Cloud & Managed Services for Operational Efficiency

Explore the significance of managed services and cloud solutions in government operations

SIL

www.sil.mu

Agenda

Challenges faced by clients in their digital transformation journey

Offerings that overcome these challenges

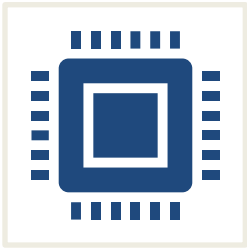Common threats and best practices of the offerings

Benefits of the offerings to Government Bodies

www.sil.mu

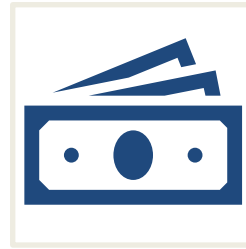**Digital Transformation Challenges**

Challenges faced by clients (1)

Legacy Systems

Difficult to integrate with modern digital technologies

Complex to update or replace

Budget Constraints

Limited budgets and competing priorities

Hinder investment in new technologies and infrastructure

Regulatory Compliance

Strict regulatory and compliance requirements

Complex to ensuring compliance with data protection, privacy, and security regulations

Challenges faced by clients (2)

Cultural Resistance

Fear of job loss

Lack of digital skills among employees

Entrenched processes

Cybersecurity Concerns

Risk of data breaches

Cyber attacks

Unauthorized access to sensitive information

Citizen Engagement

Privacy and security concerns

Low adoption rate due to non-user-friendly initiatives

Managed Services

Cloud Services

MANAGED SERVICES

- Outsource to a third-party Managed Service Provider (MSP)

- MSPs service clients under a service-level agreement (SLA)

- Effectively management of IT infrastructure and achievement of business objectives
  - Team of skilled IT professionals
  - Advanced technology solutions
  - Proactive support

- Configuration and maintenance

- Continuous monitoring

- Incident and security reports

- Enhance performance, reliability and security

- Preventive maintenance

- Remote assistance and troubleshooting

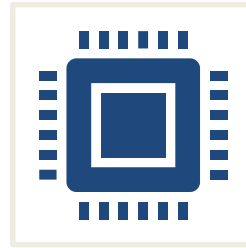www.sil.mu

Managed Services - Common threats

Data Breaches

Handle sensitive data from multiple clients

Lucrative targets for data breaches

Supply Chain Attacks

Gain access to multiple client networks

Exploiting trust relationships

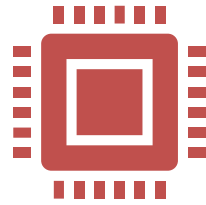Compromising the security of all connected systems

Third-party Software Vulnerabilities

Third-party software and tools containing vulnerabilities

Managed Services - Best practices

Data Breaches

Supply Chain Attacks

Third-party Software Vulnerabilities
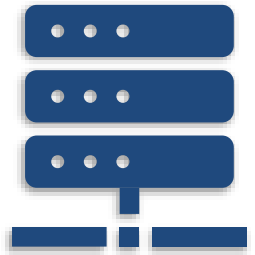
Improved Security

Continuous Monitoring and Logging

Conduct regular security audits and assessments

www.sil.mu

Cost Efficiency

MSPs offer flexible payment models

SIL deployments: Infrastructure (on-premises and Cloud), Oracle services, and core banking

Access to Expertise

Team of highly skilled IT professionals with expertise in various technologies

Ensure that IT systems are up-to-date, secure, and efficient

SIL experts: Server, storage, networking, messaging, virtualization, HCI, HA, backup, DR, and App & DB administration

www.sil.mu

Compliance and Regulatory Requirements

- Data management and security
  - Data encryption
  - Data masking
  - Data anonymization

Focus on Core Mission

- Rather than worrying about IT system management

24/7 Support

- Detect and address IT issues proactively

Managed Services

Cloud Services

Cloud Services - What are Cloud Services?

Delivery of computing resources (servers, storage, databases, networking, software) over the internet on a pay-as-you-go basis

