AGENCY APPLICATION STRATEGIC PLAN

Cloud Readiness Report

2023-2024
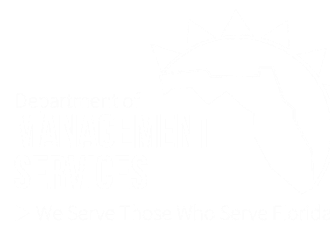
Department of
MANAGEMENT SERVICES

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Table 1.10

Executive Summary

Pursuant to section 282.206, Florida Statutes, the Florida Department of Management Services (Department) submits the following Agency Strategic Plan to the Executive Office of the Governor and Florida Legislature, which outlines the readiness of the Department's applications that are located at the State Data Center for transition to a cloud-computing service.

Background

Chapter 2019-118, Laws of Florida (HB 5301), enacted by the Legislature and signed by the Governor in 2019, requires agencies to adopt a cloud first strategy in their procurements and upgrades of existing legacy systems.

Cloud First Strategy

The Department began the process of transitioning its environment to cloud-computing services in 2015. This strategy will outline a plan for the remaining applications, systems, and databases that reside in the Northwest Regional Data Center (NWRDC).

The Department will continue to leverage third party Software as a Service (SaaS) solutions as the primary choice for new technologies. Where the Department is utilizing custom applications that cannot be solutioned with a SaaS solution, the application will be migrated to a commercial cloud provider where Infrastructure as a Service (IaaS) will be used to support legacy applications that require refactoring.

The Florida Retirement System continues to embark on a cloud migration strategy for the Integrated Retirement Information System (IRIS). This system is currently manged by a third-party vendor and resides in the NWRDC. The strategy for this system is to plan the migration to Oracle commecial cloud as the system utilizes an Orcale database.

The Division of Telecommunications is currently in the process of moving its Communications Service Authorization and Billing (CSAB) System used by customers to order SUNCOM services from the NWRDC to the cloud.

Cloud Platform Types

The Department uses each of the cloud service models from the National Institute of Standards and Technology (NIST) Special Publication 800-145.

a. **Software-as-a-Service** – This service model uses a cloud provider's software application primarily via a web browser and the Department does not have any administrative control of the application, operating systems, or hardware. Gmail is an example of a SaaS mail solution.

b. **Platform-as-a-Service** – This service model uses the Department's application that operates on a cloud provider's infrastructure. The Department has administrative control

of the application but does not have control over the operating system or underlying hardware environment. Salesforce is an example of a PaaS solution.

c. **Infrastructure-as-a-Service** – This service model incorporates Department applications and Department operating systems running on a cloud provider's infrastructure. The Department has administrative control of the application and operating system but does not have control over the underlying hardware environment. An example of this model is the EC2 platform from Amazon Web Services. With EC2, you rent the servers and have full control over them, incuding their operating systems.

Cloud Migration Strategies

The Department has a set of migration strategies to handle the migration of existing legacy systems. These deployment strategies cover all the applications and systems that will be migrated or replaced as the Department moves its systems to the cloud.

a. **Rehost** – This migration strategy recreates the existing environment in a cloud-provisioned service. This is commonly known as "lift and shift." No changes to the application or the underlying environment are required. Only application connectivity changes need to be addressed. Almost all "virtual" servers at the State Data Center could be migrated in this manner. Cost savings are possible where operational costs of the new system are compared on a component by component basis.

b. **Re-platform** – This migration strategy does not require any major code changes to the application itself, however the application may be operated in the latest version of the underlying system platform. An example of this might be migrating an on-premise database system running on an non-cloud compatible version but can run on a newer database version in the cloud without any major code changes. Any cost saving opportunities with this method also stems from a comparison of operating costs on a component-by-component basis.

c. **Refactor** – This migration strategy requires modification of the application to take advantage of the inherent efficiencies that cloud-computing platforms can offer. Often the code base must be significantly rewritten to achieve these efficiencies in operation and lower costs as a result of the reduction in computing resources necessary to achieve the same performance and user experience.

d. **Rebuild** – This migration strategy requires that the application be completely rewritten from scratch to allow it to function in a cloud environment. The original application may not migrate to the cloud and will require the business functions to be written into a new application. This can be a very labor-intensive effort but cost savings can be achieved over a long time where the application can operate more efficiently in a cloud environment.

e. **Retire** – Another option is to remove the application from service. This may occur when an agency no longer needs the application to perform a specific function, or the function has been absorbed by another application.

