

Time spent on the operations and maintenance of applications

Time spent on innovation

Source: Deloitte 2019

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Powering public sector innovation using the AWS Cloud

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24 weather/climate disaster events causing 253 deaths and \$57 billion in damage



More than 8 million migrants will be living in US soon (167 percent increase in five years)



From May 2020 – present there have been 4,446 protests in cities worldwide with 45 people killed, over 14,000 arrested, and billions in damages





Public Sector has never been more important



Challenges we are hearing from public sector customers

Demand for government services is rising while resources and capacity to deliver them **aren't keeping pace**

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Citizens increasingly expect the government to **provide modern digital experiences** for conducting online transactions

Aging infrastructure for data capture, storage, and management creates friction for leveraging data for analytics and machine learning

Complex security, privacy, and compliance requirements create barriers to change and block adoption of many SaaS solutions

Risk averse culture and institutional inertia slow innovation



Average realized benefits



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Source: The Hackett Group (2022), Supercharge Financial Performance with Amazon Web Services

"An effective cloud strategy can improve operational efficiency and make data an invaluable asset."

By making 10 percent more data accessible, a typical Fortune 1000 company will see a \$65 million increase in net income.¹ 415% five-year ROI² 48%

reduced total cost of operations²

How governments are currently using the Amazon Web Services Cloud

New Jersey Courts System



"What previously would have taken us months, we can now knock out over a weekend and complete testing and piloting over the next week. Our transition and continued investment in the cloud gives us a much more modern system on which we can build for the future."

—Jack McCarthy, CIO, New Jersey Courts

Migrated 40 key applications to AWS



26,000 virtual court events with **217,000** participants facilitated from March 2020 to December 2020



99 percent of staff able to work from home



Turnaround time for select tasks reduced from six months to 6 days



Launched its Judiciary Electronic Document System (JEDS) on AWS in just two days





State of Utah Department of Workforce Services modernized their IE application leveraging internal resources

CHALLENGE

By the time Utah's legacy integrated eligibility system went live, the state had already determined the monolithic and costly system did not meet their needs for a flexible and cost efficient solution. Making any system changes took too much time and limited operational improvements and compliance. They needed to modernize in order to better support both internal and external end users and to reduce costs.

SOLUTION

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The State was able to move from a monolithic system to a highly decoupled domain service architecture. This has afforded them greater technical flexibility and worker efficiency, and so far the state has saved \$8M. The State did this work themselves, and are the only state in the county to build an integrated eligibility system without a systems integrator.

"If I need to implement changes in the next 30 days, I can do it in 3. What I could develop in 100 hours in our legacy platform I can do in 10 on AWS .There's flexibility."

Mahmood Lebbai Chief Technology and Product Architect, Utah Department of Technology Service



Turn data into wisdom

It's been a great accomplishment to look back and see that something that was a large — and pretty overwhelming — idea has come together and is helping us make progress toward our larger goals.

Doug Glaze, Chief Technology Officer, Maryville University





Cloud accelerates innovation



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Cloud enables organizations to be data driven

View data as an organizational asset	Data must be accessible	Put data to work
No longer kept in silos or as the property of individual departments	Available easily and securely to anyone who needs access to it	Use in analytics and ML to make better decisions, create efficiencies, and drive new innovations
Improve operational efficiency	Make more informed decisions	Accelerate innovation

Does your leadership understand and support the "why?"



Understand your compelling "why?"



Delivery speed improvement



Cost reduction



Security improvements



Time-driven data center exit



Moving to multi-tenancy SaaS



Availability improvements



Aging legacy systems

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Licensing cost reduction



Moving to data-driven business



#### All of the above!!



Demand for e-services



Enabling gen AI solutions



Changing contact center technology





Scalability improvements



Sustainability improvements





# Who is your single-threaded leader?



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# Phases of innovation and modernization



# **Phase 1: Collect and analyze**

### Collect

Usage: Users and frequency of usage Criticality to business process Technology complexity, age, scalability, and reliability

### **Evaluate**

Duplication of capability Total cost of ownership Technical viability

### Score

**Create a scoring methodology and score team Plot onto 2x2 matrix Determine actions** 

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## **Evaluate and score**



# **Business case with Migration Evaluator**

#### Quick Insights report

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#### Directional business case



Automated PDF and Excel export available within 48 hours of data collection Available 5 days after data collection ends (upon request)



# **Phase 2:** Determine the right migration pattern



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# Strategies for each workload (7Rs)



# Modernizing leads to maximum innovation velocity and optimal total cost of ownership



## Leverage artificial intelligence and machine learning services



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This is a sample and answer all qu	employment application form estions.	
Personal Information	1	
Full Name:	Jane Doe	
Phone Number:	555-0100	
Home Address:	123 Any Street, Any Town, USA	
Mailing Address:	Same as home address	
Work History		
Current Company:	Any Company (2018-Current)	
	Any Role	
Company#1:	Previous Company # 1 (2014-20	
	Previous Role # 1	
Company#2:	Previous Company #2 (2010-20)	
	Previous Role # 2	





Speech and language

#### Intelligent document processing

Computer vision

# Predictions and insights

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# Phase 3

# **Prepare the organization**

## Take inventory of skills

Identify gaps, sources to fill, and update job bands

# Formalize re-skilling plan

Training offerings on job mentoring, recruiting, and gamification

#### Leverage partners

Training offerings on job mentoring, recruiting, and leadership

### Accountability

Public accountability of teams, people, and leaders



# Phase 4 Execute with excellence

- 1. Small work teams
- 2. Partner selection and management
- 3. Inspection mechanisms
- 4. Customer support

### AWS customer skills enablement

#### Migrate and build faster in the cloud



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# How can AWS help at every phase?



Collect and analyze

#### Define and document

#### Prepare the organization

Execution





# Thank you!

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