Do not own and maintain physical hardware and infrastructure

Access these resources from cloud service providers

Azure

AWS

GOC

Cloud Services

Cloud Service Models

Packaged Software		
OS & Application Stack	**SaaS**	End Users
Servers Storage Network		

| OS & Application Stack | **PaaS** | Application Developers |
| Server Storage Network | | |

| Server Storage Network | **IaaS** | Infrastructure & Network Architects |
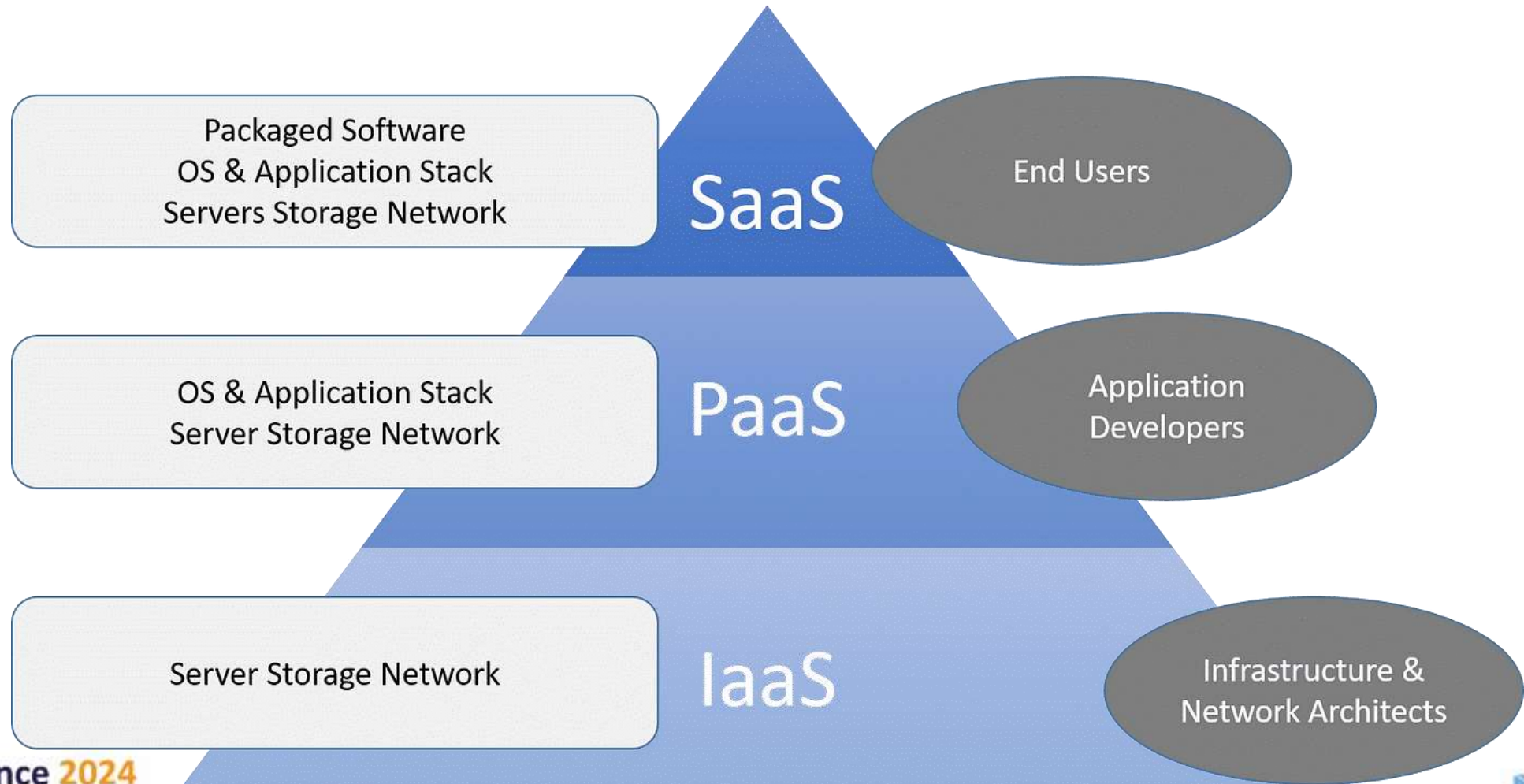
Cloud Services - Infrastructure as a Service (IaaS)

SIL

Virtualized computing resources over the internet

- Virtual machines (various VM sizes)
- Storage (HDD/SSD)
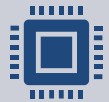- Networking (VNET/Firewall/Load balancer)

No investment in and maintenance of physical hardware

Services provided by SIL on Cloud

- Managed services: VM provisioning, administration, troubleshooting, backup, and performance tuning
- ERP solutions (Open-source)
- TAMIS (SIL custom-made app)
- Web portals

www.sil.mu

Cloud Services - Platform as a Service (PaaS)

Provides a platform and environment for developers to build, deploy, and manage applications

Without the complexity of managing the underlying infrastructure

Examples: Development tools, middleware, databases

DBaaS

Azure SQL Database

AWS RDS

Cloud Services - Software as a Service (SaaS)