Northwest Regional Data Center (NWRDC)

The Department completed the transition of the State Data Center to NWRDC in June of 2022. Any applications related to operating, monitoring or the general operations of the State Data Center are no longer included in these reports. Applications that are not hosted in the NWRDC are not included in this report.

Applications targeted for migration, decommission, or replacement by third party vendor supported SaaS solutions are listed in Table 1.1. Plans and detailed actions for moving these applications out of the state datacenter will continue to progress over the next 2 fiscal years with a target date of completion in December 2025.

Table 1.10

Application Name		Application Business Purpose	Criticality	Cloud Capable	Strategy	Agency Comments
411		State Employee Directory	Mission Critical	Yes	Replace	This online web portal is the State of Florida agencies telephone directory primarily populated by data from the People First data warehouse. This is an Oracle application and refactoring or rewriting is recommended to move to cloud.
Active Directory		Primary Identity Management	Mission Critical	Yes	Rehost	Currently hybrid, with attributes both in the data center and the cloud.
BARS		Financial Reporting of FLAIR Data	Business Supporting	Yes	Replace	Budget accounting and reconciliation system. The Department is currently reviewing options to replace this application with a SaaS solution.
Cherwell		IT Ticket Management System	Business Critical	Yes	Replace	The Department is currently reviewing options to replace this application with a SaaS solution.
COINE Domain		REDM Building Automations System	Business Critical	Yes	Rehost	Approximately 45 virtual servers support building automation systems, monitoring, and store system logs for critical network infrastructure.
Contract Management Systems		HRM Customer Relationship Manager	Business Core	Yes	Replace	The Department is currently reviewing options to replace this application with a SaaS solution.
CSAB		Telcom Service Order and Invoice	Mission Critical	Yes	Refactor	CSAB is a PHP/Oracle application for telecommunication service ordering and invoicing. Refactoring is currently underway.
ETL Engine		Data Integration for Multiple Applications	Business Essential	Yes	Refactor	System currently provides support for multiple applications via its connections to the People First data warehouse. Used for SSIS packages.
File Shares		Networked Storage for Program Areas	Business Essential	Yes	Replace	The Department is currently performing file share migrations to the cloud.
FLAIR Payment		Move to PALM	Business Essential	No	Retire	Will be moved to Florida PALM.
FRS Online		Self Service portal for retirees and active employees	Business Essential	No	Re-platform	The Division of Retirement is currently working with its vendor to develop a plan to re-platform this application. The go-live goal is December 2025.
IRIS		Facilitates communication with active employees and retirees	Mission Critical	No	Refactor	The Division of Retirement is currently working with its vendor to develop a plan to re-platform this application. The go-live goal is December 2025.
LCT		Legal Case Tracking System	Business Supporting	No	Replace	Systems cannot be lifted to the cloud and must be replaced. The Department is currently reviewing a SaaS solution with the Office of General Counsel for suitability.
Local Retirement System		Actuarial valuation Database for Local Retirement Systems	Business Essential	No	Refactor	The Division of Retirement is currently working with its vendor to develop a plan to re-platform this application. The go live goal is December 2025.
MIP		Financial Management System	Mission Critical	Yes	Rehost	The application is hybrid and replaced FMS (Financial Management System) Oracle Financials.
MFN DNS Servers		Statewide Name Servers for My Florida Network Platform	Mission Critical	Yes	Rehost	DNS servers which support MFN2.
myflorida.com		Statewide Searchable Web Portal	Business Essential	Yes	Rehost	The Department is currently working with a vendor to move this site to a web-based host.
OSD Minority Business Certification Systems		Tracks certified minority businesses	Mission Critical	Yes	Replace	The Department is currently reviewing options to replace this application with a SaaS solution.
Payroll Reconciliation		Move to PALM	Business Essential	No	Replace	The Department is currently working on replacing application with Web Focus.
Radius Server		Authentication Mechanism for Wi-Fi	Business Essential	Yes	Rehost	This system provides authentication for Wi-Fi access by Department owned computers.
TRIRIGA Utilities		Exception Handling for Parking and User Accounts	Business Core	Yes	Replace	The Department is currently working with a third-party vendor to replace this application by moving its functionality to another cloud-based application.
Vendor Bid System		Primary System for Posting Competitive Solicitations	Business Essential	Yes	Retire	Archival access only New entries are captured in MFMP. Data will be moved to public portal for archival searching.