กรณีศึกษาการพัฒนารัฐบาลอิเล็กทรอนิกส์ ในส่วนภาคเอกชน ที่ให้บริการภาครัฐ

IT Outsourcing Management

Surak Thammarak
Advisory Systems Engineer
EMC – Thailand
surak.thammarak@emc.com

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IT is being **transformed**

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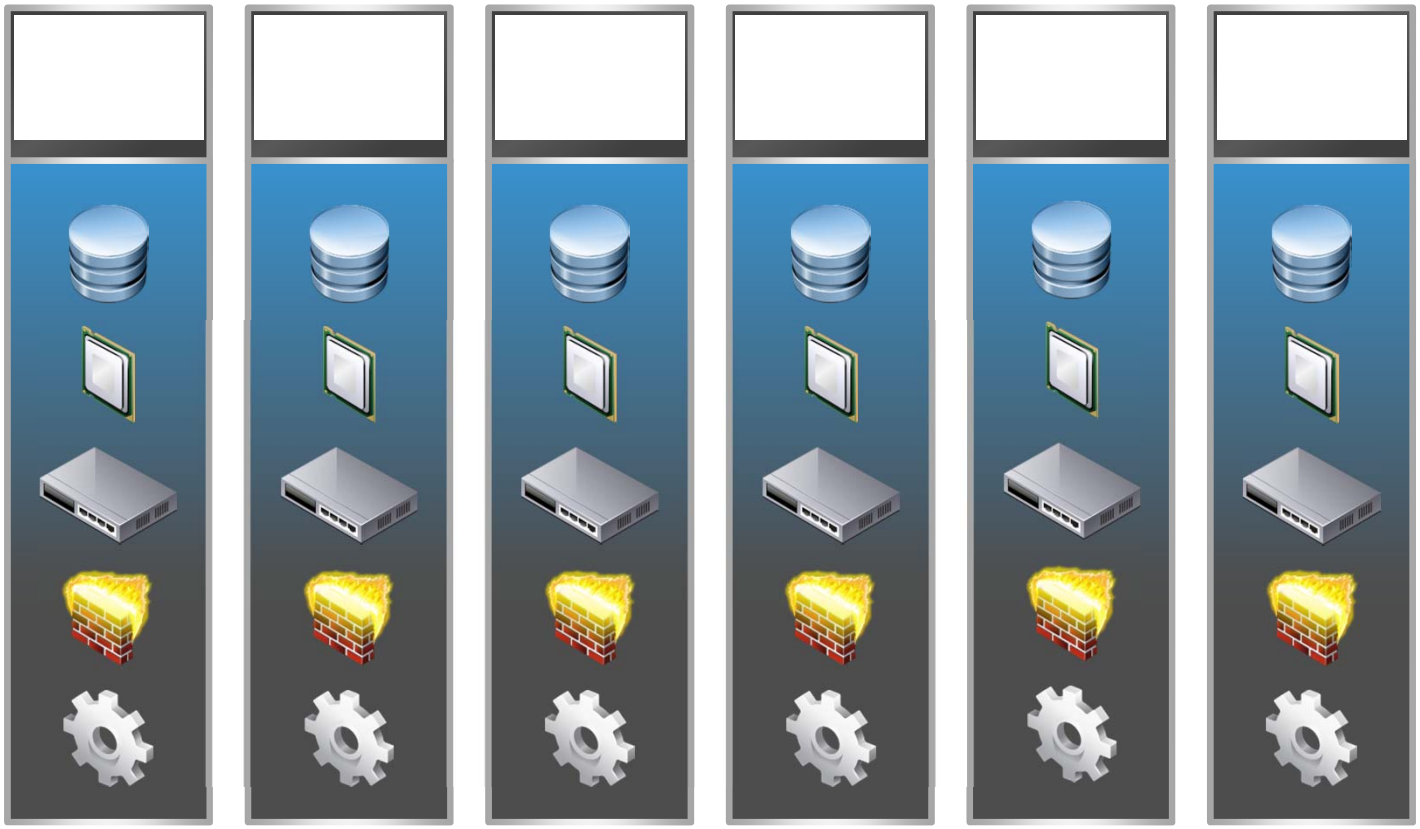
Traditional Designs: Silos In The Data Center



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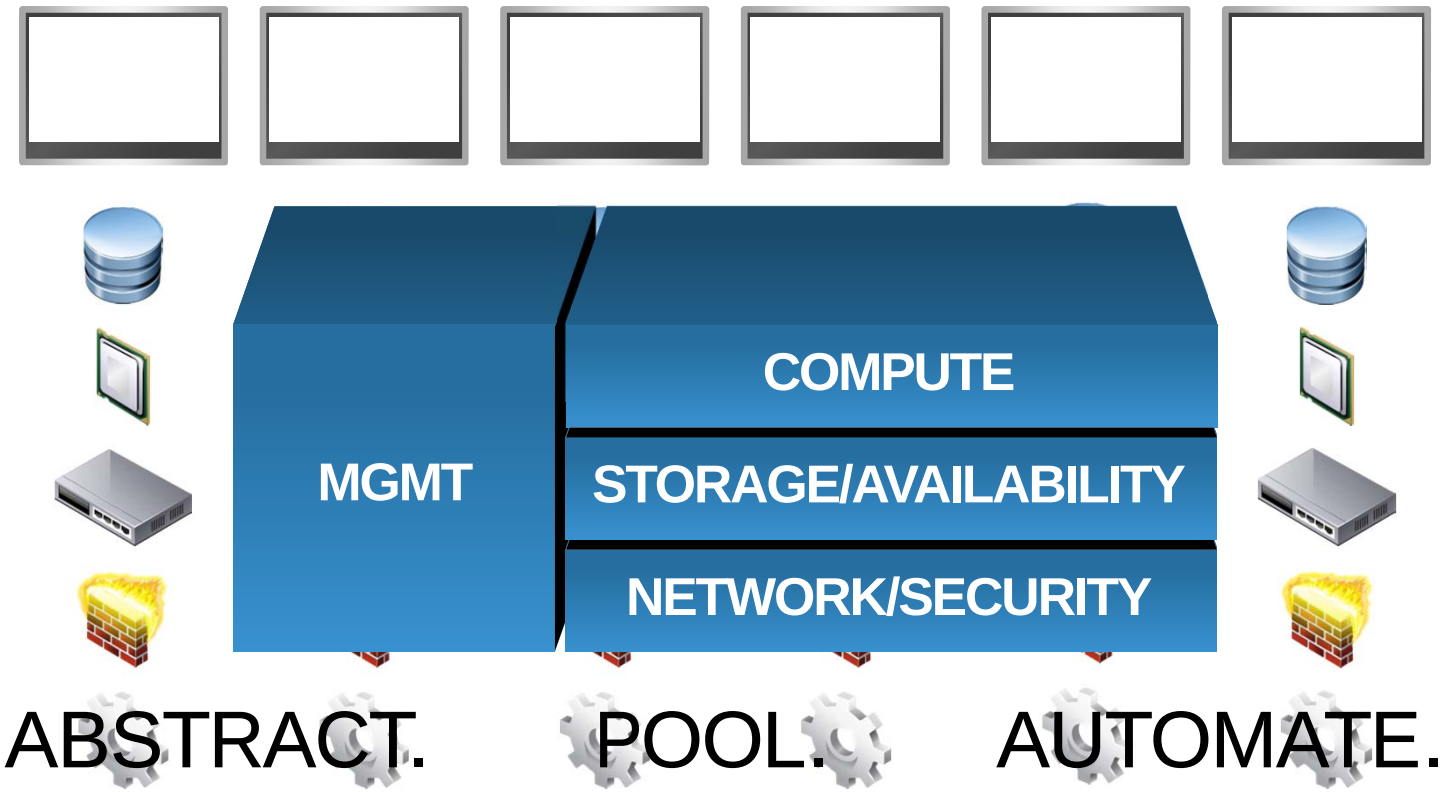
Next Gen: The Software Defined Data Center



