IOT Architecture Services - 2023

Who We Are:
A newly formed team empowering agencies across Indiana to achieve their goals using the latest cloud computing technologies and services available in AWS and Microsoft Azure.

Our Mission:
To support and maintain the public cloud service provider infrastructure in use by our partner agencies and internal to IOT.

Department: 493032

Manager: Tyler Latislaw

Formed: 2022

What We Do:
Provide triage and troubleshooting of public cloud service provider infrastructure and hybrid cloud deployments. This team currently supports workloads in both Amazon Web Services (AWS) and Microsoft Azure including Government Cloud deployments for compliance-related systems. The public cloud operations team can help with supporting reactive issues, engaging in projects led by the Project Success Center (PSC) that involve cloud deployed systems and applications, and also engage in activities that help improve security, compliance, resilience, and/or cost efficiency of public cloud resources.

Our Products:
1053	Cloud Service Provider
1053a	Cloud Operations
1053aw	Cloud Service - Amazon Web
1053az	Cloud Service - MS Azure
1053b	Cloud Architecture Support
1053m	Cloud Architect – Agency

Our Tools:
ASM   Ticket Management and SLA Measurement.

Our Metrics:
Mon-Fri 6am-6pm excluding state holidays
Resolve customer issues within 32 IOT business hours   90%+ G; 87%+ Y; <87% R

Our Customers:
All state government entities that leverage IOT as the broker for their public cloud service provider infrastructure

Our Budget:
$5 million

Our Growth:
Our customer agencies have increased cloud spending approximately 73% from July 2020 to July 2021.

Major Accomplishments:
- Drafted technical and architectural cloud policy

Current Projects:
- Augment cloud related services
- Create cloud Center for Enablement
- Implement native monitoring tools for Azure and AWS service health, brakes, and security