

# Ep. 33 Hybrid Cloud Management in Today's Federal Data Landscape

Welcome to the federal tech podcast. My name is John Gilroy and I will be your moderator. Well, I think everyone knows there's been a tremendous cloud migration in the last few years accelerated by COVID. What has accelerated is really understanding what's going on and, and where this whole concept of analytics in the cloud is going to head. So today, we have in the studio, we have Andrew Churchill, he's the vice president federal sales at a company called Qlik, which most people have heard of it, but I have to spell it out. So they can go to the correct website. Andrew, give us maybe a thumbnail sketch of your background and, and maybe give us a rough idea of what we're gonna talk about today, please.

01:16

Absolutely, John. So I've been with Qlik for about eight years, and in the federal technology space for almost 30. You know, most of my time has been in and around data, helping federal agencies leverage data and support their mission. And that's what we do here at Qlik. And you know, as the topic of this conversation would imply, you know, a lot of that is beginning to happen in the cloud. So we're really excited to be talking to you about it today.

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I have done many podcasts, interviews and breaking news, I listen to podcasts. And I listen to podcasts about technical people describing the cloud. And so I was listening to one guy from Florida. And, and he said he was actually he was the system, he was managing the cloud transition. And he said, he would have 15 different things going on one bit of information about the network, one bit of information about the servers, one bit of information about the email one bit of about this, and that. And when there was a problem, the managers would come down and get in his way. And so what he decided to do to make his life easier, he decided to put up a dashboard. So they wouldn't have to come down and bug him. And they would just see what's going on. And they could make business decisions based on information on his system. And so when I thought about having you guys back in the studio, I thought about this guy, and he said, I just did it, because guys off my back, because I'm busy in the weeds. And they're asking me every three seconds what's going on? And so I think what's happening is there's hybrid clouds out there as public clouds is on prem services, and everyone's trying to find what's going on, especially if there's a problem. So is that really what it boils down to with this dashboard for cloud visualization information

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of a budget and the execution of a budget, the development of logistics capabilities, you got a lot of moving pieces and parts, they're all going to be sequenced. And there's going to be changes that happen along the way. And as you noted, a lot of people are going to be wanting to pay attention, because this is a very important mission capability, the many, many legacy IT services that are being migrated in some cases being modernized or mixed up, as they as they make the move to the cloud. So Analytics is a an approach to being able to inform people with data for any number of use cases. And of course, there's big IT projects fit the bill.

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When I first heard about your company, to Li K, I kind of categorize it as business intelligence, BI, it's what it was. But since I first met you years ago, it's added a different type of intelligence, artificial intelligence. And so we take all these basic business intelligence concepts is trying to help people make business decisions. So artificial intelligence can be applied to this decision making as well, can't it?

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Absolutely. And it's John AI. AI, you know, just like in every other area of our life is playing an increasing role. You know, whether it's helping you discover the next book that you're going to read or the next restaurant that you might want to consider in data. It's it's playing a role all the way through the lifecycle. So ai ai and helping the folks that are building datasets to identify problems with data quality AI that's defining how data relationships exist when you're combining multiple sources, AI that helps you define or recommend make recommendations for the best way to represent data and what type of chart or object. And then of course AI to help you to inform that user, whether that be through natural language type of query, or telling them about insights that they may not have considered. AI. And those are just at the front end, obviously, artificial intelligence and machine learning are the some of the biggest modern investments that are happening in the cloud and with data, and they're, you know, tend to be directed at okay, what what do I expect to happen? Okay, if this historical data set, how is that going to inform, you know, the decisions I might make about what is going to happen in the future. So let's talk about supply chain and logistics, hey, it looks like you may end up with a shortage of this XYZ, XYZ widget. But you also have those available in these other areas. So with analytics, being able to get out ahead of that problem, whereby you have plenty of supply just in the wrong places, and then making sure that you're making those choices, informed with data to do that. So AI is absolutely become a foundational element. It went from being like this thing that we all spoke about, like it was, you know, the fancy new faucet in the kitchen that I was trying to sell as a home builder, to now just, you know, as important as the two by fours that sit behind the wall of that new home. So yeah, John, it's moving fast. And I can't even imagine, you know, so I think we spoke first time, maybe three, plus years ago, pre pandemic, imagine where we're going to be, you know, three years beyond now.