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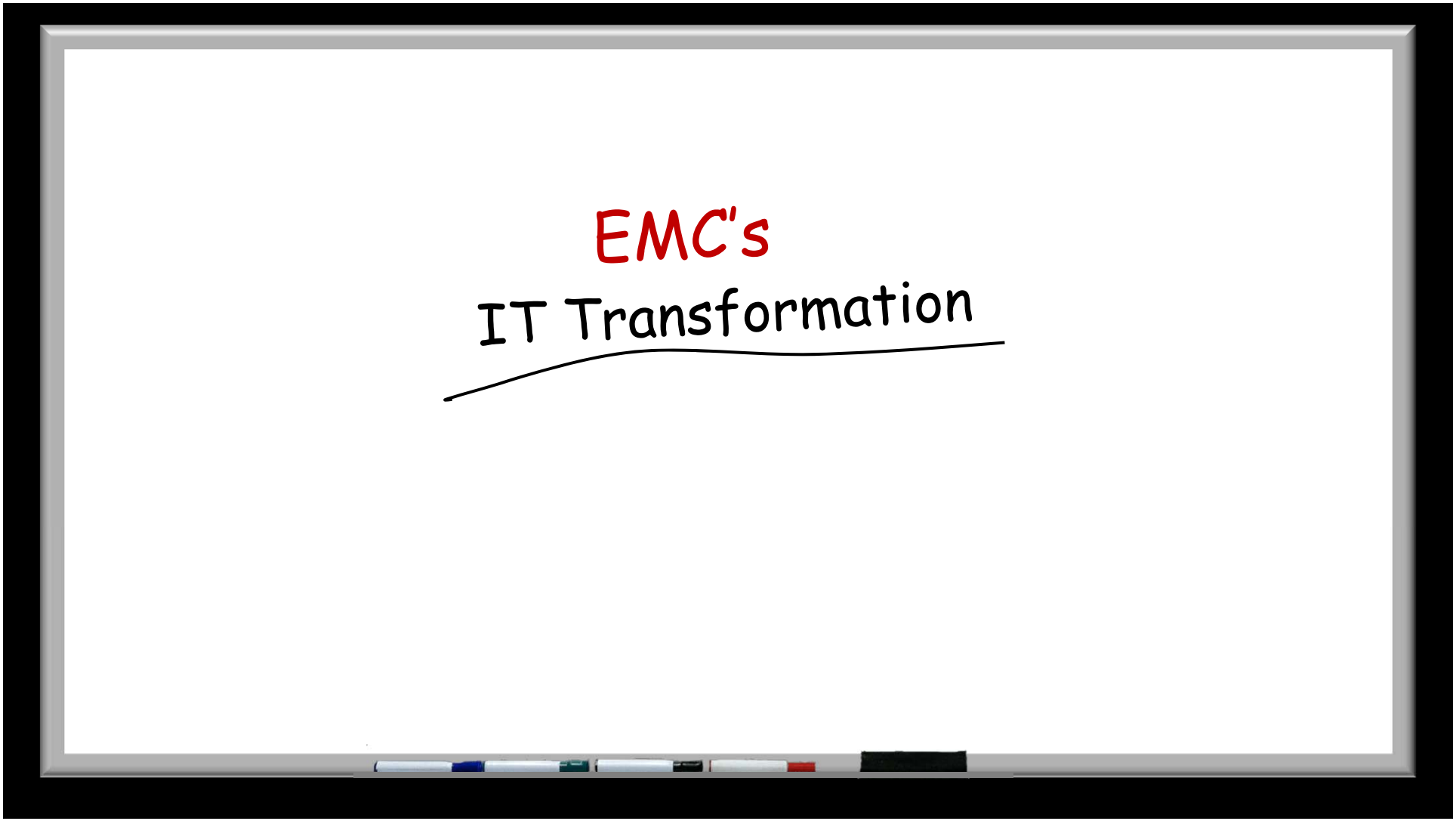
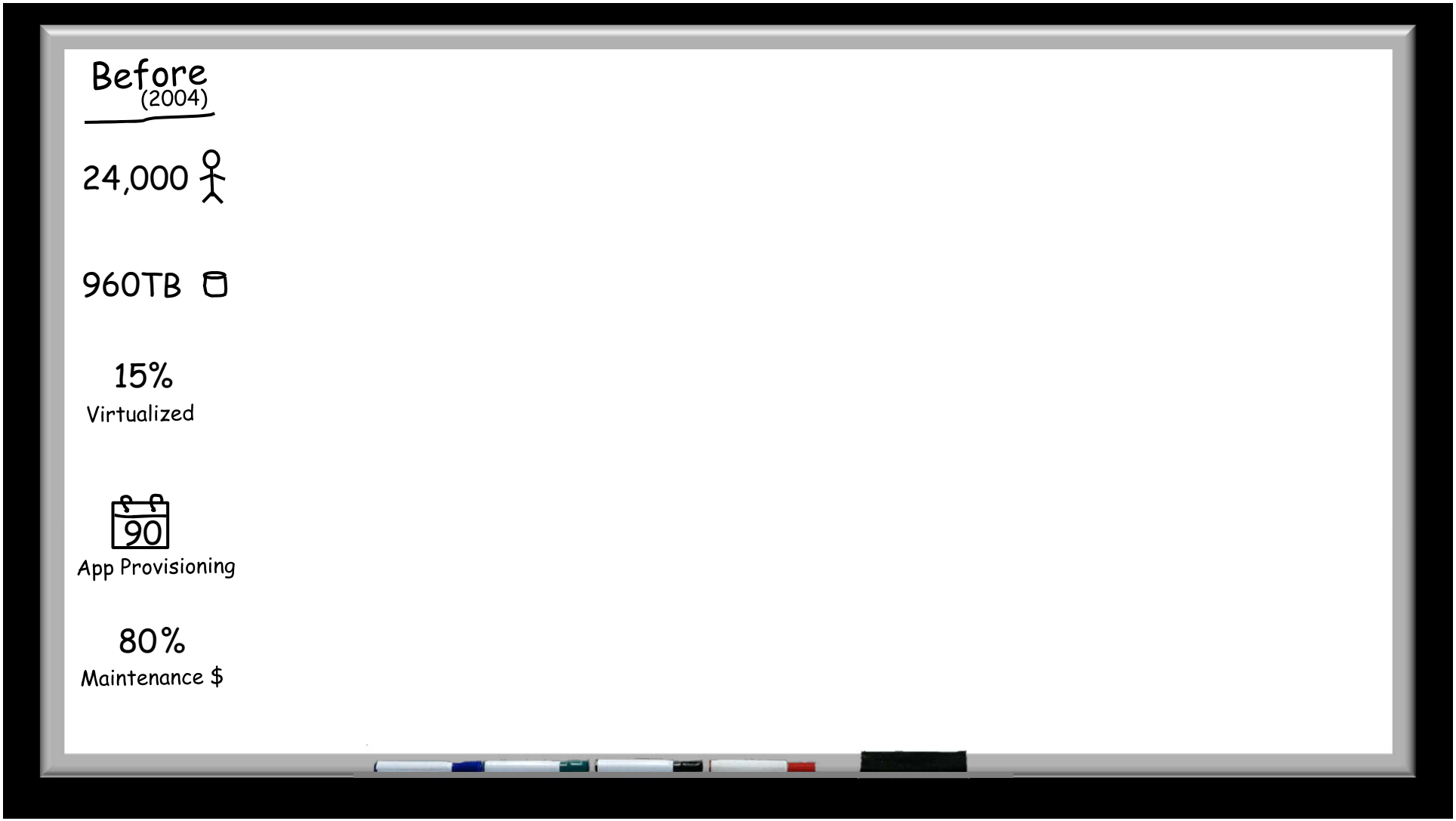
