



GSA Office of Citizen Services and Communications

# Cloud Computing and USA.gov

Martha Dorris

Acting Associate Administrator  
GSA Office of Citizen Services and Communications

May 1, 2009

# Meet USA.gov

- Official portal to the Federal Government
- Always adding new features
  - RSS Feeds
  - GovGab Blog
  - Government Gadget Gallery
- Major national and international awards
- Traffic volume on the rise
- Affiliate search program thriving

# USA.gov Challenges

- Accelerate the creation of new services
- Reduce costs
- *Solving both at the same time would require a whole new approach*

# Meet Cloud Computing

- Simplest definition: IT services delivered through the internet
- Three tiers
  - Software as a Service (SaaS)
  - Platform as a Service (PaaS)
  - Infrastructure as a Service (IaaS)

# Cloud Computing Advantages

- Vendors harness economies of scale
  - Less energy
  - Fewer servers
  - Smaller staff
- Customers get great service
  - Easily, rapidly scalable
  - Hardware procurement eliminated
    - Save money
    - Shorten timelines
  - Security is enhanced
    - Less vulnerable to attack
    - Regular data backups
    - Servers in diverse geographic locations

# How USA.gov Met its Challenges

- Created an IT Roadmap to manage change
- Canceled contract with major integrator
- Will move hosting to “the cloud” May 2<sup>nd</sup>
  - Also using a Content Distribution Network
- New Content Management System May 4<sup>th</sup>
- Add a Portal – early next fall

# Outcomes

- Dramatic savings
  - Core infrastructure costs reduced by 90% from \$4.5M/year to \$500k/year
- Dramatic increase in agility
  - Add new features in *minutes* rather than months or even years
- Operations and maintenance reductions
  - Staff freed to concentrate on creating new services

# QUESTIONS?

[Martha.dorris@gsa.gov](mailto:Martha.dorris@gsa.gov)

202-501-0225