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There's a book, I recommend the classroom, it's by a guy named Simon Sinek. Can you probably know, it says, always start with why? Yeah. And maybe that should be on your business card. Because I mean, if there's an issue in your network, and you go down, and start bugging your systems, people, and they don't want to hear it, well, maybe the issue has got to do with storage limitations, or some instant that you can't figure a camper. I mean, it's always best to get the why so then you can make a business decision on remedying the problem, whether it's an outsider's attack, whether it's running out of storage, whether it's



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we, you maybe unknowingly, or maybe you've been reading some of the stuff that we've put out there, I've hit on one of what we would say is a big advantage that we bring to our customers. So our you know, one of our big themes right now is what we would call actionable intelligence. So it begins with this idea that I'm going to take data from the systems that are producing it, I'm going to bring it near real time into an analytics environment, I'm going to have continuous evaluation of that data going on. So that when I'm able to, I'm able to define certain things I'm looking for, again, low supply or maybe a a personnel issue, maybe a financial issue I'm executing, not executing as planned against my budget. alert me. So now I've now been alerted, I'm able to now engage at the right time in the business, and then dig into what happened like not exactly not just, you know, traditional BI is this many things happened over this period of time, but now get into what changed that result that brought about that result. And then as we spoke about AI being able to say, what, what is what's this pattern likely to be if it continues on for another three weeks, another three months? What kind of problems might I have? So I'm getting to the why. And then the real important step. And this is where this what what hopefully I think we'll be talking about here in a little bit. Is this, you know, sort of innovation in the cloud is how do I not just have the opportunity to say, Okay, here's the problem, but to take action. As we move more things to the cloud integration between third party services becomes so much easier via the API's that are now out from behind the traditional firewall. So let's say that I'm going to open up a request request in ServiceNow, or I'm going to kick off some sort of process in UI path. I really have the ability to integrate my analysis all the way into the action I'm going to take to address the why. And you know, that really, that's the difference that I think we're going to see if we you know, again, rearview mirror, most of BI was reports, okay, this many things happened. The future of BI is going to inform a an action that I take rather than just tell me, okay, here's here's what's going on.

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I'm glad you brought up ServiceNow because if I were sitting in a room with software developers had a whiteboard, I put a big box and I took a here's Andrew here and click then put another big box and ServiceNow. So you've determined that there's an event well Now it has to be someone's take an action that event and so we can have all the data we want. And if we don't have some kind of an action based on that. And so I think you're partnering with ServiceNow, and a couple other companies putting on an event on November 14, to show gummies and federal people exactly how the system can work with Cloud modernization said, coming up on November 14,

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November 14, that's correct, John and 1201 Wilson Boulevard in our in Rosalind Virginia at the convene facility, say just just above where Gartner has their headquarters, and, you know, co sponsoring it with AWS to white going to be a strategic partner in presenting that. And yes, you know, ServiceNow, UiPath, are going to be some of the partners that we're highlighting in this idea that, you know, cloud modernization is really, you know, in what, what we're doing in that event is we're trying to challenge the attendees to think differently about the way that they deliver mission capabilities, we're entering this era where it's all about these composable



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I was at AWS summit back in the spring. And there were speakers talking about redshift, and and many agencies have a bunch of stuff and redshift. Well, what does that mean? How can you make an actual decision based on that? I think what's interesting about this event is that, oh, you're gonna have someone from AWS, who can talk about Redshift and someone, maybe from clique who talks about integration, and then what about some from ServiceNow. So you can almost go to this event and pick and choose, grab the person that you need to get some information from. And if you are listening to this and trying to get information on it, you can use a bitly link, it's pretty simple. You're a bitly bitly.com. And you type in q li K federal, like at q li K federal and get our information. It's right across from the metro stop and Roslyn. So it's awfully easy to get to just three blocks from Deloitte to so I guess there's white people showing up there, huh?

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Yeah, they will be a short walk for them shortest. Yeah.

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It's like she'll be Rosalind slash Deloitte Central. Yeah. So it's much more than just a dashboard, it seems like what's happening with click is it you're moving it up to being a partner in integration of cloud modernization? And and this is just one tool that can assist in that monsters task? Is that right?

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Absolutely. I again, I'll go back. I really believe, you know, we, we've joked around and, you know, gardeners said, you know, kind of joked around, I'd really would characterize it that way as the dashboard being dead. And, and all that really means is like, if I have an organization of 10,000 people, analytic maturity is probably of people that want to engage with dashboards, or those traditional types of reports is probably going to be 20 to 25%. But you know, the, the remaining 70 80% 75 80% of your organization, those people make decisions, whether those are really important decisions from strategic leaders or, you know, folks that the you know, that maybe you're providing security at your facilities, they make decisions. So how do I now put analytics into those things? And when I say those things, I really talk about a very generic, you know, type of world of capabilities. Some of those things are just, you know, workflows. Hey, I, I'm asking for time off. So now I'm the manager who's reviewing that time off request, can I put analytics in there to help them understand, you know, okay, what is my other what the rest of my personnel look like? I can be able to assemble those things that quickly and be able to turn out new capabilities that support anything from that super small, little problem, all the way up to the most strategic type of mission issues is what the future holds in the cloud.



