Team
  - SysAid
  - Customer

### Deliverables
- SysAid
- Customer

### Outcomes
- SysAid
- Customer
What’s in it for you?

- Enjoy SysAid’s latest versions and new features **in real time**, including AI Service Desk
- **Save** on On-Prem costs and maintenance resources like warranties, subscriptions, updates, backups, maintenance, etc.
- Migrate to the cloud with **confidence** thanks to SysAid’s AWS-validated migration processes, backed by designated technical AWS experts.
Thank you!