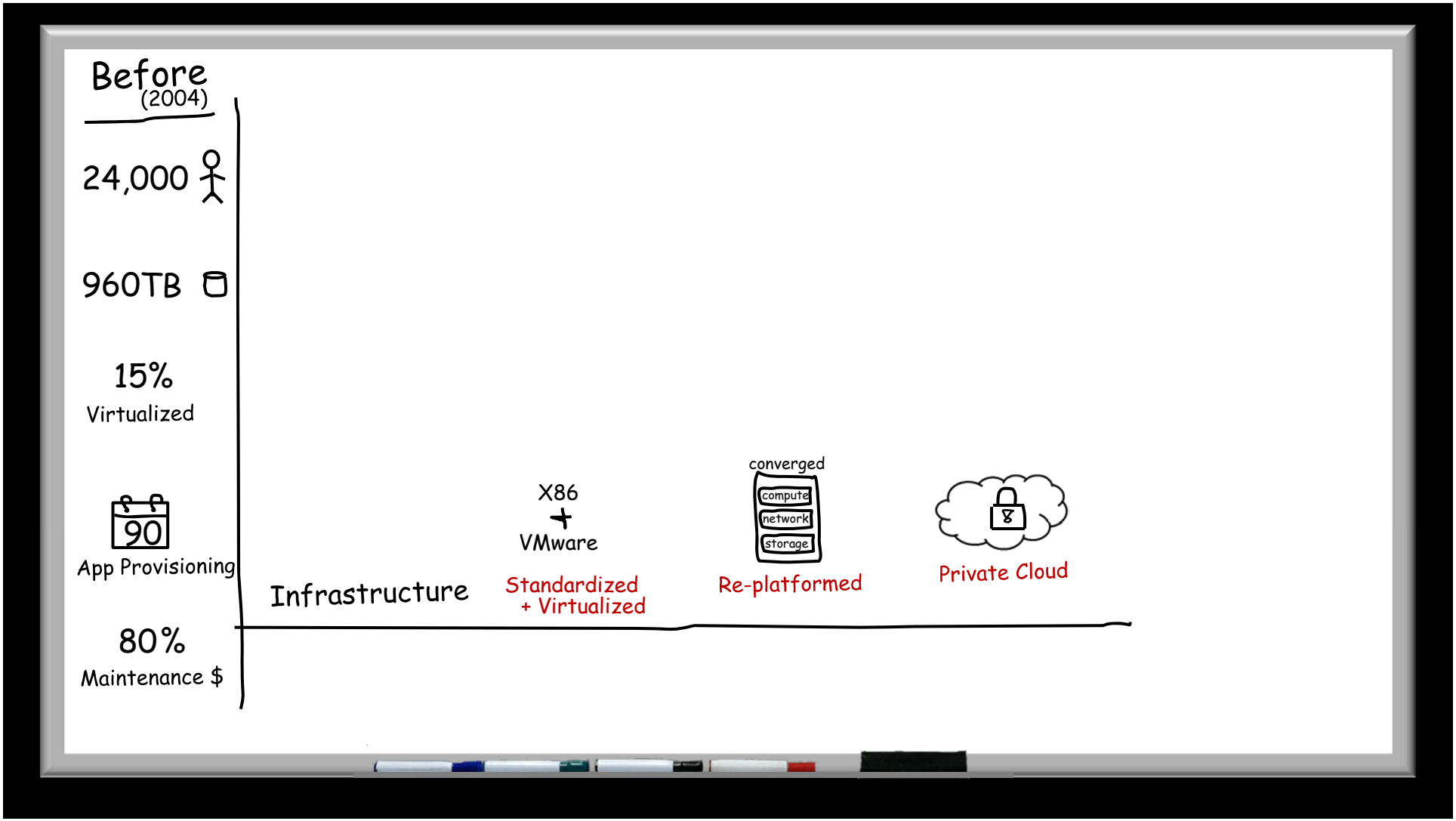
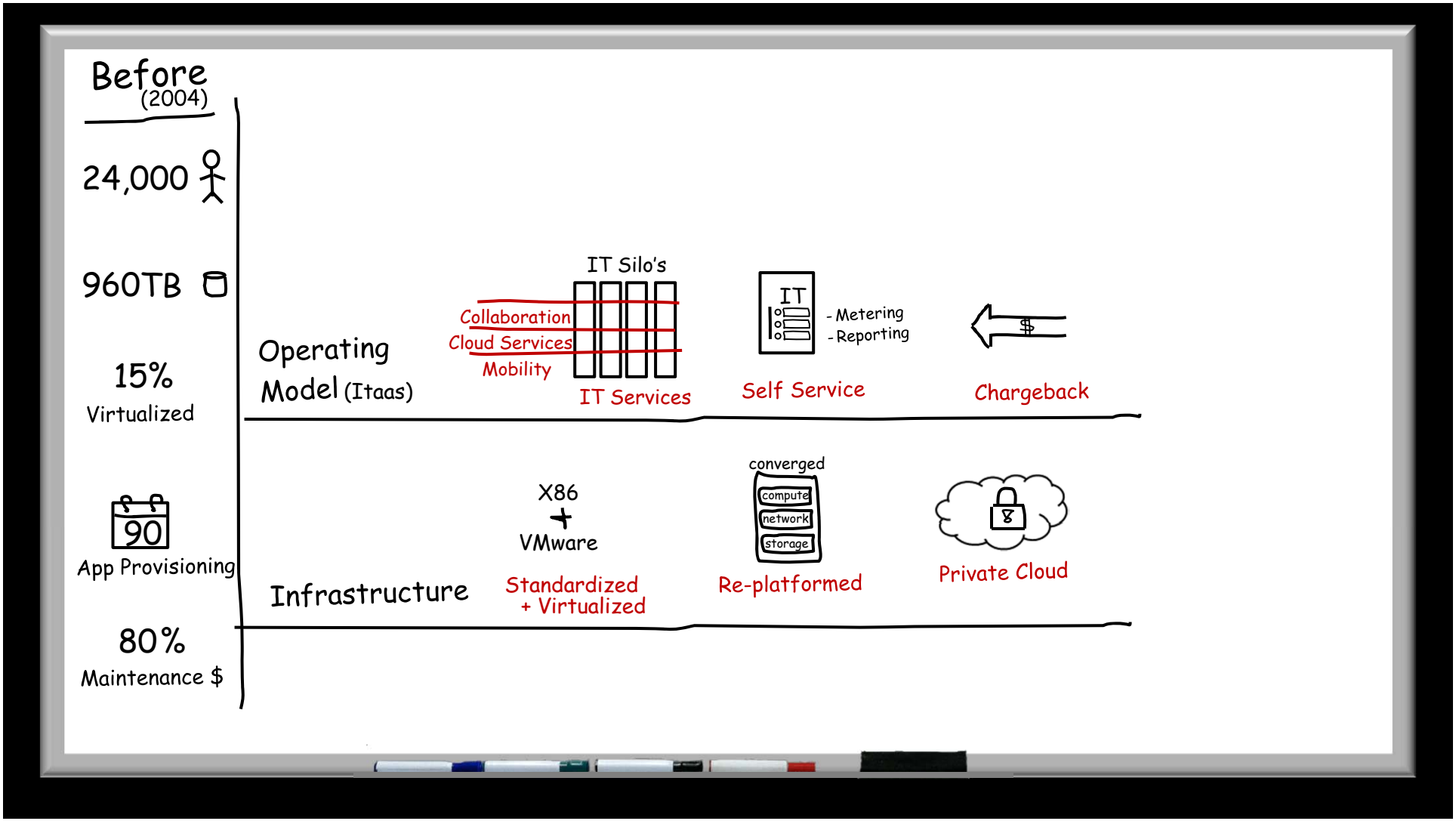
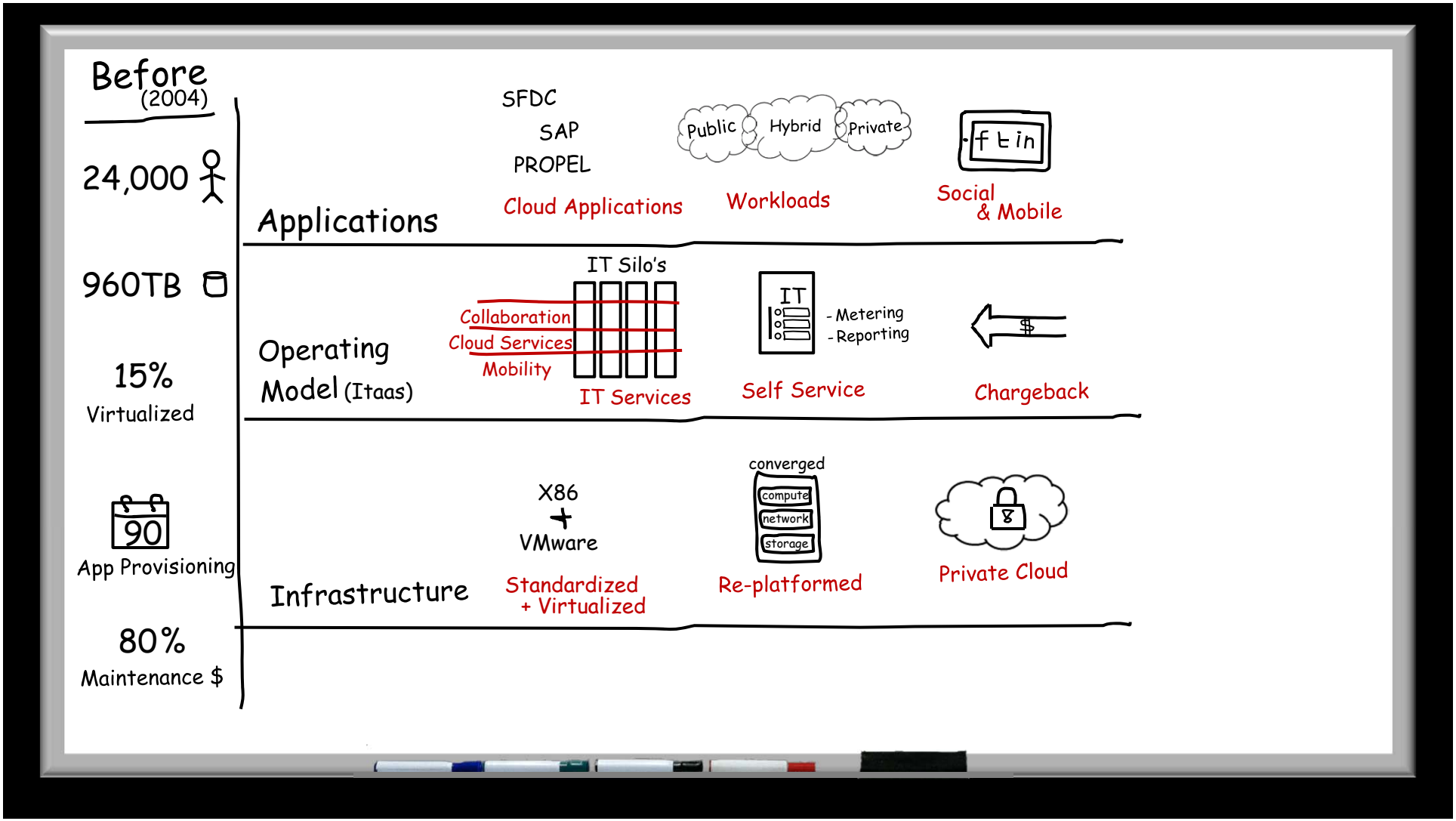
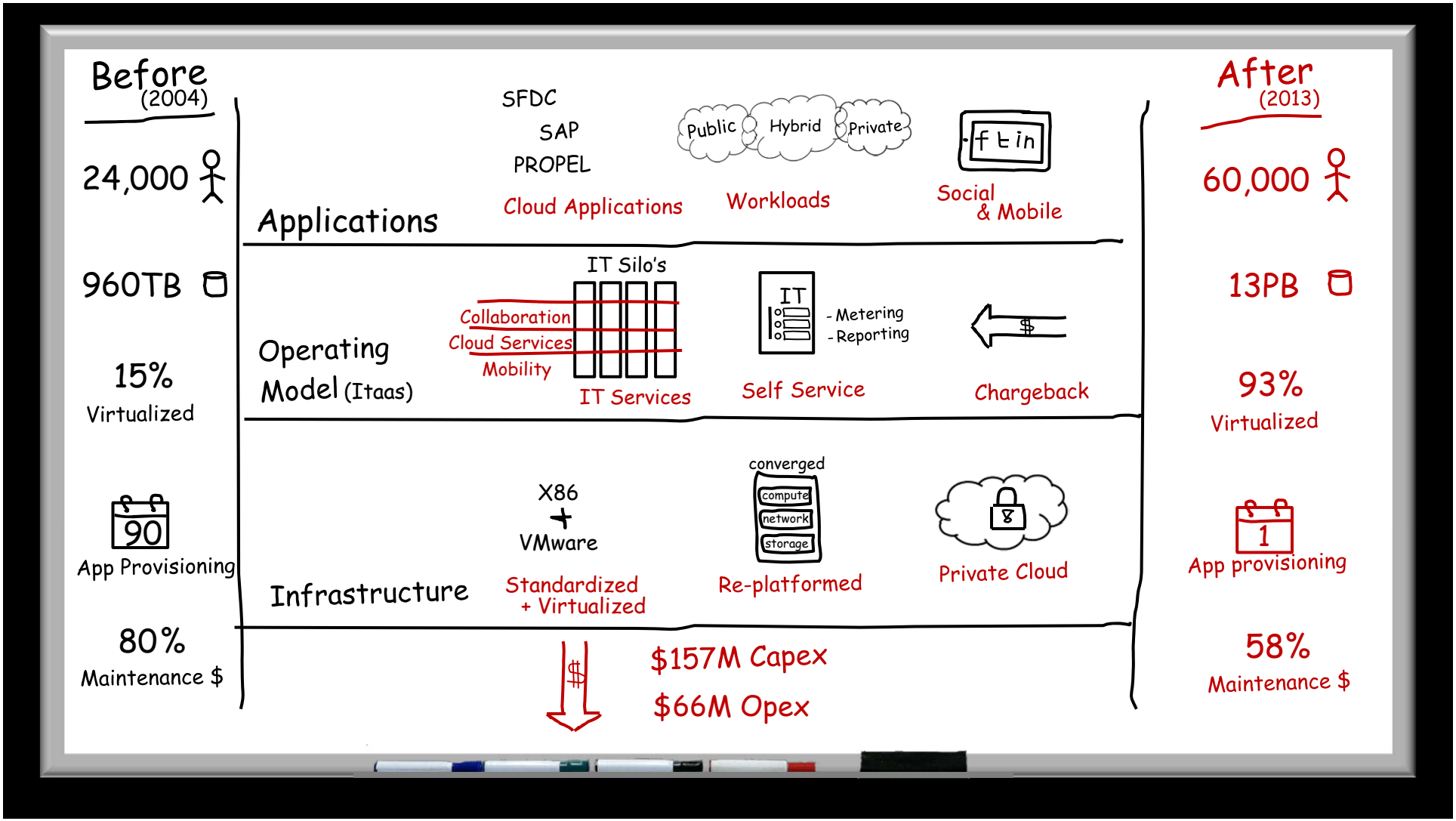