Delivers software applications over the internet on a subscription basis

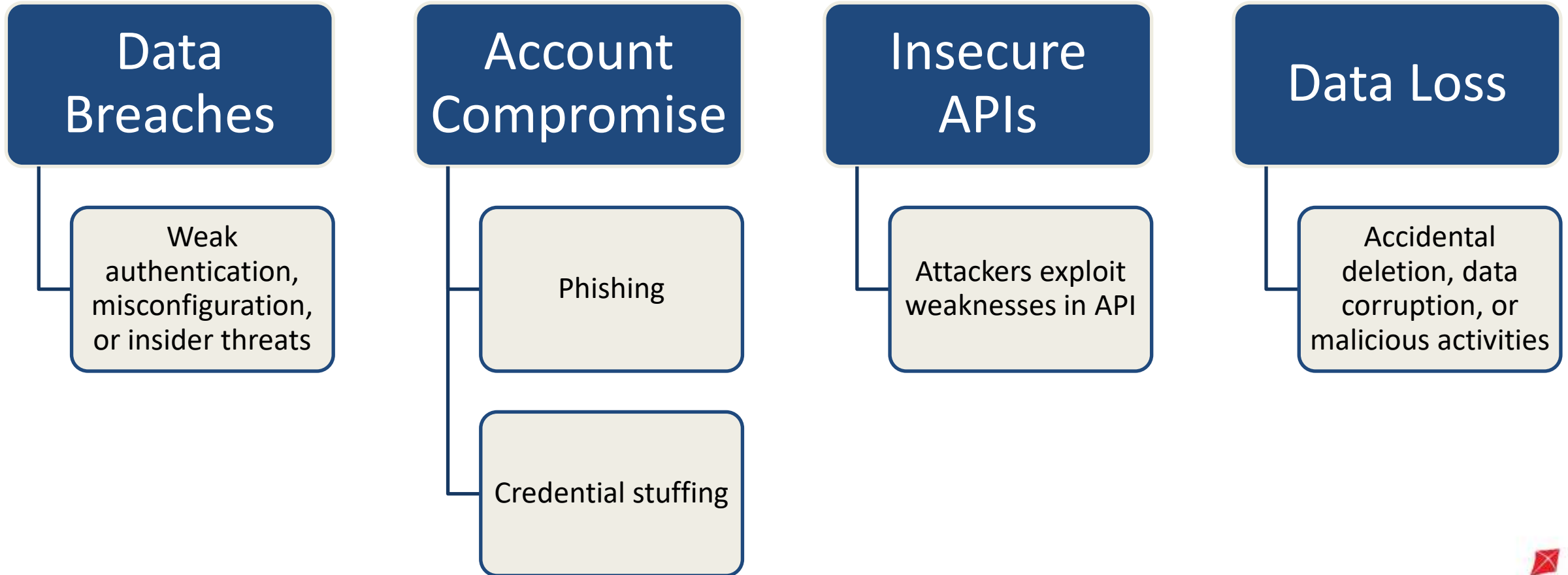Via web browser or a client application

Services provided by SIL

Office 365, SharePoint Online, EPM and Microsoft Teams

TAMIS – payroll as a service, HR as a service

Hybrid mail with Exchange server and Office 365

On-premises Exchange migration to Office 365

Cloud Services - Common threats

Data Breaches

Weak authentication, misconfiguration, or insider threats

Account Compromise

Phishing

Credential stuffing

Insecure APIs

Attackers exploit weaknesses in API

Data Loss

Accidental deletion, data corruption, or malicious activities

Cloud Services - Best practices

Data Breaches	Account Compromise	Insecure APIs	Data Loss

Data Encryption

Identity and Access Management (IAM)

Continuous Monitoring and Threat Detection

Cloud Services - Benefits to clients (1)

Cost Savings

- No on-premises infrastructure

- Pay-as-you-go model

Improved Data Management

- Data storage

- Advanced analytics

- Data visualization tools

Cloud Services - Benefits to clients (2)

Agility and Innovation

- Quickly deployment of applications

Accessibility and Collaboration

- Accessible from anywhere

- Collaboration made more effective

Disaster Recovery and Business Continuity

- DR capabilities (Azure Site Recovery)

- Cloud-based backup and recovery solutions (Cloud Backup)

- High Availability (Availability Zones)

Managed Services

Cloud Services

Thank You

SIL

2, Saint Georges Street, Port Louis

Republic of Mauritius

📞 **207 8000   I   silmail@sil.mu** ✉

www.sil.mu