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Modernising

— at —

Scale

A WHITE PAPER



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Did you know?

In 2014/15, 29% of data breaches were due to loss or theft of paperwork - making it the most common type of security incident.



It's time to modernise.



The Government Digital Service is recognised as a world leader in public sector digital innovation.

Public sector organisations should embrace the tools and services available for the quickest gains, and to save time and money in the procurement process. As the leading Atlassian Experts on G-Cloud, Clearvision has worked with a number of government bodies to modernise tools and processes and boost collaboration.

In this white paper...

- > Examine what the digital transformation of government means for public sector organisations.
- > Take a look at some of the biggest challenges facing government IT.
- > Set out steps to tackle the challenges by improving collaboration with Atlassian tools.
- > Identify underlying causes of these challenges to prevent them recurring in the future.

Challenge 1:

Government

Meets technology

Technology today needs to connect with the needs of government.

What does this mean?

Too often, technology acts as a barrier to innovation when it should be enabling it. This happens for a number of reasons, but a key contributor is reluctance to embrace new technology.

Instead of resisting technology, wary of the possibility of cyber attacks or security breaches, government and public sector bodies need to realise that technology is the solution, not the problem.

From the Information Commissioner's Office:

Number of data exposure incidents:



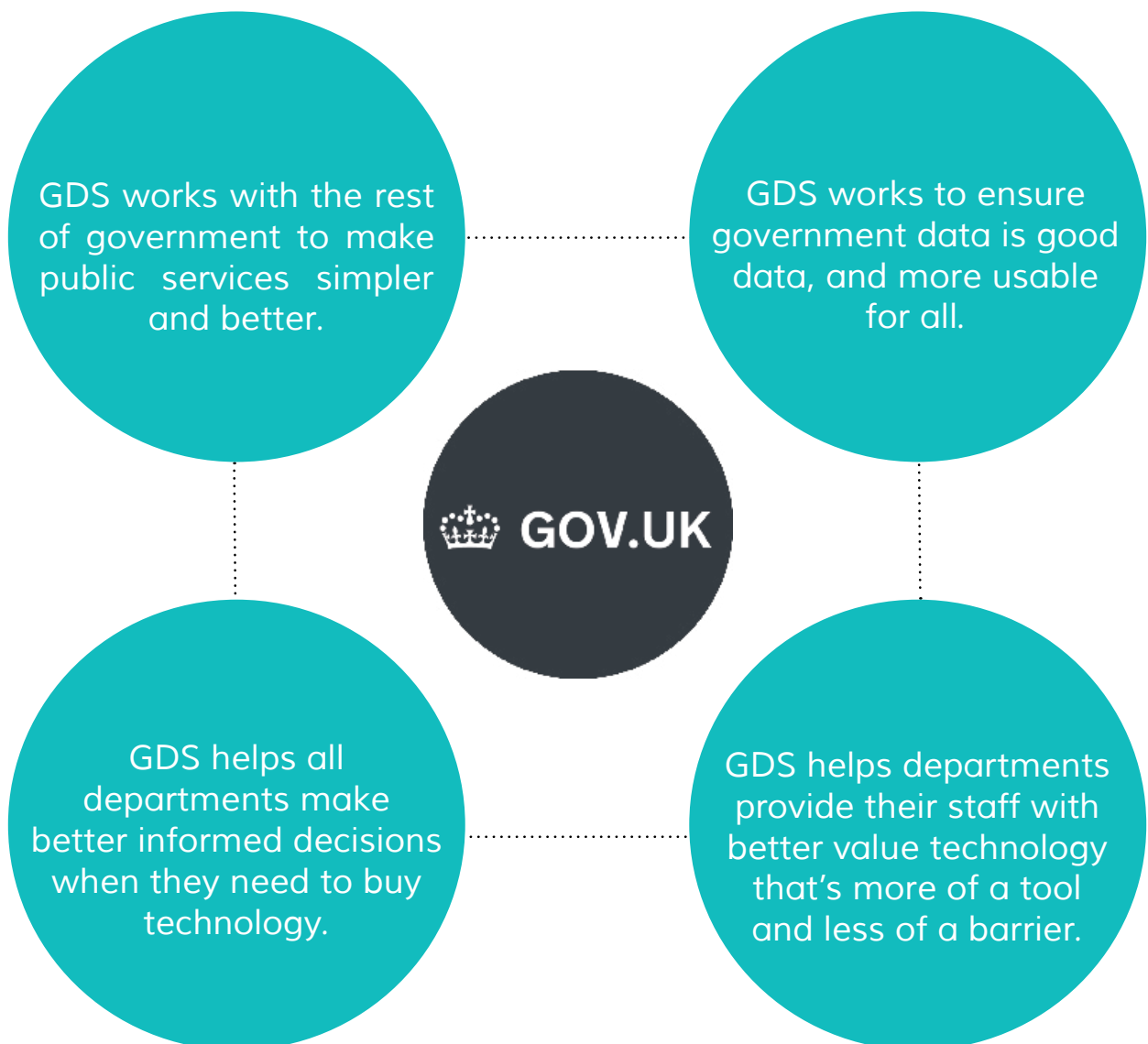
With the vast majority of public sector security incidents comprising of loss or theft of paperwork, data being posted or faxed incorrectly, or information sent by email to the incorrect recipient, modernising the tools and methods of communication the public sector relies on is essential. After all, how do you back up physical paperwork? How do you build workflows into it?

