

Total cost of ownership of governmental e-solutions

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SMIT: ICT services and know-how



- Moto: Each person working for internal security has sufficient information for his/her needs independently of time or location.
- 116 ICT services incl. 27 mission critical (24/7) services
 - Population register and ID management
 - Issuance of documents
 - Emergency services 112
 - Management of rescue services
 - Police databases
 - e-Police
 - Visa register
 - Border checks
 - Border surveillance (KILP)
 - TETRA communication network
 - Etc...
- 352 locations
- 10 000+ end users
- 25% increase in data traffic annually

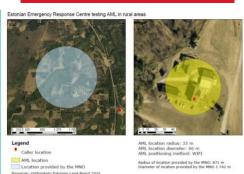














Information System of Internal Security Data Personal warehouse Dashboards **ERP** Strategy The Fire Security Mobilization **Planning** Traffic accounting and analytics Sensors Alarm. cameras cameras at the **Patrols** WARNING Border and ° IoT Domain management Operational resources Monitoring(Capturing data describing the actual situation) Online Information Intranet Radio Emergency services services Virtual communication calls Workstations Situation 112 e-Call Room Data Devices of Network Interoperability Communication Centre new systems generation Situation analysis **Alarms Patrols** High availability ICT infrastructure Identity **Population Biometrics** documents register Operation management **Identity management** Lawforce Porder Visas Migration Supervision Scengen controll case Case management

ICT trends to consider



Environment

- Security globally has totally changed and continues to change rapidly
- Cyber threats incl. cyber attacks and cyber crime volume and effect continues to increase
- Cross-border exchange of information and interoperability of IT systems incl. requirements for checks on EU external borders will increase
- Daily life will more and more depend on ICT services
- Shortage of qualified IT staff and increasing costs for this workforce

Users

- Fast and ever increasing volume of data capture and analysis
- Procedures in constant change and business requirements volume and speed will increase



Public sector

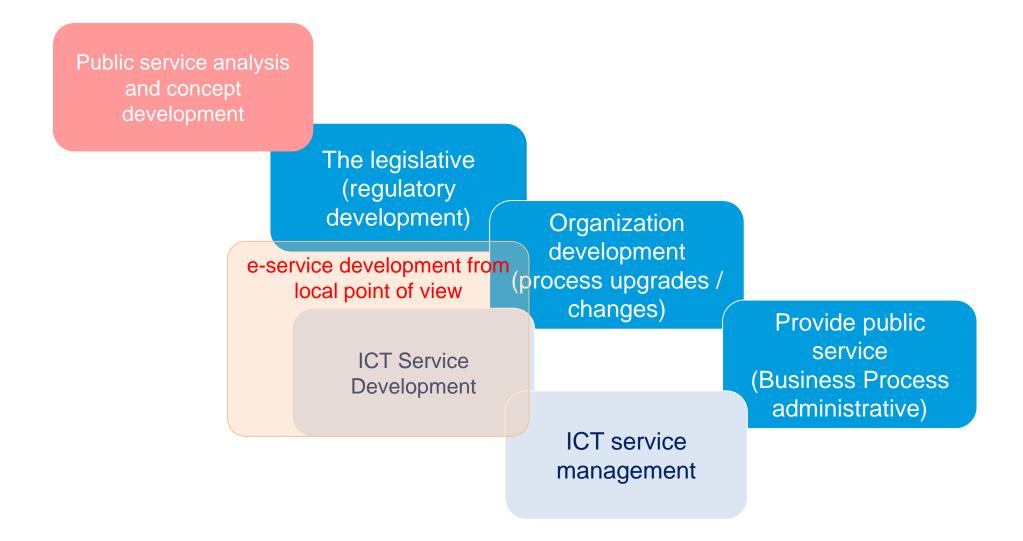
What is the problem?



- The total duration of the development projects are too long (2.5 to 4.5 years)
 - Time from arise idea to financing desision for 1 to 2 years (state budget process)
 - International procurement process for 1-3 months
 - A business (case) analysis of 3-6 months
 - Realization of 1-1.5 years
 - Implementation of 2 to 4 months
- Applying for funding for the project is not feasible to know the solution
- The organization is inert and slow to seize new opportunities and realize them.

Public services and ICT service development ••••







Total cost of ownership: why it matters to public sector?