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Now earlier talked about being involved in synastry for 30 years. Well, 30 years ago, boys and girls show up on Monday morning, and you'd have a meeting and someone say oh, by the way, we had a problem. And it almost like was a top down type of troubleshooting for organizations, many of them. But I think with COVID with with the decentralization and that's the word I wrote down while you're speaking. Decentralization is a set know that the decision making process has to be done in a federated area where people can make decisions quickly because they can't wait to Monday morning when everyone has a cup of coffee at nine o'clock and talk about an issue because it's, it's the speed of now. It's there's no Monday morning anymore. It's right now, isn't it?

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It is and you know, what you're talking about is, you know, sort of federated authority is really about the culture of that organization. And we obviously we talk about data culture. And even in the reasonably short time I've been here, eight years, I've seen it evolve so much. I was blown away recently to hear that, you know, one of our DoD customers, is actually has one star generals, briefing three and four star generals from a dashboard. Just five years ago, most of anyone that was a flag officer was probably being briefed via PowerPoint. And we were impressed when we were hearing about, you know, senior leaders demanding that the you know, that their staff was briefing them. That's percolated all the way up when you start talking about this federated decision making. They're now empowering and engaging senior leaders to brief other senior leaders. And I guarantee you if it's happens there, it's happened at every other level of the organization, there's there is an expectation that you understand how data supports your role in the organization no matter how, how low down in the in the chain of command, that role might be? Right.

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I've heard about a program that I want to put you on the spot now. It's called advanta advantage of the DOD. Is this one application of deriving information from analytics?

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Yeah, it's that's advancing analytics. And it's, you know, I've I've said it maybe even on on your show back, and this is long before it reached where it is right now that I believe it is the most successful data initiative that have ever taken part that has ever gone on in the in the federal government. And I don't say that, you know, to brag about our achievements, the achievements here are really around leadership and and the things that they've been able to do to be able to bring in stakeholders and keep them engaged, advanta now is a an enterprise platform across the DOD, that is serving financial management, personnel readiness, supply chain, contracting procurement, and it really is integrating sort of the boardroom to the battlefield. For you know, I think we're up to 600 source systems across many, many domains. And again, just just a really inspiring example of, of what's possible even in the most complex organizations, when some of the, you know, theoretically simple barriers are removed. And and people are allowed to go and are enabled to go out and deliver mission capabilities.

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So if you have any complex problems and your federal agency, November 14, and Rosalyn is the event, you can use the bitly link, it's [bit.ly/click-que-la-que-federal](https://bit.ly/click-que-la-que-federal), and get more information, talk from a wide variety of solution providers. And I think Andrew, you can speak there too, are you just gonna be there?

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I will be welcoming people and the most for the most part. I mean, it's gonna be an interesting event. It's not, you know, we're not trying to put click at the center of it. So you know, we we kick off the morning with our CEO, Monica McEwen who's managing director of in their data and AI practice at Deloitte. And then the gentleman who runs all the global public sector partnerships for AWS, they're going to sort of lay down the gauntlet in terms of the challenge of, you know, what is this era? What does it mean to how we can approach these things? We'll do bring together a clique and some vendors to do some presentations. And then we've got some practitioners, some folks that have been in the job to talk about how they do it.

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Well, that's what I want your head about you guys. I want someone who's gotten mad and get yelled

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at. Exactly. And the people who understand like, it's easy for me to talk about pie in the sky possibility. But when that when that meets the the policy and the requirements that they have to secure data and protect their enterprise. Those are the real stories. And so we've assembled a group of folks that have got some great, you know, great backgrounds to be able to talk about, you know, how do I get from where I am to where this potentially is, what's the path look like?

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Good. It's been good path. We're at the end of our path today. You've been listening to federal tech podcast with John Gilroy. I like to thank my guest and who Churchill vice president federal sales had click,

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John, great to talk to you

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### SUMMARY KEYWORDS

cloud, analytics, data, people, ai, problem, servicenow, capabilities, happen, modernization, decisions, dashboard, organization, deloitte, federal, clique, andrew, aws, information, talk

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There we go. Okay, so I'm gonna do a toss to you. And then a my is a sound engineer Claude and he's going to take a normalize, incorporate and have the music there, then we'll go right into the discussion. And Andrew Churchill, Vice President federal sales at click, okay, just want to have to be compulsive about these things. So



the opening in about three seconds here we go. John Gilroy from the Federal tech podcast, Andrew Churchill from clique. Today, we're going to talk about analytics and cloud modernization hit the music club. Welcome to the federal tech podcast. My name is John Gilroy and I will be your moderator. Well, I think everyone knows is a been a tremendous cloud migration in the last few years accelerated by COVID. What has an accelerated is really understanding what's going on and, and where this whole concept of analytics in the cloud is going to head. So today, we have in the studio, we have Andrew Churchill, he's the vice president federal sales at a company called click QL ik most people have heard of it, but I have to spell it out. So they can go to the correct website. Andrew, give us maybe a thumbnail sketch of your background and, and maybe give us a rough idea of what we're gonna talk about today, please.