EMC's
IT Transformation


Before
(2004)
24,000
960TB
15%
Virtualized
90
App Provisioning
80%
Maintenance $


Before
(2004)
24,000
960TB
15%
Virtualized
90
App Provisioning
80%
Maintenance $
Infrastructure
X86
+
VMware
Standardized
+ Virtualized
converged
compute
network
storage
Re-platformed
Private Cloud


Before
(2004)
24,000
960TB
15%
Virtualized
90
App Provisioning
80%
Maintenance $
Operating
Model (Itaas)
IT Silo's
Collaboration
Cloud Services
Mobility
IT Services
IT
- Metering
- Reporting
Self Service
$
Chargeback
Infrastructure
X86
+
VMware
Standardized
+ Virtualized
converged
compute
network
storage
Re-platformed
Private Cloud


Before
(2004)
24,000
960TB
15%
Virtualized
90
App Provisioning
80%
Maintenance $
Applications
SFDC
SAP
PROPEL
Cloud Applications
Public
Hybrid
Private
Workloads
Social
& Mobile
Operating
Model (Itaas)
IT Silo's
Collaboration
Cloud Services
Mobility
IT Services
IT
- Metering
- Reporting
Self Service
$
Chargeback
Infrastructure
X86
+
VMware
Standardized
+ Virtualized
converged
compute
network
storage
Re-platformed
Private Cloud


Before
(2004)
24,000
960TB
15%
Virtualized
90
App Provisioning
80%
Maintenance $
Applications
SFDC
SAP
PROPEL
Cloud Applications
Public
Hybrid
Private
Workloads
Social
& Mobile
Operating
Model (Itaas)
IT Silo's
Collaboration
Cloud Services
Mobility
IT Services
IT
- Metering
- Reporting
Self Service
Chargeback
Infrastructure
X86
+
VMware
Standardized
+ Virtualized
converged
compute
network
storage
Re-platformed
Private Cloud
$157M Capex
$66M Opex
After
(2013)
60,000
13PB
93%
Virtualized
1
App provisioning
58%
Maintenance $

How to success to create the IT Project in next generation?

- Government & IT Providers partner together in driving IT Strategic roadmap
  - Collaborate within organization (กรม กอง ฝ่าย)
  - Find the Challenges
  - Develop 5 Years IT strategic roadmap

- Focus more in **“Request for Proposal”** NOT **“Term of Reference”**

- Focus more in **“Scope of Work”** to make sure that we can delivers successful and meet objective of project.

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CASE Study #1

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Government Banking in Thailand

5 Years Roadmap

Infrastructure Roadmap

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Agenda

- GAP Analysis
- Transformation Roadmap
- Implementation Plan

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Gap Analysis
- As-Is State Versus SDDC

