

# How Cloud Can Help the Public Sector Build Trust

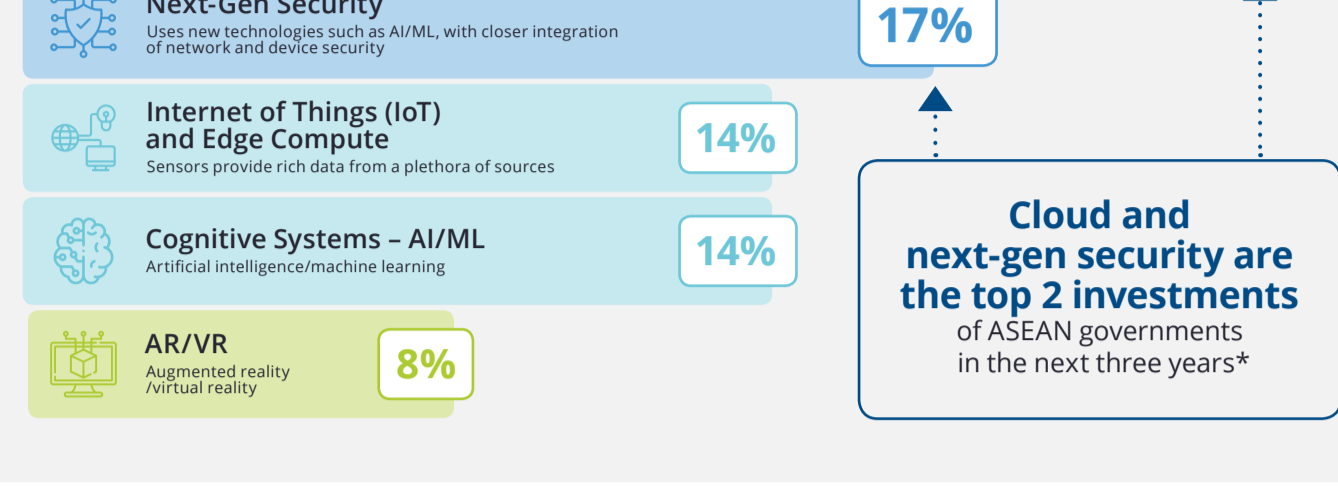
This IDC Infographic looks at how cloud could help the public sector build trust, which is fundamental to addressing socioeconomic challenges and influencing policies.

Security and data protection are first and foremost considerations for public-sector organizations aiming to be digital-first. Many in the sector are turning to cloud to enable this transformation.



## Top ASEAN government investment: Cloud

IDC research shows that cloud and next-gen security are top priorities, when it comes to ASEAN government IT spending in the near future. These cloud investments bring greater agility and enable a cost-efficient digital-first approach.



## Organizations Need a Digital Trust Champion

As the public sector rapidly moves towards becoming digital-first, they must embrace trust and transparency as common hygiene factors, if they are to gain public support. Organizations typically entrust this role to the four job titles below.

Job Title	Key Responsibilities
<b>CIO</b> Chief Information Officer	<ol style="list-style-type: none"> <li>Accountable for:                             <ul style="list-style-type: none"> <li>Internal IT infrastructure</li> <li>Cloud hosting</li> <li>Cloud security and zero-trust security models</li> <li>Cybersecurity programs and implementation</li> </ul> </li> <li>Oversees IT assets – software and hardware</li> <li>Measured on operational metrics such as system uptime, production incident, and service availability</li> </ol>
<b>CISO</b> Chief Information Security Officer	<ol style="list-style-type: none"> <li>Company security planning - zero-trust security model</li> <li>Monitoring incident response activities</li> <li>Cybersecurity programs and implementations</li> <li>Managing business continuity and disaster recovery</li> </ol>
<b>CDO</b> Chief Data Officer	<ol style="list-style-type: none"> <li>Develops digital strategy and business models</li> <li>Leads the development and deployment of digital products and marketing</li> <li>Responsible for public-facing technology stacks</li> <li>Measured on data-delivery, -categorization, -catalog, and -insights</li> </ol>
<b>CTro</b> Chief Trust Officer	<ol style="list-style-type: none"> <li>Assist organizations in fulfilling their promises to the public and stakeholders on security, privacy, data, and ethics; as well as environmental, social, and governance (ESG) metrics</li> <li>Support the organization's efforts to hire and retain an ethical workforce</li> <li>CTros are responsible for the development and execution of policies, and for maintaining company-wide accountability for privacy and compliance, and governance-related activities</li> </ol>

### A Day in the Life of a CIO

The Chief Information Officer (CIO) plays an important role in creating a competitive business advantage with technology.

**Meet Adrian**

Adrian, the CIO of a newly set up agency, is responsible for developing and implementing IT strategies in its operations.

9 AM	IT team's performance dashboard review
11 AM	Meeting with the Chief Marketing Officer
2 PM	Grant cloud data access to the CEO's Special Officer
3 PM	Listen to a podcast
4 PM	Weekly data security review
5 PM	Announce new business intelligence platform
6 PM	Review the day's tasks
10 PM	Prep for tomorrow and review calendar

### A Day in the Life of a CISO

Chief Information Security Officers (CISOs) collaborate with company officers, business managers, cybersecurity teams, and IT managers to ensure security aligns with business goals and objectives.

9 AM	Review security dashboard KPIs
10 AM	Weekly IT and cybersecurity team meeting
1 PM	Break
2:30 PM	Attend risk management meeting
4:30 PM	Weekly security update with CEO and CIO
5 PM	Cybersecurity community network meet-up

**Meet Linda**

Linda, the CISO, oversees the organization's digital security activities. She is also in charge of the governance framework, rules, and metrics for cybersecurity.

### A Day in the Life of a CDO

A Chief Data Officer (CDO) is a necessity to ensure good corporate data standards are adhered to and proper governance is in place.

**Meet Kumar**

Kumar reviews the architecture, user requirements, software development, report development, and AI and ML integration.

8 AM	Internal: Video conference with the Data Squad
11 AM	Review progress of vehicle information automation project
12 PM	Meet with a possible digital-twin-model vendor
3 PM	URGENT: Review of data security protocols after data breach reports
5 PM	Review data in interactive dashboard
6 PM	Online review with CEO
10 PM	Prep for tomorrow and review calendar

### A Day in the Life of a CTro

A Chief Trust Officer (CTro) potentially could strengthen citizens' perception of the public sector, enabling the advancement of the public sector's digital-first agenda.

10 AM	Review company policy with Chief Human Resource Officer
11:30 AM	URGENT: Crisis management meeting
1 PM	Responds to emails
2 PM	Hybrid team-building session
4 PM	Inter-agency roundtable meeting
8 PM	Prep for tomorrow and review calendar

**Meet Diana**

Diana provides tactical advice and guidance in risk assessment and mitigation strategies. She is responsible for the development and execution of policies.

## Essential Guidance

The public sector should embrace scalable cloud platforms in order to host new technologies. This will enable them to provide digital public services that are responsive to need and demand while maintaining integrity and transparency.

<p><b>1</b></p> <p>Increase investment in <b>Integrated Platforms</b></p>	<p><b>2</b></p> <p>Enhance <b>Next-Gen Security</b></p>
<p><b>3</b></p> <p>Enhance and Invest in <b>Robotic/Automation Processes</b></p>	<p><b>4</b></p> <p>Engage <b>Reputable Partners</b> with MSSP competency</p>

### Message from the Sponsor

Rethink how your workloads can be modernized with robust cloud security design principles to enable innovation in public services. Connect with AWS today.

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