



# Transforming Digital Public Services with Hybrid Cloud

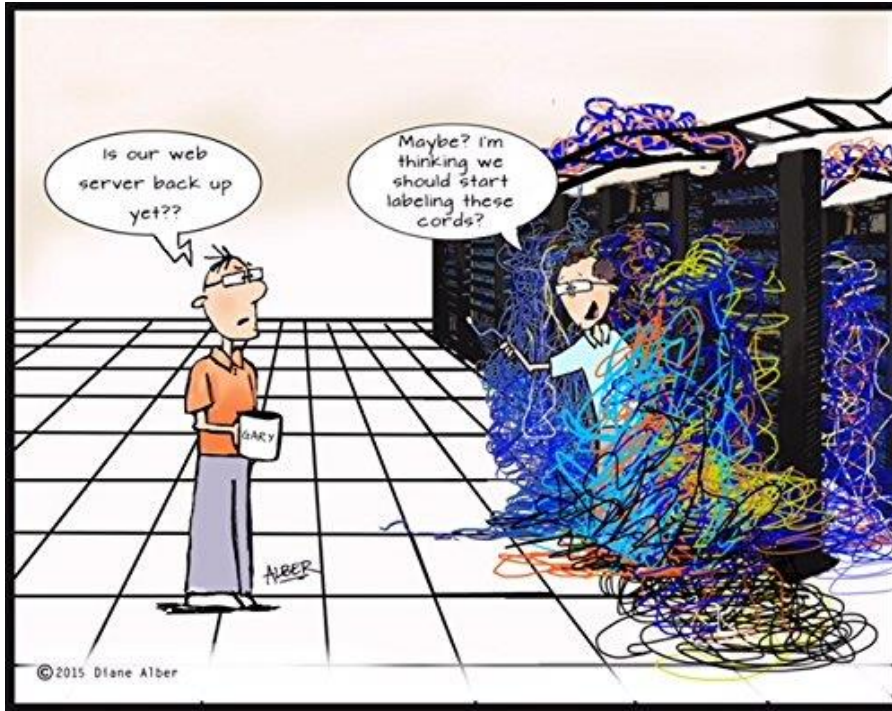
Stuart Bland  
Infrastructure Specialist  
March 10th 2021

# About Shropshire (Council)

- Local Government Authority
- Rural county / ageing population
- Delivering IT Services to 2,600 employees, 320k residents and the county's primary schools



# Why?



- Legacy infrastructure
- Different refresh cycles
- Firefighting rather than innovating
- Need to deliver better value
- Digital Transformation
- Cloud “where appropriate”

# What?

## **On-premise** ([Private Cloud](#)):

- Telephony
  - Contact Centre
  - Education Management System
  - Mapping
  - Remote Access
- 

## **Hosted** ([Public Cloud](#)):

- ERP
  - Social Care
  - CRM
  - Regulatory Services
- 

## **Mixed** ([Hybrid Cloud](#)):

- Email (O365 / Hybrid Exchange)
- File shares
- Identity Management
- Website
- Integration hub
- Citizen access

# How?

- Nutanix:
  - Simplified management of Private Cloud
  - One-click software and firmware upgrades
  - Hybrid cloud ready – manage into public clouds when needed

---
- Azure:
  - IaaS - Integration hub
  - SaaS - Dynamics 365 CRM

---
- Others:
  - Supplier datacentres
  - Supplier public clouds

# Impact

- Before:
    - VM performance issues
    - Firefighting
    - Constant complaints from Telecoms team...
- 
- After:
    - No contact from Telecoms team!
    - Time freed up to allow us to innovate
    - Reduction of 'on prem' footprint from six down to one cabinet with associated carbon footprint reduction
    - We've been able to cope with changing demand due to Coronavirus!

# Pros and Cons...

## Good:

- Transformational performance
- Transformational operations
- Easy and intuitive to use
- Top drawer support
- Collaborative relationships
- Great education programmes!

---

## Bad:

- Backup
- Business not always “cloud” ready
- Confusion around support
- Needs robust RACI!

# Next Steps

- Review business processes & future work patterns
- Promote technology solutions:
  - the right solution for the right problem
- “How can we help?” – MS Forms based engagement
- Continue to adapt and support post pandemic Shropshire
- Further adoption of Public Cloud services in a Hybrid model
- Increased collaboration with public sector partners



# Questions?

ICT Infrastructure Specialist: [stuart.bland@shropshire.gov.uk](mailto:stuart.bland@shropshire.gov.uk)

Head of Technology: [andrew.boxall@shropshire.gov.uk](mailto:andrew.boxall@shropshire.gov.uk)