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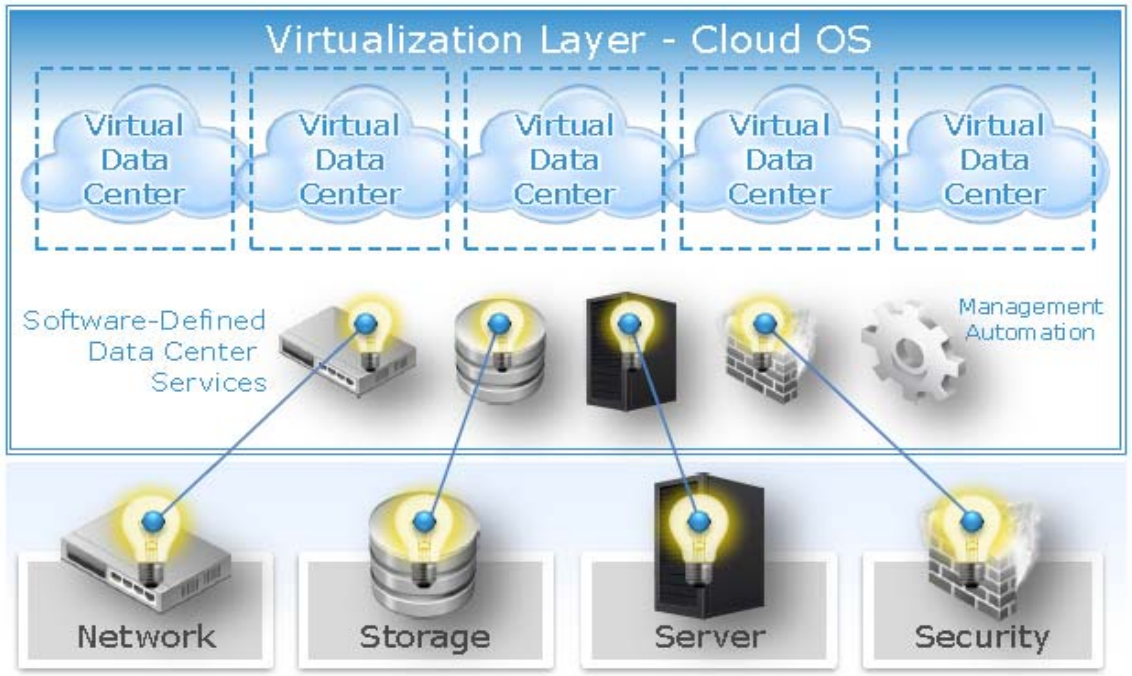
The Software-Defined Data Center

Target State for Transformation



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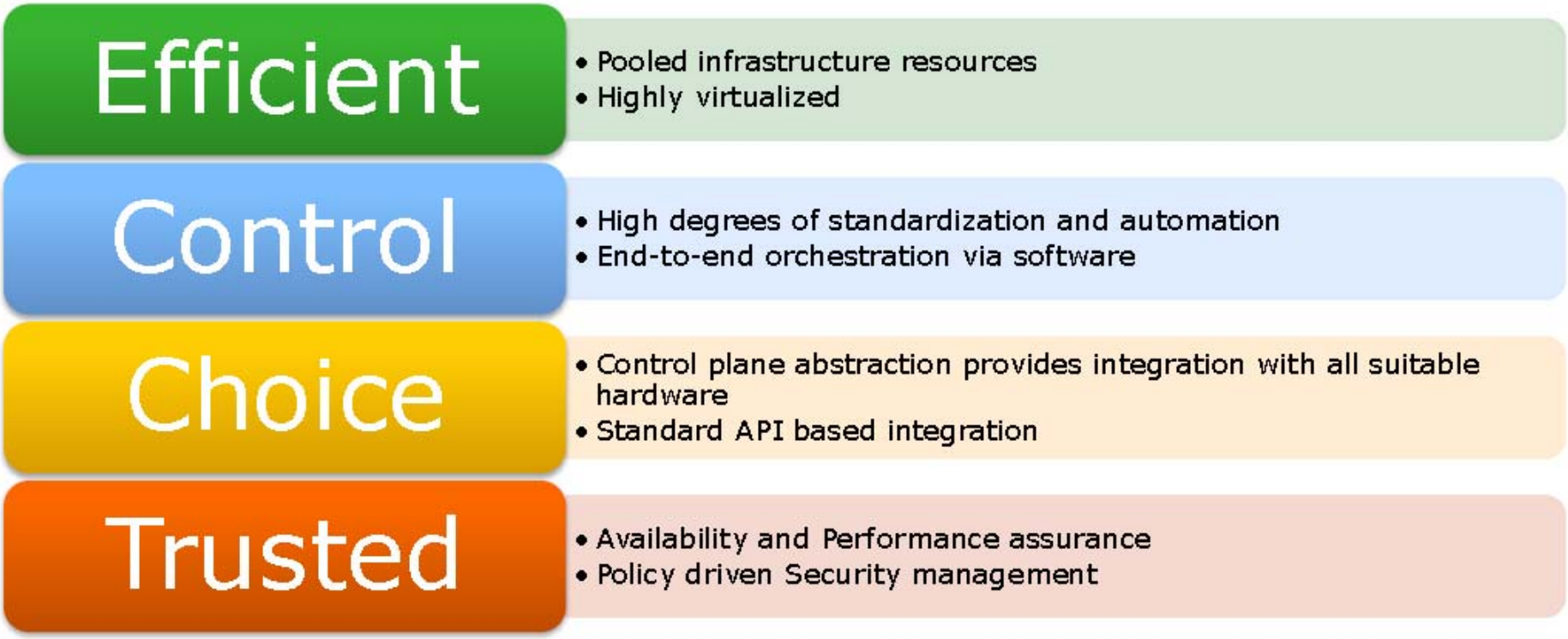
Key Benefits and Attributes of SDDC



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Key Gaps – Towards SDDC

Infrastructure Efficiency	•~44% of storage capacity sits in isolated islands directly attached to server. •Slightly more than half of the x86-based production systems are still deployed directly on physical servers.
Availability & Performance	•Lack of Disaster Recovery capabilities that protect against disruption affecting Bangkok area. •Performance Assurance
Management	•Lack of extensible management frameworks for some server platforms •Lack of extensible management framework for software defined storage and networks
Security	•Security Incident Management •Policy management

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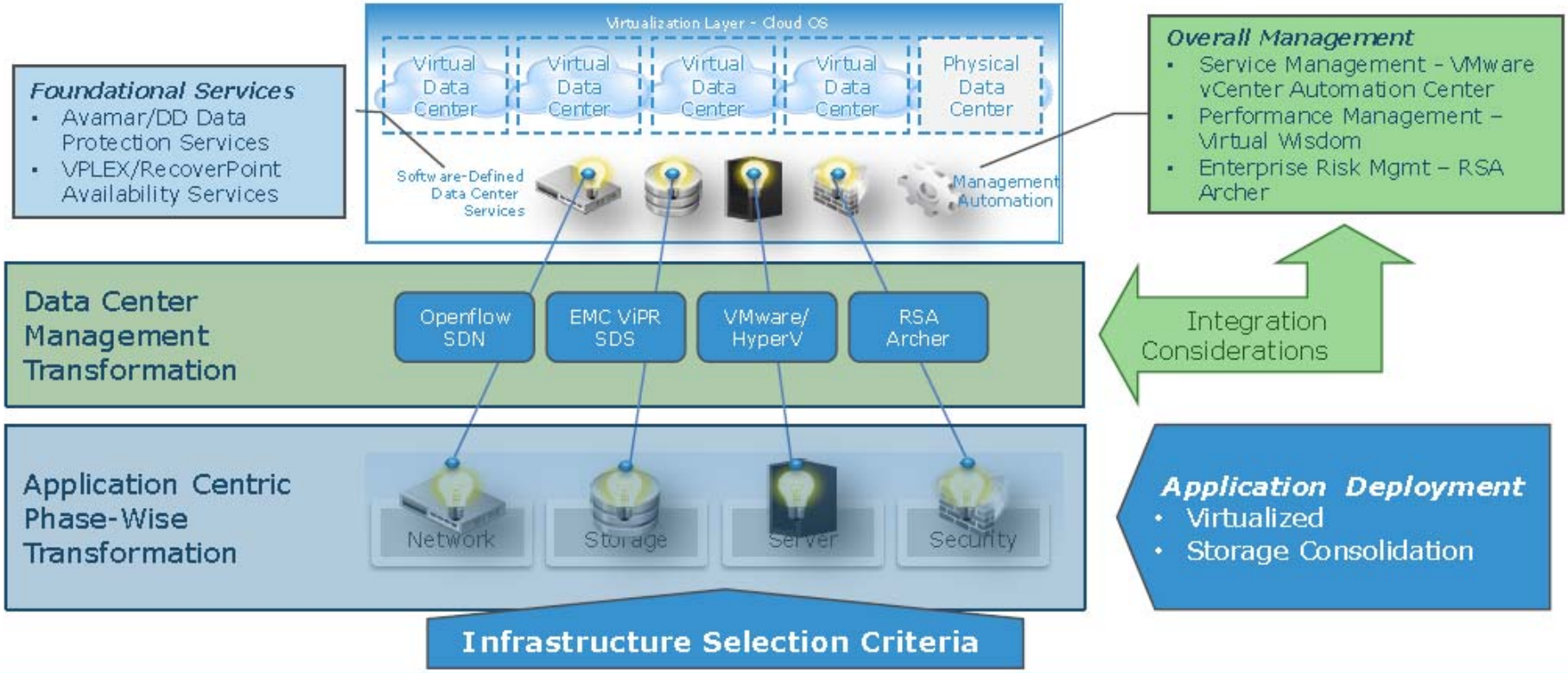
SDDC – Solution Components



