

Business Issues in the

Public Sector

A Solutions Guide for End Users



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Data Archiving

Archives saved without significant attention to retrieval are difficult to access and manage. Intelligent archiving needs to be an integral part of any ILM implementation and should involve strategy, process, systems and infrastructure. Through linking intelligent archiving, information asset management and advanced applications strategies, organisations can realise the value in their archived data. The combination of Sun storage platforms with Sun StorageTek QFS and SAM-FS software can address these challenges with policy-based file services and continuous archiving of file data to meet service levels based on the data's life cycle, and value to your business.

Data Protection Act 1998

The Data Protection Act 1998 gives UK citizens the right to see the personal data that is held about them, and companies must have it available for easy retrieval. The Act is not just about retrieval, however; it is also about disposal. It dictates that personal data shall not be kept for longer than is necessary for its intended purpose. In practice, this requires companies to maintain a retention schedule that ties the longevity of the data within the organisation to its business processes. Only then can informed and well-documented decisions be made about the archiving and disposal of that data.

Freedom of Information Act 2000

The Data Protection Act focused on personal data, but the Freedom of Information Act 2000, which became effective in January 2005, extended government responsibility to non-personal data. Members of the public may request any information maintained by a local authority, and expect to receive it within 20 working days. The emphasis on speed of delivery means that data must be easily retrievable, even from long-term archival storage. This places significant pressure on local authorities to both manage data life cycles and index that data. These effective retention and retrieval techniques must be backed up with strict policies to stop employees using desktop hard drives as their primary storage medium.

Homeland security

Given the recent rise in terrorist threats and tangible danger to national security, the importance of retaining data has become increasingly clear. Law enforcement agencies rely on archival data to help gain intelligence for more effective homeland security. The Government's move towards a national ID card scheme and associated registry, for example, will require strong archival data capability. Public sector bodies must also place their data archiving policy within the larger legal context of data sharing permitted under the Data Protection and Human Rights Acts.

Data Consolidation

In the face of expanding data requirements and shrinking budgets, effective utilisation of storage and data has become. Sun can deliver a complete storage solution for consolidation by providing an end-to-end IT infrastructure, from the operating system to server and storage systems, through applications and management tools, to service and support. This paves the way for the lowest possible total cost of ownership. Storage tailored to the Sun server platform offers easier implementation, higher performance, and greater reliability. Sun storage can also play a key role in consolidating existing infrastructures starting at the workgroup level through Switchless SAN™ technology.

Cost containment

Regulatory pressures along with government reforms have presented public sector bodies with huge technology development challenges that have increased costs across the board. Local governments are finding that consolidating logical data architectures and physical media can cut costs by limiting the need for capital investment in new physical storage devices. However, capital savings are really just the beginning. A unified data platform forms the foundation for application consolidation, which is an effective way to reduce complexity and cost, as central government increasingly demands a more unified view of local government services for the public.

Joined-up view of the customer

Forward-thinking local authorities have become increasingly customer-centric in the past few years, establishing 'one-stop shop' systems, for example, which can handle different types of inquiry using different channels such as the telephone, Internet, or personal visits to local information centres. This has forced local government to rethink its information strategy and embrace data consolidation as a way to produce a single, joined-up view of the customer. This empowers councils to better serve customers by cross referencing data and keeping track of all contacts between individuals and government departments.

IT infrastructure

IT infrastructures in most local authorities have developed organically, with different departments and offices procuring their own equipment and software as needed. This has led to an unsustainably complex array of assets, many of which do not talk to each other. Simplifying these infrastructures requires consolidation at all levels, as councils struggle to condense hundreds of software applications into tens, and move them all on to uniform hardware, thus reducing maintenance costs. This will be impossible without the equivalent consolidation of data so that the applications can all draw information from the same physical and logical resource.

Data Protection

In the Participation Age your business data is your most valuable strategic asset. Sun's portfolio of data protection solutions allows you to protect information for thousands of networked servers and workstations. By standardising on the Sun modular storage family, incorporating enterprise data protection services, you can protect your largest data centres and smallest branch offices, while minimising costs, reducing management overhead, and increasing return on your storage investments. Of course, one size rarely fits all, but you can be sure of finding a flexible solution with scalable backup and recovery capabilities for your storage infrastructure within Sun's data protection portfolio.

Reduction of fraud

According to CIFAS, the UK's fraud prevention service, there are increasing links between organised crime and public sector fraud. Using intelligent storage policies to protect the integrity of data held in public sector databases would go some way towards reducing crimes such as benefit fraud, tax fraud and fraudulent applications for driving licences and passports. The UK Data Protection Act 1998 is particularly important as a benchmark for ensuring the security and appropriate use of personal data, which could be used for benefit fraud if it fell into the wrong hands.