Of course, modernising isn't always easy!

Some of the biggest challenges the government faces in delivering large scale IT and business change is outdated technology and a lack of programme infrastructure. Even then, digital communication can have its flaws, unless there's a secure installation in place.

Sound familiar?

The Government Digital Service is working to combat this.



Challenge 2:

Transferring data across departments

In a talk titled 'Data: shared, accessible information', John Kimmance, Director of Public Sector for the Ordnance Survey, made a striking point. He asked the audience a simple question:



Who has access to Ordnance Survey data?

No one raised a hand.

Kimmance then pointed out that most organisations in the room had complete access to the OS, and in fact, already had a registered account.

The issue isn't a lack of data – far from it. The problem is that data is shared ineffectively, inefficiently, and is rarely accessed. With poor collaboration, it goes to waste.

One major issue when it comes to transferring data is transparency.

It's not just the data itself that requires more transparency, it's what happens when that data is accessed and shared. Often in government, a lack of transparency around data sharing, results in the wheel being reinvented weekly – even between departments within the same organisation, where work can be delayed or even duplicated.

The 'data protection' balancing act.

At that same event, where Kimmance demonstrated transparency issues around data, Clearvision experts spoke to a number of public sector organisations about the challenges they face.

DATA PROTECTION

INTERDEPARTMENTAL VISIBILITY



Data protection is naturally, a clear priority across the public sector.

At the same time, many of the organisations we spoke to stressed the importance of striking a balance between data protection and transparency across departments.

With the right tools, processes, and governance in place, information can be shared internally and remain protected from external threats.

How is your balance?



Spotlight: *The Government Digital Marketplace*

The Digital Marketplace

**Find technology or people for digital projects
in the public sector.**

The Digital Marketplace allows organisations to view the tools and services available from a range of innovative, agile vendors who have met the appropriate standards.

With the latest G-Cloud 7 offerings, public sector bodies can be sure that the tools and services they select meet the latest best practice and security standards.

This option to engage with private sector suppliers is a vital part of the procurement process, ensuring organisations make the right choices at the best prices.

 **Clearvision** ON G-CLOUD»
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Thanks to the Digital Marketplace, public sector bodies are able to adopt a more flexible and tailored approach. The procurement process is significantly shorter and all information is available upfront.

Challenge 3:

Embracing cultural change

The government has stressed its mandate is to reduce red tape - there's even a cutting red tape team! The idea behind this is to allow government departments and other public sector bodies to be more flexible and to modernise the way they operate. Nowhere is this more true than in IT departments.

The GDS embodies this mantra, reducing red tape, and empowering public sector organisations to embrace the cultural change needed to move forward.

The Government Digital Service

"The Government Digital Service (GDS) is part of the Cabinet Office. Our job is digital transformation of government.

We're a centre of excellence in digital, technology and data, collaborating with departments to help them with their own transformation. We work with them to build platforms, standards, and digital services.

We always start with user needs. We are agile. We work to a set of **Design Principles** that guide us in everything we do."