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Transformation Roadmap

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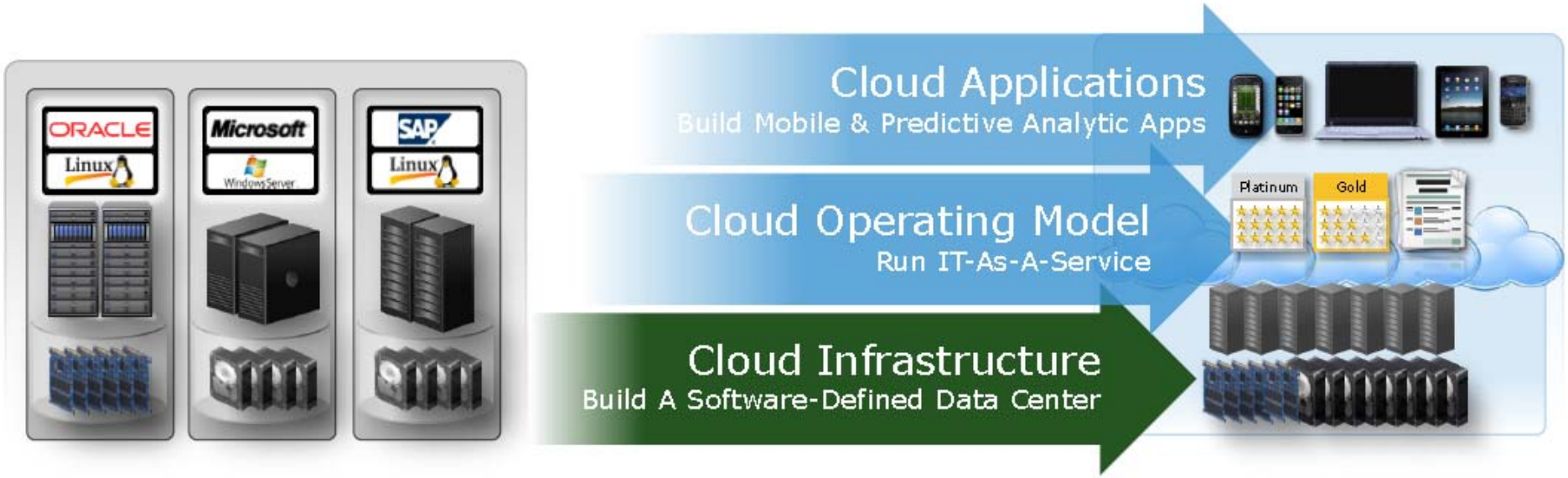
Steps Of IT Transformation



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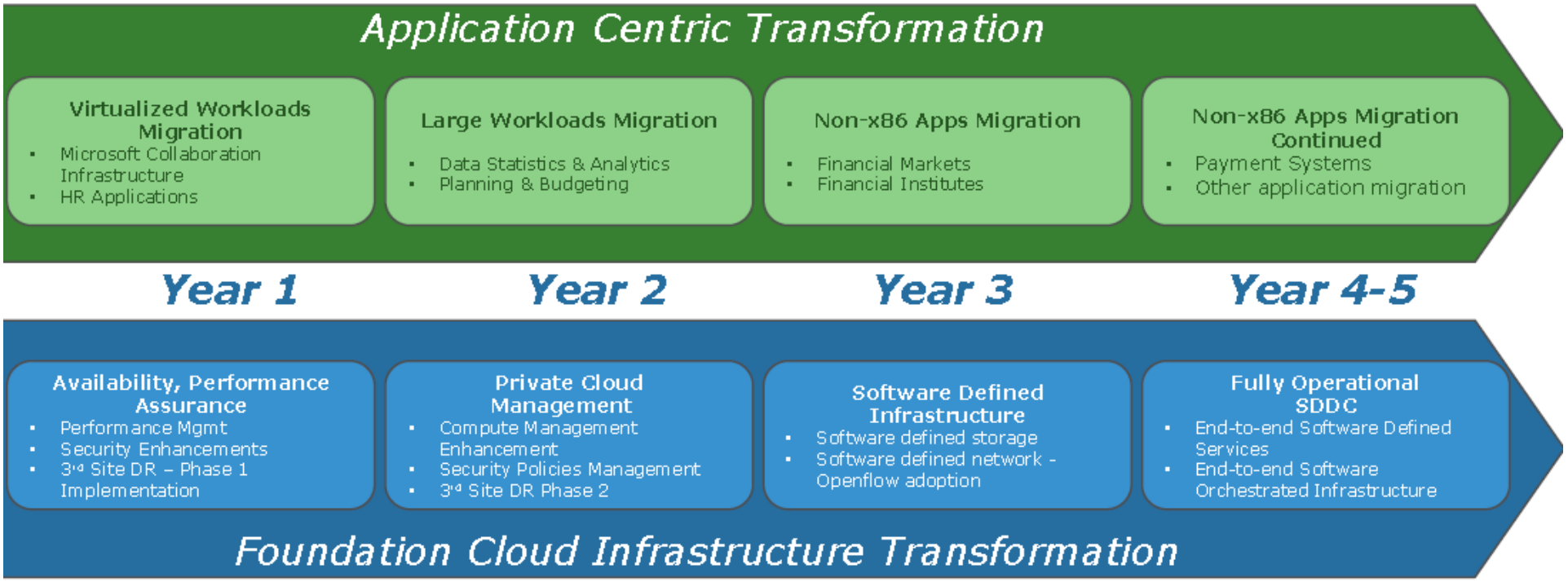
Proposed Transformation Roadmap



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Implementation Plan

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Foundational IT Infrastructure Transformation

Projects	Q4 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	2016	2017
Foundational IT Infrastructure Transformation											
A. Security and Risk Management	Security and Risk Management										
Remote Client Access Controls											
Security Incident Management	Incident Management										
POC											
Planning and Implementation											
Configuration Management Control	Configuration Management										
Planning and Implementation											
Security Policies Management											
IT Network Controls											
Data Security Controls											
Account Management											
B. Storage Performance Management	Performance Management										
Virtual Instrument POC											
Virtual Instrument Implementation											
C. Enhanced DR		Enhanced DR to 3rd Site									
Initial 3rd Site replication with RecoverPoint											
Conversion to MetroPoint											
D. Compute Management				Compute Management							
Vmware vCAC Evaluation											
Design and Solution											
Planning and Implementation											
E. SDS				Software Defined Storage							
EMC ViPR Evaluation											
Data Center Wide Implementation											
F. SDN				Software Defined Networks							
Openflow Controller Selection and Evaluation											
Network Re-design											
Design and Solution											
Planning and Implementation											

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Application Centric Infrastructure Transformation

Projects	Q4 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	2016	2017
Application Centric Infrastructure Transformation											
A, Microsoft Collaboration	Collaboration										
Planning Implementation											
Back Up for Collaboration Environment											
B. HR Applications		HR Applications									
Planning and Implementation											
Back Up for HR Applications Environment											
C. Data Statistics and Analytics				Data Statistics and Analytics							
Detailed design and solutioning											
Data Migration planning											
Planning and Implementation											
Back Up for Data Statistics and Analytics Environment											
D. Planning and Budgeting		Planning and Budgeting									
Detailed design and solutioning											
Planning and Implementation											
E. Financial Markets						Financial Markets					
Assessment of re-platforming											
Design and Solutioning											
Planning and Implementation											
F. Financial Institutes				Financial Institutes							
Assessment of re-platforming											
Design and Solutioning											
Planning and Implementation											
G. Payment										Payment	
Assessment of re-platforming											
Design and Solutioning											
Planning and Implementation											

