Digital Citizen Services & Security

Tony West – Unisys

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Unisys provides a range of solutions to address the drive toward Digital Citizens and Government interactions

DIGITAL CITIZEN DRIVERS	POTENTIAL IMPACT	UNISYS SOLUTIONS
Increased awareness and investments in Digital Citizen initiatives, demands from Citizens	Increasing demand for policies, frameworks, strategies – a number of cities looking for planning and guidance	**Unisys strategy advisory services to provide a technology planning roadmap (*New Zealand Transport Agency, Scandinavian Airlines)***
Internet of Things evolution with the explosion of devices (mobile, sensors, drones, cameras, other devices)	Need for a strategic policy driven framework, increased connectivity, security, and core infrastructure	**Planning and Advisory services, Infrastructure offerings (Stealth, End User Services, Cloud – *TSA and Border Protection*)**
Proliferation of Mobile, Web applications and third party providers	Increasing need for integrating various types of applications together in a brokered architecture framework	**Expertise in developing, integrating and modernizing apps in a four tier architecture framework (*State of NY*)**
Information explosion from various Data Sources (Social Media, Shared economy, crowdsourcing) as well as from devices (IoT)	Will require the ability to ingest, handle various formats, analyze it, mine for insights, and extract actionable value for various constituents	**Big Data, Analytics, solutions such as Digital Evidence Management, Social Media Engagement (*Customs and Border Protection*)**
Open Data, Local Governments looking to make Data available to the public and other Government agencies	Ability to generate and publish data sets to the public and third party providers	**Big Data, Analytics and other Data Intelligence solutions (*Homeland Security, State of California*)**
Constituent Service entering the next stage of evolution – Digital Government (Social, Mobile and Cloud)	Need for newer Citizen facing applications and services across different channels integrated with the back office	**Experience in delivery Citizen Service and Enterprise Regulatory solutions for Local Governments (*City of Philadelphia, Province of Nova Scotia*)**

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Commonwealth of PA – Providing Computing Services

Providing services through 2018 and beyond for a projected contract value of over $700M

Data Center Consolidation, Server and Storage Management, App Hosting, Disaster Recovery, Hybrid Cloud Service Management, Security Services

- Data Center Consolidation to one center
- Cloud Service provided since 2014
- Supporting over 50 agencies in the Commonwealth
- Managing over 1800 servers (80% Windows and 20% Linux, with 80% of them virtual)
- 100 AIX Servers and more than 2500 IBM Mainframe MIPS
- 3500 Unisys Mainframe MIPS in the main site
- Also managing a separate disaster site

- ITSM AS A SERVICE
- ENTERPRISE SYSTEMS MGMT.
- ITSM WORKSHOP

SERVICE MANAGEMENT

- SERVICE CATALOG & AGGREGATION
- CLOUD PROVISIONING

SERVICE INTEGRATION

Efficiencies gained (projected savings of over $200M) through
- Mainframe and Server Consolidation, Virtualization, SAN Consolidation
- On Demand computing consumption models and a broad service catalog
- Hybrid Cloud Services provided

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Use Cases: Protect What Matters Most

PBF Energy: Clients with Zero Tolerance for Breaches Use Stealth

"We understand the critical need to protect our data, applications and IT infrastructure, Unisys Stealth provides PBF Energy with an advanced security solution without the need to change applications, buy new hardware, or change our firewall rules."

Richard Loew - PBF Energy Chief Information Officer

Power Distribution and Generation	Nuclear Power	Natural Gas	Water Treatment
Network protectors, remote tripping, smart grid and intermittent power generation	Clean, virus-free operation center	Tamper-proof pipeline operation	Secure pipeline and dosing

Appendix

What Unisys Brings (An Intro to Unisys)

MISSION CRITICAL: 140 years solving the most demanding challenges governments and Fortune 500 corporations face worldwide

SIZE: Over 23,000 employees located across 100 countries, and 2016 revenue of $3B

ROBUST QUALITY/PROCESS: The only service provider with all global centers (application, data center and security) certified at ISO 20000, 27001 and 9001

INNOVATION: Unisys holds over 1,500 U.S. and non-U.S. patents

Serving Public Sector Clients Around the Globe

Unisys is helping Public Sector clients:

- Improve social services, child welfare, and eligibility determinations by use of data analytics, mobile computing, and self-service

- Transition government IT infrastructure to highly secure public, private and hybrid clouds, using Stealth for micro-segmentation while re-engineering processes and integrating mobile, cloud, data analytics, and web technology to increase speed and responsiveness to citizens

- Secure and safeguard government and citizen data and manage cybersecurity environments to thwart adversaries

- Efficiently process daily immigration traffic, with Border Protection command, control, and targeting systems for high risk threats

- Modernize justice and law enforcement at all levels of government with a comprehensive suite of innovative solutions

Capabilities/Expertise

Social Services
- Integrated Eligibility
- Child and Adult Protective Services
- Child Support Enforcement

Digital Government Solutions
- Digital Government Transformation
- Public, Private Hybrid Cloud
- Mobility
- Advanced Analytics
- Security
- Application Modernization