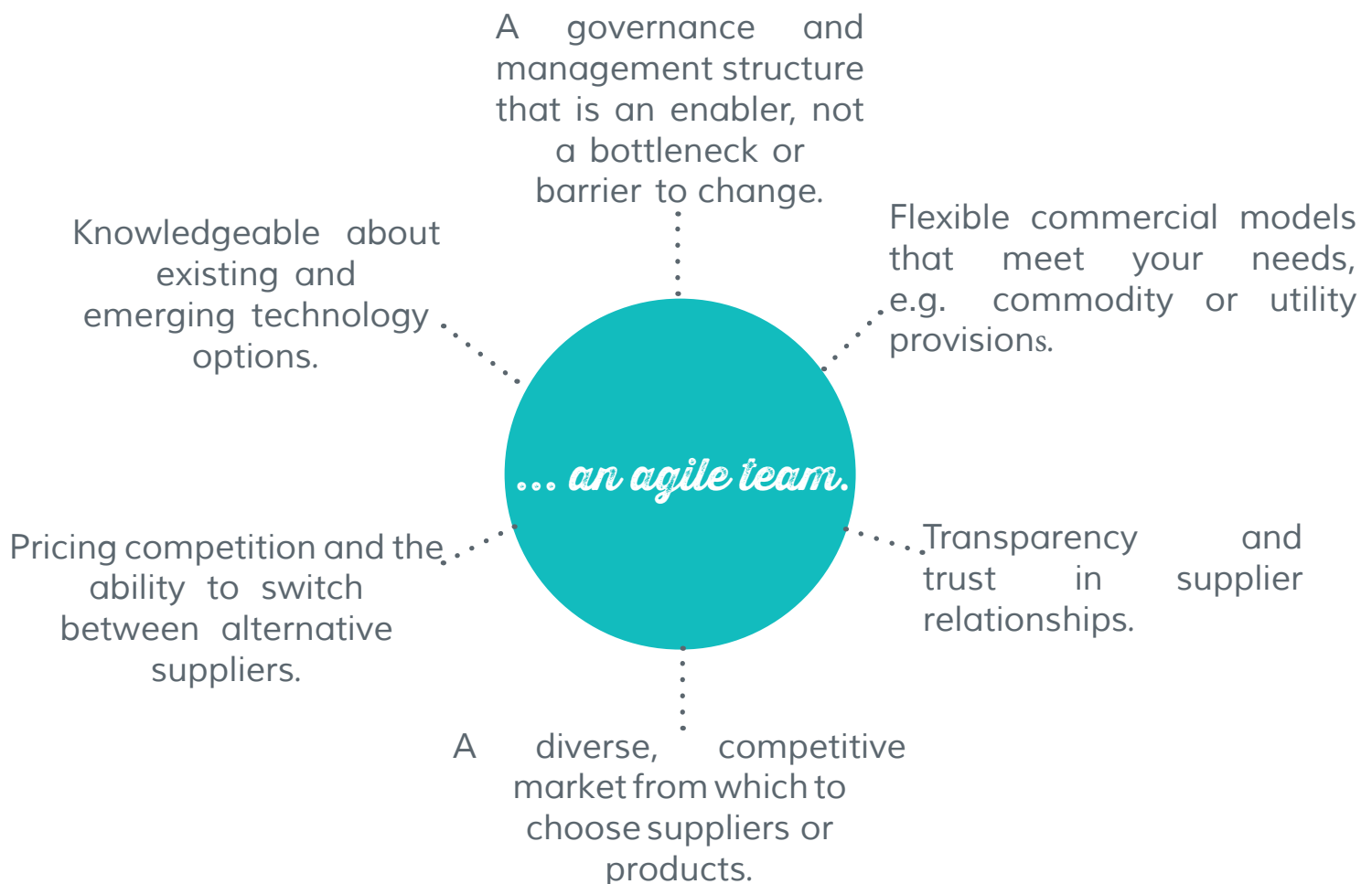


A culture without red tape:

It's time for an agile transformation

In many ways, the purpose of the GDS is to empower 'good teams' with access to the right tools and services when they need them.

Gov.uk defines a 'good' team as...



The importance of being agile

Fundamentally, being agile means:

1. Being able to move quickly and easily.
2. Being able to think and understand quickly.
3. Employing a method of project management, characterised by the division of tasks into short, iterative phases of work and the frequent reassessment and adaptation of plans.

It's a shift from the red tape, 'waterfall' style of working the public sector is traditionally associated with.

Instead, agile working values:

- > **Individuals and interactions** over processes and tools.
- > **Working software** over comprehensive documentation.
- > **Customer collaboration** over contract negotiation.
- > **Responding to change** over following a plan.

Agile leads to...

- > Improved efficiency.
- > Improved quality.
- > Improved visibility.
- > Improved change management.
- > Projects completed on time.
- > Projects completed to budget.