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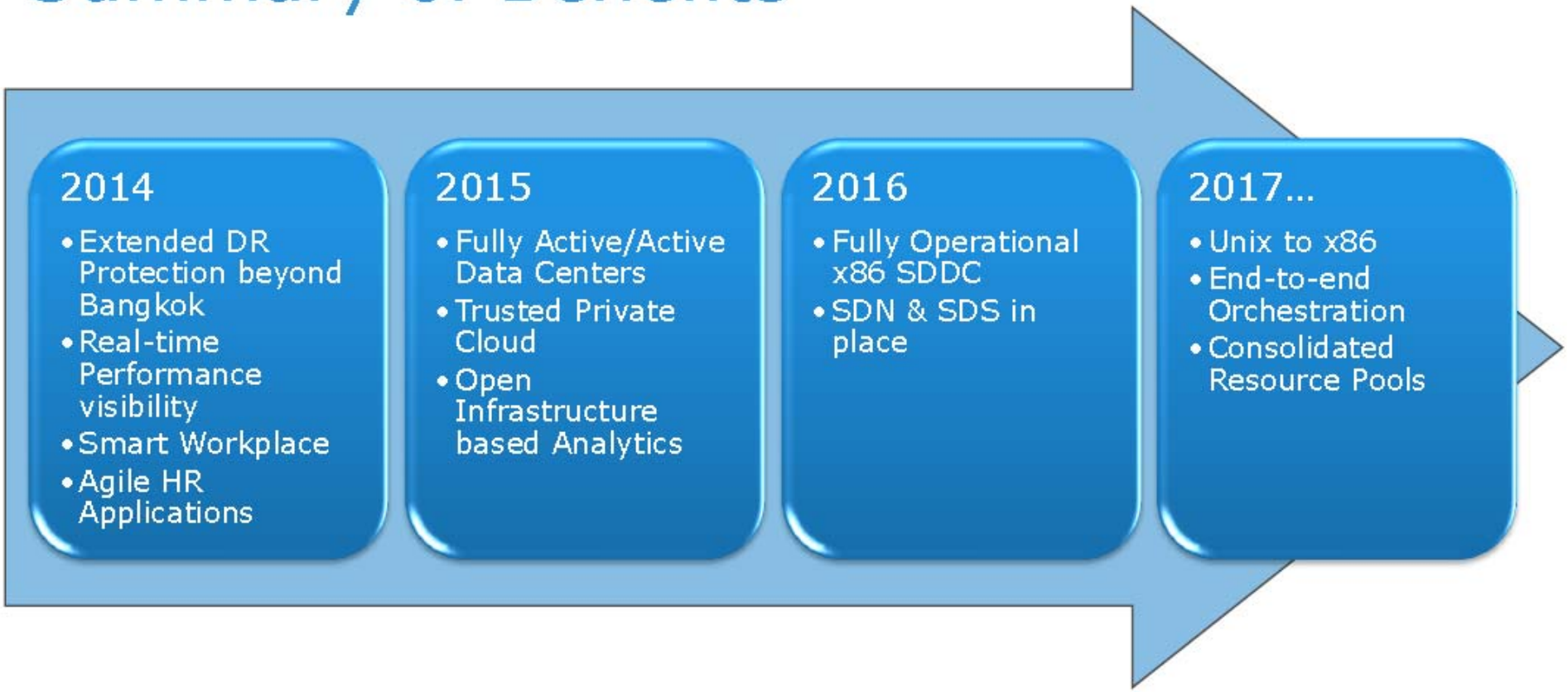
Summary of Benefits



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CASE Study #2

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New Infrastructure for Internal IT

หน่วยงานทาง วิทยาศาสตร์ ในประเทศไทย

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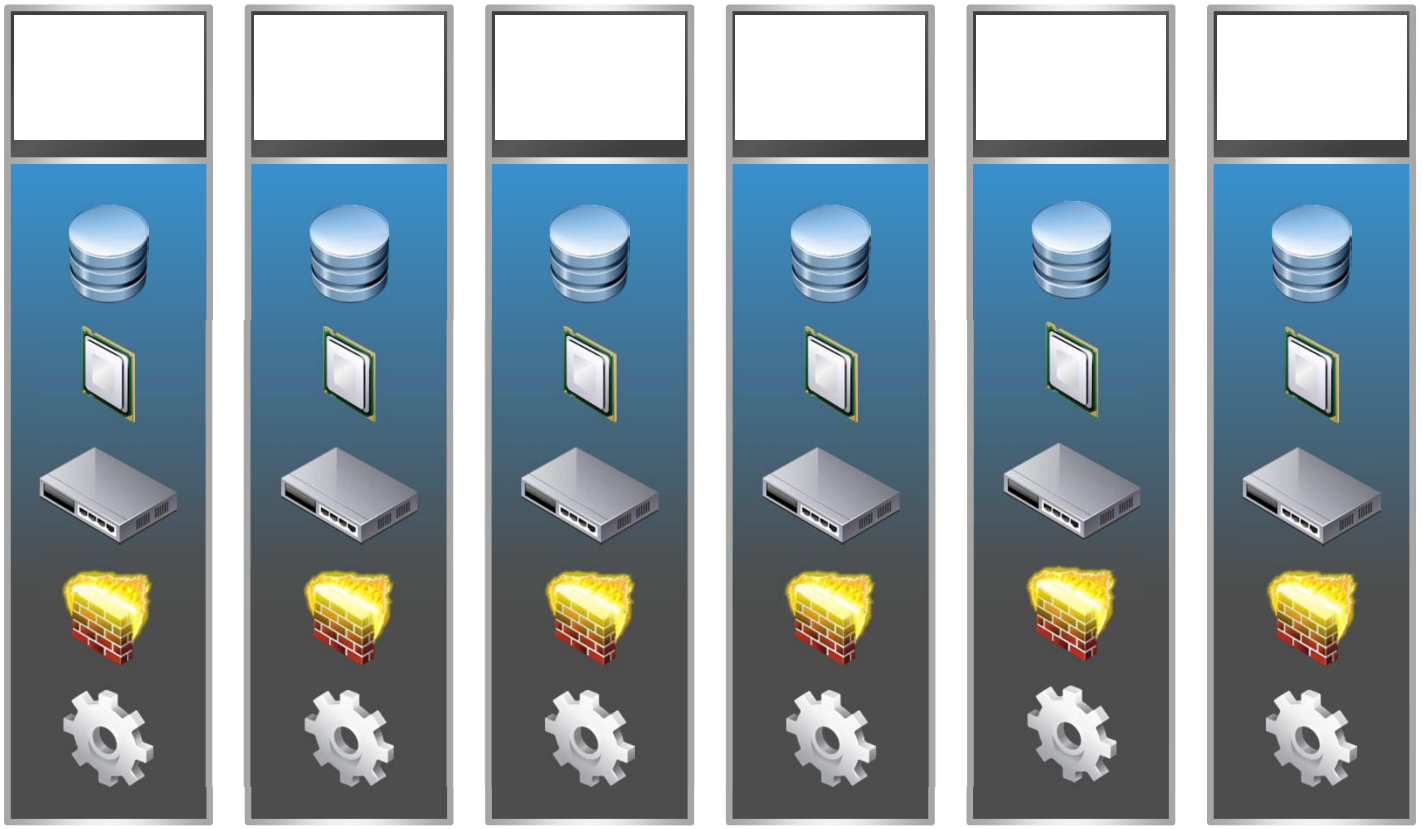
IT Transformation Project



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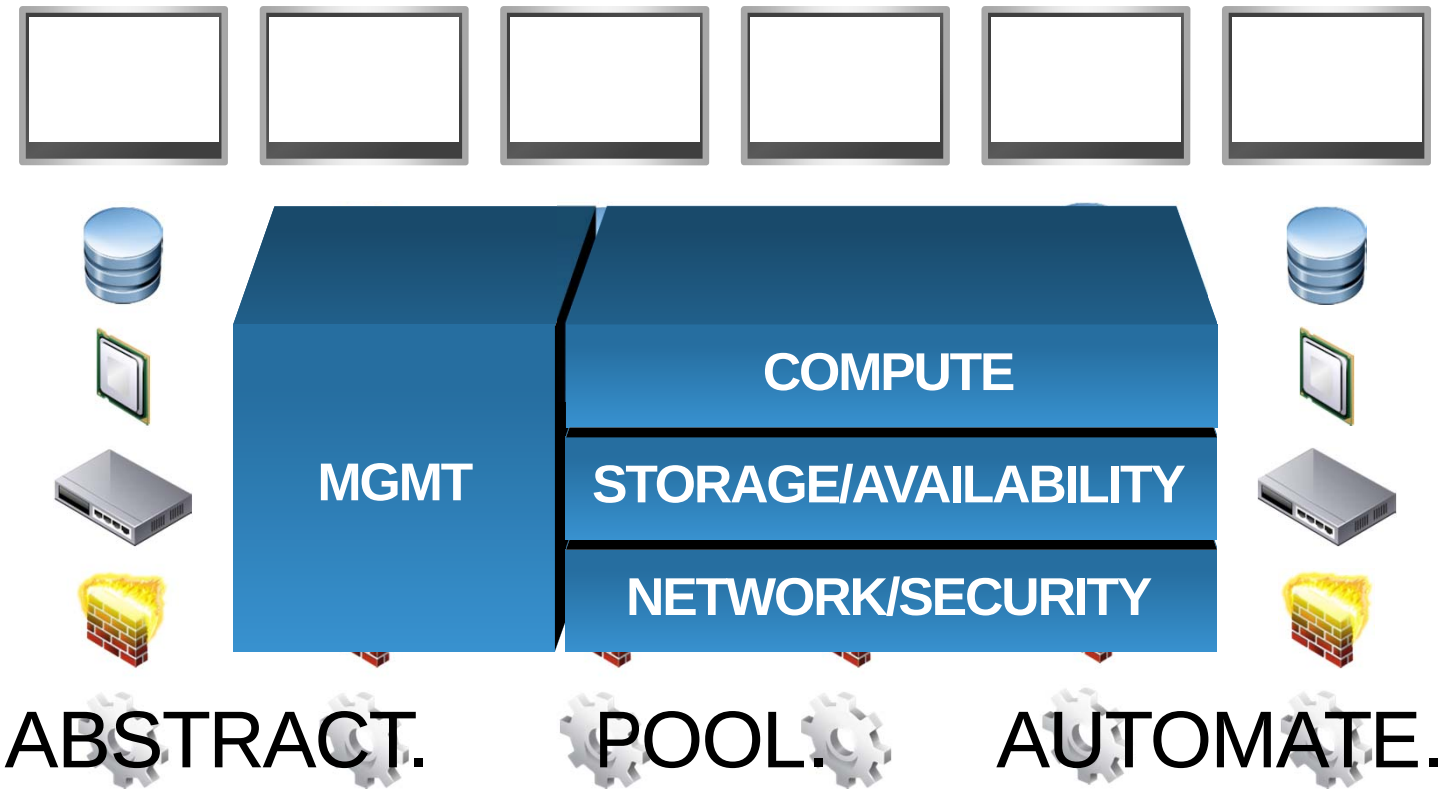
Next Gen: The Software Defined Data Center



ABSTRACT. POOL. AUTOMATE.