Justice, Law Enforcement, and Border Security
- Integrated Law Enforcement
- Jail/Offender Management
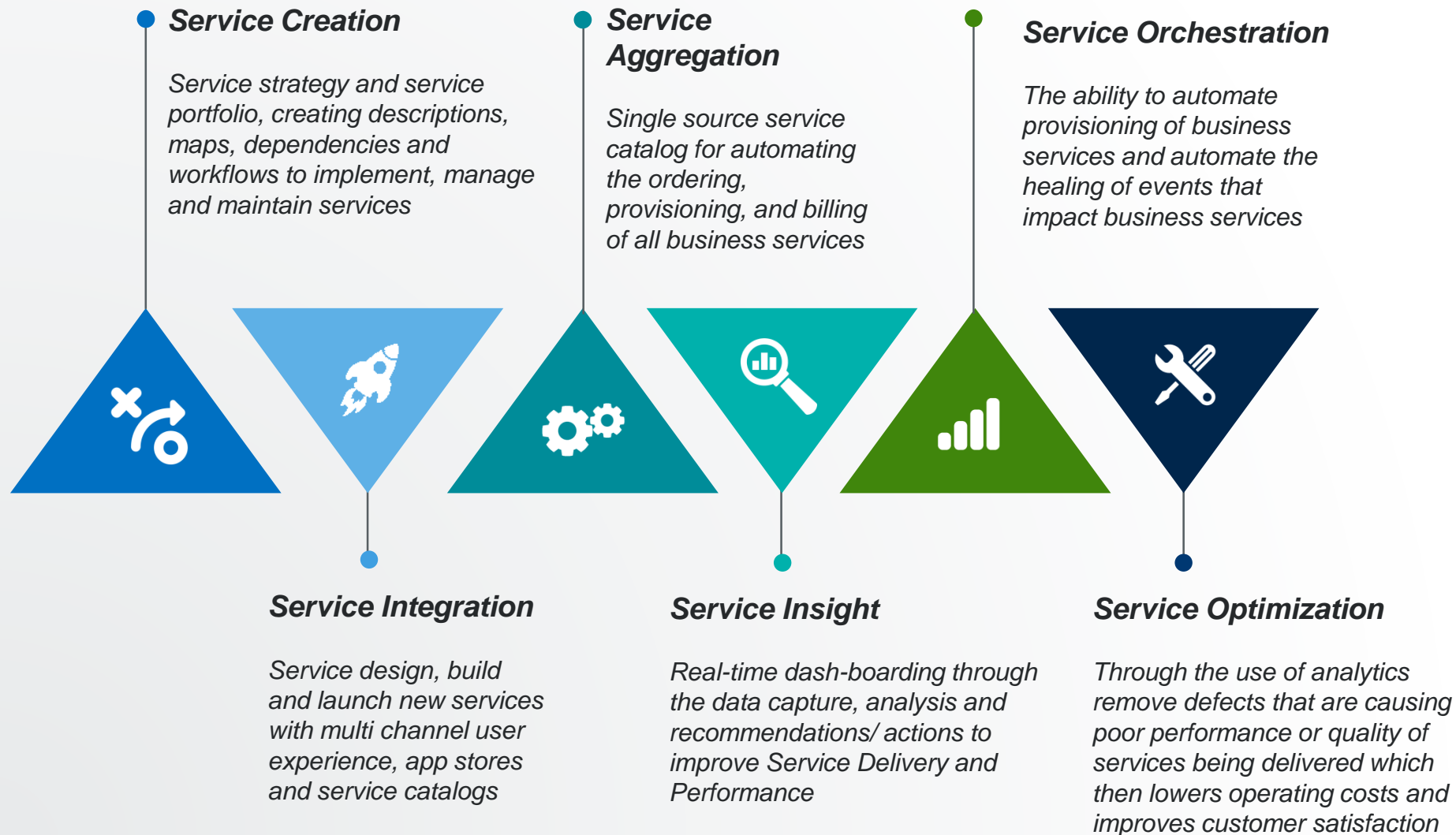- Information Sharing
- Border Security

The following governance capabilities will be established at CoPA (build, buy or acquire) for a successful transition into the secure hybrid cloud environment

Service Creation

Service strategy and service portfolio, creating descriptions, maps, dependencies and workflows to implement, manage and maintain services

Service Aggregation

Single source service catalog for automating the ordering, provisioning, and billing of all business services

Service Orchestration

The ability to automate provisioning of business services and automate the healing of events that impact business services

Service Integration

Service design, build and launch new services with multi channel user experience, app stores and service catalogs

Service Insight

Real-time dash-boarding through the data capture, analysis and recommendations/ actions to improve Service Delivery and Performance

Service Optimization

Through the use of analytics remove defects that are causing poor performance or quality of services being delivered which then lowers operating costs and improves customer satisfaction

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Protecting Utility SCADA (Supervisory Control and Data Acquisition) is critically important

1. **ICS/SCADA**: Over half of cyber attacks (59%) were in the energy sector.

   – Since 2010, 600%+ increase in ICS/SCADA vulnerabilities.

2. **Command and control software:** Attacks on Human-Machine Interfaces (HMI).

   – In 2013, major electric power ICS/SCADA supplier infected with malware.

3. **The smart grid:** Controls for intermittent power generations, smart metering.

   – In December 2016, six Ukrainian Critical Infrastructure systems compromised.

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