

Success Stories of e-Government implementation in the UK

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Increasing expectations



Citizens and businesses expect improved services and deeper engagement



Workers expect easy to use tools, applications, & devices that work anywhere, anytime



Leaders expect greater insight, accountability, privacy, & compliance

The UK Government CloudStore

CloudStore

- Strategy “Cloud First” policy – directive from the PM – Cabinet Office and Business and Enterprise Minister
- Set up a Cloud store with the intention of;
 - Simplifying the acquisition of Cloud services
 - Reducing the cost to the Exchequer
 - Improving agility and acceleration of eGov services
 - Delivering real innovation in Government services
- It is really a procurement framework
- Simplify the purchasing of cloud services, provide freedom of choice
- No distinction between Public or Private Cloud
- Broad range of suppliers, including MSFT, Google, AWS, SF.com, VMware as well as outsourcers such as Capita, CSC and BT engaged across Government departments
- Wanted to integrate supplier services to cloud store but complexity too great – uptake of cloud services not as great as expected however there are some great examples of innovation





FCO SERVICES

FCO Services, which provides IT services to the UK Government, is standardizing on Hyper-V in Windows Server 2012 R2 as its single virtualization technology because of enhanced Linux support and other improvements.

UK Government IT Services Saves Money by Running Windows and Linux Loads on Hyper-V

- Situation** FCO Services didn't want to have two hypervisors, and it wanted better virtualized Linux support.
- Solution** It is standardizing on Hyper-V in Windows Server 2012 R2, which also provides great Linux support.
- Benefits**
- Standardize on a single hypervisor.
 - Eliminate dual-hypervisor management and licensing costs.
 - Reduce memory costs and improve infrastructure utilization.



Transform the
data center

"Hyper-V and System Center 2012 R2 match if not exceed anything we get from our current virtualization solution. This will enable us to standardize on the Microsoft platform, which is where most of our IT investment is."

Greg Bailey
Cloud Services Architect

Transport for London



- **Manage all transport infrastructure**
- **Underground, Train, Bus, Taxi and Bikes**
- **15m citizens, 12m journeys a day**
- **Global International Business hub**
- **Host city of the 2012 Olympic and Paralympic Games**
- **Meeting Government Policy of Open Data**

- **TrackerNet moved from 1k hits a day to 2.3m per day**
- **TfL has saved £2m it would have spent on infrastructure**
- **Real life savings for London's tax payers**
- **Tube Apps also available on i-phone, android and windows phone platforms**
- **Creating Innovation, jobs for developers**



Reports

1114

this week

Graffiti

116

this week

372

Complete

What is Love Clean London?

Love Clean London is a 'call to arms' for Londoners in the run-up to 2012 and beyond. Love Clean London makes it easier for Londoners to report environmental crimes, receive feedback from London boroughs on progress and save London boroughs money.

How it works

You send in your report using our free mobile apps, a text or picture message, or using this web site. The Local Authority will deal with your report and you can be kept informed of progress using this web site, or we will send you a message when it's complete. [Find out more...](#)

How to make a report

Simply go to [Add a Report](#) and sign in. Select a

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Improving the working of Government and impacting the lives of citizens – Sanitation and Refuse



	Challenge	Solution	Impact/ Outcome
<ul style="list-style-type: none">• Local Govt entity• One of 33 London Boroughs• 260k citizens• Responsible for broad range of services• 2010 Govt. forced austerity measures - £88m reduction in spending over 4 years - Current budget £279m• reduced spending by £47m in 2 years• "LoveLewisham" initiative aimed at encouraging citizens to help improve area	<ul style="list-style-type: none">• Improve services to citizens• Reduce litter and improve environment• Improve effectiveness of Rubbish collection• Build civic pride	<ul style="list-style-type: none">• Created a "LoveCleanStreets" service• Hosted on Windows Azure, integrated with Bing Maps• Users submit photos and texts from iphone, Android, Blackberry and Windows phone free app of areas affected by graffiti or litter• Can scale to meet peaks resulting from campaigns	<ul style="list-style-type: none">• Users can review councils cleaning efforts• Graffiti complaints down 30%• Environment crime down• Clean up time down by 87%• Admin costs reduced• Hosting cost reduced• Revenue increased - £20k this FY– plan £100k next FY• Now offered to other 32 councils• Lewisham council won Environmental Innovation Award• Overall saving £150k a year

Crisis Management - Flood Alerts Service (UK)

“ This is a fantastic example of private sector involvement in this important area, and shows how social media tools can be used for real-world benefit. ”

Richard Benyon MP, Parliamentary Under Secretary for Natural Environment, Water, and Rural Affairs

UK Environment Agency Uses Azure to Scale from 1 Million to 15.6 Million Hits

Business Challenges

The Environment Agency in the UK wanted to make its flood warning service more accessible to businesses and citizens by offering near real-time updates on areas at risk in England and Wales. More than 5 million people live or work in areas in danger of flooding.

Solution

Shoothill used Bing Maps—the only mapping system that includes Ordnance Survey data—and Microsoft Azure to create the FloodAlerts map using data from the Environment Agency nationwide network of monitoring stations.

Customer Results / Benefits

Citizens stay one step ahead of floods, with 15.6 million hits in nine days

Application wins innovation award

Scalable solution proves highly resilient

FloodAlerts gains recognition from UK Government



[Environment Agency Facebook](#)

[READ THE FULL CASE STUDY](#)

Crisis Management – the impact of Floods in CEE (2009 -2014)

Year	Country	Impact	Loss of Life	Economic Impact
2009	Czech Republic	Covered South Bohemia – key rivers overflowed	14 dead	€240 million
2009	Hungary	Danube overflowed	0 dead	€30 million
2009	Poland	Northern Poland, significant damage to transport infrastructure	1 dead	€400 million
2009	Slovakia	West Slovakia	5 dead	€200 million est
2010	Poland	Warsaw, Krakow, Wroclaw	25 dead, 23k displaced	€2.5 billion
2010	Czech	Silesia and Moravia	1 dead	€40 million
2010	Hungary	Danube overflowed	2 dead	€50 million est
2010	Slovenia	Ljubljana and surrounding areas	3 dead	€15 million
2012	Russia	Krasnodar and surrounding areas	171 dead	€1 billion
2013	Czech, Slovakia, Serbia, Belarus, Poland, Hungary and Serbia	Danube and its tributaries	25 dead	€2 billion
2014	Serbia, Bosnia, Croatia, Bulgaria and Romania	Various areas	120 dead	€3.3 billion est
		TOTAL	367 Dead	€ 9.775 billion

What can we do about this?

