



Emergency Management Issues Special Interest Group Annual Meeting

Cloud Hosting Web Content for Emergency Public Information

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What is the cloud?



- Cloud computing is an emerging Web content strategy in which organizations outsource IT services to third party vendors (e.g., Microsoft, Google, etc.)
- These organizations can provide benefits typically not supported by internal IT departments including
 - Redundancy
 - Scalability
 - Service Level Agreements
 - Remote Access

Benefits of the Cloud



- Reliability—Cloud computing allows you to host content on third party sites with robust infrastructure
- Scalability—Vendors typically provide SLA's that allow for consistent performance despite spikes in traffic
- Redundancy—Most cloud companies offer a failover capability that automatically redirects traffic to an alternate site in case of an emergency overload. (e.g., Redmond, WA and Langley, VA)

Benefits of the Cloud cont . . .



- Expertise—Internet hosting is core competency for vendors and staff typically have more expertise
- Security—Host companies support all sorts of customers with security requirements (e.g., credit card numbers, SS#s, etc.)
- Accessibility—Because the site is remotely hosted, content managers are able to access it from any location with a password login

A Real Case Scenario



- INL currently uses an internally hosted website and content management for www.inl.gov
- The system uses an Oracle portal for content managers to update information and the network is hosted on our servers
- Recently our emergency operations center was activated to respond to a wildfire
- Our networks were undergoing a planned electrical outage, making it impossible to post to our website

Cloud Hosting Concerns



- Security—Government agencies are wary but many organizations are already using the cloud (DoD, etc.)
- Government Compliance—Government policy about privacy, tracking cookies, etc. can be addressed by most vendors
- Cost—Organizations are resistant to change and point to increased costs. However, by outsourcing staff, hardware and facilities, organizations typically save money

Looking Ahead



- INL is migrating our email and collaboration services to the cloud and are planning to cloud host website content
- INL now has two contracts in place for hosted solutions (Microsoft and Dot Net Nuke)
- We will be using the Dot Net Nuke system for emergency public information on our external site
- We currently use the Microsoft platform so various agencies can share information and video conferencing

Questions?



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