





## SOCIAL MEDIA

- **What are the opportunities for the Public Sector?**
  - Quick and cheap communication and sharing /exchange Information
  - Good for collaboration
  - Easy way to raise awareness about an issue
  - Building constituency

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## SOCIAL MEDIA

- **Why should governments use social media?**
  - Extend government services
  - Solicit new ideas
  - Improve decision-making
  - Improve accountability
  - Promote transparency
  - Encourage participation

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## SOCIAL MEDIA HOWEVER...

New Challenges are introduced when social media tools are used by government staff:

- Security Problems
- Loss of Productivity
- Misuse of network bandwidth
- Exposure to unmanaged/inappropriate content, malware threats
- Leakage of confidential data

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## SOCIAL MEDIA

How do we move on... Where do we stop???

- Social media is more of a communications tool than an information technology tool
- Create/Change communications policy & other policies
- Develop risk management strategy
- Use of security tools (Firewalls, AV, NAC, IPS etc)
- Encourage personnel to use social media
  - Training/Proper awareness of the usage of social media
  - Streamlining processes to obtain permission to use social media within a government department.

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## SOCIAL MEDIA

### Cyprus Government & Social Networks

- Use of Social Media Sites (Facebook & Twitter) by some Government Services
  - Cyprus EU Presidency
  - Police
  - Ministry of Defense
- Preparation of a Social Media Policy - Usage and Communication

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## BIG DATA PHENOMENON

### Dimensions: Volume – Velocity – Variety

#### Benefits

- Unlock new sources of economic value & reduce costs
  - *Fraud detection and prevention, economic analysis, tax collections*
- Make information transparent and usable → Open Government
- Collect more accurate and detailed performance information → Boost Performance
- Increase efficiency and productivity
- Improve decision making
- Improve the development of more tailored services
  - *Constituent Sentiment*
- Increase Security
  - *Threat identification, Cyber Security*

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## BIG DATA PHENOMENON

### GETTING STARTED....


- Develop Strategy
- Create Legal Framework
- Set Big Data Technology Standards
- Understand the "Art of Possible"
  - Use cases - Case Studies – Best Practices

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## BIG DATA PHENOMENON


- Use of Advanced Techniques and Technologies



Decision support and automation




Analytics and Discovery




Data organisation and management

Software Components



Infrastructure

Hardware Components



  
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## BIG DATA PHENOMENON

Structured


UNSTRUCTURED

- **Challenges**
  - Making sense of the data available to Governments
  - Data Bias
  - Privacy Concerns
  - People and Business Processes


  
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## Cyprus Government Actions Data Centers Consolidation

- **Current Situation**
  - 15+ Data Center Locations
  - Hundreds of Servers and Storages
  - Network Devices for each location
  - Many IT experts for same tasks in each location
- **Data Center Consolidation Study**
  - Consolidate IT Data Centers into 3-4 locations
  - Improve Quality and Service Level
  - Improve Security Compliance
  - Save Costs and Energy


  
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## Data Centers Consolidation

■ **Ministry of Labour – Infrastructure Consolidation - Centralised Operations – Shared Services**

CURRENT STATE

4 Different Locations

35 Servers 124 cores

140 Rack Units

16 TBytes of Data

20 Employees 3 vendors

Redundant services and processes

GOALS OF CONSOLIDATION

- Consolidate IT Data Centers into one location
- Improve Security Compliance
- Improve Service quality
- Save Costs and Energy


  
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## Government Central Data Warehouse





## GOVERNMENT & IT SUPPLIERS

### Ways of enhancing relationships between Governments & IT suppliers

- Public Private Partnerships
- Enterprise Agreements
- e-Procurement

### Benefits

- Cost savings
- Increase efficiency
- Sharing and benefit from the knowledge/expertise



## CYPRUS GOVERNMENT & IT SUPPLIERS

### ▪ Licensing of Software

- Enterprise Agreement: Filenet & Autocad
  - More Users → lower costs
  - Up to date latest versions
  - Higher level support
  - Unified environment in versioning
  - Easier Maintenance
- Study: Oracle