Risk reduction

All public sector bodies face an element of risk in the delivery of their services. They may not be delivered on time or be of poor quality and there is the risk of malpractice and subsequent legal culpability. Because governmental processes rely heavily on underlying data, the integrity of that data is sacrosanct. The greater the guarantee of its integrity and accuracy, the more confidence that governmental bodies can have when carrying out their day-to-day activities. This has particular implications for local governments that wish to introduce innovation into their business processes, because innovation breeds a higher level of risk.

Simpler access to data

Central government initiatives have strongly promoted the concept of 'joined-up' government services in recent years. The move to provide all council services online makes it easier for people to gain access to their data. The downside for public sector IT departments has been the need to quickly adapt their data structures and standardise around common data formats. As data access has opened up to the public, IT departments are under more pressure than ever to ensure that this increasingly visible data is more closely protected. Secure storage supported by strong application security is therefore an important part of the modern public sector IT department's portfolio.

ILM

Without ready access to relevant, secure data, you are exposed to risk and left to make key decisions in a vacuum. Around 90% of data is seldom or never accessed after 90 days and an estimated 80% of data can safely be stored on lower-cost storage. Sun's storage solutions can help even the smallest of enterprises start to establish the foundations for Information Lifecycle Management (ILM). From creating simple tiered storage architectures using Sun's comprehensive range of Workgroup level disk and tape solutions, through to Information Management Maturity Model (IM3) diagnostic tools, these solutions help you turn your data into a usable business asset.

Cost containment

Local authorities in the UK face regulatory constraints over capital investment that is putting increasing pressure on their budgets. They simultaneously face stringent operational guidelines under legislation such as the Freedom of Information Act 2000 that came into force in January 2005 and requires the rapid recovery of data on request. Information lifecycle management can help local governments manage ongoing capital investments in storage by governing the location and usage of data from the moment it is created, until its deletion, making the most efficient use of high-speed media and relegating less relevant information to less expensive storage.

Email archiving

While the Freedom of Information Act imposes strict limits on the time allowed to retrieve data on request, the Data Protection Act imposes limits on the duration that information can be retained. Public sector organisations falling foul of these regulations are subject to strict enforcement by the Information Commissioner. An email archiving solution is vital to help manage the flow of email through the organisation together with business rules that govern its storage. Information lifecycle management systems are needed to provide the scalability to cope with the retention of increasing amounts of email.

Customisation

Far-reaching public sector reforms have led the public sector towards providing all government services through electronic channels. This, combined with other initiatives such as the use of IT for social security fraud detection, has placed incredible development pressure on local authorities' IT departments. Consequently, information strategy in public sector organisations must be flexible, and this requires a smart approach to managing the flow of data through the organisation. Local authorities must view their information holistically in order to effectively control that information and tailor it to meet rapidly changing needs.

Why choose Sun StorageTek products?

Sun Microsystems is a recognised multi-billion dollar industry leader in the UNIX and open systems storage market. Its innovative storage solutions help simplify IT environments so organisations of all sizes can increase efficiency and utilisation, lower costs, improve reliability and compete more effectively.

Deliver Better Value,
Access, Simplicity, and Trust

What does Sun offer to your business?

- End-to-end offering of storage hardware, software and services
- Open systems approach, support for heterogeneous environments
- Best-of-breed devices across every storage class
- Unique systems approach
- Proven storage expertise

- Innovative products, technologies and methodologies
- Sun protects more data than any other Vendor
- Leaders in Virtualisation, Identity Management, Integration, Security and ILM

Get 50% Off your next Storage Healthcheck!

Can your current infrastructure meet your existing and future storage demands?

Are you maximising the availability of your storage environment?

Do you know what specific actions are needed to resolve your current infrastructure issues?
0800 022 0170

If you cannot answer the above questions with a definite YES then your Sun Microsystems Partner can help with the solution. Request your Data Storage Assessment Service today.

The Data Storage Assessment Service includes:

- Two day on site visit
- On site audit of Sun Storage infrastructure
- Formal report to detail all findings of the assessment
- Optional follow up meeting to review the report (where appropriate)
- Assessment of up to a maximum of 10TB of Sun data storage, split across a maximum of three Sun arrays, and a maximum of 10 host connections.
- 50% savings on list price offer
- Offer code: IS-STO-HCK-001
- Offer lasts until May 29th 2007

For storage infrastructures comprised of non-Sun storage arrays, request alternative Data Storage Assessment Service quotation from your Sun Microsystems Partner

Address your Business Issues today and request your Data Storage Assessment from your Sun Microsystems Partner.

Your Sun Microsystems Partner

Call 0800 963 941 to find your nearest Sun Microsystems Partner



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