HOW TO BUILD AN AGILE CULTURE »
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Challenge 4: *Too many devices*

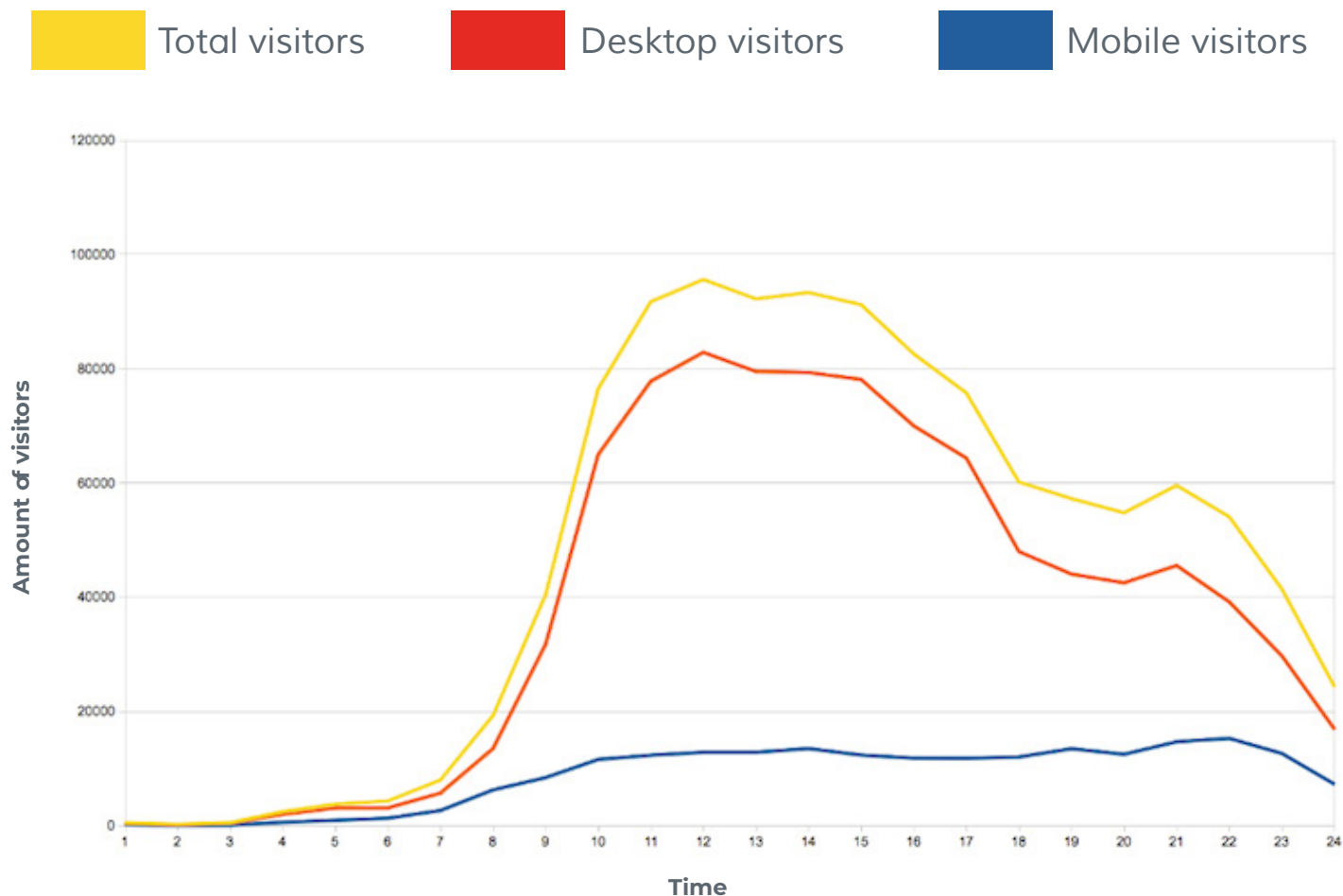
We saw in the last chapter how the government is striving to reduce red tape and give departments more choice.

The obvious concerns that come with this are around governance and security.

In our conversations with government IT staff, a growing concern around security is apparent because of the influx of internet-ready devices like smartphones, tablets, and laptops.

The modernisation of internet-ready devices means more staff can connect to the network remotely. This is great for accessibility and collaboration as mobile devices are always available, but they can be unfit for purpose, and so departments need to be rigid when it comes to security policies.

DAILY VISITS TO GOV.UK



The considerations needed in a multi-device world may seem obvious, but perhaps because of this - they can be overlooked.