Costs





Purchase price

UX Maintenance Man-hours Hardware

• • •

Maintenance without TCO



- Software = intangible fixed asset
 - maintenance (fixing of bugs)
 - ? depreciation (amortization or wear and tear)
 - depreciation non-monetary cost = no need

to cover

Corrective Maintenance

Adaptive Maintenance Porting & Migration

Perfective Maintenance Enhancements & Scalability

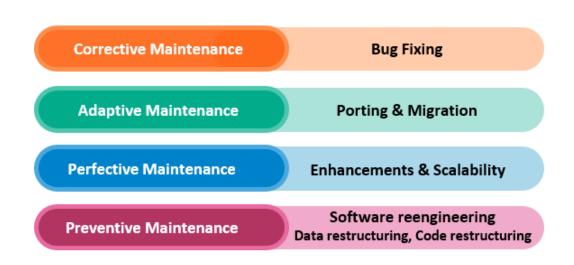
Preventive Maintenance Software reengineering Data restructuring, Code restructuring

Source: http://www.sdibo.com/img/services/maintenance/types.png

Maintenance with TCO



- Software = intangible fixed asset
 - maintenance (fixing of bugs)
 - > depreciation (amortization or wear and tear)
- Releases
 - Once a week
 - Once every 2 weeks
 - Once a month



User experience (UX)





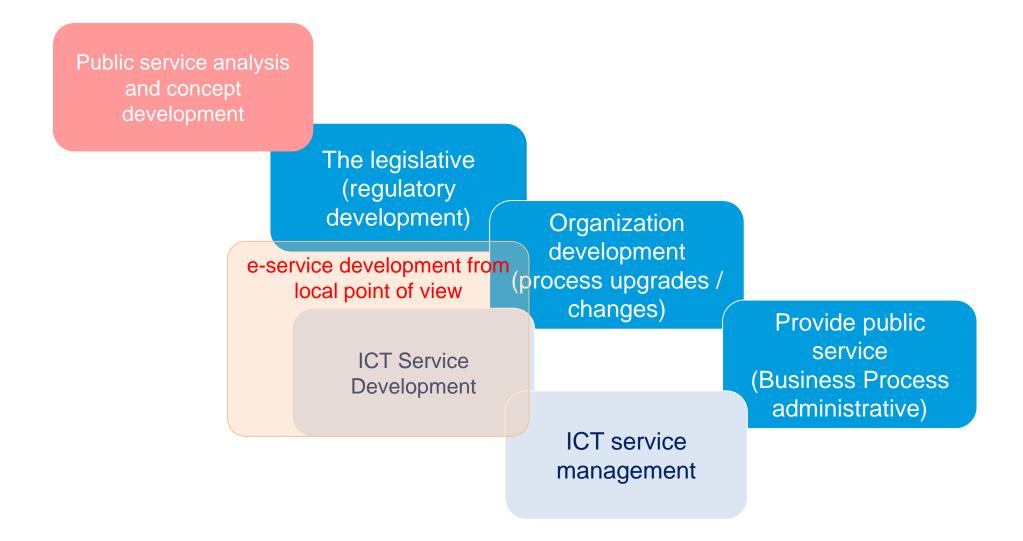






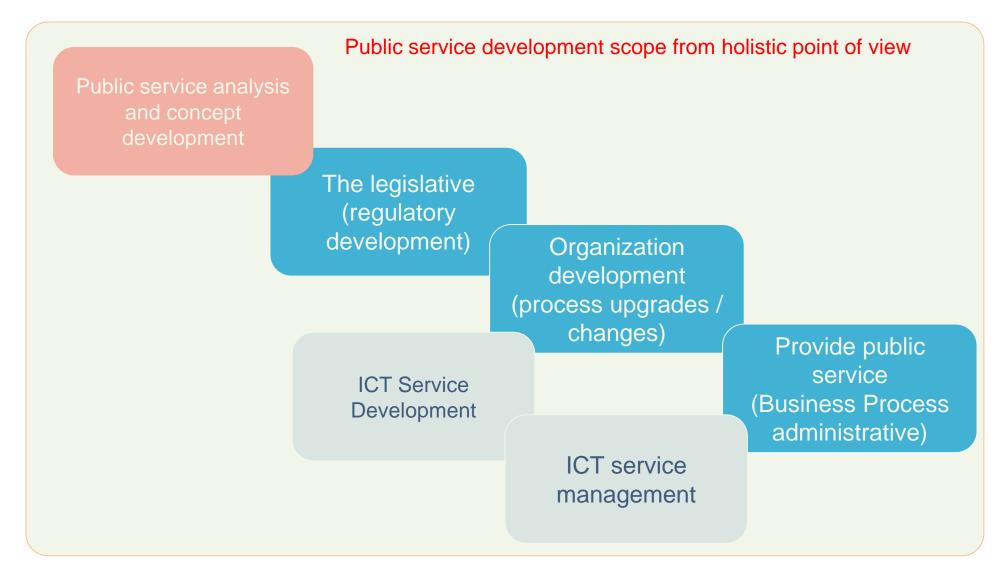
Public services and ICT service development ••••











Way forward



- ✓ TCO of gov e-solutions
 - Continues development and maintenance (fixed assets + running costs)
- ✓ TCO of public services
 - Optimised public services

THANK YOU



QUESTIONS?

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Meie koog Jinuga