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There's a book, I recommend the classroom, it's by a guy named Simon Sinek. Can you probably know, it says, always start with why? Yeah. And maybe that should be on your business card. Because I mean, if there's an issue in your network, and you go down, and start bugging your systems, people, and they don't want to hear it, well, maybe the issue has got to do with storage limitations, or some instant that you can't figure a camper. I mean, it's always best to get the why so then you can make a business decision on remedying the problem, whether it's an outsider's attack, whether it's running out of storage, whether it's ingesting tremendous amounts of information or unanticipated so. So is click the why companies and we can say,

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know that the decision making process has to be done in a federated area where people can make decisions quickly because they can't wait to Monday morning when everyone has a cup of coffee at nine o'clock and talk about an issue because it's, it's the speed of now. It's there's no Monday morning anymore. It's right now, isn't it?

15:28

It is and you know, what you're talking about is, you know, sort of federated authority is really about the culture of that organization. And we obviously we talk about data culture. And even in the reasonably short time I've been here, eight years, I've seen it evolve so much. I was blown away recently to hear that, you know, one of our DoD customers, is actually has one star generals, briefing three and four star generals from a dashboard. Just five years ago, most of anyone that was a flag officer was probably being briefed via PowerPoint. And we were impressed when we were hearing about, you know, senior leaders demanding that the you know, that their staff was briefing them. That's percolated all the way up when you start talking about this federated decision making. They're now empowering and engaging senior leaders to brief other senior leaders. And I guarantee you if it's happens there, it's happened at every other level of the organization, there's there is an expectation that you understand how data supports your role in the organization no matter how, how low down in the in the chain of command, that role might be? Right.

16:40

I've heard about a program that I want to put you on the spot now. It's called advanta advantage of the DOD. Is this one application of deriving information from analytics?

16:49

Yeah, it's that's advancing analytics. And it's, you know, I've I've said it maybe even on on your show back, and this is long before it reached where it is right now that I believe it is the most successful data initiative that have ever taken part that has ever gone on in the in the federal government. And I don't say that, you know, to brag about our achievements, the achievements here are really around leadership and and the things that they've been able to do to be able to bring in stakeholders and keep them engaged, advanta now is a an enterprise platform across the DOD, that is serving financial management, personnel readiness, supply chain, contracting procurement, and it really is integrating sort of the boardroom to the battlefield. For you know, I think we're up to 600 source systems across many, many domains. And again, just just a really inspiring example of, of what's possible even in the most complex organizations, when some of the, you know, theoretically simple barriers are removed. And and people are allowed to go and are enabled to go out and deliver mission capabilities.

18:04

So if you have any complex problems and your federal agency, November 14, and Rosalyn is the event, you can use the bitly link, it's [bi t.li/click que la que federal](https://bit.ly/click-que-la-que-federal) and, and get more information, talk from a wide variety of solution providers. And I think Andrew, you can speak there too, are you just gonna be there?

18:24



I will be welcoming people and the most for the most part. I mean, it's gonna be an interesting event. It's not, you know, we're not trying to put click at the center of it. So you know, we we kick off the morning with our CEO, Monica McEwen who's managing director of in their data and AI practice at Deloitte. And then the gentleman who runs all the global public sector partnerships for AWS, they're going to sort of lay down the gauntlet in terms of the challenge of, you know, what is this era? What does it mean to how we can approach these things? We'll do bring together a clique and some vendors to do some presentations. And then we've got some practitioners, some folks that have been in the job to talk about how they do it.

19:08

Well, that's what I want your head about you guys. I want someone who's gotten mad and get yelled

19:13

at. Exactly. And the people who understand like, it's easy for me to talk about pie in the sky possibility. But when that when that meets the the policy and the requirements that they have to secure data and protect their enterprise. Those are the real stories. And so we've assembled a group of folks that have got some great, you know, great backgrounds to be able to talk about, you know, how do I get from where I am to where this potentially is, what's the path look like?

19:43

Good. It's been good path. We're at the end of our path today. You've been listening to federal tech podcast with John Gilroy. I like to thank my guest and who Churchill vice president federal sales had click,

19:53

John, great to talk to you