PASSWORD POLICY

Include characters and numbers, ensure passwords aren't shared or stored on unsecure channels, create a policy to regularly update them, and avoid using them for public WiFi networks.

CLOUD SERVICE SECURITY

Whilst it can be difficult to guarantee complete data security, hosting providers offer varying degrees of protection.

During our recent project with the Home Office, for example, data integrity was essential and so we utilised an IL2-accredited cloud-based SaaS solution.

Clearvision is the only Atlassian Enterprise Expert offering government customers hosting on Assured/IL2 and Elevated/IL3 for Official and Official Sensitive classified information.

DEVICE SETTINGS

Ensure governance over devices, the correct level of encryption, a policy of backing up data, and consider enabling a remote wipe functionality.



All about iteration

Modern tools are agile - new updates and fixes are released in frequent iterations.

Modern devices are constantly changing - the variety of mobile and tablet devices will only continue to grow.

From best practices to security and encryption, by working iteratively, your teams will be perfectly placed to adapt to new changes and developments. Your data will stay secure and your tools will be up to date.

Leading the way with the cloud



Before the launch of the Government Digital Service, the ICT strategy across the government made it difficult for public sector bodies to:

- > Achieve large, cross-government economies of scale while meeting environmental and sustainability targets.
- > Take advantage of new technologies in order to deliver faster and reduce costs.
- > Deliver flexible ICT systems that are responsive to demand to support government policies and strategies.
- > Procure in a way that encourages a dynamic supplier marketplace and supports emerging suppliers.

And now...

The government cloud is not a single, government-owned, entity; it is an ongoing and iterative programme of work which enables the use of a range of cloud services. It changes the way the public sector operates.

Moving forward:

Simplify, streamline

We see the biggest tech companies succeed thanks to their ability to share the right data and work effectively.

If public sector bodies are to maintain the standards set by the Government Digital Service and continue to be a leader in digital transformation, they must follow suit. A good commercial example is Atlassian. Its tools are built around the principles of agile working and collaboration; apps that facilitate the visibility and tracking of all kinds of data have improved accessibility, which is integral to company culture.

We've talked about an agile culture...

... But what tools will get you there?



A COLLABORATIVE WIKI»»



PROJECT MANAGEMENT»»



ISSUE TRACKING»»



VERSION CONTROL»»



Spotlight: *Secure hosting for Atlassian tools.*

Clearvision offers a complete hosting service for the Atlassian tools and more, utilising secure servers hosted by Skyscape (including IL2 - Assured, IL3 - Elevated).

We offer instant setup, access, and support for a cost-saving, reliable, and secure service.

- > Atlassian tools including Jira, Confluence, Bitbucket, and Bamboo.
- > Securely hosted on IL2 Assured IL3 Elevated servers in the UK.
- > Your own dedicated Atlassian Expert Account Manager.
- > Combined hosting ensuring no depreciation.
- > No infrastructure maintenance - Clearvision manages it for you.
- > Only pay for time you use with clone environments.
- > Instant setup, access, and support.
- > Traceability and full audit of decision making.
- > 30-Day payment terms.

Our work with the Home Office, Cabinet Office, and Met Office has taught us a lot about the direction the digital government is moving in, and the simplest way to get there. With a health check, we'll work with you to uncover the pain points impeding your progress, the quickest wins, and to create a roadmap to where you want to get to.

For those who know what tools they want and are ready to migrate, we offer a kickstart. This is our service to help you get up and running in the right direction. It's the perfect package with secure managed hosting to bring key players up to speed with a comprehensive range of training courses, designed for all abilities.

Digital Marketplace

Whether you're looking for collaborative tools, hosting, licensing, or support on G-Cloud, or consultancy and training services via the Digital Outcomes and Specialist Services (the new and improved version of the Digital Services Framework), we can help.

Clearvision has expert resources available to government organisations looking for support, training, and consultancy around Atlassian tools and software development processes. We have been delivering services to government bodies such as the DVLA, Home Office, HMRC, and ONS since the digital initiative began.

For specialist help with Atlassian and Open-Source tooling, contact us today or search for 'Clearvision' on the Digital Services Store.

- It's a simpler, faster, and better way to supply digital services to government.
- All public sector organisations can use the online marketplace to buy cloud-based services, and they'll find the process considerably faster because there's no need to put projects out to tender (instead they will have quotes).
- It provides a range of benefits, such as buyers and suppliers being able to talk to each other to decide the best fit and time.
- It reduces the time and cost associated with procurement and purchasing.



Benefit from Clearvision's hosting services on G-Cloud. »