

# ITS Strategic Roadmap – FY16

## **Large File Transfers**

Author: *Bill Bissell*

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### **Background**

Metro ITS provides for transfer of very large (typically 15-20 megabytes and larger) files to external users by FTP (File Transfer Protocol) and FTPS (File Transfer Protocol - Secure) sites, the latter which encrypts the files in transit and on the FTPS server. Due to the encryption, the FTPS option is more secure, however it requires an FTPS client rather than a browser to receive files. The service is also the victim of fast, no financial cost, and easy web-based services such as DropBox.

The main stakeholders for this service are the departments of Health, Finance Purchasing, Planning and Water Services; the department with an occasional need for file transfer; and the vendors and customers with whom those departments work.

### **Current Strategic Drivers**

- 1) **Cloud Services** (Game Changing) - Cloud services have entered the mainstream and can provide a functionally attractive and cost effective way to offer industry standard services, assuming that security concerns can be effectively addressed by the cloud vendor.
- 2) **User Demand: File Transfer** (High) - The transfer of large files such as documents, architectural plans, and voluminous databases to vendors and partners outside the Metro Government network are an everyday occurrence for many Metro agencies.
- 3) **Desire for Self-Service (High)** – Today’s more tech savvy Metro employee demands an approach similar to the one they use with their personal banking and shopping. Employees look to be empowered to perform tasks and monitor the status of those tasks on their own schedule, without the need to email or call a helpdesk. Has led to use of free web-based services like Dropbox, Google Drive and other cloud based file transfer services
- 4) **Heightened Expectations of Savvy Metro Employees** (High) – Today’s Metro employee, especially younger employees, mirrors the culture at large and is much more willing and capable of engaging with technology than even five years ago. Additionally, these employees have an expectation that the tools that they use at work should perform as well and with the same ease as those used for personal work such as shopping, banking, email and document management.
- 5) **Demand for Secure Government Systems** (High) – With massive data breaches in the news on seemingly a daily basis, including numerous for Dropbox and similar services, Metro must strive at all times to protect the security, availability and integrity of all databases entrusted to our management.
- 6) **Technology End of Life: Windows 2003 Server** (High) - Windows 2003 servers extended support ends on July 14, 2015.



## On the Horizon Strategic Drivers

- 1) **Customer Demand: Integrate the file sharing service into existing systems** (Medium) – Metro employees don't need to learn an additional tool, when technologies exist to accommodate the need within current operating system tools.

## Short Term Goals (0-6 months) 7/1/15 – 12/31/15

#	Goal/Objective	Est. Start	Est. Duration
1	Investigate available commercial options to provide secured file transfer services replacing FTPS.	7/1/15	3 months
2	Plan and implement project to select and install commercial product. Implement rollout of project on trial basis.	10/1/15	3 months
3	Investigate possible charge-back model for file transfer services.	10/1/15	3 months

## Medium Term Goals (6-18 months) 1/1/16 – 12/31/16

#	Goal/Objective	Est. Start	Est. Duration
1	Plan and implement project, with key existing departmental customers. Include a clean up and purge of content from existing system and a support model to purge files in a reasonable time.	1/1/16	TBD

## Long Term Goals (18-36 months) 1/1/17 – 6/30/18

TBD

## Related Roadmaps

- Enterprise Server
- Nashville.gov
- SharePoint