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Challenging in this organization

- Island of server and storage -- Less utilization
- Support new requirement from business unit e.g., File sharing, Backup, and DR
- CIO have vision to move their IT support to IT services

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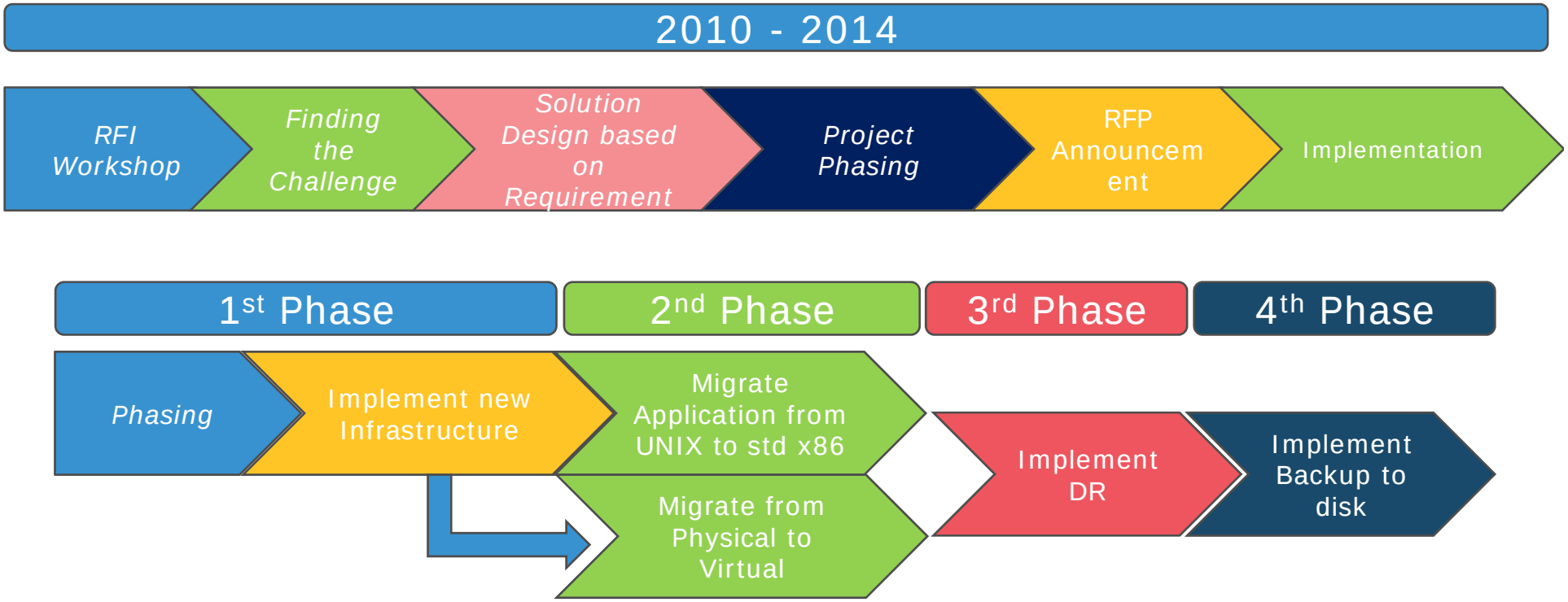
Start with RFI Session (Request For Information)



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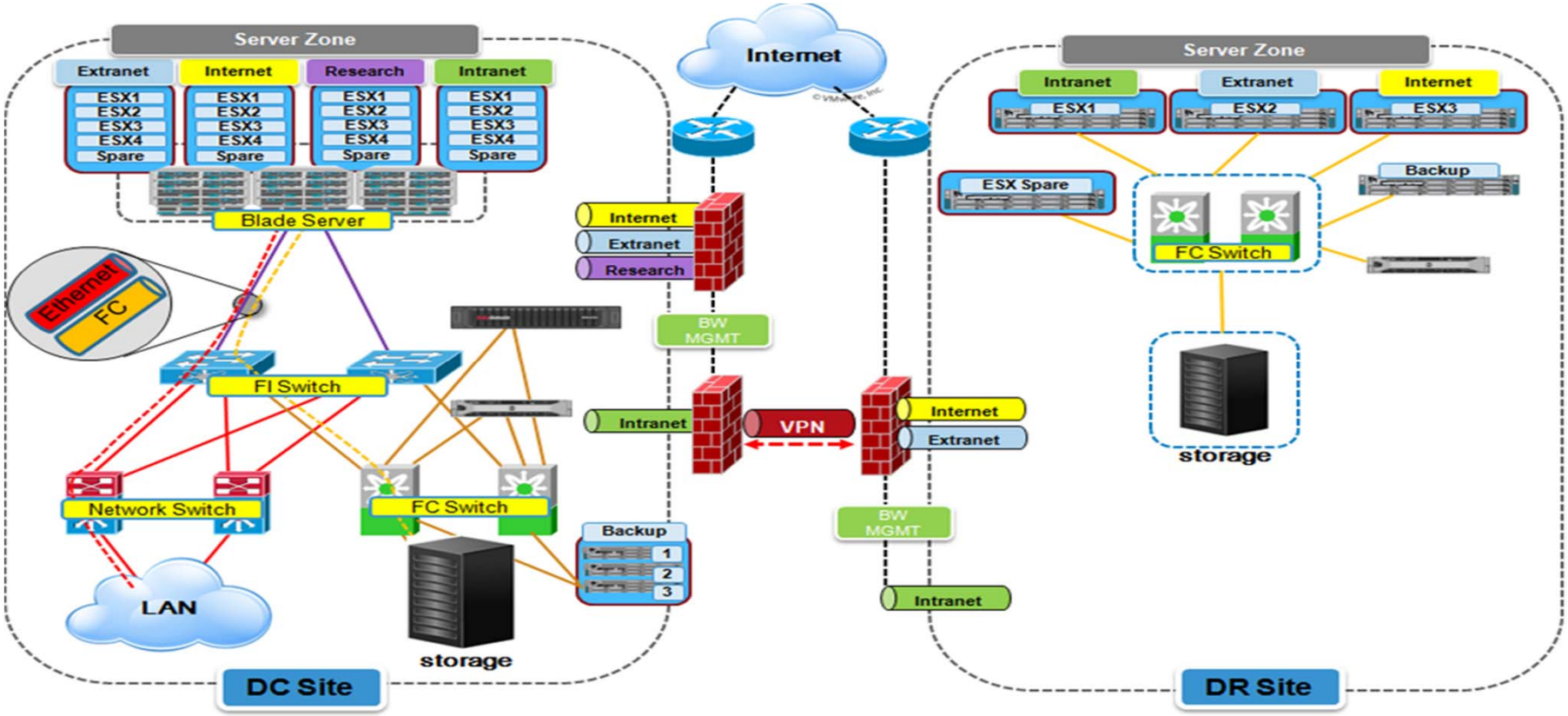
To be New Infrastructure



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Result of this strategy

Challenge	Result
Island of server and storage -- Less utilization	Leverage Server virtualization that customer can reduce overall TCO and better resources utilization
Support new requirement from business unit e.g., File sharing, Backup, and DR	Address by new technology for all requirement
CIO have vision to move their IT support to IT services	After they consolidate all server infrastructure, they have more room to provide IaaS to other department that under the same Ministry (Currently 3-4 department)

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Summary

- **Start with Develop 3-5 Years IT strategic roadmap**

- **Focus on What is your business requirement?**
  - **RFP**
  - **SOW**

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